HP Color LaserJet CP6015 Series Printers

User Guide

CP6015n
CP6015dn
CP6015de
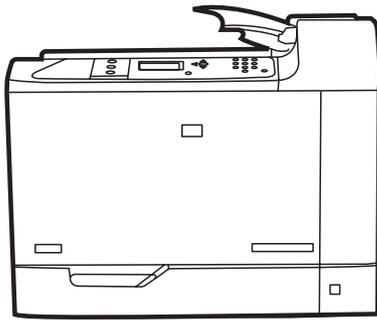
CP6015x
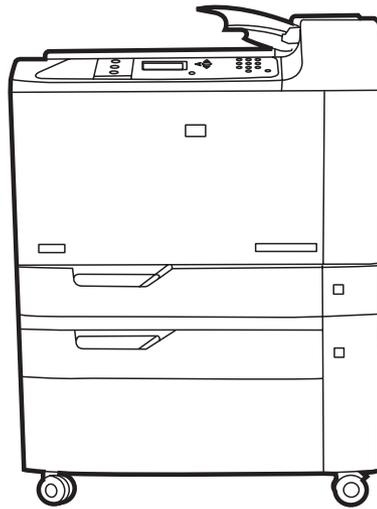
CP6015xh

HP Color LaserJet CP6015
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Product comparison

Table 1-1 Product models

Model	Features
HP Color LaserJet CP6015n	• 100-sheet multipurpose input tray (Tray 1) • 500-sheet input tray (Tray 2) • HP Jetdirect embedded print server for connecting to a 10/100Base-TX network • 512 megabytes (MB) of random access memory (RAM)
HP Color LaserJet CP6015dn	• 100-sheet multipurpose input tray (Tray 1) • 500-sheet input tray (Tray 2) • HP Jetdirect embedded print server for connecting to a 10/100Base-TX network • 512 megabytes (MB) of random access memory (RAM) • Duplexer
HP Color LaserJet CP6015de	• 100-sheet multipurpose input tray (Tray 1) • 500-sheet input tray (Trays 2) • HP Jetdirect embedded print server for connecting to a 10/100Base-TX network • 512 megabytes (MB) of random access memory (RAM) • Duplexer • Meets ENERGY STAR® guidelines, Version 1.0
HP Color LaserJet CP6015x	• 100-sheet multipurpose input tray (Tray 1) • Two 500-sheet input trays (Trays 2 and 3) • HP Jetdirect embedded print server for connecting to a 10/100Base-TX network • 512 megabytes (MB) of random access memory (RAM) • Duplexer
HP Color LaserJet CP6015xh	• 100-sheet multipurpose input tray (Tray 1) • Four 500-sheet input trays (Trays 2, 3, 4, and 5) • HP Jetdirect embedded print server for connecting to a 10/100Base-TX network • 512 megabytes (MB) of random access memory (RAM) • Duplexer • 40 gigabyte (GB) hard drive.

Product features

Table 1-2 Features

Speed and throughput	● Print up to 40 pages per minute (ppm) on letter-size paper and 41 ppm on A4-size paper.
	● Less than 11 seconds to print the first page
	● Recommended maximum monthly print volume of 12,500 pages
	● A 835 megahertz (MHz) microprocessor
	● Banner printing
	● Duplex at speed
Resolution	● 600 dots per inch (dpi) with Image Resolution Enhancement technology 4800 for optimum overall imaging
	● 1200 x 600 dpi for detailed line work and small text
Memory	● Models HP Color LaserJet CP6015n, HP Color LaserJet CP6015dn, and HP Color LaserJet CP6015de have 512 MB of random-access memory (RAM), expandable to 1 gigabyte (GB) by using 200-pin small outline dual inline memory modules (SODIMM) that support 128, 256, or 512 MB of RAM.
	Models HP Color LaserJet CP6015x and HP Color LaserJet CP6015xh have 512 MB of RAM, expandable to 1 GB.
	● Memory Enhancement technology (MEt) automatically compresses data to use RAM more efficiently.
User interface	● Four-line graphical display on the control panel
	● An embedded Web server to gain access to support and order supplies (for network-connected products)
	● HP Easy Printer Care software (a Web-based status and troubleshooting tool)
	● Internet-enabled supply-ordering capabilities through HP Easy Printer Care software and embedded Web server
Paper-handling	● **Input**
	○ **Tray 1 (multipurpose tray):** A multipurpose tray for paper, transparencies, labels, banner media, envelopes, and other paper types. See Supported paper types on page 89 for a list of paper types. The tray holds up to 100 sheets of paper, 50 transparencies, or 10 envelopes. See Supported paper and print media sizes on page 83.
	○ **Trays 2, 3, 4, and 5:** 500-sheet trays. These trays automatically detect common paper sizes and allow printing on custom-size paper. Tray 2 supports up to 279 x 432 mm (11 x 17 inches) and A3 paper sizes, and Trays 3, 4, and 5 support sizes up to 305 x 457 mm (12 x 18 inches), and SRA3. See Supported paper and print media sizes on page 83 for a list of supported paper sizes. For a list of supported paper types, see Supported paper types on page 89.
	○ **Duplex printing:** Provides automatic two-sided printing (printing on both sides of the paper). Not available on the HP Color LaserJet CP6015n model. This model cannot be upgraded to auto duplex.

Table 1-2 Features (continued)

	The paper size range for automatic duplex printing is 175 mm to 320 mm (6.9 to 12.6 inches) x 210 mm to 457 mm (8.3 to 18 inches). The media weight range is 60–220 g/m² (16-58 lb).
	• **Output**
	◦ **Standard output bin:** The standard output bin is located on the top of the product. This bin can hold up to 500 sheets of paper. The product has a sensor that indicates when the bin is full.
	◦ **Optional 3-bin stapler/stacker:** Provides job separation in multiple output bins, convenient stapling (up to 50-sheet jobs), job offset capability, and additional output capacity. The stacker has three bins: a 100-sheet bin, a 500-sheet bin, and a 1000-sheet bin.
	◦ **Optional booklet maker finisher:** Provides convenient stapling (up to 50-sheet jobs), saddle-stitching (up to 15-sheet booklets), single-sheet v-folding, job separation and offset capability, as well as additional output capacity. The booklet maker finisher has three bins: two 1000-sheet bins and one bin that can hold up to 25 saddle-stitched booklets.
	NOTE: The output bin capacities are based on 75 g/m² (20 lb) paper. Heavier paper decreases the capacity.
Languages and fonts	• HP Printer Control Language (PCL) 6
	• HP Universal Printer Driver (UPD) PCL 5
	• HP UPD postscript (PS)
	• Printer Management Language
	• 80 scalable TrueType PS typefaces
Print cartridges/image drums (4 of each)	• Two-part toner/imaging system
	• Print cartridges print up to 17,000 pages at 5% coverage
	• Image drums print up to 35,000 pages at 5% coverage
	• Authentic HP print cartridge detection
	• Automatic toner strip remover
Supported operating systems	• Microsoft® Windows® 2000, Windows® XP, and Windows Vista™
	• Macintosh OS X, V10.2.8 , V10.3, V10.4, V10.5, and later
	• Novell NetWare
	• Unix®
	• Linux
Connectivity	• Local area network (LAN) connector (RJ-45) for the embedded HP Jetdirect print server
	• Two enhanced input/output (EIO) slots
	• USB 2.0 connection
Environmental features	• Sleep setting saves energy
	• High content of recyclable components and materials
Security features	• Secure Disk Erase
	• Security lock (optional)

Table 1-2 Features (continued)

- Job retention

- User PIN authentication for stored jobs

- IPv6 security

Product features 5

Product walkaround

Front view

HP Color LaserJet CP6015n, HP Color LaserJet CP6015dn, and HP Color LaserJet CP6015de
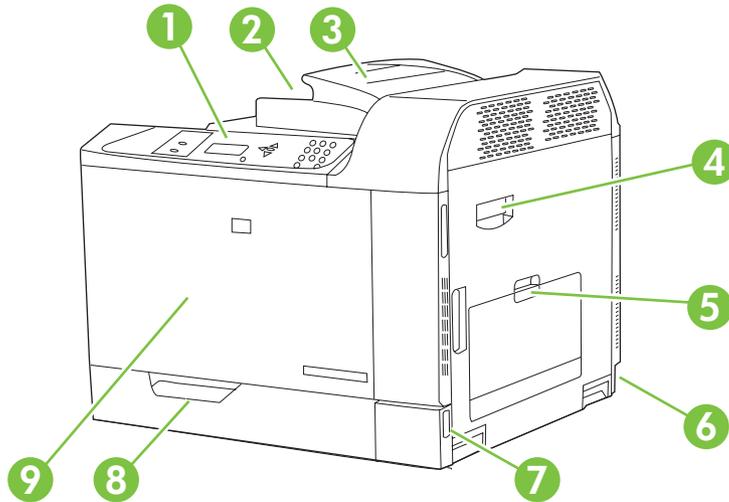
1	Control-panel display
2	Output bin (holds approximately 500 sheets of paper)
3	Duplex switchback tray (HP Color LaserJet CP6015dn and HP Color LaserJet CP6015de only)
4	Right door (provides access for clearing paper jams and replacing parts)
5	Tray 1 (100-sheet multi-purpose tray)
6	Power connection
7	On/Off switch
8	Tray 2 (500-sheet input tray)
9	Front cover (provides access to the print cartridges and image drums)

HP Color LaserJet CP6015x
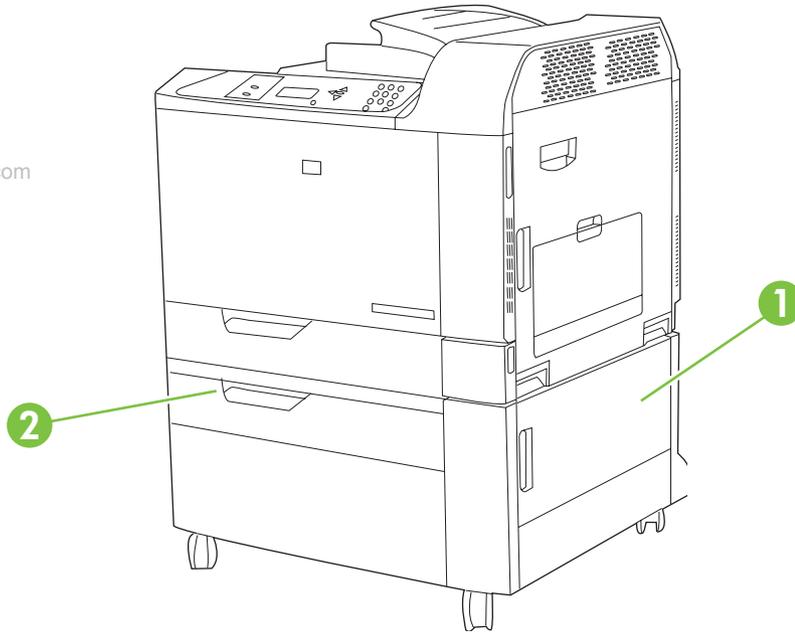
1	Lower right door
2	Tray 3 (500-sheet input tray)

HP Color LaserJet CP6015xh
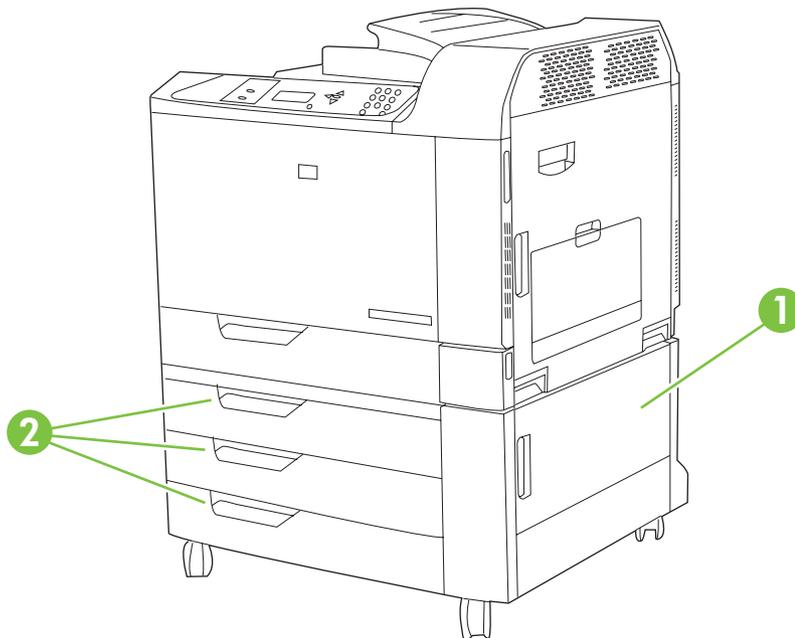
1	Lower right door
2	Trays 3, 4, and 5 (500-sheet input trays)

Back view
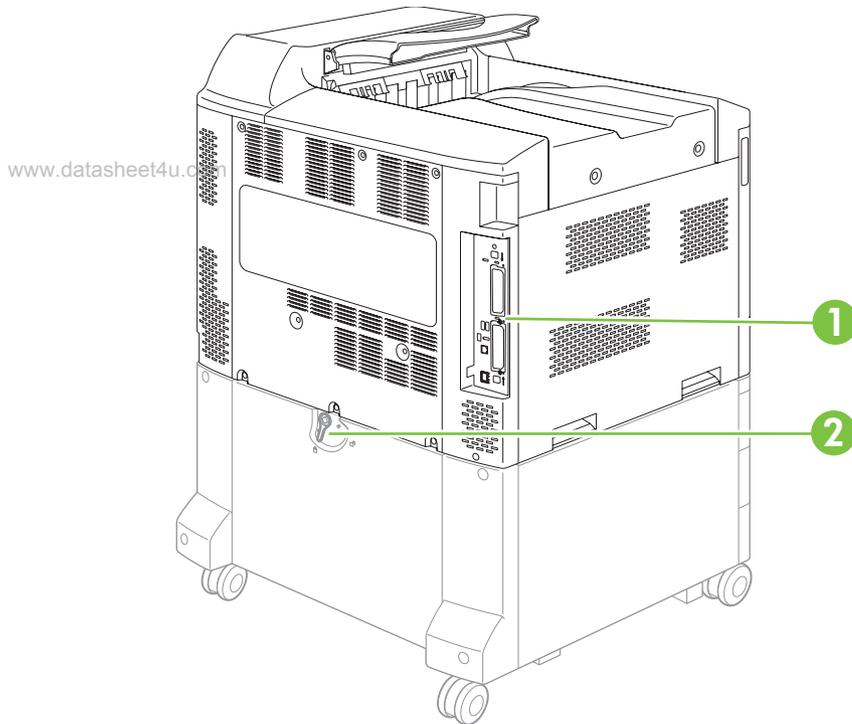
1	Interface ports
2	Lock lever for additional input bins (HP Color LaserJet CP6015x and HP Color LaserJet CP6015xh only)

Interface ports

The product has up to 4 ports (2 standard) for connecting to a computer or a network. The ports are at the left, rear corner of the product.
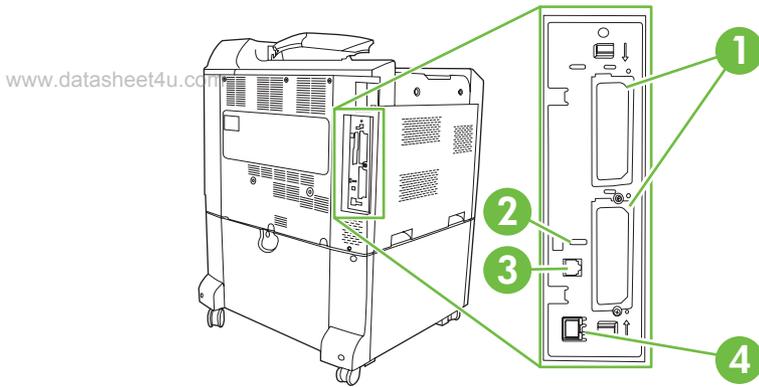
1	Two EIO interface expansion slots
2	Access port for Kensington lock
3	USB 2.0 port
4	Network connection (embedded HP Jetdirect print server)

Serial number and model number location

The model number and serial number are listed on identification labels located on the rear of the product. The serial number contains information about the country/region of origin, the product version, production code, and the production number of the product.

Figure 1-1 Sample model and serial number label
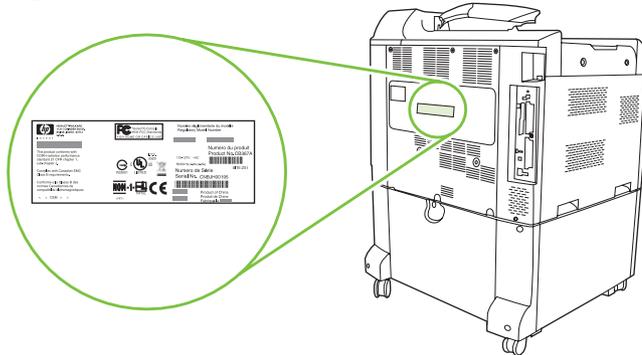
Model name	Model number
HP Color LaserJet CP6015n	Q3931A
HP Color LaserJet CP6015dn	Q3932A
HP Color LaserJet CP6015de	Q3935A
HP Color LaserJet CP6015x	Q3933A
HP Color LaserJet CP6015xh	Q3934A

2 Control panel

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Use the control panel

The control panel has a text display that provides access to all product functions. Use the buttons and numeric keypad to control jobs and the product status. The lights indicate overall product status.

Control-panel layout

The control panel includes a text display, job-control buttons, a numeric keypad, and three light-emitting diode (LED) status lights.
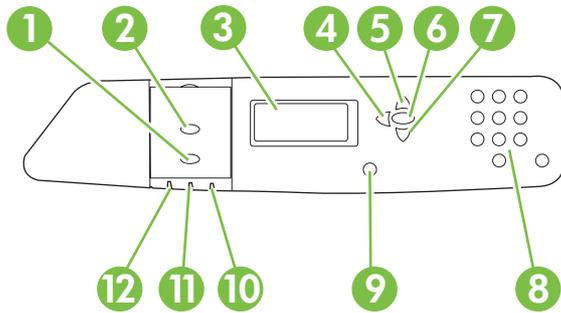
1	Stop button	Halts the current job, presents a choice to resume or cancel the current job, clears paper from the product, and clears any continuable errors that are associated with the halted job. If the product is not printing a job, pressing Stop pauses the product.
2	Menu button	Opens and closes menus.
3	Display	Shows status information, menus, help information, and error messages.
4	Back arrow (⤺) button	Navigates backward in nested menus.
5	Up arrow (▲) button	Navigates menus and text, and increases the values of numerical items in the display.
6	Checkmark (✓) button	Makes selections, resumes printing after continuable errors, and overrides a non-HP print cartridge.
7	Down arrow (▼) button	Navigates menus and text, and decreases the values of numerical items in the display.
8	Numeric keypad	Allows you to type numeric values for PINs and other numeric values.
9	Help (?) button	Provides detailed information about product messages or menus.
10	Attention light	The Attention light indicates that the product has a condition that requires intervention. Examples include an empty paper tray or an error message on the display.
11	Data light	The Data light indicates that the product is receiving data.
12	Ready light	The Ready light indicates that the product is ready to begin processing any job.

Interpreting control panel indicator lights

Indicator	On	Off	Flashing
Ready (green)	Product is online (able to accept and process data).	Product is offline or is turned off.	Product is attempting to stop printing and go offline.
Data (green)	Processed data is present in the product, but more data is needed to complete the job.	Product is not processing or receiving data.	Product is processing and receiving data.
Attention (amber)	A critical error has occurred. Product requires attention.	No conditions exist that require attention.	An error has occurred. Product requires attention.

Control panel menus

You can perform most routine printing tasks from the computer through the printer driver or software application. This is the most convenient way to control the product, and will override the product control-panel settings. See the help files associated with the software, or for more information on accessing the printer driver, see Software for Windows on page 47 or Use the product with Macintosh on page 59.

You can also control the product by changing settings in the product's control panel. Use the control panel to access features not supported by the printer driver or software application, and to configure trays for paper size and type.

Getting started basics

- Enter the menus by pressing the Menu button.

- Select a menu item by using the checkmark button ✓.

- Use the up or down arrows ▲▼ to navigate through the menus. In addition to menu navigation, the up and down arrows can increase and decrease numerical value selections. Hold down the up or down arrows to scroll faster.

- The back button ⤺ allows you to move back in menu selections as well as select numerical values when configuring the product.

- Exit all menus by pressing Menu.

- If no key is pressed for 60 seconds, the product returns to the **Ready** state.

Menu hierarchy

The following tables list the hierarchies of each menu.

Open the menus

Press Menu.

Press the up arrow ▲ or down arrow ▼ button to navigate the listings.

Press the checkmark button ✓ to select the appropriate option.

The following top-level menus are available:

- **SHOW ME HOW**. See <u>Show Me How menu on page 16</u> for more information.

- **RETRIEVE JOB**. See <u>Retrieve job menu on page 17</u> for more information.

- **INFORMATION**. See <u>Information menu on page 18</u> for more information.

- **PAPER HANDLING**. See <u>Paper handling menu on page 19</u> for more information.

- **CONFIGURE DEVICE**. See <u>Configure device menu on page 20</u> for more information.

- **DIAGNOSTICS**. See <u>Diagnostics menu on page 42</u> for more information.

- **SERVICE**. See <u>Service menu on page 46</u> for more information.

Show Me How menu

The **SHOW ME HOW** menu prints a page that provides more information about the product.

To display: Press Menu, and then select **SHOW ME HOW**.

Item	Explanation
PRINT HELP GUIDE	Prints a page that shows links to additional help on the Web.

Retrieve job menu

The **RETRIEVE JOB** menu allows you to view listings of all stored jobs.

To display: Press Menu, and then select **RETRIEVE JOB**.

Item	Sub-item	Options	Description
USER <X>			Each user who has stored jobs is listed by name. Select the appropriate user name to see a list of stored jobs.
	ALL PRIVATE JOBS		This message is displayed if a user has stored jobs that require a PIN.
	<JOB NAME>		Each job is listed by name.
		PRINT	Select this option to print a stored job. When printing a private job, the user is prompted to enter a PIN.
		COPIES	The number of copies of the job to be printed. The default is 1.
		DELETE	Select this option to delete a stored job. When deleting a private job, the user is prompted to enter a PIN.

Information menu

Use the **INFORMATION** menu to access and print specific product information.

To display: press Menu, and then select **INFORMATION**.

Item	Description
PRINT MENU MAP	Prints the control-panel menu map, which shows the layout and current settings of the control-panel menu items.
PRINT CONFIGURATION	Prints the product configuration pages, which show the printer settings and installed accessories.
PRINT SUPPLIES STATUS PAGE	Prints the estimated remaining life for the supplies; reports statistics on total number of pages and jobs processed, serial number, page counts, and maintenance information.
SUPPLIES STATUS	Displays the status of the print cartridges, image drums, fuser kit, roller kit, and transfer kit in a scrollable list.
PRINT USAGE PAGE	Prints a count of all paper sizes that have passed through the product; lists whether they were simplex, duplex, monochrome, or color; and reports the page count.
PRINT COLOR USAGE JOB LOG	Prints the color-use statistics for the printer.
PRINT DEMO	Prints a demonstration page.
PRINT RGB SAMPLES	Prints color samples for different RGB values. Use the samples as a guide for matching printed colors.
PRINT CMYK SAMPLES	Prints color samples for different CMYK values. Use the samples as a guide for matching printed colors.
PRINT FILE DIRECTORY	Prints the name and directory of files stored in the product.
PRINT PCL FONT LIST	Prints the available PCL fonts.
PRINT PS FONT LIST	Prints the available PS fonts.

Paper handling menu

Use this menu to configure input trays by size and type. It is important to correctly configure the trays with this menu before you print for the first time.

To display: Press Menu, and then select **PAPER HANDLING**.

NOTE: If you have used other HP LaserJet product models, you might be accustomed to configuring Tray 1 to **First** mode or **Cassette** mode. On HP Color LaserJet CP6015 Series printers, setting Tray 1 to **ANY SIZE** and **ANY TYPE** is equivalent to **First** mode. Setting Tray 1 to a setting other than **ANY SIZE** or **ANY TYPE** is equivalent to **Cassette** mode.

Menu item	Value	Description
TRAY 1 SIZE	A list of available sizes appears.	Allows you to configure the paper size for Tray 1. The default is **ANY SIZE**. See Supported paper and print media sizes on page 83 for a complete list of available sizes.
TRAY 1 TYPE	A list of available types appears.	Allows you to configure the paper type for Tray 1. The default is **ANY TYPE**. See Supported paper types on page 89 for a complete list of available types.
TRAY X SIZE X = 2 or optional 3, 4, or 5	A list of available sizes appears.	Allows you to configure the paper size for Tray 2 or optional Trays 3, 4, or 5. The default size is **LETTER** or **A4**, depending on your country/region. The paper size is detected by the guides in the tray. See Supported paper and print media sizes on page 83 for a complete list of available sizes.
TRAY X TYPE X = 2 or optional 3, 4, or 5	A list of available types appears.	Allows you to configure the paper type for Tray 2 or optional Trays 3, 4, or 5. The default is **PLAIN**. See Supported paper types on page 89 for a complete list of available types.

Configure device menu

The **CONFIGURE DEVICE** menu allows you to change the default printing settings, adjust the print quality, change the system configuration and I/O options, and reset the default settings.

Printing menu

These settings affect only jobs without identified properties. Most jobs identify all of the properties and override the values set from this menu.

To display: Press Menu, select **CONFIGURE DEVICE**, and then select **PRINTING**.

Menu item	Values	Description
COPIES	Range: 1 - 32000	Allows you to set the default number of copies for print jobs. The default number is **1**.
DEFAULT PAPER SIZE	A list of available sizes appears.	Allows you to set the default paper size.
DEFAULT CUSTOM PAPER SIZE ● **UNIT OF MEASURE** ● **X DIMENSION** ● **Y DIMENSION**		Allows you to set the default size for any custom print job. The default unit of measure is MILLIMETERS.
OVERRIDE A4/LETTER	NO YES	Allows you to set the product to print an A4 job on letter-size paper when no A4 paper is loaded. The default is **YES**.
MANUAL FEED	OFF ON	The default is **OFF**. Setting it to **ON** makes MANUAL FEED the default for jobs that do not select a tray. You can override this setting in the printer driver.
COURIER FONT	REGULAR DARK	Allows you to select a version of the Courier font. The default is **REGULAR**.
WIDE A4	NO YES	Allows you to change the printable area of A4 paper so that eighty 10-pitch characters may be printed on a single line. The default is **NO**.
PRINT PS ERRORS	OFF ON	Allows you to select to print PS error pages. The default is **OFF**.
PRINT PDF ERRORS	OFF ON	Allows you to select to print PDF error pages. The default is **OFF**.

PCL sub-menu

This menu configures settings for the printer control language.

To display: Press Menu, select **CONFIGURE DEVICE**, select **PRINTING**, and then select **PCL SUBMENU**.

Item	Description
FORM LENGTH	Sets vertical spacing from 5 to 128 lines for default paper size.
ORIENTATION	Allows you to select default page orientation to portrait or landscape.
FONT SOURCE	Selects the font source.
FONT NUMBER	The product assigns a number to each font and lists the numbers on the PCL font list. The range is 0 to 999.
FONT PITCH	Selects the font pitch. This item might not appear, depending on the font selected. The range is 0.44 to 99.99.
SYMBOL SET	Selects any one of several available symbol sets at the product control panel. A symbol set is a unique grouping of all the characters in a font. PC-8 or PC-850 is recommended for line-draw characters.
APPEND CR TO LF	Select **YES** to append a carriage return to each line-feed that is encountered in backward-compatible PCL jobs (pure text, no job control). Some environments indicate a new line by only the line-feed control code. Use this option to append the required carriage return to each line feed.
SUPPRESS BLANK PAGES	When generating your own PCL, extra form feeds are included that would cause a blank page to be printed. Select **YES** for form feeds to be ignored if the page is blank.
MEDIA SOURCE MAPPING	The PCL5 **MEDIA SOURCE MAPPING** command selects an input tray by a number that maps to the various available trays and feeders.

Print Quality menu

To display: Press Menu, select **CONFIGURE DEVICE**, and then select **PRINT QUALITY**.

Item	Sub-item	Values	Description
ADJUST COLOR	**HIGHLIGHTS** ● **CYAN DENSITY** ● **MAGNETA DENSITY** ● **YELLOW DENSITY** ● **BLACK DENSITY**	Range from **+5** to **–5**. Default is **0**.	Adjust the darkness or lightness of highlights on a printed page. Lower values represent lighter highlights on a printed page, and higher values represent darker highlights on a printed page.
	MIDTONES ● **CYAN DENSITY** ● **MAGNETA DENSITY** ● **YELLOW DENSITY** ● **BLACK DENSITY**	Range from **+5** to **–5**. Default is **0**.	Adjust the darkness or lightness of midtones on a printed page. Lower values represent lighter midtones on a printed page, and higher values represent darker midtones on a printed page.
	SHADOWS ● **CYAN DENSITY** ● **MAGNETA DENSITY** ● **YELLOW DENSITY** ● **BLACK DENSITY**	Range from **+5** to **–5**. Default is **0**.	Adjust the darkness or lightness of shadows on a printed page. Lower values represent lighter shadows on a printed page, and higher values represent darker shadows on a printed page.
	RESTORE COLOR VALUES		Restore the color settings by resetting the density values of each color.
SET REGISTRATION			Setting the registration shifts the margin alignment to center the image on the page from top to bottom and from left to right. You can also align the image on the front with the image printed on the back.
	PRINT TEST PAGE		Print a test page for setting the registration.
	SOURCE	**ALL TRAYS** **TRAY 1** **TRAY 2** **TRAY <X>** (X = 3, 4, or 5)	Select the source input tray for printing the **SET REGISTRATION** test page.
	ADJUST TRAY <X> ● **X1 SHIFT** ● **X2 SHIFT** ● **Y SHIFT**	Shift from -20 to 20 along the X or Y axes. **0** is the default.	Perform the alignment procedure for each tray. When it creates an image, the product scans across the page from side to side as the sheet feeds from top to bottom into the product. The scan direction is referred to as X. X1 is the scan direction for the first side of a 2-sided page. X2 is the scan direction for the second side of a 2-sided page. The feed direction is referred to as Y.

Item	Sub-item	Values	Description
AUTO SENSE MODE	**TRAY 1 SENSING**	**FULL SENSING** **EXPANDED SENSING** **TRANSPARENCY ONLY**	Sets the sensing option for Tray 1 for paper types using **AUTO SENSE** mode. When **FULL SENSING** is selected, the product recognizes light, plain, heavy, glossy, and tough paper and overhead transparencies. When **EXPANDED SENSING** is selected, the product recognizes normal paper, overhead transparencies, glossy paper, and tough paper. When **TRANSPARENCY ONLY** is selected, the product recognizes only overhead transparency and non-overhead transparency types.
	TRAY <X> SENSING	**FULL SENSING** **EXPANDED SENSING** **TRANSPARENCY ONLY**	Sets the sensing option for Tray 2 and optional Trays 3, 4, and 5 for paper types using **AUTO SENSE** mode. When **FULL SENSING** is selected, the product recognizes light, plain, heavy, glossy, and tough paper and overhead transparencies. When **EXPANDED SENSING** is selected, the product recognizes normal paper, overhead transparencies, glossy paper, and tough paper. When **TRANSPARENCY ONLY** is selected, the product recognizes only overhead transparency and non-overhead transparency types.
ADJUST PAPER TYPES ● **<TYPE>** — List of paper types			Sometimes you may need to adjust the product for a particular paper type or environment in order to improve print quality. To override the factory-default print-mode settings for a specific paper type, select it and apply any of the three adjustments described below. In addition, you can map non-HP media types to a different print mode, although this is not recommended.
	BEST GLOSS MODE	**OFF** (default) **ON**	Turn this setting **ON** to maintain stable gloss mode performance. This setting decreases the print speed.
	RESISTANCE MODE	**NORMAL** (default) **UP** **DOWN**	**NORMAL** is the default setting. The **UP** setting raises the secondary transfer bias. Use this setting if you are seeing faded images or scattered toner on certain paper types. These problems might be worse on the second side of a printed duplex page. These problems occur more often in high-temperature and high-humidity environments, or with coated paper. Use the **DOWN** setting if you are using light weight or thin media in a low-temperature and low-humidity environment and you are experiencing highly mottled, distorted, or grainy images, or images with toner missing. This setting reduces the secondary transfer bias.

Item	Sub-item	Values	Description
	DISCHARGE MODE	NORMAL (default) ON	Select **ON** if you are seeing clumps of toner or toner spatter on print jobs. These problems can occur in low-temperature and low-humidity environments, with lightweight or thin paper. The problems might happen more frequently with duplex jobs.
	PRINT MODES	AUTO SENSE MODE (default) NORMAL TRANSPARENCY MODE <ADDITIONAL PRINT MODES>	Allows you to change the print mode for non-HP paper types, which can affect print quality. When **AUTO SENSE MODE** is enabled, the product media sensor picks the best print mode.
RESTORE MODES			Use this feature to return all paper type-mode settings to the factory-default settings.
OPTIMIZE	PAPER CURL	NORMAL (default) REDUCED	To help reduce paper curl, set this option to **REDUCED**. This decreases full speed to 10 PPM (instead of 40 ppm) and 3/4 speed to 7.5 ppm (instead of 30 ppm).
	PRE-ROTATION	OFF (default) ON	Set this feature to **ON** if horizontal streaks appear on pages. Using this feature increases the warm-up time for the product.
	FUSER TEMP	NORMAL (default) ALTERNATE 1 ALTERNATE 2 ALTERNATE 3	Reduces the temperature of the fuser to prevent a hot offset. If you are seeing a faint image of the page repeated at the bottom of the page or on the following page, you should first make sure the Paper Type and Print Mode settings are correct for the type of paper you are using. If you continue to see ghost images on your print jobs, set the Fuser Temp feature to one of the Alternate settings. Try the Alternate 1 setting first and see if it solves the problem. If you continue to see the problem, try Alternate 2 and then Alternate 3. With the Alternate 2 and Alternate 3 settings you may see an extra delay between jobs.
	TRAY 1	NORMAL (default) ALTERNATE	If you are seeing marks on the back side of the paper when printing from Tray 1, set the mode to **ALTERNATE**. This increases the frequency of the cleaning cycle.
	GLOSS MODE	NORMAL (default) HIGH	Chosen when stable high gloss is required. Set this feature to **HIGH** for glossy print jobs, such as photos, if you notice the gloss finish decreasing after the first page is printed. This setting reduces the performance for all paper types.
	LIGHT MEDIA	AUTO (default) ON	Prevents the fuser from wrapping with light paper. Set this feature to **ON** if you are frequently seeing Fuser Delay Jam or Fuser Wrap Jam messages, especially when printing on lightweight paper or on jobs with heavy toner coverage.

Item	Sub-item	Values	Description
	MEDIA TEMP	NORMAL (default) REDUCED	Set this feature to REDUCED if you are having problems with paper sticking together in the output bin.
	ENVIRONMENT	OFF (default) ON	Optimizes performance in extreme low-temperature environments. Set this feature to ON if the product is operating in a low-temperature environment and you are having problems with print quality such as blisters in the printed image.
	LINE VOLTAGE	OFF (default) ON	Optimizes performance in low-voltage conditions. Set this feature to ON if the product is operating in a low-voltage environment and you are having problems with print quality such as blisters in the printed image.
	CLEANING FREQUENCY	NORMAL (default) ALTERNATE	Set this feature to ALTERNATE if you are seeing defects in the printed output that repeat at 38 mm (1.5 inch) intervals. This feature increases the frequency at which the C roller is cleaned. Setting this feature to Alternate might also reduce printing speed and increase the frequency of consumable replacement.
	D-BLADE BIAS	NORMAL (default) ALTERNATE	Set this feature to ALTERNATE if you are seeing short white vertical lines in the printed output. The Alternate setting might also cause dark spots in the printed output, so be sure to test this setting on a few print jobs.
	WASTE BIN	NORMAL (default) ALTERNATE	Try setting this feature to ALTERNATE if you are seeing lengthwise toner streaks in your printed output, especially in jobs with low toner coverage.
	BACKGROUND	OFF (default) ON	Select ON if pages are printing with a shaded background. Using this feature can reduce gloss levels.
	HEAVY MODE	30 PPM (default) 24 PPM	The default setting is 30 PPM. Select the 24 PPM option to reduce the speed and improve fusing on heavy paper.
	TRACKING CONTROL	ON (default) OFF	Improves color stability by adjusting the bias voltage. This setting should remain ON.
	RESTORE OPTIMIZE		Use this feature to return all the settings in the Optimize menu to the factory-default values.
QUICK CALIBRATE NOW			Performs a partial product calibration.
FULL CALIBRATE NOW			Performs all product calibrations.

Item	Sub-item	Values	Description
CALIBRATE NEUTRALS	**CALIBRATION SOURCE**	**TRAY 1 <SIZE/TYPE>** **TRAY 2 <SIZE/TYPE>** **TRAY <X> <SIZE/ TYPE>**	This menu item affects the toner mixture in order to optimize neutral colors for color print jobs. A special sensor measures color on three specially printed pages from a selected tray and adjusts the color parameters. This corrects for too much or too little cyan, magenta, yellow, or black toner, which improves color consistency. Choose the source tray, paper type, and paper size for the calibration page. To run calibration on different paper types, load the desired paper type in a tray, select this menu item, and then specify the loaded tray.
	CALIBRATION TYPE	**<TYPE>**	This item is available only if the selected tray type is set to ANY TYPE.
	CALIBRATION SIZE	**<SIZE>**	This item is available only if the selected tray size is set to ANY SIZE or ANY CUSTOM.
	UNIT OF MEASURE	**INCHES** **MILLIMETERS**	The unit of measure to describe a custom paper size. This item is available only if the selected paper size is set to CUSTOM.
	X DIMENSION		The X dimension of the custom paper size. This item is available only if the selected paper size is set to CUSTOM.
	Y DIMENSION		The Y dimension of the custom paper size. This item is available only if the selected paper size is set to CUSTOM.
AUTO CALIBRATE NEUTRALS		**ON** **OFF**	This menu item controls whether the **CALIBRATE NEUTRALS** process is performed automatically. If you select **ON**, the product performs the calibration automatically whenever environmental conditions indicate that it is required. Three calibration pages are printed. You can recycle these pages when the calibration is complete.
RESOLUTION		**Image REt 4800** (default) **1200x600 dpi**	Sets the resolution at which the product prints. The default value is Image REt 4800. Try the 1200x600 dpi setting to improve printing for detailed line work or small text.
EDGE CONTROL		**OFF** **LIGHT** **NORMAL** (default) **MAXIMUM**	The Edge Control setting determines how edges are rendered. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly. ● **OFF** turns off both trapping and adaptive halftoning. ● **LIGHT** sets trapping at a minimal level, and adaptive halftoning is on.

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Item	Sub-item	Values	Description
			● **NORMAL** is the default trapping setting. Trapping is at a medium level and adaptive halftoning is on.
			● **MAXIMUM** is the most aggressive trapping setting. Adaptive halftoning is on.
PROCESS CLEANING PAGE			Allows you to create and process a cleaning page for cleaning excess toner off the pressure roller in the fuser. When the cleaning process runs, a blank page is printed. This page can be discarded.

System setup menu

Use the **SYSTEM SETUP** menu to change product- configuration defaults such as sleep mode, product personality (language), and jam recovery.

To display: Press Menu, select **CONFIGURE DEVICE**, and then select **SYSTEM SETUP**.

Item	Sub-item	Values	Description
DATE/TIME	DATE	----/[MMM]/[YY] YEAR= [YYYY]/---/[DD] MONTH= [YYYY]/[MMM]/-- DAY=	Allows you to set the correct date.
	DATE FORMAT	YYYY/MMM/DD MMM/DD/YYYY DD/MMM/YYYY	Allows you to choose the order in which the year, month, and day appear in the date.
	TIME	--:[MM] [PM] HOUR= [HH]:-- [PM] MINUTE= [HH]:[MM] -- AM/PM=	Allows you to select from various configurations for the **TIME** format. Different wizards appear depending on the **TIME FORMAT** selected.
	TIME FORMAT	12 HOUR 24 HOUR	Allows you to select **12 HOUR** or **24 HOUR** format.
JOB STORAGE LIMIT		Continuous value Range: 1–100 Default = 32	Allows you to specify the number of Quick Copy jobs that can be stored on the product. The default value is 32. The maximum allowed value is 100.
JOB HELD TIMEOUT		OFF 4 HOURS 1 DAY 1 WEEK	Allows you to set the amount of time that Quick Copy jobs are kept before being automatically deleted from the queue. This menu item only appears when a hard disk is installed. The default value is **OFF**.
SHOW ADDRESS		AUTO OFF	This item determines whether the product's IP address is shown on the display with the **READY** message. The default is **OFF**.

Item	Sub-item	Values	Description
RESTRICT COLOR USE		ENABLE COLOR COLOR IF ALLOWED DISABLE COLOR	Disables or restricts color use. The default is **ENABLE COLOR**. To use the **COLOR IF ALLOWED** setting, set up user permissions through the embedded Web server, HP Easy Printer Care, or Web Jetadmin. See Supported utilities for Windows on page 55.
COLOR/BLACK MIX		AUTO MOSTLY COLOR PAGES MOSTLY BLACK PAGES	This menu item establishes how the product switches from color to monochrome (black and white) mode for maximum performance and print cartridge life. **AUTO** resets the product to the factory default setting. The default is **AUTO**. Select **MOSTLY COLOR PAGES** if nearly all of your print jobs are color with high page coverage. Select **MOSTLY BLACK PAGES** if you print mostly monochrome print jobs, or a combination of color and monochrome print jobs.
TRAY BEHAVIOR			Use this menu to control how the product handles paper trays and related prompts at the control panel.
	USE REQUESTED TRAY	EXCLUSIVELY FIRST	**USE REQUESTED TRAY** handles jobs that have specified a specific input tray. Two options are available: ● **EXCLUSIVELY**: The device never selects a different tray when the user has indicated that a specific tray should be used, even if that tray is empty. This is the factory default setting. ● **FIRST**: The device can pull from another tray if the specified tray is empty, even though the user specifically indicated a tray for the job.
	MANUALLY FEED PROMPT	ALWAYS UNLESS LOADED	This option controls whether a manual feed message should appear when the type or size for a job does not match the specified tray and the device pulls from the

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Item	Sub-item	Values	Description
			multipurpose tray instead. Two options are available:
			● **ALWAYS**: A prompt always appears before using the multipurpose tray. This is the factory default setting.
			● **UNLESS LOADED**: A message appears only if the multipurpose tray is empty.
	PS DEFER MEDIA	ENABLE DISABLED	This option affects how paper is handled when printing from an Adobe PS print driver. ● **ENABLED** uses HP's paper handling model. ● **DISABLED** uses the Adobe PS paper handling model.
	SIZE/TYPE PROMPT	DISPLAY DO NOT DISPLAY	This option controls whether the tray configuration message appears whenever a tray is closed. Two options are available: ● **DISPLAY**: This option shows the tray configuration message when a tray is closed. You can configure the tray settings directly from this message. ● **DO NOT DISPLAY**: This option prevents the tray configuration message from automatically appearing.
	USE ANOTHER TRAY	ENABLE DISABLE	This option turns on or off the control-panel prompt to select another tray when the specified tray is empty. Two options are available: ● **ENABLE**: When this option is selected, the user is prompted either to add paper to the selected tray or to choose a different tray. This is the factory default setting. ● **DISABLE**: When this option is selected, the user is not given the option of selecting a different tray. The device prompts the user to add paper to the tray that was initially selected.
	DUPLEX BLANK PAGES	AUTO YES	This option controls how the device handles two-sided jobs

Item	Sub-item	Values	Description
			(duplexing). Two options are available:
			• **AUTO** enables Smart Duplexing, which instructs the device not to process both sides if the second side is blank. This can improve print speed.
			• **YES** disables Smart Duplexing and forces the duplexer to flip the sheet of paper even if it is printed on only one side. This might be preferable for certain jobs that use paper types such as letterhead or prepunched paper.
	IMAGE ROTATION	LEFT TO RIGHT RIGHT TO LEFT ALTERNATE	This option allows an image from an optional output accessory to be rotated 180 degrees, so that staples can be placed in the upper corner (usually narrow format devices).
SLEEP DELAY		1 MINUTE 15 MINUTES 30 MINUTES 45 MINUTES 60 MINUTES 90 MINUTES 2 HOURS 4 HOURS	Reduces power consumption when the product has been inactive for the selected period. The default is **60 MINUTES**.
WAKE TIME	<DAY OF THE WEEK>	OFF CUSTOM	Allows you to configure the daily wake time for the product to avoid warm-up or calibration time. Select a day of the week and then select **CUSTOM**. Set the wake time for that day, and then choose whether the wake time should be applied to all days of the week.
OPTIMUM SPEED/ENERGY USAGE		FASTER FIRST PAGE SAVE ENERGY	Sets the fuser cooling behavior. If **FASTER FIRST PAGE** is selected, the fuser does not cool before the first page of new jobs print. If **SAVE ENERGY** is selected, the fuser cools before the first page prints.
DISPLAY BRIGHTNESS		Range is 1 through 10.	Sets the brightness of the control panel display. The default is **5**.

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Item	Sub-item	Values	Description
PERSONALITY		AUTO PCL PDF PS	Sets the default personality to automatic switching, PCL, PDF, or PS modes. The default is **AUTO**.
CLEARABLE WARNINGS		JOB ON	Sets whether a warning is cleared on the control panel or when another job is sent. The default is **ON**.
AUTO CONTINUE		OFF ON	Determines product behavior when the system generates an Auto Continuable error. The default is **ON**.
REPLACE SUPPLIES		STOP AT LOW STOP AT OUT OVERRIDE AT OUT 1 OVERRIDE AT OUT 2	Sets product behavior when a cartridge is low. The default is **STOP AT LOW**. This option allows the product to continue printing until a color supply is exhausted. When the product is set to **STOP AT OUT**, printing pauses until the color supply is replaced. The product displays an "Order supplies" message when a cartridge is running low and a "Replace supplies" message when a cartridge has been depleted. To ensure optimal print quality, HP recommends replacing a cartridge when the "Replace supplies" message is displayed. Replacing the cartridge at this point can help prevent waste of media or other cartridges when one cartridge produces poor print quality. The Override options allow the product to continue using a cartridge that has reached the recommended replacement point. **CAUTION:** Using an Override option may result in unsatisfactory print quality and unavailability of certain features (such as toner remaining information). **CAUTION:** All print defects or supply failures incurred when an HP supply is used in Override mode are not considered defects in materials or workmanship in the supply under the HP Print Cartridge Limited Warranty Statement. For Warranty information, see Print cartridge and image drum limited warranty statement on page 259.

Item	Sub-item	Values	Description
			The Override options can be enabled or disabled at any time, and do not have to be re-enabled for each cartridge. The product will automatically continue printing when a cartridge reaches recommended replacement. The message "Replace supply Override in use" displays on the control panel while a cartridge is used in Override mode. When the cartridge is replaced with a new supply, Override is de-activated until another cartridge reaches recommended replacement. **OVERRIDE AT OUT 1** allows printing to continue when a color supply is out, but displays a warning. Printing stops if there is a risk of damage to product components. **OVERRIDE AT OUT 2** allows printing to continue when the color supply is out, but displays a warning message. Printing is not stopped even if there is a risk of damage to product components.
SUPPLY INFORMATION	**PAGES REMAINING** **ORDER MESSAGES** **LEVEL GAUGE**	**ON** **OFF**	
ORDER AT		RANGE=0-100%	The user can set the supply percentage remaining at which the **ORDER AT** message appears. The default is 5%.
COLOR SUPPLY OUT		**STOP** **AUTOCONTINUE BLACK**	Sets the **COLOR SUPPLY OUT** product behavior when a color supply is empty. When the product is set to **AUTOCONTINUE BLACK** , the product continues printing with black toner only. The default is **STOP**.
JAM RECOVERY		**AUTO** **OFF** **ON**	Sets whether the product will attempt to reprint pages after a jam. The default is **AUTO**.
LANGUAGE		A listing of available languages appears.	Sets the default language. The default language is **ENGLISH**.

Output Setup menu

This menu and associated sub-items displays only when an optional output accessory is attached to the product.

To display: Press Menu, select **CONFIGURE DEVICE**, and then select **OUTPUT SETUP**.

Item	Sub-item	Values	Description
OUTPUT SETUP			This menu appears when the HP 3-bin Stapler/Stacker Accessory or the HP Booklet Maker/Finisher Accessory is attached.
MULTIFUNC FINISHER or **MBM-3 BIN STAPLER**	**OPERATION MODE**	**MAILBOX** **STACKER**	Allows you to set the default operation mode. **MAILBOX** assigns a user or group of users to each output bin. **STACKER** treats all of the output bins as a single large bin. When one bin gets full, jobs are automatically routed to the next bin.
	STAPLES	**NONE** **ONE LEFT ANGLED** **ONE RIGHT ANGLED** **TWO LEFT** **TWO RIGHT** **TWO TOP**	Sets the default staple selection for documents sent to the device when no staple value is specified.
	STAPLES OUT	**STOP** **CONTINUE**	Sets the default behavior when a job specifies stapling and the stapler is out of staples. **STOP** stops printing if the stapler runs out of staples. **CONTINUE** allows a job to continue printing even when the device is out of staples.
	OFFSET	**OFF** **ON**	Turns the job offset feature on or off. When job offset is on, each copy of a job is shifted to one side in the output bin in order to keep each copy separate from the others.
	A4/LETTER STAPLE	**NORMAL** **ALTERNATE 1** **ALTERNATE 2**	Controls the speed of the print engine to prevent paper jams by using the stapler buffer. With the **NORMAL**, the engine speed is normal, and the stapler buffer is used. If the **ALTERNATE 1** setting is enabled, and the engine is in Autosense Mode, the engine slows down to prevent jams. If the product is NOT in Autosense Mode, the engine performs at normal speed, using the stapler buffer. If the **ALTERNATE 2** setting is enabled, the engine always

Item	Sub-item	Values	Description
			slows down to prevent jams, never using the stapler buffer.
	FOLD LTR-R & A4 - R	–4.0 mm	Adjusts the fold line for Letter and A4 size paper (booklet maker only).
		–3.5 mm	
		–3.0 mm	
		–2.5 mm	
		–2.0 mm	
		–1.5 mm	
		–1.0 mm	
		–0.5 mm	
		0.0 mm	
		0.5 mm	
		1.0 mm	
		1.5 mm	
		2.0 mm	
		2.5 mm	
		3.0 mm	
		3.5 mm	
		4.0 mm	
	FOLD LEGAL & JISB4	–4.0 mm	Adjusts the fold line for Legal and JIS B4 size paper (booklet maker only).
		–3.5 mm	
		–3.0 mm	
		–2.5 mm	
		–2.0 mm	
		–1.5 mm	
		–1.0 mm	
		–0.5 mm	
		0.0 mm	
		0.5 mm	
		1.0 mm	
		1.5 mm	
		2.0 mm	
		2.5 mm	
		3.0 mm	

Item	Sub-item	Values	Description
		3.5 mm	
		4.0 mm	
	FOLD 11X17 & A3	–4.0 mm	Adjusts the fold line for Legal and 11x17 and A3 size paper (booklet maker only).
		–3.5 mm	
		–3.0 mm	
		–2.5 mm	
		–2.0 mm	
		–1.5 mm	
		–1.0 mm	
		–0.5 mm	
		0.0 mm	
		0.5 mm	
		1.0 mm	
		1.5 mm	
		2.0 mm	
		2.5 mm	
		3.0 mm	
		3.5 mm	
		4.0 mm	

I/O menu

Items on the I/O (input/output) menu affect the communication between the product and the computer. If the product contains an HP Jetdirect print server, you can configure basic networking parameters by using this submenu. You can also configure these and other parameters through HP Web Jetadmin or the embedded Web server.

For more information on these options, see Configure network settings on page 76.

To display: Press Menu, select **CONFIGURE DEVICE**, and then select **I/O**.

Item	Sub-item	Values	Description
I/O TIMEOUT		15 SECONDS Range: 5 - 300	Allows you to set the product **I/O TIMEOUT** in seconds. Use this setting to adjust timeout for the best performance. If data from other ports appears in the middle of your print job, increase the timeout value.
EMBEDDED JETDIRECT MENU	See the next table for a list of options.		

Table 2-1 Embedded Jetdirect and EIO <X> Jetdirect menus

Item	Sub-item	Values	Description
TCP/IP	**ENABLE**	**OFF**	**OFF**: Disable the TCP/IP protocol.
		ON	**ON***: Enable the TCP/IP protocol.
	HOST NAME		An alphanumeric string, up to 32 characters, used to identify the product. This name is listed on the HP Jetdirect configuration page. The default host name is NPIxxxxxx, where xxxxxx is the last six digits of the LAN hardware (MAC) address.
	IPV4 SETTINGS	**CONFIG METHOD** ● **BOOTP** ● **DHCP** ● **AUTO IP** ● **MANUAL**	Specifies the method that TCP/IPv4 parameters will be configured on the HP Jetdirect print server. Use BootP (Bootstrap Protocol) for automatic configuration from a BootP server. Use DHCP (Dynamic Host Configuration Protocol) for automatic configuration from a DHCPv4 server. If selected and a DHCP lease exists, **DHCP RELEASE** and **DHCP RENEW** menus are available to set DHCP lease options. Use Auto IP for automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically. Use the **MANUAL SETTINGS** menu to configure TCP/IPv4 parameters.
		DEFAULT IP ● **AUTO IP** ● **LEGACY**	Specify the IP address to default to when the print server is unable to obtain an IP address from the network during a forced TCP/IP reconfiguration (for example, when manually configured to use BootP or DHCP). **AUTO IP**: A link-local IP address 169.254.x.x is set. **LEGACY**: The address 192.0.0.192 is set, consistent with older HP Jetdirect products.
		DHCP RELEASE ● **NO** ● **YES**	This menu appears if **CONFIG METHOD** was set to **DHCP** and a DHCP lease for the print server exists. **NO***: The current DHCP lease is saved. **YES**: The current DHCP lease and the leased IP address are released.
		DHCP RENEW ● **NO** ● **YES**	This menu appears if **CONFIG METHOD** was set to **DHCP** and a DHCP lease for the print server exists. **NO***: The print server does not request to renew the DHCP lease. **YES**: The print server requests to renew the current DHCP lease.
		MANUAL SETTINGS ● **IP ADDRESS** ● **SUBNET MASK** ● **SYSLOG SERVER**	(Available only if **CONFIG METHOD** is set to **MANUAL**) Configure parameters directly from the printer control panel: **IP ADDRESS**: The unique IP address of the printer, where n is a value from 0 to 255.

Table 2-1 Embedded Jetdirect and EIO <X> Jetdirect menus (continued)

Item	Sub-item	Values	Description
		● **DEFAULT GATEWAY**	**SUBNET MASK**: The subnet mask for the printer, where m is a value from 0 to 255.
		● **IDLE TIMEOUT**	**SYSLOG SERVER**: The IP address of the syslog server used to receive and log syslog messages.
			DEFAULT GATEWAY: The IP address of the gateway or router used for communications with other networks.
			IDLE TIMEOUT: The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).
		PRIMARY DNS	Specify the IP address (n.n.n.n) of a Primary DNS Server.
		SECONDARY DNS	Specify the IP address (n.n.n.n) of a Secondary Domain Name System (DNS) Server.
	IPV6 SETTINGS	**ENABLE**	Use this item to enable or disable IPv6 operation on the print server.
		● **OFF**	**OFF***: IPv6 is disabled.
		● **ON**	**ON**: IPv6 is enabled.
		ADDRESS	Use this item to manually configure an IPv6 address.
		● **MANUAL SETTINGS**	Use the **MANUAL SETTINGS** menu to enable and manually configure a TCP/ IPv6 address.
		● **ADDRESS**	Select **ENABLE** and choose **ON** to enable manual configuration, or **OFF** to disable manual configuration.
			ADDRESS: Use this item to type a 32 hexadecimal digit IPv6 node address that uses the colon hexadecimal syntax.
		DHCPV6 POLICY	**ROUTER SPECIFIED**: The stateful auto-configuration method to be used by the print server is determined by a router. The router specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server.
		● **ROUTER SPECIFIED**	
		● **ROUTER UNAVAILABLE**	**ROUTER UNAVAILABLE**: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server.
		● **ALWAYS**	**ALWAYS**: Whether or not a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server.
		PRIMARY DNS	Use this item to specify an IPv6 address for a primary DNS server that the print server should use.
		SECONDARY DNS	Use this item to specify an IPv6 address for a secondary DNS server that the print server should use.

Table 2-1 Embedded Jetdirect and EIO <X> Jetdirect menus (continued)

Item	Sub-item	Values	Description
	PROXY SERVER		Specifies the proxy server to be used by embedded applications in the product. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security, for those clients.
			To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets.
			For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address.
	PROXY PORT		Type the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 0 to 65535.
IPX/SPX	ENABLE	OFF	**OFF**: Disable the IPX/SPX protocol.
		ON	**ON***: Enable the IPX/SPX protocol.
	FRAME TYPE	AUTO	Selects the frame-type setting for your network.
		EN_8023	**AUTO**: Automatically sets and limits the frame type to the first one detected.
		EN_II	
		EN_8022	**EN_8023**, **EN_II**, **EN_8022**, and **EN_SNAP** are frame-type selections for Ethernet networks
		EN_SNAP	
APPLETALK	ENABLE	OFF	**OFF**: Disable the AppleTalk protocol.
		ON	**ON***: Enable the AppleTalk protocol.
DLC//LLC	ENABLE	OFF	**OFF**: Disable the DLC/LLC protocol.
		ON	**ON***: Enable the DLC/LLC protocol.
SECURITY	PRINT SEC PAGE	YES	**YES**: Prints a page that contains the current security settings on the HP Jetdirect print server.
		NO	**NO***: A security settings page is not printed.
	SECURE WEB	HTTPS REQUIRED	For configuration management, specify whether the embedded Web server will accept communications using HTTPS (Secure HTTP) only, or both HTTP and HTTPS.
		HTTP/HTTPS OPTIONAL	**HTTPS REQUIRED**: For secure, encrypted communications, only HTTPS access is accepted. The print server will appear as a secure site.
			HTTP/HTTPS OPTIONAL: Access using either HTTP or HTTPS is permitted.
	IPSEC	KEEP	Specify the IPsec or Firewall status on the print server.
		DISABLE	**KEEP**: IPsec/Firewall status remains the same as currently configured.
			DISABLE: IPsec/Firewall operation on the print server is disabled.

Table 2-1 Embedded Jetdirect and EIO <X> Jetdirect menus (continued)

Item	Sub-item	Values	Description
	RESET SECURITY	NO YES	Specify whether the current security settings on the print server will be saved or reset to factory defaults. **NO***: The current security settings are maintained. **YES**: Security settings are reset to factory defaults.
DIAGNOSTICS	EMBEDDED TESTS	EXECUTE	This menu provides tests to help diagnose network hardware or TCP/IP network connection problems. Embedded tests help to identify whether a network fault is internal or external to the product. Use an embedded test to check hardware and communication paths on the print server. After you select and enable a test and set the execution time, you must select **EXECUTE** to initiate the test. Depending on the execution time, a selected test runs continuously until either the product is turned off, or an error occurs and a diagnostic page is printed.
		LAN HW TEST	**CAUTION:** Running this embedded test will erase your TCP/IP configuration. This test performs an internal loopback test. An internal loopback test will send and receive packets only on the internal network hardware. There are no external transmissions on your network. Select **YES** to choose this test, or **NO** to not choose it.
		HTTP TEST	This test checks operation of HTTP by retrieving predefined pages from the product, and tests the embedded Web server. Select **YES** to choose this test, or **NO** to not choose it.
		SNMP TEST	This test checks operation of SNMP communications by accessing predefined SNMP objects on the product. Select **YES** to choose this test, or **NO** to not choose it.
		DATA PATH TEST	This test helps to identify data path and corruption problems on an HP postscript level 3 emulation product. It sends a predefined PS file to the product, However, the test is paperless; the file will not print. Select **YES** to choose this test, or **NO** to not choose it.
		SELECT ALL TESTS	Select this item to run all the embedded tests. Select **YES** to run all tests, or select **NO** to not run all tests.
		EXECUTION TIME [H]	Use this item to specify the length of time (in hours) that an embedded test will be run. You can select a value from 1 to 60 hours. If you select zero (0), the test runs indefinitely until an error occurs or the product is turned off. Data gathered from the HTTP, SNMP, and Data Path tests is printed after the tests have completed.
		EXECUTE	**NO***: Do not initiate the selected tests. **YES**: Initiate the selected tests.

Table 2-1 Embedded Jetdirect and EIO <X> Jetdirect menus (continued)

Item	Sub-item	Values	Description
	PING TEST		This test is used to check network communications. This test sends link-level packets to a remote network host, then waits for an appropriate response.
		DEST TYPE	Specify whether the target device is an IPv4 or IPv6 node.
		DEST IPV4	Type the IPv4 address.
		DEST IPV6	Type the IPv6 address.
		PACKET SIZE	Specify the size of each packet, in bytes, to be sent to the remote host. The minimum is 64 (default) and the maximum is 2048.
		TIMEOUT	Specify the length of time, in seconds, to wait for a response from the remote host. The default is 1 and the maximum is 100.
		COUNT	Specify the number of ping test packets to send for this test. Select a value from 1 to 100. To configure the test to run continuously, select 0.
		PRINT RESULTS	If the ping test was not set for continuous operation, you can choose to print the test results. Select **YES** to print results. If you select **NO** (default), results are not printed.
		EXECUTE	Specify whether to initiate the ping test. Select **YES** to initiate the test, or **NO** to not run the test.
	PING RESULTS		Use this item to view the ping test status and results using the control panel display.
		PACKETS SENT	Shows the number of packets (0 - 65535) sent to the remote host since the most recent test was initiated or completed.
		PACKETS RECEIVED	Shows the number of packets (0 - 65535) received from the remote host since the most recent test was initiated or completed.
		PERCENT LOST	Shows the percent of ping test packets that were sent with no response from the remote host since the most recent test was initiated or completed.
		RTT MIN	Shows the minimum detected roundtrip- time (RTT), from 0 to 4096 milliseconds, for packet transmission and response.
		RTT MAX	Shows the maximum detected roundtrip- time (RTT), from 0 to 4096 milliseconds, for packet transmission and response.
		RTT AVERAGE	Shows the average round-trip-time (RTT), from 0 to 4096 milliseconds, for packet transmission and response.
		PING IN PROGRESS	Shows whether a ping test is in progress. **YES** indicates a test in progress, and **NO** indicates that a test completed or was not run.
		REFRESH	When viewing the ping test results, this item updates the ping test data with current results. Select **YES** to update the data, or **NO** to maintain the existing data.

Table 2-1 Embedded Jetdirect and EIO <X> Jetdirect menus (continued)

Item	Sub-item	Values	Description
			However, a refresh automatically occurs when the menu times out or you manually return to the main menu.
LINK SPEED		**AUTO**	The link speed and communication mode of the print server must match the network. The available settings depend on the product and installed print server. Select one of the following link configuration settings:
		10T HALF: 10 Mbps, half-duplex operation.	
		10T FULL: 10 Mbps, full-duplex operation.	**CAUTION:** If you change the link setting, network communications with the print server and network device might be lost.
		100TX HALF: 100 Mbps, half-duplex operation.	**AUTO***: The print server uses auto-negotiation to configure itself with the highest link speed and communication mode allowed. If auto-negotiation fails, either 100TX HALF or 10TX HALF is set depending on the detected link speed of the hub/switch port. (A 1000T half-duplex selection is not supported.)
		100TX FULL: 100 Mbps, full-duplex operation.	
		100TX AUTO: Limits auto-negotiation to a maximum link speed of 100 Mbps.	
		1000TX FULL: 1000 Mbps, full-duplex operation.	
PRINT PROTOCOLS			Use this item to print a page that lists the configuration of the following protocols: IPX/SPX, Novell NetWare, AppleTalk, DLC/LLC.

Resets menu

The **RESETS** menu allows you to reset factory settings, disable and enable sleep mode, and update the product after new supplies are installed.

To display: Press Menu, select **CONFIGURE DEVICE**, and then select **RESETS**.

Item	Values	Description
RESTORE FACTORY SETTINGS		Allows you to clear the page buffer, remove all perishable personality data, reset the printing environment, and return all default settings to factory defaults.
RESET CALIBRATION		Resets calibration values on the formatter.
SLEEP MODE	**OFF** **LOW** **HIGH**	If **SLEEP MODE** is **OFF**, the product will never enter power save mode and no asterisk will appear next to any item when the user enters the menu item **SLEEP DELAY**. The **LOW** setting has a shorter wake-up time than the **HIGH** setting. The default setting is either **LOW** or **HIGH**, depending on your country/region.

Diagnostics menu

The **DIAGNOSTICS** menu allows you to run tests that can help you identify and solve problems with the product.

To display: Press Menu and then select **DIAGNOSTICS**.

Item	Sub-item	Values	Description
PRINT EVENT LOG			Prints a report containing the last 50 entries in the product's event log, starting with the most recent.
SHOW EVENT LOG			Displays the last 50 events, starting with the most recent.
PQ TROUBLESHOOTING			Prints a page that includes instructions, pages for each color, a demo page, and a configuration page. These pages can help isolate print-quality problems.
PRINT DIAGNOSTICS PAGE			Prints a page that can assist in diagnosing product problems.
DISABLE CARTRIDGE CHECK			This item allows you to remove a print cartridge to help determine which cartridge is the source of a problem.
PAPER PATH SENSORS			Performs a test on each of the product's sensors to determine if they are working correctly and displays the status of each sensor.
PAPER PATH TEST			Tests the paper-handling features of the product, such as the configuration of the trays.
	PRINT TEST PAGE		Generates a page for testing the paper-handling features. You must define the path for the test in order to test specific paper paths.
	SOURCE	ALL TRAYS	Specifies whether the test page is printed from all trays or from a specific tray.
		TRAY 1	
		TRAY 2	
		(Additional trays are shown, if applicable.)	
	DESTINATION	ALL BINS	Appears if there is an optional output accessory connected to the product.
		(Additional bins are shown, if applicable.)	Selects the output option for the test page. You can send the test page to all output bins or only to a specific bin.
	DUPLEX	OFF	Determines whether the duplexer is included in the test.
		ON	

Item	Sub-item	Values	Description
	COPIES	1	Determines how many pages should be sent from the specified source as part of the test.
		10	
		50	
		100	
		500	
FINISHING PAPER PATH TEST			This item only appears if there is an optional stapler/stacker or booklet maker connected to the product.
			Tests the paper-handling features on the output accessory.
	STACK	DESTINATION BIN	Sets up the options for testing the stapler/stacker or booklet maker paper path.
		MEDIA SIZE	
		MEDIA TYPE	After setting up all of the options, select **PRINT TEST PAGE** to run the test.
		COPIES	
		DUPLEX	
		PRINT TEST PAGE	
	STAPLES	FINISHING OPTIONS	Sets up the options for testing the stapler/stacker or booklet maker stapling functions.
		DESTINATION BIN	
		MEDIA SIZE	After setting up all of the options, select **PRINT TEST PAGE** to run the test.
		MEDIA TYPE	
		COPIES	
		DUPLEX	
		PRINT TEST PAGE	
	BOOKLET MAKER (booklet maker only)	MEDIA SIZE	Sets up the options for testing the booklet-making functions of the booklet maker.
		MEDIA TYPE	
		COPIES	After setting up all of the options, select **PRINT TEST PAGE** to run the test.
		DUPLEX	
		PRINT TEST PAGE	
MANUAL SENSOR TEST			Performs tests to determine whether the paper path sensors are operating correctly.
MANUAL SENSOR TEST 2			Performs additional tests to determine whether the paper path sensors are operating correctly.
COMPONENT TEST	TRANSFER MOTORS		Activate individual parts independently to isolate noise, leaking, and other hardware issues.
	BELT ONLY		
	IMAGE DRUM MOTORS		

Item	Sub-item	Values	Description
	BLACK LASER SCANNER		
	CYAN LASER SCANNER		
	MAGENTA LASER SCANNER		
	YELLOW LASER SCANNER		
	FUSER MOTOR		
	FUSER PRESSURE RELEASE MOTOR		
	BLACK ALIENATION MOTOR		
	CYAN ALIENATION MOTOR		
	MAGENTA ALIENATION MOTOR		
	YELLOW ALIENATION MOTOR		
	ITB CONTACT/ALIENATION		
	PAPER TRANSPORT MOTOR		
	TRAY 1 PICKUP SOLENOID		
	TRAY 2 PICKUP MOTOR		
	TRAY 2 PICKUP SOLENOID		
	TRAY 3 PICKUP MOTOR		
	TRAY 3 PICKUP SOLENOID		
	TRAY 4 PICKUP MOTOR		
	TRAY 4 PICKUP SOLENOID		
	TRAY 5 PICKUP MOTOR		
	TRAY 5 PICKUP SOLENOID		
	DUPLEXER REVERSE MOTOR		
	DUPLEXER REFEED MOTOR		
	REPEAT	ONCE (default) CONTINUOUS	Allows the user to specify the number of times the device sequences. To terminate the test at any time the user can press Stop.
PRINT/STOP TEST		Range is 0 - 60,000 milliseconds. The default is 0.	Isolates print quality faults more accurately by stopping the product in mid-print cycle, which allows you to see where the image begins to degrade. This causes a jam message that might need to be manually cleared. A service representative should perform this test.
COLOR BAND TEST	PRINT TEST PAGE		Prints a color band test page that is used to identify arcing in the high-voltage power supply.

Item	Sub-item	Values	Description
	COPIES	Range is 1 to 30. The default value is 1.	Allows the user to determine how many copies of the internal page are printed.
FINISHER TESTS			If the optional stapler/stacker or booklet maker is installed, this menu runs tests on specific sensors and components. Different values are displayed, based on the accessory installed.
	MANUAL SENSOR TEST	**READ ALL ONCE** **CONTINUOUS READING**	Initiates a diagnostic test of the sensors on the stapler/stacker or booklet maker.
	COMPONENT TESTS	**M1 - DELIVER MOTOR** (booklet maker only) **M2 - FOLDING MOTOR** (booklet maker only) **M3 - GUIDE MOTOR** (booklet maker only) **M4 - GUIDE PLATE MOTOR** (booklet maker only) **M9 - INLET MOTOR** (booklet maker only) **M31 - ENTRANCE MOTOR** **M36 - SWING MOTOR** **M37 - TRAY 1 MOTOR** **M38 - TRAY 2 MOTOR** **M39 - PROCESS MOTOR** **SL1 - FLAPPER 1 SOLENOID** (booklet maker only) **SL2 - FLAPPER 2 SOLENOID** (booklet maker only) **SL4 - BOOKLET SOLENOID** (booklet maker only) **SL5 - SWITCH SOLENOID** (booklet maker only) **SL31 - ROLLER 1A SOLENOID** **SL32 - BUFFER SOLENOID** **SL33 - OUTPUT SOLENOID** **SL34 - GUIDE SOLENOID**	Activates a diagnostic test for the selected motor or solenoid.

Service menu

The SERVICE menu is locked and requires a PIN for access. This menu is intended for use by authorized service personnel.

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3 Software for Windows

- Supported operating systems for Windows

- Supported printer drivers for Windows

- HP Universal Print Driver (UPD)

- Select the correct printer driver for Windows

- Priority for print settings

- Change printer-driver settings for Windows

- Remove software for Windows

- Supported utilities for Windows

- Software for other operating systems

Supported operating systems for Windows

The product supports the following Windows operating systems:

- Windows XP (32-bit and 64-bit)

- Windows Server 2003 (32-bit and 64-bit)

- Windows 2000

- Windows Vista

Supported printer drivers for Windows

- HP PCL 6

- HP postscript emulation Universal Print Driver (HP UPD PS)

- HP PCL 5 UPD Universal Print Driver (HP UPD PCL 5)

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

NOTE: For more information about the UPD, see www.hp.com/go/upd.

HP Universal Print Driver (UPD)

The HP Universal Print Driver (UPD) for Windows is a single driver that gives you instant access to virtually any HP LaserJet product, from any location, without downloading separate drivers. It is built on proven HP print driver technology and has been tested thoroughly and used with many software programs. It is a powerful solution that performs consistently over time.

The HP UPD communicates directly with each HP product, gathers configuration information, and then customizes the user interface to show the product's unique, available features. It automatically enables features that are available for the product, such as two-sided printing and stapling, so you do not need to enable them manually.

For more information, go to www.hp.com/go/upd.

UPD installation modes

Traditional mode	• Use this mode if you are installing the driver from a CD for a single computer.
	• When installed with this mode, UPD operates like traditional printer drivers.
	• If you use this mode, you must install UPD separately for each computer.
Dynamic mode	• Use this mode if you are installing the driver for a mobile computer, so you can discover and print to HP products in any location.
	• Use this mode if you are installing UPD for a workgroup.
	• To use this mode, download UPD from the Internet. See www.hp.com/go/upd.

Select the correct printer driver for Windows

Printer drivers provide access to the product features and allow the computer to communicate with the product (using a printer language). Check the installation notes and readme files on the product CD for additional software and languages.

HP PCL 6 driver description

- Provided as the default driver

- Recommended for printing in all Windows environments

- Provides the overall best speed, print quality, and product-feature support for most users

- Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments

- Might not be fully compatible with third-party and custom software programs that are based on PCL 5

HP UPD PS driver description

- Provided on the product CD and at www.hp.com/go/cljcp6015_software

- Installs from the **Add Printer** wizard

- Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs

- Provides support for printing from postscript emulation needs, or for postscript flash font support

HP UPD PCL 5 driver description

- Provided on the product CD and at www.hp.com/go/cljcp6015_software

- Installs from the **Add Printer** wizard

- Recommended for general office printing in Windows environments

- Compatible with previous PCL versions and older HP LaserJet products

- The best choice for printing from third-party or custom software programs

- The best choice when operating with mixed environments, which require the product to be set to PCL 5 (UNIX, Linux, mainframe)

- Designed for use in corporate Windows environments to provide a single driver for use with multiple printer models

- Preferred when printing to multiple printer models from a mobile Windows computer

Priority for print settings

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

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

- **Page Setup dialog box**: Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here override settings changed anywhere else.

- **Print dialog box**: Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and do *not* override changes made in the **Page Setup** dialog box.

- **Printer Properties dialog box (printer driver)**: Click **Properties** in the **Print** dialog box to open the printer driver. Settings changed in the **Printer Properties** dialog box do not override settings anywhere else in the printing software.

- **Default printer driver settings**: The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.

- **Printer control panel settings**: Settings changed at the printer control panel have a lower priority than changes made anywhere else.

Change printer-driver settings for Windows

Change the settings for all print jobs until the software program is closed	Change the default settings for all print jobs	Change the product configuration settings
1. On the **File** menu in the software program, click **Print**. 2. Select the driver, and then click **Properties** or **Preferences**. The steps can vary; this procedure is most common.	1. **Windows XP and Windows Server 2003 (using the default Start menu view)**: Click **Start**, and then click **Printers and Faxes**. **-or-** **Windows 2000, Windows XP, and Windows Server 2003 (using the Classic Start menu view)**: Click **Start**, click **Settings**, and then click **Printers**. **-or-** **Windows Vista**: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**. 2. Right-click the driver icon, and then select **Printing Preferences**.	1. **Windows XP and Windows Server 2003 (using the default Start menu view)**: Click **Start**, and then click **Printers and Faxes**. **-or-** **Windows 2000, Windows XP, and Windows Server 2003 (using the Classic Start menu view)**: Click **Start**, click **Settings**, and then click **Printers**. **-or-** **Windows Vista**: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**. 2. Right-click the driver icon, and then select **Properties**. 3. Click the **Device Settings** tab.

Remove software for Windows

1. Click **Start**, and then click **All Programs**.

2. Click **HP**, and then click **HP Color LaserJet CP6015 Series product**.

3. Click **Uninstall HP Color LaserJet CP6015 Series product**, and then follow the onscreen instructions to remove the software.

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Supported utilities for Windows

HP Web Jetadmin

HP Web Jetadmin is a browser-based management tool for HP Jetdirect-connected printers within your intranet, and it should be installed only on the network administrator's computer.

To download a current version of HP Web Jetadmin and for the latest list of supported host systems, visit www.hp.com/go/webjetadmin.

When installed on a host server, a Windows client can gain access to HP Web Jetadmin by using a supported Web browser (such as Microsoft® Internet Explorer 4.x or Netscape Navigator 4.x or later) by navigating to the HP Web Jetadmin host.

Embedded Web server

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

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

The embedded Web server provides an interface to the device that anyone who has a network-connected computer and a standard Web browser can use. No special software is installed or configured, but you must have a supported Web browser on your computer. To gain access to the embedded Web server, type the IP address for the device in the address line of the browser. (To find the IP address, print a configuration page. For more information about printing a configuration page, see Information pages on page 138.)

For a complete explanation of the features and functionality of the embedded Web server, see Embedded Web server on page 142.

HP Easy Printer Care

HP Easy Printer Care software is a program that you can use for the following tasks:

- Check the product status

- Check the supplies status and use HP SureSupply to shop online for supplies

- Set up alerts

- View product usage reports

- View product documentation

- Gain access to troubleshooting and maintenance tools

- Use HP Proactive Support to routinely scan your printing system and to prevent potential problems. HP Proactive Support can update software, firmware, and HP printer drivers.

You can view HP Easy Printer Care software when the product is directly connected to your computer or when it is connected to a network.

Supported operating systems	● Microsoft® Windows 2000
	● Microsoft Windows XP, Service Pack 2 (Home and Professional editions)
	● Microsoft Windows Server 2003
	● Microsoft Windows Vista™
Supported browsers	● Microsoft Internet Explorer 6.0 or 7.0

To download HP Easy Printer Care software , go to www.hp.com/go/easyprintercare. This Web site also provides updated information about supported browsers and a list of HP products that support HP Easy Printer Care software.

For more information about using HP Easy Printer Care software, see HP Easy Printer Care on page 139.

Software for other operating systems

OS	Software
UNIX	For HP-UX and Solaris networks, go to www.hp.com/support/go/jetdirectunix_software to install model scripts using the HP Jetdirect printer installer (HPPI) for UNIX.
	For the latest model scripts, go to www.hp.com/go/unixmodelscripts.
Linux	For information, go to www.hp.com/go/linuxprinting.

4 Use the product with Macintosh

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

Software for Macintosh

Supported operating systems for Macintosh

The device supports the following Macintosh operating systems:

- Mac OS X V10.2.8, V10.3, V10.4 and later

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

Supported printer drivers for Macintosh

The HP installer provides PostScript® Printer Description (PPD) files, Printer Dialog Extensions (PDEs), and the HP Printer Utility for use with Macintosh computers.

The PPDs, in combination with the Apple PostScript printer drivers, provide access to device features. Use the Apple PostScript printer driver that comes with the computer.

Remove software from Macintosh operating systems

To remove the software from a Macintosh computer, drag the PPD files to the trash can.

Priority for print settings for Macintosh

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

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

- **Page Setup dialog box**: Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here might override settings changed anywhere else.

- **Print dialog box**: Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and do *not* override changes made in the **Page Setup** dialog box.

- **Default printer driver settings**: The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.

- **Printer control panel settings**: Settings changed at the printer control panel have a lower priority than changes made anywhere else.

Change printer-driver settings for Macintosh

Change the settings for all print jobs until the software program is closed	Change the default settings for all print jobs	Change the product configuration settings
1. On the **File** menu, click **Print**.	1. On the **File** menu, click **Print**.	**Mac OS X V10.2.8**
2. Change the settings that you want on the various menus.	2. Change the settings that you want on the various menus.	1. In the Finder, on the **Go** menu, click **Applications**.
	3. On the **Presets** menu, click **Save as** and type a name for the preset.	2. Open **Utilities**, and then open **Print Center**.
		3. Click on the print queue.

Change the settings for all print jobs until the software program is closed	Change the default settings for all print jobs	Change the product configuration settings
	These settings are saved in the **Presets** menu. To use the new settings, you must select the saved preset option every time you open a program and print.	4. On the **Printers** menu, click **Configure**. 5. Click the **Installable Options** menu. **NOTE:** Configuration settings might not be available in Classic mode. **Mac OS X V10.3 or Mac OS X V10.4** 1. From the Apple menu, click **System Preferences** and then **Print & Fax**. 2. Click **Printer Setup**. 3. Click the **Installable Options** menu. **Mac OS X V10.5** 1. From the Apple menu, click **System Preferences** and then **Print & Fax**. 2. Click **Options & Supplies**. 3. Click the **Driver** menu. 4. Select the driver from the list, and configure the installed options.

Software for Macintosh computers

HP Printer Utility

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

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

Open the HP Printer Utility

Open the HP Printer Utility in Mac OS X V10.2.8

1. Open the Finder, and then click **Applications**.

2. Click **Library**, and then click **Printers**.

3. Click **hp**, and then click **Utilities**.

4. Double-click **HP Printer Selector** to open the HP Printer Selector.

5. Select the product that you want to configure, and then click **Utility**.

Open the HP Printer Utility in Mac OS X V10.3 and V10.4

1. Open the Finder, click **Applications**, click **Utilities**, and then double-click **Printer Setup Utility**.

2. Select the product that you want to configure, and then click **Utility**.

Open the HP Printer Utility in Mac OS X V10.5

From the **Printer** menu, click **Printer Utility**.

-or-

From the **Print Queue**, click the **Utility** icon.

HP Printer Utility features

The HP Printer Utility consists of pages that you open by clicking in the **Configuration Settings** list. The following table describes the tasks that you can perform from these pages.

Item	Description
Configuration Page	Prints a configuration page.
Supplies Status	Shows the device supplies status and provides links for online supplies-ordering.
HP Support	Provides access to technical assistance, online supplies ordering, online registration, and recycling and return information.
File Upload	Transfers files from the computer to the device.
Upload Fonts	Transfers font files from the computer to the device.
Firmware Update	Transfers updated firmware files from the computer to the device.
Duplex Mode	Turns on the automatic two-sided printing mode.
Economode & Toner Density	Turns on the Economode setting to conserve toner, or adjusts toner density.
Resolution	Changes the resolution settings, including the REt setting.
Lock Resources	Locks or unlocks storage products, such as a hard disk.
Stored Jobs	Manages print jobs that are stored on the device hard disk.
Trays Configuration	Changes the default tray settings.
IP Settings	Changes the device network settings and provides access to the embedded Web server.
Bonjour Settings	Provides the ability to turn on or off Bonjour support or change the device service name that is listed on a network.
Additional Settings	Provides access to the embedded Web server.
E-mail Alerts	Configures the device to send e-mail notices for certain events.

Supported utilities for Macintosh

Embedded Web server

The device is equipped with an embedded Web server, which provides access to information about device and network activities. For more information, see .

Use features in the Macintosh printer driver

Print

Create and use printing presets in Macintosh

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

Create a printing preset

1. On the **File** menu, click **Print**.

2. Select the driver.

3. Select the print settings.

4. In the **Presets** box, click **Save As...**, and type a name for the preset.

5. Click **OK**.

Use printing presets

1. On the **File** menu, click **Print**.

2. Select the driver.

3. In the **Presets** box, select the printing preset that you want to use.

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

Resize documents or print on a custom paper size

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

1. On the **File** menu, click **Print**.

2. Open the **Paper Handling** menu.

3. In the area for **Destination Paper Size**, select **Scale to fit paper size**, and then select the size from the drop-down list.

4. If you want to use only paper that is smaller than the document, select **Scale down only**.

Print a cover page

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

1. On the **File** menu, click **Print**.

2. Select the driver.

3. Open the **Cover Page** menu, and then select whether to print the cover page **Before Document** or **After Document**.

4. In the **Cover Page Type** menu, select the message that you want to print on the cover page.

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

Use watermarks

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

1. On the **File** menu, click **Print**.

2. Open the **Watermarks** menu.

3. Next to **Mode**, select the type of watermark to use. Select **Watermark** to print a semi-transparent message. Select **Overlay** to print a message that is not transparent.

4. Next to **Pages**, select whether to print the watermark on all pages or on the first page only.

5. Next to **Text**, select one of the standard messages, or select **Custom** and type a new message in the box.

6. Select options for the remaining settings.

Print multiple pages on one sheet of paper in Macintosh

You can print more than one page on a single sheet of paper. This feature provides a cost-effective way to print draft pages.
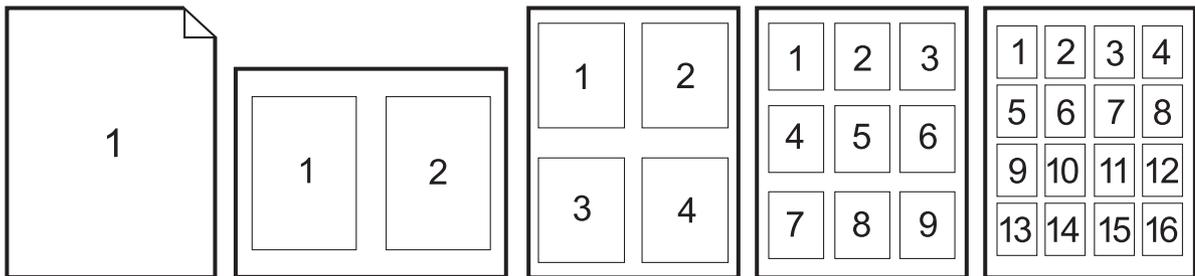
1. On the **File** menu, click **Print**.

2. Select the driver.

3. Open the **Layout** menu.

4. Next to **Pages per Sheet**, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).

5. Next to **Layout Direction**, select the order and placement of the pages on the sheet.

6. Next to **Borders**, select the type of border to print around each page on the sheet.

Print on both sides of the page (duplex printing)

Use automatic duplex printing

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

    - For tray 1, load the letterhead paper face-up with the bottom edge feeding into the printer first.

    - For all other trays, load the letterhead paper face-down with the top edge at the back of the tray.

2. On the **File** menu, click **Print**.

3. Open the **Layout** menu.

4. Next to **Two-Sided**, select either **Long-Edge Binding** or **Short-Edge Binding**.

5. Click **Print**.

Print on both sides manually

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

    - For tray 1, load the letterhead paper face-up with the bottom edge feeding into the printer first.

    - For all other trays, load the letterhead paper face-down with the top edge at the back of the tray.

    △ **CAUTION:** To avoid jams, do not load paper that is heavier than 105 g/m^2 (28-lb bond).

2. On the **File** menu, click **Print**.

3. On the **Finishing** menu, select **Manually Print on 2nd Side**.

4. Click **Print**. Follow the instructions in the pop-up window that appears on the computer screen before replacing the output stack in tray 1 for printing the second half.

5. Go to the printer, and remove any blank paper that is in tray 1.

6. Insert the printed stack face-up with the bottom edge feeding into the printer first in tray 1. You *must* print the second side from tray 1.

7. If prompted, press the appropriate control-panel button to continue.

Set the stapling options

If a finishing device that has a stapler is installed, you can staple documents.

1. On the **File** menu, click **Print**.

2. Open the **Finishing** menu.

3. In the **Stapling Options** drop-down list, select the stapling option that you want to use.

Store jobs

You can store jobs on the product so you can print them at any time. You can share stored jobs with other users, or you can make them private.

1. On the **File** menu, click **Print**.

2. Open the **Job Storage** menu.

3. In the **Job Storage:** drop-down list, select the type of stored job.

4. For the **Stored Job**, **Private Job**, and **Private Stored Job** types of stored jobs, enter a name for the stored job in the box next to **Job Name:**.

   Select which option to use if another stored job already has that name.

   ● **Use Job Name + (1 - 99)** appends a unique number to the end of the job name.

   ● **Replace Existing File** overwrites the existing stored job with the new one.

5. If you selected **Stored Job** or **Private Job** in step 3, type a 4-digit number in the box next to **PIN To Print (0000 - 9999)**. When other people attempt to print this job, the product prompts them to enter this PIN number.

Set the color options

Use the **Color Options** pop-up menu to control how colors are interpreted and printed from software programs.

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

2. Select the driver.

3. Open the **Color Options** pop-up menu.

4. Click **Show Advanced Options**.

5. Adjust the individual settings for text, graphics, and photographs.

Use the Services menu

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

1. On the **File** menu, click **Print**.

2. Open the **Services** menu.

3. To open the embedded Web server and perform a maintenance task, do the following:

   a. Select **Device Maintenance**.

   b. Select a task from the drop-down list.

   c. Click **Launch**.

4. To go to various support Web sites for this device, do the following:

   a. Select **Services on the Web**.

   b. Select **Internet Services**, and select an option from the drop-down list.

   c. Click **Go!**.

5 Connect the product

- USB connection
- Network connection

USB connection

This product supports a USB 2.0 connection. The USB port is located on the back of the product. You must use an A-to-B type USB cable that is no longer than 2 meters (6.56 feet)

Figure 5-1 USB connection
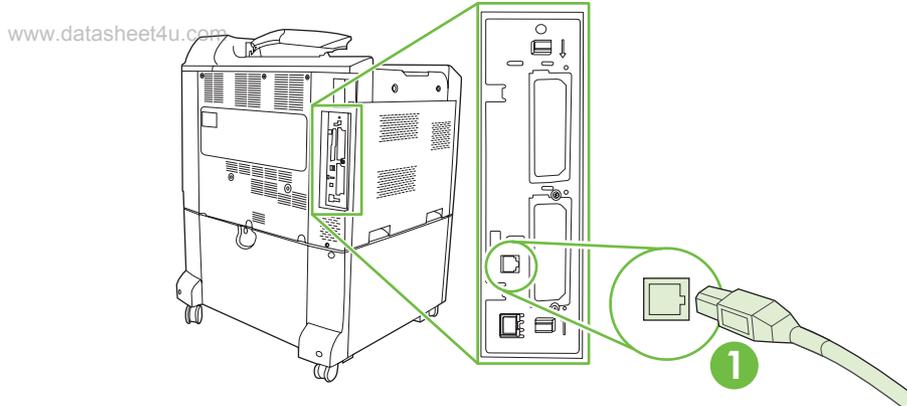
1	USB 2.0 port

Network connection

All product models except for the HP Color LaserJet CP6015 include an embedded HP Jetdirect print server, which supports connection to a network using the local area network (LAN) connector (RJ-45) on the back of the product. For more information about configuring the product on a network see

Figure 5-2 Network connection
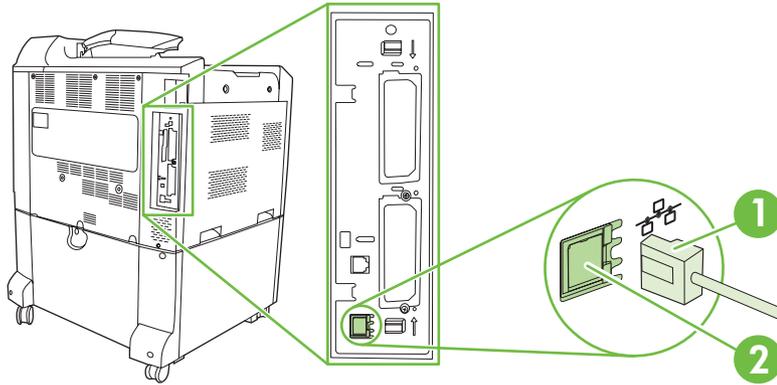
1	Network cable
2	Network port

6 Network configuration

- [Benefits of a network connection](#)
- [Supported network protocols](#)
- [Configure network settings](#)
- [Network utilities](#)

Benefits of a network connection

Connecting the product to a network provides a number of benefits:

- All network users can share the same product.

- You can manage the product remotely, from any computer on the network, by using the embedded Web server (EWS).

- You can use the HP Easy Printer Care software to view supply usage on all HP products connected to the network. This makes it easy to centrally manage ordering replacement cartridges and other supplies.

- For large enterprise businesses, you can also manage the product remotely by using HP Web Jetadmin.

Supported network protocols

The product supports the TCP/IP network protocol, the most widely used and accepted networking protocol. Many networking services utilize this protocol. For more information, see TCP/IP on page 76. The following table lists the supported networking services and protocols.

Table 6-1 Printing

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

Table 6-2 Network device discovery

Service name	Description
SLP (Service Location Protocol)	Device-discovery protocol, used to help find and configure network devices. Used primarily by Microsoft-based programs.
Bonjour	Device-discovery protocol, used to help find and configure network devices. Used primarily by Apple Macintosh-based programs.

Table 6-3 Messaging and management

Service name	Description
HTTP (Hyper Text Transfer Protocol)	Allows Web browsers to communicate with embedded Web server.
EWS (embedded Web server)	Allows a user to manage the product through a Web browser.
SNMP (Simple Network Management Protocol)	Used by network applications for product management. SNMP v1 and standard MIB-II (Management Information Base) objects are supported.

Table 6-4 IP addressing

Service name	Description
DHCP (Dynamic Host Configuration Protocol)	For automatic IP address assignment. The DHCP server provides the product with an IP address. Generally, no user intervention is required for the product to obtain an IP address from a DHCP server.
BOOTP (Bootstrap Protocol)	For automatic IP address assignment. The BOOTP server provides the product with an IP address. Requires the administrator to input a product's MAC hardware address on the BOOTP server for the product to obtain an IP address from that server.
Auto IP	For automatic IP address assignment. If neither a DHCP server nor a BOOTP server is present, the product uses this service to generate a unique IP address.

Configure network settings

You might need to configure certain network parameters on the product. You can configure these parameters from the installation software, the product control panel, the embedded Web server, or management software, such as HP Web Jetadmin.

For more information about supported networks and network configuration tools, see the *HP Jetdirect Print Server Administrator's Guide*. The guide comes with printers in which an HP Jetdirect print server is installed.

TCP/IP

Similar to a common language that people use to communicate with each other, TCP/IP (Transmission Control Protocol/Internet Protocol) is a suite of protocols designed to define the way computers and other devices communicate with each other over a network.

Internet Protocol (IP)

When information is sent across the network, the data is broken down into small packets. Each packet is sent independently. Each packet is encoded with IP information, such as the IP address of the sender and receiver. IP packets can be routed over routers and gateways: devices that connect a network with other networks.

IP communications require no connection. When IP packets are sent, they might not arrive at their destination in the correct sequence. However, higher-level protocols and programs place the packets in the correct sequence, so IP communications are efficient.

Each node or device that communicates on the network requires an IP address.

Transmission Control Protocol (TCP)

TCP breaks the data into packets and recombines them on the receiving end by providing a connection-oriented, reliable, and guaranteed delivery service to another node on the network. When data packets are received at their destination, TCP calculates a checksum for each packet to verify that the data is not corrupt. If the data in the packet has been corrupted during transmission, TCP discards the packet and requests that the packet be resent.

IP address

Every host (workstation or node) on an IP network requires a unique IP address for each network interface. This address is used to identify both the network and specific hosts that are located on that network. It is possible for a host to query a server for a dynamic IP address each time the product boots up (for example, using DHCP and BOOTP).

An IP address contains four bytes of information, divided into sections that each contain one byte. The IP address has the following format:

```
xxx.xxx.xxx.xxx
```

📝 **NOTE:** When assigning IP addresses, always consult the IP address administrator. Setting the wrong address can disable other equipment operating on the network or interfere with communications.

Configure IP parameters

TCP/IP configuration parameters can be configured manually, or they can be automatically downloaded by using DHCP or BOOTP each time the product is turned on.

When turned on, a new product that is unable to retrieve a valid IP address from the network automatically assigns itself a default IP address. The IP address for the product is listed on the product Configuration page and the Network report. See Information pages on page 138.

Dynamic Host Configuration Protocol (DHCP)

DHCP allows a group of devices to use a set of IP addresses that are maintained by a DHCP server. The product sends a request to the server, and if an IP address is available, the server assigns it to that product.

BOOTP

BOOTP is a bootstrap protocol used to download configuration parameters and host information from a network server.

The client broadcasts a boot request packet that contains the product hardware address. The server answers with a boot reply packet that contains the information that the product needs for configuration.

Subnets

When an IP network address for a particular network class is assigned to an organization, no provision is made for more than one network being present at that location. Local network administrators use subnets to partition a network into several different subnetworks. Splitting a network into subnets can result in better performance and improved use of limited network address space.

Subnet mask

The subnet mask is a mechanism used to divide a single IP network into several different subnetworks. For a given network class, a portion of an IP address that would normally be used to identify a node is used, instead, to identify a subnetwork. A subnet mask is applied to each IP address to specify the portion used for subnetworks, and the portion used to identify the node.

Gateways

Gateways (routers) are used to connect networks together. Gateways are devices that act as translators between systems that do not use the same communication protocols, data formatting, structures, languages, or architectures. Gateways repackage the data packets and change the syntax to match that of the destination system. When networks are divided into subnets, gateways are required to connect one subnet to another.

Default gateway

The default gateway is the IP address of the gateway or router that moves packets between networks.

If multiple gateways or routers exist, then the default gateway is typically the address of the first, or nearest, gateway or router. If no gateways or routers exist, then the default gateway will typically assume the IP address of the network node (such as the workstation or product).

Manually configure IPv4 TCP/IP parameters from the control panel

In addition to using the embedded Web server, you can also use the control-panel menus to set an IPv4 address, subnet mask, and default gateway.

1. Press Menu.

2. Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight **I/O**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight **EMBEDDED JETDIRECT MENU**, and then press the checkmark button ✓.

5. Press the checkmark button ✓ to select **TCP/IP**.

6. Press the down arrow ▼ to highlight **IPV4 SETTINGS**, and then press the checkmark button ✓.

7. Press the checkmark button ✓ to select **CONFIG METHOD**.

8. Press the down arrow ▼ to highlight **MANUAL**, and then press the checkmark button ✓.

9. Press the down arrow ▼ to highlight **MANUAL SETTINGS**, and then press the checkmark button ✓.

10. Press the down arrow ▼ to highlight **IP ADDRESS**, and then press the checkmark button ✓.

    -or-

    Press the down arrow ▼ to highlight **SUBNET MASK**, and then press the checkmark button ✓.

    -or-

    Press the down arrow ▼ to highlight **DEFAULT GATEWAY**, and then press the checkmark button ✓.

11. Use the numeric keypad, or press the up arrow ▲ or the down arrow ▼ to increase or decrease the number for the first byte of the IP address, subnet mask, or default gateway.

12. Press the checkmark button ✓ to move to the next set of numbers. To move to the previous set of numbers, press the back arrow ⤺.

13. Repeat steps 11 and 12 until the IP address, subnet mask, or default gateway is complete, and then press the checkmark button ✓ to save the setting.

14. Press Menu to return to the **READY** state.

Manually configure IPv6 TCP/IP parameters from the control panel

In addition to using the embedded Web server, you can also use the control-panel menus to set an IPv6 address.

1. Press Menu.

2. Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight **I/O**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight **EMBEDDED JETDIRECT MENU**, and then press the checkmark button ✓.

5. Press the checkmark button ✓ to select **TCP/IP**.

6. Press the down arrow ▼ to highlight **IPV6 SETTINGS**, and then press the checkmark button ✓.

7. Press the down arrow ▼ to highlight **ADDRESS**, and then press the checkmark button ✓.

8. Press the down arrow ▼ to highlight **MANUAL SETTINGS**, and then press the checkmark button ✓.

9. Press the down arrow ▼ to highlight **ENABLE**, and then press the checkmark button ✓.

10. Press the down arrow ▼ to highlight **ON**, and then press the checkmark button ✓.

11. Press the down arrow ▼ to highlight **ADDRESS**, and then press the checkmark button ✓.

12. Use the numeric keypad, or press the up arrow ▲ or the down arrow ▼ to enter the address. Press the checkmark button ✓.

📝 **NOTE:** If you are using the arrow buttons, you must press the checkmark button ✓ after entering each digit.

13. Press Menu to return to the **READY** state.

Network utilities

The product can be used with several utilities that make it easy to monitor and manage the product on a network.

- HP Web Jetadmin: See HP Web Jetadmin on page 55.

- Embedded Web server: See Embedded Web server on page 55.

- HP Easy Printer Care software: See HP Easy Printer Care on page 55.

Other components and utilities

Windows	Macintosh OS
• Software installer — automates the printing system installation • Online Web registration	• The HP Printer Utility — change device settings, view status, and set up printer-event notification from a Mac. This utility is supported for Mac OS X V10.2 and later.

7 Paper and print media

- [Understand paper and print media use](#)

- [Supported paper and print media sizes](#)

- [Supported paper types](#)

- [Supported paper types](#)

- [Special paper or print media guidelines](#)

- [Load paper and print media](#)

- [Configure trays](#)

- [Choose an output location](#)

Understand paper and print media use

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

●   Poor print quality

●   Increased jams

●   Premature wear on the product, requiring repair

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

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

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

Supported paper and print media sizes

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

Table 7-1 Supported paper and print media sizes

Size	Dimensions	Tray 1	Tray 2	Trays 3, 4, 5
Letter	216 x 279 mm (8.5 x 11 in)	✓	✓[1]	✓[1]
Letter Rotated	279 x 216 mm (11 x 8.5 in)	✓	✓[1]	✓[1]
Legal	216 x 356 mm (8.5 x 14 in)	✓	✓[1]	✓[1]
A4	210 x 297 mm (8.27 x 11.69 in)	✓	✓[1]	✓[1]
A4 Rotated	297 x 210 mm (11.69 x 8.27 in)	✓	✓[1]	✓[1]
Executive	184 x 267 mm (7.24 x 10.51 in)	✓	✓[1]	✓[1]
Executive (JIS)	216 x 330 mm (8.5 x 13 in)	✓	✓	✓
A3	297 x 420 mm (11.69 x 16.54 in)	✓	✓[1]	✓[1]
A5	148 x 210 mm (5.83 x 8.27 in)	✓	✓[1]	✓[1]
11 x 17	279 x 432 mm (11 x 17 in)	✓	✓[1]	✓[1]
12 x 18	305 x 457 mm (12 x 18 in)	✓		✓
B4 (JIS)	257 x 364 mm (10.12 x 14.33 in)	✓	✓[1]	✓[1]
RA3	305 x 430 mm (12 x 16.93 in)	✓		✓
SRA3	320 x 450 mm (12.6 x 17.7 in)	✓		✓
B5 (JIS)	182 x 257 mm (7.17 x 10.12 in)	✓	✓[1]	✓[1]
8k	270 x 390 mm (10.63 x 15.35 in)	✓	✓	✓
16k	195 x 270 mm (7.68 x 10.63 in)	✓	✓	✓
8K	260 x 368 mm (10.2 x 14.5 in)	✓	✓	✓
16K	184 x 260 mm (7.2 x 10.2 in)	✓	✓	✓
8K	273 x 394 mm (10.7 x 15.5 in)	✓	✓	✓
16K	197 x 273 mm (7.75 x 10.7 in)	✓	✓	✓
Banner	99 to 320 mm x up to 915 mm (4 to 12.9 x up to 36 in)	✓		
Custom	148 x 210 mm to 297 x 432 mm (5.8 x 8.2 to 11.7 x 17 in)[2]		✓	✓
Custom	99 x 140 mm to 320 x 457 mm (4 x 5.5 to 12.6 x 18 in)[3]	✓		

[1] Tray automatically detects paper size.

[2] Standard sizes within the custom range for Tray 2 are: 8.5 x 13, RA4, SRA4, 8K (270 x 390), 8K (260 x 368), 8K (7.75 x 10.75), 16K (195 x 270), 16K (184 x 260), and 16K (7.75 x 10.75)

[3] Standard sizes within the custom range for Trays 3, 4, and 5 are: 8.5 x 13, RA4, SRA4, 8K (270 x 390), 8K (260 x 368), 8K (7.75 x 10.75), 16K (195 x 270), 16K (184 x 260), 16K (7.75 x 10.75), RA3, SRA3 , and 12 x 18

Table 7-2 Supported envelopes and postcards

Size	Dimensions	Tray 1	Trays 2, 3, 4, 5
Envelope #9	98 x 225 mm (3.88 x 8.88 in)	✔	
Envelope #10	105 x 241 mm (4.13 x 9.49 in)	✔	
Envelope DL	110 x 220 mm (4.33 x 8.66 in)	✔	
Envelope C5	162 x 229 mm (6.93 x 9.84 in)	✔	
Envelope B5	176 x 250 mm (6.7 x 9.8 in)	✔	
Envelope C6	162 x 114 mm (6.4 x 4.5 in)	✔	
Envelope Monarch	98 x 191 mm (3.9 x 7.5 in)	✔	
Post Card	100 x 148 mm (3.94 x 5.83 in)[1]	✔	
Double Post Card	148 x 200 mm (5.83 x 7.87 in)	✔	
Postcard (US)	88.9 x 139.7 mm (3.5 x 5.5 in)[1]		
Postcard (European)	105 x 148 mm (4.13 x 5.83 in)[1]	✔	
US Index Cards	102 x 152 mm (4 x 6 in), 127 x 177 mm (5 x 7 in), and 127 x 203 mm (5 x 8 in)	✔	

[1] Weights greater than 160 g/m^2 may not perform well, but will not harm the product.

The following paper sizes are supported with the optional HP 3-bin Stapler/Stacker and HP Booklet Maker/Finisher accessories.

Table 7-3 Supported paper and print media sizes for the optional HP 3-bin Stapler/Stacker and HP Booklet Maker/Finisher accessories

Size	Dimensions	Stacking[2]	Angled staple (left-angled)	Angled staple (right-angled)	Two staples (top or side)	Folding	Saddle stitch
Letter	216 x 279 mm (8.5 x 11 in)	✔	✔	✔	✔		
Letter Rotated	279 x 216 mm (11 x 8.5 in)	✔	✔	✔		✔[1]	✔[1]
Legal	216 x 356 mm (8.5 x 14 in)	✔	✔	✔		✔[1]	✔[1]
A4	210 x 297 mm (8.27 x 11.69 in)	✔	✔	✔	✔		
A4 Rotated	297 x 210 mm (11.69 x 8.27 in)	✔	✔	✔		✔[1]	✔[1]
Executive	184 x 267 mm (7.24 x 10.51 in)	✔					
Executive (JIS)	216 x 330 mm (8.5 x 13 in)	✔					
A3	297 x 420 mm (11.69 x 16.54 in)	✔	✔	✔	✔	✔[1]	✔[1]

Size	Dimensions	Stacking[2]	Angled staple (left-angled)	Angled staple (right-angled)	Two staples (top or side)	Folding	Saddle stitch
A5	148 x 210 mm (5.83 x 8.27 in)	✓					
A6	105 x 148 mm (4.13 x 5.83 in)	✓					
Statement	140 x 216 mm (5.5 x 8.5 in)	✓					
11 x 17 (Ledger)	279 x 432 mm (11 x 17 in)	✓	✓	✓	✓	✓[1]	✓[1]
12 x 18	305 x 457 mm (12 x 18 in)	✓					
B4 (JIS)	257 x 364 mm (10.12 x 14.33 in)	✓	✓	✓	✓	✓[1]	✓[1]
RA3	305 x 430 mm (12 x 16.93 in)	✓					
SRA3	320 x 450 mm (12.6 x 17.7 in)	✓					
B5 (JIS)	257 x 182 mm (10.12 x 7.17 in)	✓					
B6 (JIS)	(128 x 182 mm) (5.04 x 7.2 in)	✓					
8K	270 x 390 mm (10.63 x 15.35 in)	✓					
16K	195 x 270 mm (7.68 x 10.63 in)	✓					
8K	260 x 368 mm (10.2 x 14.5 in)	✓					
16K	184 x 260 mm (7.2 x 10.2 in)	✓					
8K	273 x 393.7 mm (10.75 x 15.5 in)	✓					
16K	196.8 x 273 mm (7.75 x 10.75 in)	✓					
Banner	(99 to 320 x up to 915 mm) (12.9 x 36 in)	✓					
Envelope 9#	98.4 x 225.4 mm (3.88 x 8.88 in)	✓					
Envelope 10#	104.77 x 241.3 mm (4.12 x 9.5 in)	✓					
Envelope DL	110 x 220 mm (4.33 x 8.66 in)	✓					
Envelope C5	162 x 229 mm (6.38 x 9.02 in)	✓					

Table 7-3 Supported paper and print media sizes for the optional HP 3-bin Stapler/Stacker and HP Booklet Maker/ Finisher accessories (continued)

Size	Dimensions	Stacking[2]	Angled staple (left-angled)	Angled staple (right-angled)	Two staples (top or side)	Folding	Saddle stitch
Envelope B5	176 x 250 mm (6.93 x 9.84 in)	✓					
Envelope C6	114 x 162 mm (4.49 x 6.38 in)	✓					
Envelope Monarch	98.42 x 190.5 mm (3.88 x 7.5 in)	✓					
Double Post Card	148 x 200 mm (5.83 x 7.87 in)	✓					

[1]   Booklet maker only

[2]   Stacking uses bins 1, 2, and 3 in the stapler/stacker, or bins 1 and 2 in the booklet maker.

Supported paper types

Table 7-4 Tray 1 paper information

Type	Specifications	Quantity	Driver settings	Paper orientation
Paper and cardstock, standard sizes	Range: 60 g/m^2 (16 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 10 mm (0.6 in) Equivalent to 100 sheets of 75 g/m^2 (20 lb) bond.	Plain or unspecified	Load preprinted or prepunched paper facing down, with the top edge leading into the tray, or toward the back of the product
Envelopes	Less than 60 g/m^2 (16 lb) bond to 90 g/m^2 (24 lb) bond	Up to 10 envelopes	Envelope	Short edge leading, flap toward the front of the product, facing up
Labels	Maximum 0.23 mm (0.009 in) thick	Maximum stack height: 10 mm (0.6 in)	Labels	Side to be printed on facing down
Transparencies	Minimum 0.13 mm (0.005 in) thick	Maximum stack height: 10 mm (0.6 in)	Transparencies	Side to be printed on facing down
Heavy	0.13 mm (0.005 in) thick	Maximum stack height: 10 mm (0.6 in)	Light glossy, glossy, or heavy glossy	Side to be printed on facing down
Glossy	Range: 75 g/m^2 (20 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 10 mm (0.6 in)	Light glossy, glossy, or heavy glossy	Side to be printed on facing down
Photo media	60 g/m^2 (16 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 10 mm (0.6 in)	Light glossy, glossy, or heavy glossy	Side to be printed on facing down
Cut sheet paper	60 g/m^2 (16 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 10 mm (0.6 in)	Plain or unspecified	Side to be printed on facing down
Tough paper	60 g/m^2 (16 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 10 mm (0.6 in)	HP Tough paper	Side to be printed on facing down
Banner paper	Range: 75 g/m^2 (20 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 10 mm (0.6 in)	Plain or unspecified	Side to be printed on facing down

Table 7-5 Trays 2, 3, 4, and 5 paper information

Type	Specifications	Quantity	Settings	Paper orientation
Paper and cardstock, standard sizes	Range: 60 g/m^2 (16 lb) bond to 220 g/m^2 (58 lb) bond	500 sheets of 75 g/m^2 (20 lb) bond.	Plain or unspecified	Load preprinted or prepunched paper facing up, with the top toward the back of the tray or toward the right-hand side of the tray.
Labels	Maximum 0.13 mm (0.005 in) thick	Maximum stack height: 54 mm (2.1 in)	Labels	Side to be printed on facing up
Transparencies	Minimum 0.13 mm (0.005 in) thick	Maximum stack height: 54 mm (2.1 in)	Transparencies	Side to be printed on facing up
Heavy	0.13 mm (0.005 in) thick	Maximum stack height: 54 mm (2.1 in)	Light glossy, glossy, or heavy glossy	Side to be printed on facing up

Table 7-5 Trays 2, 3, 4, and 5 paper information (continued)

Type	Specifications	Quantity	Settings	Paper orientation
Glossy	Range: 75 g/m^2 (20 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 54 mm (2.1 in)	Light glossy, glossy, or heavy glossy	Side to be printed on facing up
Photo media		Maximum stack height: 54 mm (2.1 in)		Side to be printed on facing up
Cut sheet paper		Maximum stack height: 54 mm (2.1 in)		Side to be printed on facing up
Tough paper		Maximum stack height: 54 mm (2.1 in)		Side to be printed on facing up

Trays 2, 3, 4, and 5 capacity: 54 mm (2.126 in) height or 500 sheets of paper, whichever is less. Supported media types include: Cut sheet paper, labels, OHT, glossy paper, glossy film, photo media, and tough paper. Basis Weight: 60-220 g/m^2 (16-58 lb).

Duplex printing: Provides automatic two-sided printing (printing on both sides of the paper). Not available on the HP Color LaserJet CP6015n model, which cannot be upgraded to duplex printing. The paper size range for automatic duplex printing is 175 to 320 mm (7.2 to 12.6 in) x 210 to 457 mm (8.3 to 18 in). The media weight range is 60 to 220 g/m^2 (16 to 58 lb)

NOTE: HP Color Laser Presentation Paper, Glossy (Q2546A) is not supported with this product. Using this type of paper can cause a fuser jam that might require the replacement of the fuser. Two recommended alternatives are HP Color LaserJet Presentation Paper, Soft Gloss (Q6541A) and HP Color LaserJet Brochure Paper, Glossy (Q6611A, Q6610A).

NOTE: For a complete list of specific HP-brand paper that this product supports, go to www.hp.com/sbso/product/supplies.

Supported paper types

Table 7-6 Tray 1 paper information

Type	Specifications	Quantity	Driver settings	Paper orientation
Paper and cardstock, standard sizes	Range: 60 g/m^2 (16 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 10 mm (0.6 in) Equivalent to 100 sheets of 75 g/m^2 (20 lb) bond.	Plain or unspecified	Load preprinted or prepunched paper facing down, with the bottom edge leading into the tray, or toward the front of the product
Envelopes	Less than 60 g/m^2 (16 lb) bond to 90 g/m^2 (24 lb) bond	Up to 10 envelopes	Envelope	Short edge leading, flap toward the back of the product, facing up
Labels	Maximum 0.23 mm (0.009 in) thick	Maximum stack height: 10 mm (0.6 in)	Labels	Side to be printed on facing down
Transparencies	Minimum 0.13 mm (0.005 in) thick	Maximum stack height: 10 mm (0.6 in)	Transparencies	Side to be printed on facing down
Heavy	0.13 mm (0.005 in) thick	Maximum stack height: 10 mm (0.6 in)	Light glossy, glossy, or heavy glossy	Side to be printed on facing down
Glossy	Range: 75 g/m^2 (20 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 10 mm (0.6 in)	Light glossy, glossy, or heavy glossy	Side to be printed on facing down
Photo media	60 g/m^2 (16 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 10 mm (0.6 in)	Light glossy, glossy, or heavy glossy	Side to be printed on facing down
Cut sheet paper	60 g/m^2 (16 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 10 mm (0.6 in)	Plain or unspecified	Side to be printed on facing down
Tough paper	60 g/m^2 (16 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 10 mm (0.6 in)	HP Tough paper	Side to be printed on facing down
Banner paper	Range: 75 g/m^2 (20 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 10 mm (0.6 in)	Plain or unspecified	Side to be printed on facing down

Table 7-7 Trays 2, 3, 4, and 5 paper information

Type	Specifications	Quantity	Settings	Paper orientation
Paper and cardstock, standard sizes	Range: 60 g/m^2 (16 lb) bond to 220 g/m^2 (58 lb) bond	500 sheets of 75 g/m^2 (20 lb) bond.	Plain or unspecified	Load preprinted or prepunched paper facing up, with the top toward the front of the tray or toward the left-hand side of the tray.
Labels	Maximum 0.13 mm (0.005 in) thick	Maximum stack height: 54 mm (2.1 in)	Labels	Side to be printed on facing up
Transparencies	Minimum 0.13 mm (0.005 in) thick	Maximum stack height: 54 mm (2.1 in)	Transparencies	Side to be printed on facing up
Heavy	0.13 mm (0.005 in) thick	Maximum stack height: 54 mm (2.1 in)	Light glossy, glossy, or heavy glossy	Side to be printed on facing up

Table 7-7 Trays 2, 3, 4, and 5 paper information (continued)

Type	Specifications	Quantity	Settings	Paper orientation
Glossy	Range: 75 g/m^2 (20 lb) bond to 220 g/m^2 (58 lb) bond	Maximum stack height: 54 mm (2.1 in)	Light glossy, glossy, or heavy glossy	Side to be printed on facing up
Photo media		Maximum stack height: 54 mm (2.1 in)		Side to be printed on facing up
Cut sheet paper		Maximum stack height: 54 mm (2.1 in)		Side to be printed on facing up
Tough paper		Maximum stack height: 54 mm (2.1 in)		Side to be printed on facing up

Trays 2, 3, 4, and 5 capacity: 54 mm (2.126 in) height or 500 sheets of paper, whichever is less. Supported media types include: Cut sheet paper, labels, OHT, glossy paper, glossy film, photo media, and tough paper. Basis Weight: 60-220 g/m^2 (16-58 lb).

Duplex printing: Provides automatic two-sided printing (printing on both sides of the paper). Not available on the HP Color LaserJet CP6015n model, which cannot be upgraded to duplex printing. The paper size range for automatic duplex printing is 175 to 320 mm (7.2 to 12.6 in) x 210 to 457 mm (8.3 to 18 in). The media weight range is 60 to 220 g/m^2 (16 to 58 lb)

NOTE: HP Color Laser Presentation Paper, Glossy (Q2546A) is not supported with this product. Using this type of paper can cause a fuser jam that might require the replacement of the fuser. Two recommended alternatives are HP Color LaserJet Presentation Paper, Soft Gloss (Q6541A) and HP Color LaserJet Brochure Paper, Glossy (Q6611A, Q6610A).

NOTE: For a complete list of specific HP-brand paper that this product supports, go to www.hp.com/sbso/product/supplies.

Special paper or print media guidelines

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

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

Media type	Do	Do not
Envelopes	● Store envelopes flat. ● Use envelopes where the seam extends all the way to the corner of the envelope. ● Use peel-off adhesive strips that are approved for use in laser printers.	● Do not use envelopes that are wrinkled, nicked, stuck together, or otherwise damaged. ● Do not use envelopes that have clasps, snaps, windows, or coated linings. ● Do not use self-stick adhesives or other synthetic materials.
Labels	● Use only labels that have no exposed backing between them. ● Use Labels that lie flat. ● Use only full sheets of labels.	● Do not use labels that have wrinkles or bubbles, or are damaged. ● Do not print partial sheets of labels.
Transparencies	● Use only transparencies that are approved for use in laser printers. ● Place transparencies on a flat surface after removing them from the product.	● Do not use transparent print media not approved for laser printers.
Letterhead or preprinted forms	● Use only letterhead or forms approved for use in laser printers.	● Do not use raised or metallic letterhead.
Heavy paper	● Use only heavy paper that is approved for use in laser printers and meets the weight specifications for this product.	● Do not use paper that is heavier than the recommended media specification for this product unless it is HP paper that has been approved for use in this product.
Glossy or coated paper	● Use only glossy or coated paper that is approved for use in laser printers.	● Do not use glossy or coated paper designed for use in inkjet products.

Load paper and print media

You can load different media in the trays and then request media by type or size by using the control panel.

Load Tray 1

⚠ **CAUTION:** To avoid jams, never add or remove paper from Tray 1 during printing.

1. Open Tray 1.
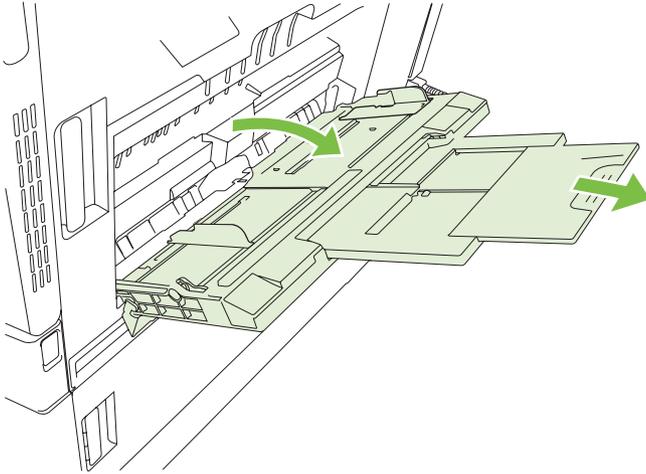
2. Set the side guides to the correct width, and pull out the tray extensions to support paper.

3. Load paper in the tray with the side to be printed on face down and the top of the paper or non-postage end facing the front of the printer.

   📝 **NOTE:** For Letter Rotated and A4 Rotated sizes, place the side to be printed on face down, with the top of the page facing into the printer.

4. Make sure the stack fits under the tabs on the guides and does not exceed the load-level indicators.

5. Adjust the side guides so that they lightly touch the paper stack but do not bend it.
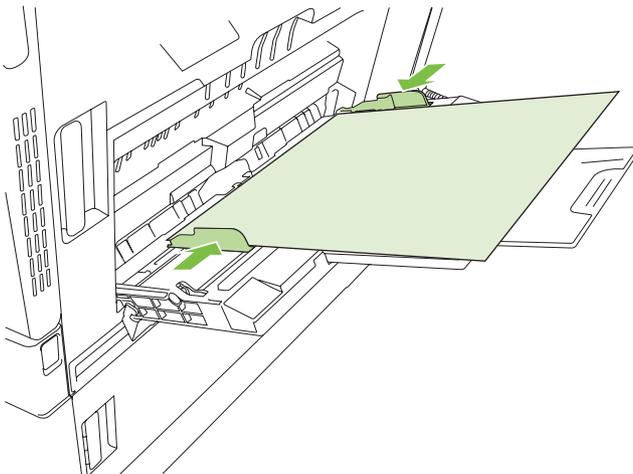
Print envelopes

If your software does not automatically format an envelope, specify **Landscape** for page orientation in your software program or printer driver. Use the following guidelines to set margins for return and destination addresses on Commercial #10 or DL envelopes:

Address type	Left margin	Top margin
Return	15 mm (0.6 in)	15 mm (0.6 in)
Destination	102 mm (4 in)	51 mm (2 in)

For envelopes of other sizes, adjust the margin settings accordingly.

Load banner paper into Tray 1

You can print banners from 457 mm (18 in) to 915 mm (36 in) in length and from 99 mm (4 in) to 320 mm (12.6 in) in width. See .

Load Trays 2, 3, 4, or 5

Trays 2, 3, 4, and 5 each hold up to 500 sheets of standard paper or a 54 mm (2.13 in) stack of labels or other thick paper.

Load standard-sized paper into Trays 2, 3, 4, or 5

The product automatically detects the following standard sizes of paper in the 500-sheet trays: Letter, Letter Rotated, Legal, Executive, 11x17, A3, A4, A4 Rotated, A5, B4 (JIS), and B5 (JIS).

△ **CAUTION:** Do not print envelopes or unsupported sizes of paper from the 500-sheet trays. Print on these types of paper only from Tray 1.

1. Slide the tray from the product.

   📝 **NOTE:** Do not open the input tray while it is in use. Doing so can cause jams in the product.
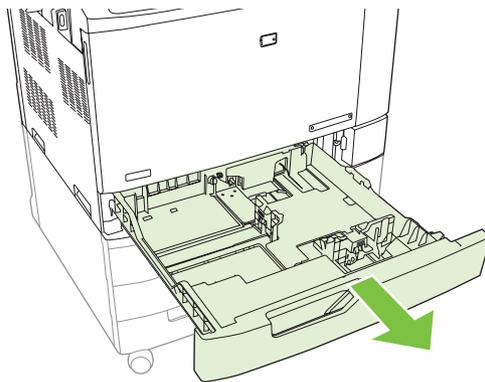
2. Adjust the paper-width guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.
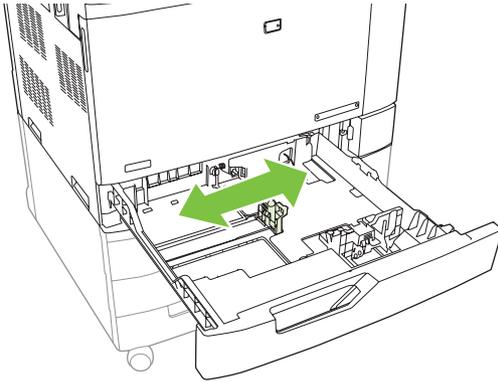
3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.
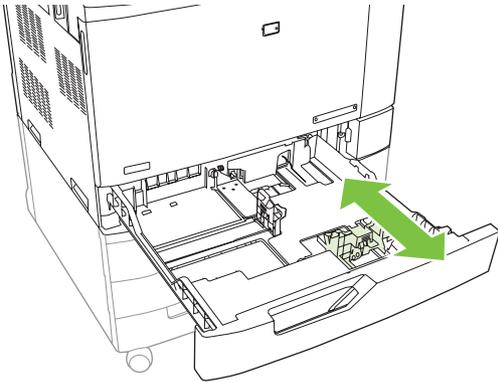
4. Load paper into the tray face up. Check the paper to verify the guides lightly touch the stack, but do not bend it.

📝 **NOTE:** To prevent jams, do not overfill the input tray. Be sure the top of the stack is below the tray full indicator.
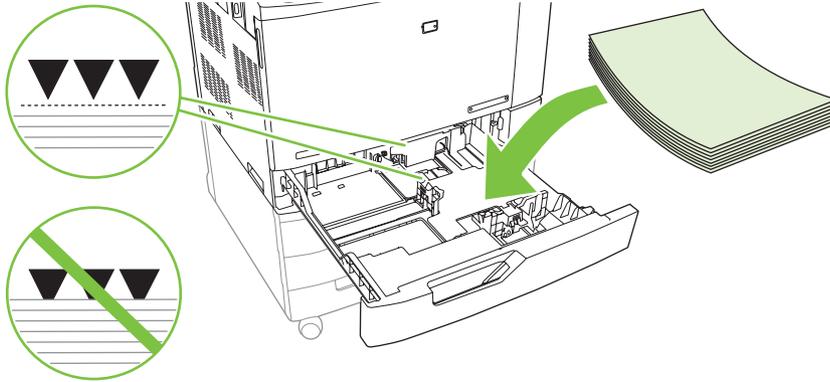
📝 **NOTE:** For best performance, fill the tray completely without splitting the ream of paper. Splitting the ream can cause a multifeed problem. The capacity of the paper tray can vary. For example, if you are using 75 g/m^2 (20 lb) paper, the tray holds a full ream of 500 sheets. If the media is heavier, the tray will not hold a full ream. Do not overfill the tray.

NOTE: If the tray is not adjusted correctly, an error message might appear or the media might jam.

5. Slide the tray into the product. The control panel shows the tray's media type and size. If the configuration is not correct, press the checkmark button ✓ on the control panel. If the configuration is correct, press the back arrow ⤺.
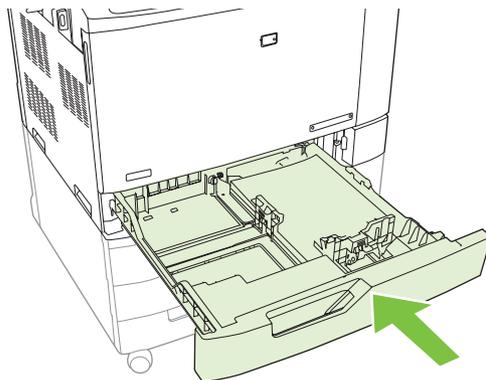
Load undetectable standard-sized paper into Trays 2, 3, 4, and 5

The following undetectable standard-sized media is supported in the 500-sheet trays:

- Executive (JIS) (8.5 x 13)

- 12 x 18 (Trays 3, 4, or 5 only)

- B4 (ISO)

- RA3 (Trays 3, 4, or 5 only)

- SRA3 (Trays 3, 4, or 5 only)

- B5 (ISO)

- RA4

- SRA4

8K 270 x 390 mm

- 16K 195 x 270 mm

- 8K 260 x 368 mm

- 16K 184 x 260 mm

- 8K 273 x 394 mm

- 16K 197 x 273 mm

△ **CAUTION:** Do not print envelopes or unsupported sizes of paper from the 500-sheet trays. Print on these types of paper only from Tray 1. Do not overfill the input tray or open it while it is in use. Doing so can cause paper jams.

Load custom-size paper into Tray 2, 3, 4, or 5

To use custom media, change the size setting on the control panel to **CUSTOM** and set the unit of measure, X dimension, and Y dimension. See Configure a tray to match print job settings on page 99 for more information.

1. Slide open the tray from the product.

2. Load the print media as described in steps 2 through 4 of the "Load detectable (standard-size) media into Tray 2, 3, 4, or 5" section. Then proceed to step 3 in this procedure.
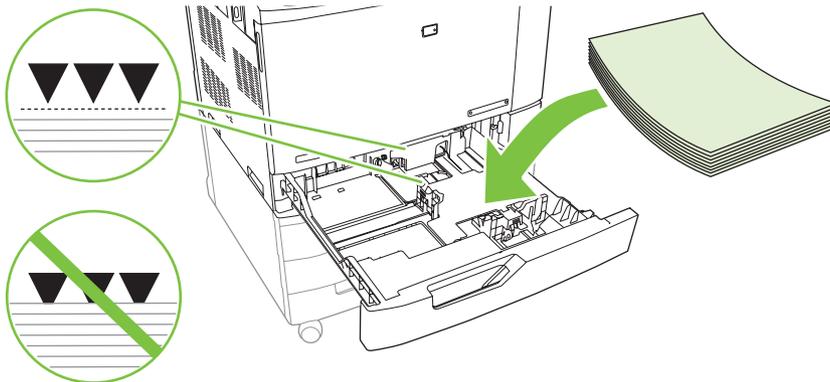
3. Slide the tray into the product. The control panel shows the tray type and size configuration. To specify custom dimensions, or if the type is not correct, press the checkmark button ✓ when the control panel prompts to change the size or type.
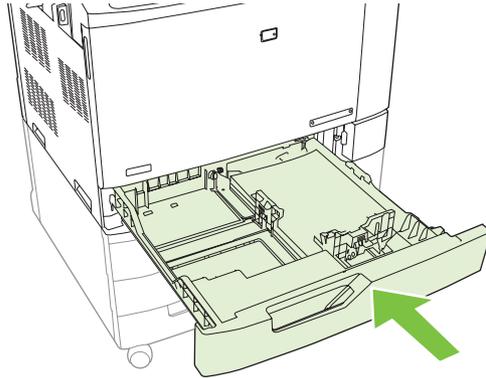
4. Select **CUSTOM**, and then input the X and Y dimensions of the custom paper size.

   NOTE: Refer to the label in the paper tray, or to the figure below, to determine the X and Y dimensions.
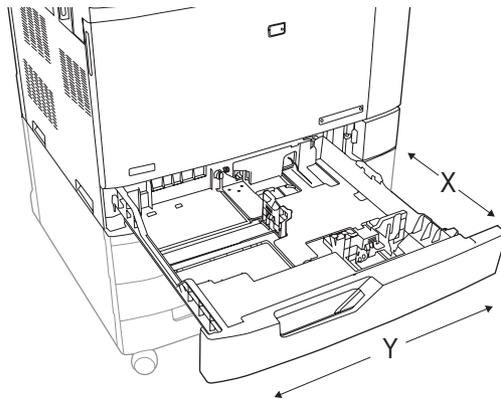
5. If the configuration is correct, press the back arrow ↰.

Load large-size paper into Tray 3, 4, or 5

Use the following instructions if you are loading 11x17, RA3, SRA3, or 12 x 18-sized paper into Tray 3, 4, or 5.

1. Slide open Tray 3, 4, or 5.

2. Adjust the paper width guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.

3. Load the paper into the tray.

4. Move the paper stop lever to the correct position for the paper being used.
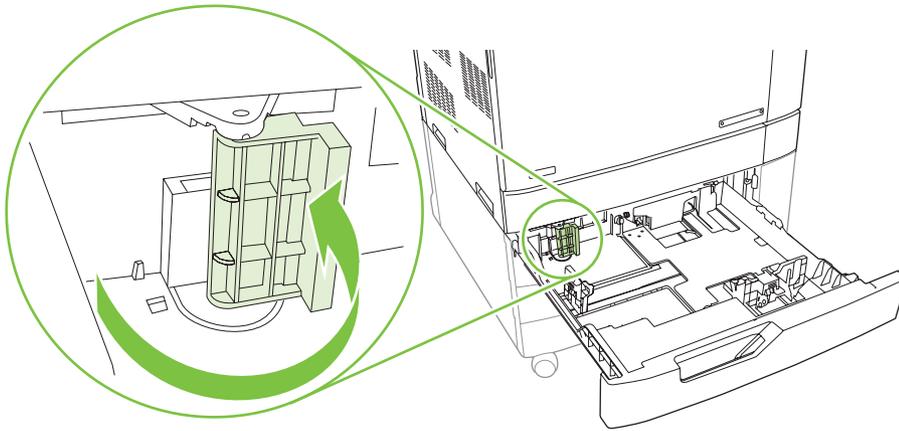
- For SRA3-sized paper, rotate the lever all the way to the left.

- For A3- or 11x17-sized paper, rotate the lever down into the center position.

- For RA3- or 12x18-sized paper, rotate the lever all the way to the right.

5. Slide the tray into the product. The control panel shows the tray's media type and size. If the configuration is not correct, press the checkmark button ✓. If the configuration is correct, press the back arrow ↰.

Configure trays

The product automatically prompts you to configure a tray for type and size in the following situations:

- When you load paper into the tray

- When you specify a particular tray or media type for a print job through the printer driver or a software program and the tray is not configured to match the print-job's settings

The following message appears on the control panel:**Tray <X> [type] [size] To change size or type press the checkmark button ✓. To accept settings press the back arrow ⤺.**

NOTE: The prompt does not appear if you are printing from Tray 1 and it is configured for **ANY CUSTOM** and **ANY TYPE**.

NOTE: If you have used other HP LaserJet product models, you might be accustomed to configuring Tray 1 to **First** mode or **Cassette** mode. For this product, setting Tray 1 size to **ANY CUSTOM** is equivalent to **First** mode. Setting size for Tray 1 to a setting other than **ANY CUSTOM** is equivalent to **Cassette** mode.

Configure a tray when loading paper

1. Load paper in the tray. Close the tray if you are using Tray 2, 3, 4, or 5.

2. The tray configuration message appears.

3. Press the back arrow ⤺ to accept the detected size, or press the checkmark button ✓ to choose a different paper size.

4. If you are modifying the tray configuration, press the down arrow ▼ to highlight the correct size, and then press the checkmark button ✓.

   NOTE: The product automatically detects most paper sizes in Trays 2, 3, 4, and 5.

5. If you are modifying the tray configuration, press the down arrow ▼ to highlight the correct type, and then press the checkmark button ✓.

Configure a tray to match print job settings

1. In the software program, specify the source tray, the paper size, and the paper type.

2. Send the job to the product.

   If the tray needs to be configured, the **LOAD TRAY X <TYPE> <SIZE>** message appears.

3. Load the tray with the specified type and size of paper, and then close the tray. Press the down arrow ▼ to highlight the correct size, or highlight **CUSTOM**.

   To specify a custom size, first press the down arrow ▼ to highlight the correct unit of measure. Then use the numeric keypad to set the X and Y dimensions.

4. When the **TRAY<X> SIZE=<SIZE>** message appears, press the checkmark button ✓ to confirm the size.

5. When the **TRAY<X> TYPE=<TYPE>** message appears, press the checkmark button ✓ to confirm the type and continue with the job.

Configure a tray by using the Paper Handling menu

You can also configure the trays for type and size without a prompt from the product.

1. Press Menu.

2. Press the down arrow ▼ to highlight **PAPER HANDLING**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight the size or type setting for the desired tray, and then press the checkmark button ✓.

4. Press the up arrow ▲ or the down arrow ▲ to highlight the size or type. If you select a custom size, select the unit of measure, and then use the numeric keypad to set the X dimension and the Y dimension.

5. Press the checkmark button ✓ to save your selection.

6. Press the back arrow ⤺.

7. Press the back arrow ⤺ again.

Automatic media type sensing (auto sense mode)

The automatic media type sensor functions only when that tray is configured to ANY TYPE. Configuring a tray to any other type, such as Bond or Glossy, deactivates the media sensor in that tray.

The HP Color LaserJet CP6015 Series printers can automatically classify many paper types into one of the following categories:

- Plain

- Transparency

- Glossy

- Extra-heavy glossy

- Glossy film

- Heavy

For more control, a specific type must be selected in the job or configured in a tray.

Auto-sense settings

Full sensing

- The product recognizes light, plain, heavy, glossy, and tough paper and overhead transparencies.

- Each time the product begins a print job, it stops the first page to sense the type.

- This is the slowest mode.

Expanded sensing (default)

- The product recognizes normal paper, overhead transparencies, glossy paper, and tough paper.

- Each time the product begins a print job, it stops the first page to sense the type.

- The product assumes that the second and all subsequent pages are of the same media type as the first page.

- This is the second-fastest mode, and is useful for using stacks of the same media type.

Transparency only

- The product does not stop any pages for sensing but distinguishes between transparencies (Transparency mode) and paper (Normal mode).

- This is the fastest mode and is useful for high-volume printing in Normal mode.

For more information about setting these options, see Print Quality menu on page 22

Select the media by source, type, or size

In the Microsoft Windows operating system, three settings affect how the printer driver tries to pull media when you send a print job. *Source*, *Type*, and *Size* settings appear in the **Page Setup**, **Print**, or **Print Properties** dialog boxes in most software programs. Unless you change these settings, the product automatically selects a tray using the default settings.

Source

To print by *Source* select a specific tray for the product to pull from. If you select a tray that is configured for a type or size that does not match your print job, the product prompts you to load the tray with the type or size of print media for your print job before printing it. When you load the tray, the product begins printing.

Type and Size

Printing by *Type* or *Size* means that you want the product to pull from the tray that is loaded with the correct type and size of media. Selecting media by type rather than source is similar to locking out trays and helps protect special media from accidental use. For example, if a tray is configured for letterhead and you select plain paper, the product will not pull the letterhead from that tray. Instead, it will pull from a tray that has plain paper loaded and is configured for plain paper on the product control panel. Selecting media by Type and Size results in significantly better print quality for heavy paper, glossy paper, and transparencies. Using the wrong setting might result in unsatisfactory print quality. Always print by Type for special print media, such as labels or transparencies. Print by Size for envelopes, if possible.

- To print by Type or Size, select the type or size from the **Page Setup** dialog box, the **Print** dialog box, or the **Print Properties** dialog box, depending on the software program.

- If you often print on a certain type or size of media, configure a tray for that type or size. Then, when you select that type or size as you print a job, the product automatically pulls media from the tray that is configured for that type or size.

Choose an output location

Standard output bin

The product has a standard output bin for printed pages.

www.datasheet4u.com
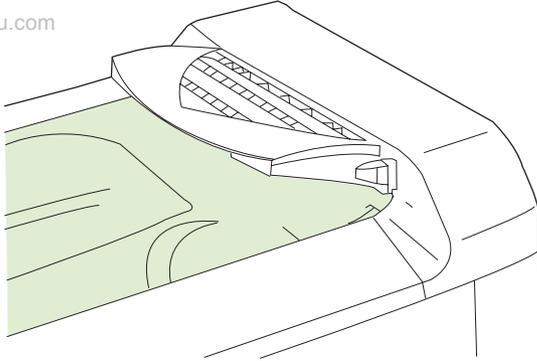
When you send print jobs to the product from a computer, the output is routed to the standard output bin or to one of the output bins on the optional 3-bin stapler/stacker or booklet maker finisher.

Optional output accessories

An optional stapler/stacker or booklet maker can be installed with the product. When an accessory is installed, an output accessory bridge is also added on top of the product in order to route the print jobs to the accessory output bins.
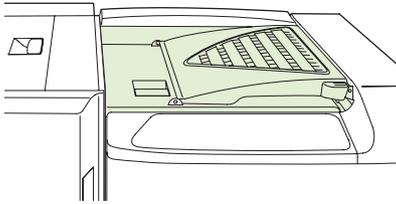
3-bin stapler/stacker features

Table 7-8 3-bin stapler/stacker features

Job offset	Each copy of a job is shifted to one side in the output bin in order to keep each copy separate from the others. (Supported paper sizes: A3, A4, A4 rotated, A5, B4, B5, Ledger, Legal, Letter, Letter rotated, Statement.)
Two operation modes	Mailbox Mode assigns each bin to a user or group of users, and Stacker Mode uses all three output bins for all print jobs — when one bin is full, jobs are routed to the next bin.
Stapler	Built-in stapler staples jobs up to 50 sheets in size. Pages can be stapled in one position at the front, in one position at the back, or at two positions at the side or top.
Large-capacity output bins	The stacker has three bins: a 100-sheet bin, a 500-sheet bin, and a 1000-sheet bin.

Booklet maker finisher features

Table 7-9 Booklet-maker finisher features

Booklet-making	The booklet-making feature staples and folds print jobs of 2 to 15 pages into a booklet.

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ENWW

Table 7-9 Booklet-maker finisher features (continued)

Folding	Single-sheet print jobs can be automatically folded in the center.
Job offset	Each copy of a job is shifted to one side in the output bin in order to keep each copy separate from the others. (Supported paper sizes: A3, A4, A4 rotated, A5, B4, B5, Ledger, Legal, Letter, Letter rotated, Statement.)
Two operation modes	Mailbox Mode assigns each bin to a user or group of users, and Stacker Mode uses both output bins for all print jobs — when the top bin is full, jobs are routed to the next bin.
Stapler	Built-in stapler staples jobs up to 50 sheets in size. Pages can be stapled in one position at the front, in one position at the back, or at two positions at the side or top.
Large-capacity output bins	The stacker has three bins: two 1000-sheet bins and one bin that can hold up to 25 saddle-stitched booklets.

Accessory walkaround

Figure 7-1 3-bin stapler/stacker accessory
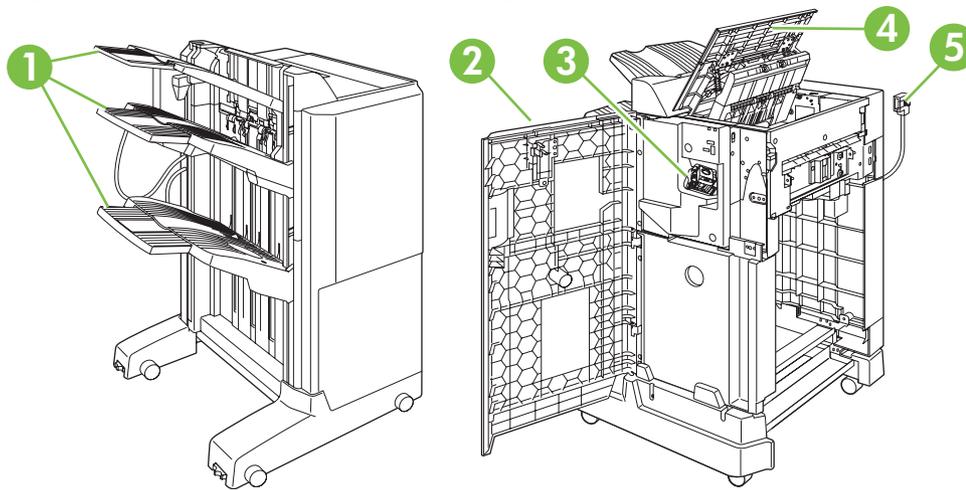
1	Output bins
2	Front door
3	Stapler unit
4	Top cover
5	Connection cable

Figure 7-2 Booklet-maker finisher accessory
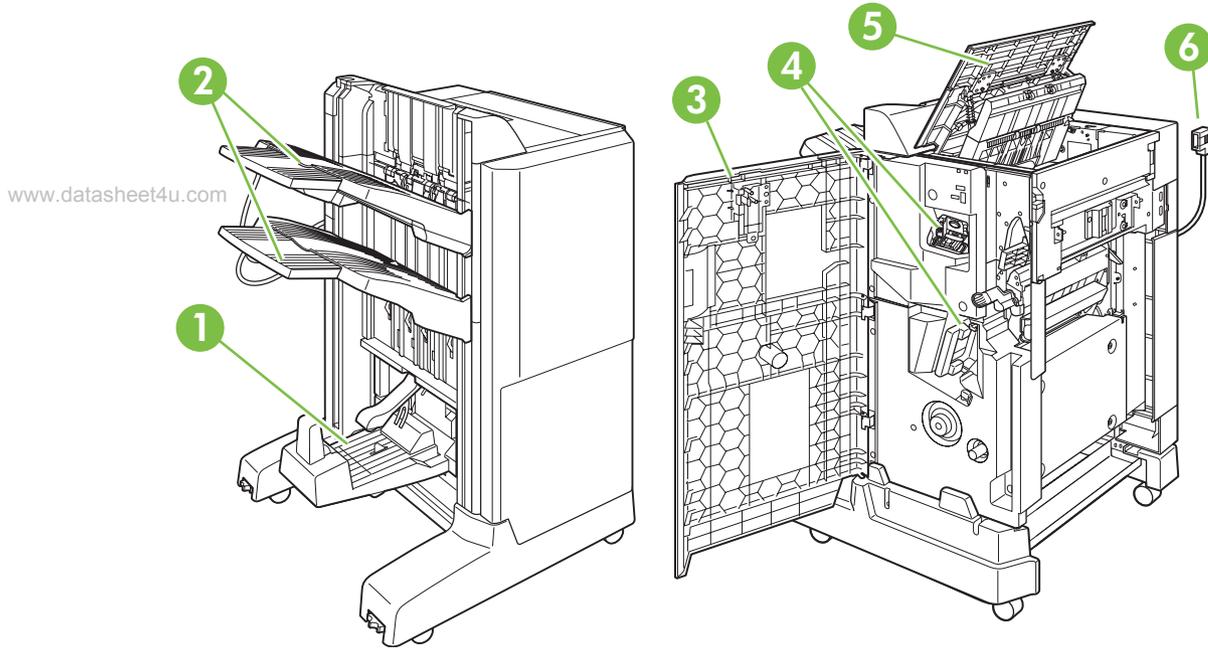
1	Booklet output bin
2	Stacking output bins
3	Front door
4	Stapler units
5	Top cover
6	Connection cable

Configure the accessory operation mode

Select the operating mode at the control panel

You can set the operating mode for the 3-bin stapler/stacker or the booklet maker finisher at the product control panel.

1. At the control panel, press Menu.

2. Press the down arrow ▼ to highlight the **CONFIGURE DEVICE** menu, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight the **MBM-3 BIN STAPLER** menu or **MULTIFUNCT FINISHER**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight **OPERATION MODE**, and then press the checkmark button ✓.

5. Select the operation mode that you want to use.

   - When Mailbox Mode is used, each bin is assigned to a user or group of users. Every time a user sends a print job, the job is routed to the assigned bin.

   - When Stacker Mode is used and the optional 3-bin stapler/stacker is installed, the three bins act as a single bin. When one bin is full, jobs are automatically routed to the next bin. When Stacker Mode is used and the booklet maker finisher is installed, the two upper bins act as a single bin, and the third bin is reserved for booklets.

   📝 **NOTE:** Use the product embedded Web server to assign output bins to users or groups of users. For more information see Embedded Web server on page 142

Select the operating mode in the printer driver (Windows)

1. Click the **Start** button, point to **Settings**, and then click **Printers** (for Windows 2000) or **Printers and Faxes** (for Windows XP).

2. Right-click the HP product icon, and then click **Properties** or **Printing Preferences**.

3. Click the **Device Settings** tab.

4. Perform one of the following actions:

   For automatic configuration: under **Installable Options**, click **Update Now** in the **Automatic Configuration** list.

   -or-

   For manual configuration: under **Installable Options**, select the appropriate operation mode in the **Accessory Output Bin** list.

5. Click **Apply** to save the settings.

Select the operating mode in the printer driver (Mac OS X)

1. In the **Apple** menu, click **System Preferences**.

2. In the **System Preferences** box, click **Print and Fax**.

3. Click **Set Up Printers**. A **Printer List** displays.

4. Select the HP product, and then click **Show Info** on the **Printers** menu.

5. Select the **Installable Options** panel.

6. In the **Accessory Output Bins** list, select correct accessory.

7. In the **Mailbox Mode** list, select the appropriate operational mode, and then click **Apply Changes**.

8 Use product features

- Economy settings
- Use the stapler
- Use job storage features
- Banner printing
- Print photos or marketing material
- Print weatherproof maps and outdoor signs
- Set the duplex alignment

Economy settings

You can adjust economy settings from the control panel or from the embedded Web server (EWS).

Sleep delay

The adjustable sleep mode feature reduces power consumption when the product has been inactive for an extended period. You can set the length of time before the product enters sleep mode to **1 MINUTE**, **15 MINUTES**, **30 MINUTES**, **45 MINUTES**, **60 MINUTES**, **90 MINUTES**, **2 HOURS**, or **4 HOURS**. The default setting is **60 MINUTES**.

> **NOTE:** The product display dims when the product is in sleep mode. This mode does not affect product warm-up time.

Set sleep delay

1. Press Menu.

2. Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✓ .

3. Press the down arrow ▼ to highlight **SYSTEM SETUP**, and then press the checkmark button ✓ .

4. Press the down arrow ▼ to highlight **SLEEP DELAY**, and then press the checkmark button ✓ .

5. Press the up or down arrow ▲/▼ to select the appropriate time period.

6. Press the checkmark button ✓ to set the time period.

7. Press Menu.

Disable/enable sleep mode

1. Press Menu.

2. Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✓ .

3. Press the down arrow ▼ to highlight **RESETS**, and then press the checkmark button ✓ .

4. Press the down arrow ▼ to highlight **SLEEP MODE**, and then press the checkmark button ✓ .

5. Press the up arrow or down arrow ▲/▼ to select **LOW**, **HIGH**, or **OFF**. **HIGH** saves the most energy.

6. Press the checkmark button ✓ to save the selection.

7. Press Menu.

Wake time

The wake time feature allows you to instruct the product to wake at a certain time on selected days, to eliminate waiting for the warm-up and calibration periods. You must have **SLEEP MODE** on to set the wake time.

To set or change the wake time, use the following steps:

Set the wake time

1. Press Menu.

2. Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight **SYSTEM SETUP**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight **WAKE TIME**, and then press the checkmark button ✓.

5. Press the up arrow or down arrow ▲/▼ to select the day of the week, and then press the checkmark button ✓.

6. Press the down arrow ▼ to select **CUSTOM**, and then press the checkmark button ✓.

7. Press the up arrow or down arrow ▲/▼ to select the hour, and then press the checkmark button ✓.

8. Press the up arrow or down arrow ▲/▼ to select the minutes, and then press the checkmark button ✓.

9. Press the up arrow or down arrow ▲/▼ to select **AM** or **PM**, and then press the checkmark button ✓.

10. Press the checkmark button ✓ to enter **APPLY TO ALL DAYS**.

11. Press the up arrow or down arrow ▲/▼ to select **YES** or **NO**, and then press the checkmark button ✓.

12. If you select **NO**, use the up arrow or down arrow ▲/▼ to set the **WAKE TIME** for the other days of the week, and then press the checkmark button ✓ to accept each selection.

13. Press Menu.

Set economy modes from the EWS

1. From a Web browser, open the EWS. See <u>Embedded Web server on page 142</u>.

2. Click **Settings** and then **Wake Time**.

3. Set the wake time for each day of the week.

4. Set the sleep delay for the product.

5. Click **Apply**.

Use the stapler

The automatic stapler is only available with the optional HP 3-bin Stapler/Stacker or HP booklet Maker/Finisher Accessory.

Print jobs can be stapled with a diagonal staple in either top corner, with two horizontal staples at the top of the page, or with two vertical staples at either side of the page.

- Paper weight can range from 60 to 220 g/m^2 (16 to 148 lbs.). Heavier paper might have a stapling limit of fewer than 50 sheets.

- The optional stapler/stacker can staple jobs of up to 50 sheets of 75 g/m^2 (20 lb) paper. It can stack up to 1,000 sheets of paper, or 30 stapled jobs, whichever is less.

- The optional booklet maker can also staple jobs of up to 50 sheets of 75 g/m^2 (20 lb) paper. It can staple and fold up to 15 pages into a booklet. It can stack up to 1,000 sheets of paper, (or 30 stapled jobs) or up to 25 saddle-stitched booklets.

- If the job consists of only one sheet, or if it consists of more than 50 sheets, the product delivers the job to the bin, but does not staple the job.

- The stapler supports paper only. Do not try to staple other types of print media, such as envelopes, transparencies, or labels.

When you want the product to staple or fold a document, select the correct option in the software. You can usually select the stapler in your program or printer driver, although some options might be available only in the printer driver. Where and how you make selections depends on your program or printer driver.

If you cannot select the stapler or booklet maker finisher in the program or printer driver, select it at the product control panel.

The stapler accepts print jobs if it is out of staples, but it does not staple the pages. The product can be configured to stop printing if the staple cartridge is empty.

Supported paper sizes for stapling

In order to staple a print job, you must use a supported paper size and orientation.

Corner, angled staples are supported with the following paper sizes: A4, A4 Rotated, Letter, Letter Rotated, Legal, A3, 11 x 17, and B4 (JIS).

Two staples at the top or side of the print job are supported with the following paper sizes: A4, Letter, Legal, A3, 11 x 17, and B4 (JIS).

Saddle-stitch stapling with the booklet maker is supported with these sizes: A4 Rotated, Letter Rotated, Legal, A3, 11 x 17, and B4 (JIS).

The paper must also be loaded into the paper trays with the correct orientation. The arrows in the following graphic indicate the direction the paper moves through the product paper path.
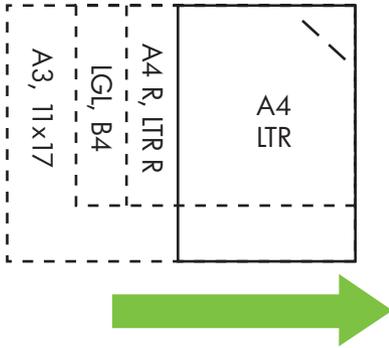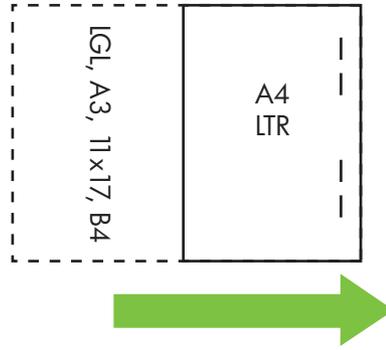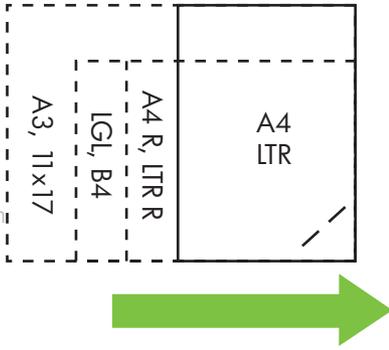
If the correct paper size or orientation is not used, the print job will print, but it will not be stapled.

Staple print jobs

Select the stapler in the printer driver for printed jobs (Windows)

1. Select **Print** from the **File** menu of your software program.

2. Select the HP Color LaserJet CP6015 Series printer, and then click **Properties** or **Printing Preferences**.

3. From the **Staple** drop-down list, select a staple option.

4. Click **OK** to save the settings and **OK** to print.

📝 **NOTE:** You can create a Shortcut with the appropriate settings.

Select the stapler in the printer driver for printed jobs (Macintosh)

Select the stapler by creating a new preset in the printer driver.

1. Open the printer driver. See .

2. Create the new preset.

Configure the product to stop or continue when the staple cartridge is empty

You can specify whether the product stops printing when the staple cartridge is empty or if it continues printing but does not staple the jobs.

1. Press Menu.

2. Press the down arrow ▼ to highlight the **CONFIGURE DEVICE** menu, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight **MBM-3 BIN STAPLER** or **MULTIFUNC FINISHER**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight **STAPLES OUT** menu, and then press the checkmark button ✓.

5. Press the down arrow ▼ to select the option that you want to use:

   ● Select **STOP** to stop all printing until the staple cartridge is replaced.

   ● Select **CONTINUE** to continue printing jobs without stapling them.

Use job storage features

The following job-storage features are available for print jobs:

- **Proof and hold jobs**: This feature provides a quick and easy way to print and proof one copy of a job and then print the additional copies.

- **Personal jobs**: When you send a private job to the product, the job does not print until you provide the required personal identification number (PIN) at the control panel.

- **Quick Copy jobs**: You can print the requested number of copies of a job and then store a copy of the job on the product hard disk. Storing the job allows you to print additional copies of the job later. The Quick Copy jobs feature requires that a hard disk be installed with the product.

- **Stored jobs**: You can store a job such as a personnel form, time sheet, or calendar on the product and allow other users to print the job at any time. Stored jobs also can be protected by a PIN. The Stored jobs feature requires that a hard disk be installed with the product.

Follow the instructions in this section to gain access to the job storage features at the computer. See the specific section for the type of job that you want to create.

⚠ **CAUTION:** If you turn off the product, all Quick Copy, proof and hold, and personal jobs are deleted.

Gain access to the job storage features

For Windows

1. On the **File** menu, click **Print**.

2. Click **Properties**, and then click the **Job Storage** tab.

3. Select the job storage mode that you want.

For Macintosh

In newer drivers: Select **Job Storage** in the pull-down menu in the **Print** dialog box. In older drivers, select **Printer Specific Options**.

Use the proof and hold feature

The proof and hold feature provides a quick and easy way to print and proof one copy of a job and then to print the additional copies.

To permanently store the job and prevent the product from deleting it when space is needed for something else, select the **Stored Job** option in the driver.

Create a proof and hold job

⚠ **CAUTION:** If the device needs additional space to store newer proof and hold jobs, the device deletes other stored proof and hold jobs, starting with the oldest job. To permanently store a job and prevent the device from deleting it when space is needed, select the **Stored Job** option in the driver instead of the **Proof and Hold** option.

In the driver, select the **Proof and Hold** option and type a user name and job name.

The device prints one copy of the job for you to proof.

Print a proof and hold job

1. Press Menu.

2. Press the down arrow ▼ to highlight **RETRIEVE JOB**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight your **USER NAME**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight a **JOB NAME**, and then press the checkmark button ✓.

   PRINT is highlighted.

5. Press the checkmark button ✓ to select **PRINT**.

6. Press the up arrow or down arrow ▲ ▼ to select the number of copies.

7. Press the checkmark button ✓ to print the job.

Delete a proof and hold job

When you send a stored job, the product overwrites any previous jobs with the same user and job name. If there is not a job already stored under the same user and job name, and the product needs additional space, the product may delete other stored jobs starting with the oldest. The default number of jobs that can be stored is 32. You can change the number of jobs that can be stored from the control panel. For more information about setting the job storage limit, see Configure device menu on page 20.

A job can be deleted from the control panel, from the embedded Web server, or from HP Web Jetadmin. To delete a job from the control panel, use the following procedure:

1. Press Menu.

2. Press the down arrow ▼ to highlight **RETRIEVE JOB**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight your **USER NAME**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight a **JOB NAME**, and then press the down arrow ✓.

5. Press the down arrow ▼ to highlight **DELETE**, and then press the checkmark button ✓.

6. Press the checkmark button ✓ to delete the job.

Use the personal job feature

Use the personal job feature to specify that a job is not printed until you release it. Your job will be stored on the product and nothing will be printed until you request the job from the product's control panel. Once the job is printed, it will be automatically removed from the product's job storage. Personal jobs can be stored with or without a 4-digit personal identification number (PIN). To make the job private, a PIN must be used.

For information on creating a personal job, see Store jobs on page 66 for Macintosh and Set job storage options on page 127 for Windows.

Print a personal job

1. Press Menu.

2. Press the down arrow ▼ to highlight **RETRIEVE JOB**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight your **USER NAME**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight a **JOB NAME**, and then press the checkmark button ✓.

   PRINT is highlighted.

5. Press the checkmark button ✓ to select **PRINT**.

6. If a PIN is required, use the keypad on the control panel to type in the PIN, and then press the checkmark button ✓.

7. Press the up arrow or down arrow ▲▼ to select the number of copies, and then press the checkmark button ✓ to print the job.

Delete a personal job

A personal job can be deleted from the product control panel. You can delete a job without printing it, or it will be automatically deleted after it is printed.

1. Press Menu.

2. Press the down arrow ▼ to highlight **RETRIEVE JOB**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight your **USER NAME**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight a **JOB NAME**, and then press the checkmark button ✓.

5. Press the down arrow ▼ to highlight **DELETE**, and then press the checkmark button ✓.

6. Use the keypad on the control panel to type in the PIN, and then press the checkmark button ✓.

7. Press the checkmark button ✓ to delete the job.

Use the Quick Copy feature

The Quick Copy feature prints the requested number of copies of a job and stores a copy on the product hard disk. Additional copies of the job can be printed later. This feature can be turned off in the printer driver.

The default number of different Quick Copy jobs that can be stored on the product is 32. At the control panel, you can set a different default number. See Use the control panel on page 12.

Create a QuickCopy job

△ **CAUTION:** If the device needs additional space to store newer QuickCopy jobs, the device deletes other stored QuickCopy jobs, starting with the oldest job. To permanently store a job and prevent the device from deleting it when space is needed, select the **Job Storage** option in the driver instead of the **QuickCopy** option.

In the driver, select the **QuickCopy** option, and then type a user name and a job name.

When you send the job to print, the device prints the number of copies that you set in the driver. To print more quick copies at the device control panel, see Printing a Quick Copy job on page 116.

Printing a Quick Copy job

1. Press Menu.

2. Press the down arrow ▼ to highlight **RETRIEVE JOB**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight your **USER NAME**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight a **JOB NAME**, and then press the checkmark button ✓.

   PRINT is highlighted.

5. Press the checkmark button ✓ to select **PRINT**.

6. Press the up arrow or down arrow ▲ ▼ to select the number of copies.

7. Press the checkmark button ✓ to print the job.

Delete a Quick Copy job

Delete a Quick Copy job at the product control panel when you no longer need it. If the product requires additional space to store new Quick Copy jobs, the product automatically deletes other stored Quick Copy jobs, starting with the oldest job.

A job can be deleted from the control panel, from the embedded Web server, or from HP Web Jetadmin. To delete a job from the control panel, use the following procedure:

1. Press Menu.

2. Press the down arrow ▼ to highlight **RETRIEVE JOB**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight your **USER NAME**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight a **JOB NAME**, and then press the checkmark button ✓.

5. Press the down arrow ▼ to highlight **DELETE**, and then press the checkmark button ✓.

6. Press the checkmark button ✓ to delete the job.

Use the stored job feature

You can save a print job to the product hard disk without printing it. You can then print the job at any time at the product control panel. For example, you might want to download a personnel form, calendar, time sheet, or accounting form that other users can print when they need it.

Create a stored print job

In the driver, select the **Stored Job** option, and then type a user name and job name. The job does not print until someone requests it at the device control panel. See .

Print a stored job

1. Press Menu.

2. Press the down arrow ▼ to highlight **RETRIEVE JOB**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight your **USER NAME**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight a **JOB NAME**, and then press the checkmark button ✓.

   PRINT is highlighted.

5. Press the checkmark button ✓ to select **PRINT**.

6. If a PIN was used, use the keypad on the control panel to type in the PIN, and then press the checkmark button ✓.

7. Press the up arrow or down arrow ▲ ▼ to select the number of copies.

8. Press the checkmark button ✓ to print the job.

Delete a stored job

Jobs stored on the product can be deleted at the control panel.

1. Press Menu.

2. Press the down arrow ▼ to highlight **RETRIEVE JOB**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight your **USER NAME**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight a **JOB NAME**, and then press the checkmark button ✓.

5. Press the down arrow ▼ to highlight **DELETE**, and then press the checkmark button ✓.

6. Press the checkmark button ✓ to delete the job.

Banner printing

The product allows printing of banner-sized paper from Tray 1. You can print banners from 457 mm (18 in) to 915 mm (36 in) in length and from 99 mm (4 in) to 320 mm (12.6 in) in width. When printing a banner from your graphics software program, you must set up a custom page size.

Print banners from Tray 1

1. Select **Print** from the **File** menu of your software program.

2. Select the HP Color LaserJet CP6015 Series printer, and then click **Properties** or **Printing Preferences**.

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

4. Under **Paper Options**, click **Custom**.

5. Type a name, the width, and the length of the custom paper size, and then click **OK** and then **OK** again to save the new custom paper size.

6. Click **Properties** or **Printing Preferences** again and then select the new custom paper size in the Paper Sizes list.

7. Click **OK** and then **OK** again to print the banner.

8. Go to the product to load the banner paper. The control panel displays the paper size and prompts you to load the banner into Tray 1.

9. Gently place the leading edge of the banner into Tray 1. Hold it there until product starts to pull the paper in.

   📝 **NOTE:** Hold the paper steady against the paper sensor of Tray 1 until it feeds into the product. Moving the paper in an out may cause the product to jam.

10. After the product begins pulling the banner in, let go of the paper and let the banner feed through on its own. If the paper jams, see Clear jams when printing banners on page 215.

Print photos or marketing material

You can use the HP Color LaserJet CP6015 Series printer to print high-quality color photos, marketing and sales material, or other color documents on glossy paper. To maximize the quality of this output you must do the following:

- Choose the appropriate paper

- Configure the paper tray correctly

- Choose the correct settings in the print driver

Supported glossy paper

HP glossy paper product	Product code	Product size	Control panel and print driver settings
HP Color Laser Presentation Paper, Soft Gloss	Q6541A	Letter	**HP soft gloss 120 g**
HP Color Laser Professional Paper, Soft Gloss	Q6542A	A4	**HP soft gloss 120 g**
HP Color Laser Brochure Paper, Glossy	Q6611A, Q6610A	Letter	**HP glossy 160 g**
HP Color Laser Superior Paper, Glossy	Q6616A	A4	**HP glossy 160 g**
HP Color Laser Photo Paper, Glossy	Q6607A, Q6608A	Letter	**HP glossy 220 g**
HP Color Laser Photo Paper, Glossy	Q6614A	A4	**HP glossy 220 g**
HP Color Laser Photo Paper, Glossy 4x6	Q8842A	101.6 x 152.4 mm (4 x 6 in)	**HP glossy 220 g**
HP Color Laser Photo Paper, Glossy 10 cm x 15 cm	Q8843A	101.6 x 152.4 mm (4 x 6 in)	**HP glossy 220 g**

△ **CAUTION:** HP Color Laser Presentation Paper, Glossy (Q2546A) is not supported with this product. Using this type of paper can cause a fuser jam that might require the replacement of the fuser. Two recommended alternatives are HP Color LaserJet Presentation Paper, Soft Gloss (Q6541A) and HP Color LaserJet Brochure Paper, Glossy (Q6611A, Q6610A).

Configure the paper tray

Configure the paper tray for the correct paper type.

1. Load the paper into Tray 2, 3, 4, or 5.

2. After you close the tray, the control panel prompts you to configure the paper size and type. Press the checkmark button ✓ to configure the size and type.

3. If the correct size is displayed, press the checkmark button ✓ to accept the size, or press the up or down arrow ▲ ▼ to choose a different paper size.

4. When the paper type prompt appears, press the up or down arrow ▲ ▼ to highlight the correct paper type and then press the checkmark button ✓ to select it. See the table above to determine the correct paper type.

Configure the driver settings

Carry out the following steps to print on glossy paper from your graphics software program.

1. Select **Print** from the **File** menu of your software program.

2. Select the HP Color LaserJet CP6015 Series printer, and then click **Properties** or **Printing Preferences**.

3. From the **Paper type** drop-down list, select the same paper type that you configured on the product control panel.

4. Click **OK** to save the settings and **OK** to print. The print job will automatically be printed from the tray that has been configured for glossy paper.

Print weatherproof maps and outdoor signs

You can use the HP Color LaserJet CP6015 Series to print durable, waterproof maps, signs, or menus by using HP Tough Paper. HP Tough Paper is a waterproof, tear-proof, satin finish paper that retains rich, vibrant print color and clarity even when exposed to heavy usage or weather. This avoids expensive and time-consuming lamination. To maximize the quality of this output you must do the following:

- Choose the appropriate paper

- Configure the paper tray correctly

- Choose the correct settings in the print driver

Supported tough paper

HP paper name	Product code	Product size	Control panel and print driver settings
HP LaserJet Tough Paper	Q1298A	Letter	HP Tough Paper
HP LaserJet Tough Paper	Q1298B	A4	HP Tough Paper

Configure the paper tray

Configure the paper tray for the correct paper type.

1. Load the paper into Tray 2, 3, 4, or 5.

2. After you close the tray, the control panel prompts you to configure the paper size and type. Press the checkmark button ✓ to configure the size and type.

3. If the correct size is displayed, press the checkmark button ✓ to accept the detected size, or press the up or down arrow ▲ ▼ to choose a different paper size.

4. When the paper type prompt appears, press the up or down arrow ▲ ▼ to highlight the correct paper type and then press the checkmark button ✓ to select it. See the table above to determine the correct paper type.

Configure the driver settings

Carry out the following steps to print to tough paper from your graphics software program.

1. Select **Print** from the **File** menu of your software program.

2. Select the HP Color LaserJet CP6015 Series printer, and then click **Properties** or **Printing Preferences**.

3. From the **Paper type** drop-down list, select the same paper type that you configured on the product control panel.

4. Click **OK** to save the settings and **OK** to print. The print job will automatically be printed from the tray that has been configured for tough paper.

Set the duplex alignment

For duplexed documents such as brochures, set the registration for the tray before printing to ensure that the front and back of the page are aligned.

1.   Press Menu.

2.   Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✓.

3.   Press the down arrow ▼ to highlight **PRINT QUALITY** and then press the checkmark button ✓.

4.   Press the down arrow ▼ to highlight **SET REGISTRATION** and then press the checkmark button ✓.

5.   Press the down arrow ▼ to highlight **PRINT TEST PAGE**, and then press the checkmark button ✓.

6.   Follow the instructions on the test page to complete the adjustment.

9   Print tasks

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

Cancel a print job

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

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

Stop the current print job from the control panel

Press STOP on the control panel.

Stop the current print job from the software program

A dialog box will appear briefly on the screen, giving you the option to cancel the print job.

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

If a print job is waiting in a print queue (computer memory) or print spooler (Windows 2000 or XP), delete the print job there.

Click **Start** and then click **Printers**. Double-click the device icon to open the print spooler. Select the print job that you want to cancel, and then press Delete. If the print job is not cancelled, you might need to shut down and restart the computer.

Use features in the Windows printer driver

Open the printer driver

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

Use printing shortcuts

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

📝 **NOTE:**   In previous HP printer drivers, this feature was called **Quick Sets**.

How do I	Steps to perform
Use a printing shortcut	Select one of the shortcuts, and then click **OK** to print the job with the predefined settings.
Create a custom printing shortcut	a) Select an existing shortcut as a base. b) Select the print options for the new shortcut. c) Click **Save As**, type a name for the shortcut, and click **OK**.

Set paper and quality options

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

How do I	Steps to perform
Select a page size	Select a size from the **Paper size** drop-down list.
Select a custom page size	a) Click **Custom**. The **Custom Paper Size** dialog box opens. b) Type a name for the custom size, specify the dimensions, and click **OK**.
Select a paper source	Select a tray from the **Paper source** drop-down list.
Select a paper type	Select a type from the **Paper type** drop-down list.
Print covers on different paper Print the first or last page on different paper	a) In the **Special pages** area, click **Covers** or **Print pages on different paper**, and then click **Settings**. b) Select an option to print a blank or preprinted front cover, back cover, or both. Or, select an option to print the first or last page on different paper. c) Select options from the **Paper source** and **Paper type** drop-down lists, and then click **Add**. d) Click **OK**.
Adjust the resolution of printed images	In the **Print Quality** area, select an option from the first drop-down list. See the printer-driver online Help for information about each of the available options.
Automatically adjust the quality of printed photos	In the **Print Quality** area, select an option from the **HP real life technologies** drop-down list.

How do I	Steps to perform
Remove red-eye occurrences from printed photos.	In the **Print Quality** area, click **Remove red eye**.
Adjust the gloss level on printed pages.	In the **Print Quality** area, select an option from the **Gloss Level** drop-down list.

Set document effects

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

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

Set document finishing options

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

How do I	Steps to perform
Print on both sides (Duplex)	Click **Print on both sides**. If you will bind the document along the top edge, click **Flip pages up**.
Print a booklet	a) Click **Print on both sides**. b) In the **Booklet layout** drop-down list, click **Left binding** or **Right binding**. The **Pages per sheet** option automatically changes to **2 pages per sheet**.
Print multiple pages per sheet	a) Select the number of pages per sheet from the **Pages per sheet** drop-down list. b) Select the correct options for **Print page borders**, **Page order**, and **Orientation**.
Select page orientation	a) In the **Orientation** area, click **Portrait** or **Landscape**. b) To print the page image upside down, click **Rotate by 180 degrees**.

Set product output options

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

NOTE: The options that are available on this tab depend on the finishing device that you are using.

How do I	Steps to perform
Select staple options	Select a stapling option from the **Staple** drop-down list.
Select an output bin	Select an output bin from the **Bin** drop-down list.

Set job storage options

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

How do I	Steps to perform
Print one copy for proof before printing all the copies	In the **Job Storage Mode** area, click **Proof and Hold**. The product prints the first copy only. A message appears on the product control panel that prompts you to print the rest of the copies.
Temporarily store a private job on the product and print it later	a) In the **Job Storage Mode** area, click **Personal Job**. b) In the **Make Job Private** area, enter a 4-digit personal identification number (PIN).
Temporarily store a job on the product NOTE: These jobs are deleted if the product is turned off.	In the **Job Storage Mode** area, click **Quick Copy**. One copy of the job is printed immediately, but you can print more copies from the product control panel.
Permanently store a job on the product	In the **Job Storage Mode** area, click **Stored Job**.
Make a permanently stored job private so that anyone who tries to print it must provide a PIN	a) In the **Job Storage Mode** area, click **Stored Job**. b) In the **Make Job Private** area, click **PIN to print**, and then enter a 4-digit personal identification number (PIN).
Receive notification when someone prints a stored job	In the **Job Notification Options** area, click **Display Job ID when printing**.
Set the user name for a stored job	In the **User Name** area, click **User name** to use the Windows default user name. To provide a different user name, click **Custom** and type the name.
Specify a name for the stored job	a) In the **Job Name** area, click **Automatic** to use the default job name. To specify a job name, click **Custom** and type the name. b) Select an option from the **If job name exists** drop-down list. Select **Use Job Name + (1-99)** to add a number to the end of the existing name, or select **Replace Existing File** to overwrite a job that already has that name.

Set color options

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

How do I	Steps to perform
Manually adjust color settings	a) In the **Color Options** area, click **Manual**, and then click **Settings**. b) You can adjust the general settings for Edge Control, and settings for text, graphics, and photographs. See the online Help in the driver for information about each option.

How do I	Steps to perform
Turn off color printing and use only shades of gray.	In the **Color Options** area, click **Grayscale**.
Change the way that colors are rendered	In the **Color Themes** area, select an option from the drop-down list. See the online Help in the driver for information about each option.

Obtain support and product-status information

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

How do I	Steps to perform
Obtain support information for the product and order supplies online	In the **Internet Services** drop-down list, select a support option, and click **Go!**
Check the status of the product, including the level of supplies	Click the **Device and Supplies Status** icon. The **Device Status** page of the HP embedded Web server opens.

Set advanced printing options

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

How do I	Steps to perform
Select advanced printing options	In any of the sections, click a current setting to activate a drop-down list so you can change the setting.
Change the number of copies that are printed **NOTE:** If the software program that you are using does not provide a way to print a particular number of copies, you can change the number of copies in the driver. Changing this setting affects the number of copies for all print jobs. After your job has printed, restore this setting to the original value.	Open the **Paper/Output** section, and then enter the number of copies to print. If you select 2 or more copies, you can select the option to collate the pages.
Print colored text as black rather than as shades of gray	a) Open the **Document Options** section, and then open the **Printer Features** section. b) In the **Print All Text as Black** drop-down list, select **Enabled**.
Load letterhead or preprinted paper the same way for every job, whether printing on one or both sides of the page	a) Open the **Document Options** section, and then open the **Printer Features** section. b) In the **Alternative Letterhead Mode** drop-down list, select **On**. c) At the product, load the paper the same way you would for printing on both sides.
Change the order in which pages are printed	a) Open the **Document Options** section, and then open the **Layout Options** section. b) In the **Page Order** drop-down list, select **Front to Back** to print the pages in the same order as they are in the document, or select **Back to Front** to print the pages in the reverse order.

10 Use color

- ● [Manage color](#)
- ● [Match colors](#)
- ● [Advanced color use](#)

Manage color

Setting color options to Automatic typically produces the best possible print quality for the most common printing requirements. However, for some documents, setting the color options manually can enhance the way the document appears. Examples of these documents include marketing brochures that contain many images or documents that are printed on a paper type that is not listed in the printer driver.

Use the printer driver to adjust color settings. For more information, see Set color options on page 127 for Windows and Set the color options on page 66 for Macintosh.

Automatic or manual color adjustment

The **Automatic** color adjustment option optimizes the neutral gray color treatment, halftones, and edge enhancements that are used for each element in a document.

📝 **NOTE:** Automatic is the default setting and is recommended for printing most color documents.

The **Manual** color adjustment option allows you to adjust the neutral gray color treatment, halftones, and edge enhancements for text, graphics, and photographs.

Manual color options

You can manually adjust color options for Edge Control, Halftones, and Neutral Grays.

Edge Control

The **Edge Control** setting determines how edges are rendered. Edge control has three components: adaptive halftoning, Resolution Enhancement technology (REt), and trapping. Adaptive halftoning increases the edge sharpness. Trapping reduces the effect of incorrect color alignment by slightly overlapping the edges of adjacent objects. The color REt option smoothes the edges.

📝 **NOTE:** If you notice white gaps between objects, or if you notice areas that have a slight shadow of cyan, magenta, or yellow at the edge, choose an edge-control setting that increases the trapping level.

Four levels of edge control are available:

● **Maximum** is the most aggressive trapping setting. Adaptive halftoning and color REt settings are on.

● **Normal** is the default trapping setting. Trapping is at a medium level. Adaptive halftoning and color REt settings are on.

● **Light** sets trapping at a minimal level. Adaptive halftoning and color REt settings are on.

● **Off** turns off trapping, adaptive halftoning, and color REt.

Halftone options

Halftone options affect the resolution and clarity of your color output. You can select halftone settings for text, graphics, and photographs independently. The two halftone options are **Smooth** and **Detail**.

● The **Smooth** option provides better results for large, solid-filled print areas. It also enhances photographs by smoothing out fine color gradations. Choose this option when uniform and smooth area fills are top priority.

● The **Detail** option is useful for text and graphics that require sharp distinctions among lines or colors, or for images that contain a pattern or a high level of detail. Choose this option when sharp edges and details are top priority.

> **NOTE:** Some software programs convert text or graphics to bitmap images. In these cases, setting the color options for photographs also affects how text and graphics appear.

Neutral Grays

The **Neutral Grays** setting determines the method used for creating gray colors that are used in text, graphics, and photographs.

Two values are available for the **Neutral Grays** setting:

- **Black Only** generates neutral colors (grays and black) using only black toner. This guarantees neutral colors without a color cast.

- **4-Color** generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to non-neutral colors, and it produces the darkest black.

Print in grayscale

Use grayscale printing to print documents in black and shades of gray. For Windows, select the **Print in Grayscale** option. For Macintosh, select the **Print Color as Gray** option.

Restrict color use

This product includes a **RESTRICT COLOR** setting. A network administrator can use the setting to restrict user access to the color printing in order to conserve color toner. If you are unable to print in color, see your network administrator.

Restrict color printing

1. Press Menu.

2. Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight **SYSTEM SETUP**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight **RESTRICT COLOR**, and then press the checkmark button ✓.

5. Select one of the following options:

    - **DISABLE COLOR**. This setting denies color-printing capabilities to all users.

    - **ENABLE COLOR** (default). This setting allows color-printing capabilities for all users.

    - **COLOR IF ALLOWED**. The setting allows the network administrator to allow color use for select users and/or applications. Use the embedded Web server to designate which users and/or applications can print in color.

6. Press the checkmark button ✓ to save.

For more information about restricting and reporting color usage, go to www.hp.com/go/coloraccess.

RGB Color (Color Themes)

You can change **RGB Color** settings from the printer-driver. For more information on accessing the printer driver, see Set color options on page 127 for Windows and Set the color options on page 66 for Macintosh.

Five values are available for the **RGB Color** setting:

- Select **Default (sRGB)** for most printing needs. This setting instructs the product to interpret RGB color as sRGB, which is the accepted standard of Microsoft and the World Wide Web Consortium (W3C).

- Select **Image optimization (sRGB)** to enhance documents in which the content is mainly bitmap images, such as .GIF or .JPEG files. This setting instructs the product to use the best color matching for rendering sRGB, bitmap images. This setting has no effect on text or vector-based graphics. Using glossy paper in combination with this setting provides the maximum enhancement.

- Select **AdobeRGB** for documents that use the *AdobeRGB* color space rather than sRGB. For example, some digital cameras capture images in AdobeRBG, and documents that are produced with Adobe PhotoShop use the AdobeRGB color space. When printing from a professional software program that uses AdobeRGB, it is important that you turn off the color management in the software program and allow the product software to manage the color space.

- Select **Custom Profile** when you want to increase the color saturation in the midtones. Less colorful objects are rendered more colorfully. You can download custom profiles from www.hp.com/go/cljcp6015_software.

Match colors

The process of matching product output color to your computer screen is quite complex because printers and computer monitors use different methods of producing color. Monitors *display* colors by light pixels using an RGB (red, green, blue) color process, but printers *print* colors using a CMYK (cyan, magenta, yellow, and black) process.

Several factors can influence your ability to match printed colors to those on your monitor. These factors include:

- Paper
- Printer colorants (inks or toners for example)
- Printing process (inkjet, press, or laser technology for example)
- Overhead lighting
- Personal differences in perception of color
- Software programs
- Printer drivers
- Computer operating system
- Monitors and monitor settings
- Video cards and drivers
- Operating environment (humidity for example)

Keep the above factors in mind when colors on your screen do not perfectly match your printed colors.

For most users, the best method for matching colors on your screen to your product is to print sRGB colors.

Sample book color matching

The process for matching product output to preprinted sample books and standard color references is complex. In general, you can obtain a reasonably good match to a sample book if the inks used to create the sample book are cyan, magenta, yellow, and black. These are usually referred to as process color sample books.

Some sample books are created from spot colors. Spot colors are specially created colorants. Many of these spot colors are outside of the range of the product. Most spot color sample books have companion process sample books that provide CMYK approximations to the spot color.

Most process sample books will state which process standards were used to print the sample book. In most cases they will be SWOP, EURO, or DIC. To get optimal color matching to the process sample book, select the corresponding ink emulation from the product menu. If you cannot identify the process standard, use SWOP ink emulation.

Printing color samples

To use the color samples, select the color sample that is the closest match to the desired color. Use the sample's color value in your software program to describe the object you wish to match. Colors may

vary depending on paper type and the software program used. For more details on how to use the color samples, go to www.hp.com/support/cljcp6015.

Use the following procedure to print color samples at the product using the control panel:

1. Press Menu.

2. Press the checkmark button ▼ to highlight **INFORMATION**, and then press the checkmark button ✓.

3. Select **PRINT CMYK SAMPLES** or **PRINT RGB SAMPLES** to print the samples.

PANTONE® color matching

PANTONE has multiple color matching systems. PANTONE MATCHING SYSTEM® is very popular and uses solid inks to generate a wide range of color hues and tints. See www.hp.com/go/cljcp6015_software for details on how to use PANTONE Colors with this product.

📝 **NOTE:** PANTONE Colors generated might not match PANTONE-identified standards. Consult current PANTONE Publications for accurate color.

Advanced color use

HP ImageREt 4800

HP ImageREt 4800 print technology is a system of innovative technologies developed exclusively by HP to deliver superior print quality. The HP ImageREt system sets itself apart from the industry by integrating technology advancements and optimizing each element of the print system. Several categories of HP ImageREt have been developed for a variety of user needs.

The system uses key color-laser technologies, including image enhancements, smart supplies, and high-resolution imaging, to provide superior images for general office documents and marketing collateral. Optimized for printing on HP color laser high-gloss papers, HP Image REt 4800 provides superior results on all supported paper, and under a variety of environmental conditions.

Paper selection

For the best color and image quality, it is important to select the appropriate paper type from the product menu or from the front panel.

sRGB

Standard red-green-blue (sRGB) is a worldwide color standard originally developed by HP and Microsoft as a common color language for monitors, input devices (scanners, digital cameras), and output devices (products, printers, plotters). It is the default color space used for HP products, Microsoft operating systems, the Web, and most office software sold today. sRGB is representative of the typical Windows computer monitor today and the convergence standard for high-definition television.

NOTE: Factors such as the type of monitor you use and the room's lighting can affect the appearance of colors on your screen.

The latest versions of Adobe PhotoShop, CorelDRAW™, Microsoft Office, and many other software programs use sRGB to communicate color. Most importantly, as the default color space in Microsoft operating systems, sRGB has gained broad adoption as a means to exchange color information between software programs and devices using a common definition that assures typical users will experience greatly improved color matching. sRGB improves your ability to match colors between the product, the computer monitor, and other input devices (scanner, digital camera) automatically, without the need to become a color expert.

Print in four colors — CMYK

Cyan, magenta, yellow, and black (CMYK) are the inks used by a printing press. The process is often called four-color printing. CMYK data files are typically used by and originate from graphic arts (printing and publishing) environments. The product will accept CMYK colors through the PS printer driver. The product color-rendering of CMYK is designed to provide rich, saturated colors for text and graphics.

CMYK ink set emulation (HP postscript level 3 emulation)

The product color rendering of CMYK can be made to emulate several standard offset press ink sets. In some situations, the CMYK color values in an image or document might not be suited to the product. For example, a document might be optimized for another product. For best results, the CMYK values

should be adapted to the HP Color LaserJet CP6015 Series. Select the appropriate color input profile from the printer driver.

- **Default CMYK+**. HP CMYK+ technology produces optimal printing results for most printing jobs.

- **Specification for Web Offset Publications (SWOP)**. Common ink standard in the United States and other countries/regions.

- **Euroscale**. Common ink standard in Europe and other countries/regions.

- **Dainippon Ink and Chemical (DIC)**. Common ink standard in Japan and other countries/regions.

- **Custom profile**. Select this option to use a custom input profile to accurately control color output, for example, to emulate another HP color LaserJet product. Color profiles can be downloaded from www.hp.com.

TrueCMYK

This mode can be selected on the **Advanced** tab of the PS print driver when an external third party digital front end, such as raster image processing (RIP) software, is used to manage the document flow within an organization. It will not generate acceptable results for most users unless a digital front end is used. For a complete description of how this mode works visit www.hp.com and search for TrueCMYK.

11 Manage and maintain the product

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- Information pages
- HP Easy Printer Care
- Embedded Web server
- Use HP Web Jetadmin software
- Security features
- Set the real-time clock
- Manage supplies
- Replace supplies
- Clean the product
- Upgrade the firmware

Information pages

Information pages provide details about the product and its current configuration. Use the following procedure to print the information pages.

1. Press Menu.

2. Press the down arrow ▼ to highlight INFORMATION, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight the required information, and then press the checkmark button ✓ to print.

For more information about the available information pages, see Information menu on page 18.

HP Easy Printer Care

Open the HP Easy Printer Care software

Use one of the following methods to open the HP Easy Printer Care software:

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- On the **Start** menu, select **Programs**, select **Hewlett-Packard**, select **HP Easy Printer Care**, and then click **Start HP Easy Printer Care**.

- In the Windows system tray (in the lower-right corner of the desktop), double-click the HP Easy Printer Care icon.

- Double-click the desktop icon.

HP Easy Printer Care software sections

HP Easy Printer Care software can provide information about multiple HP products that are on your network as well as any products that are directly connected to your computer. Some of the items that are in the following table might not be available for every product.

The Help button (**?**) in the upper-right corner of each page provides more detailed information about the options on that page.

Section	Options
Device List tab When you open the software, this is the first page that appears. **NOTE:** To return to this page from any tab, click **My HP Printers** in the left side of the window.	• **Devices** list: Shows the products that you can select. **NOTE:** The product information appears either in list form or as icons, depending on the setting for the **View as** option. • The information on this tab includes current alerts for the product. • If you click a product in the list, the HP Easy Printer Care opens the **Overview** tab for that product.
Compatible Printers	Provides a list of all the HP products that support HP Easy Printer Care software.
Find Other Printers window Add more products to the **My HP Printers** list	Click the **Find Other Printers** link in the **Devices** list to open the **Find Other Printers** window. The **Find Other Printers** window provides a utility that detects other network printers so that you can add them to the **My HP Printers** list and then monitor those products from your computer.
Overview tab Contains basic status information for the device	• **Device Status** section: This section shows product-identification information and the product status. It indicates product-alert conditions, such as an empty print cartridge. After you correct a problem with the product, click the refresh button ⟳ in the upper-right corner of the window to update the status. • **Supplies Status** section: Shows detailed supplies status, such as the percentage of toner remaining in the print cartridge and the status of the paper that is loaded in each tray. • **Supplies Details** link: Opens the supplies status page to view more detailed information about product supplies, ordering information, and recycling information.

Section	Options
Support tab Provides links to support information	• **Device Status** section: This section shows product-identification information and the product status. It indicates product-alert conditions, such as an empty print cartridge. After you correct a problem with the product, click the refresh button ↻ in the upper-right corner of the window to update the status. • **Device Management** section: Provides links to information about HP Easy Printer Care, to advanced product settings, and to product usage reports. • **Troubleshooting and Help**: Provides links to tools that you can use to resolve problems, to online product support information, and to online HP experts.
Settings tab Configure product settings, adjust print-quality settings, and find information about specific product features **NOTE:** This tab is not available for some products.	• **About**: Provides general information about this tab. • **General**: Provides information about the product, such as the model number, serial number, and the settings for date and time, if they are available. • **Information Pages**: Provides links to print the information pages that are available for the product. • **Capabilities**: Provides information about product features, such as duplexing, the available memory, and the available printing personalities. Click **Change** to adjust the settings. • **Print Quality**: Provides information about print-quality settings. Click **Change** to adjust the settings. • **Trays / Paper**: Provides information about the trays and how they are configured. Click **Change** to adjust the settings. • **Restore Defaults**: Provides a way to restore the product settings to the factory defaults. Click **Restore** to restore the settings to the defaults.
HP Proactive Support **NOTE:** This item is available from the **Overview** and **Support** tabs.	When enabled, HP Proactive Support routinely scans your printing system to identify potential problems. Click the **more info** link to configure how frequently the scans occur. This page also provides information about available updates for product software, firmware, and HP printer drivers. You can accept or decline each recommended update.
Supplies Ordering button Click the **Supplies Ordering** button on any tab to open the **Supplies Ordering** window, which provides access to online supplies ordering. **NOTE:** This item is available from the **Overview** and **Support** tabs.	• Ordering list: Shows the supplies that you can order for each product. To order a certain item, click the **Order** check box for that item in the supplies list. You can sort the list by product, or by the supplies that need to be ordered the soonest. The list contains supplies information for every product that is in the **My HP Printers** list. • **Shop Online for Supplies** button: Opens the HP SureSupply Web site in a new browser window. If you have checked the **Order** check box for any items, the information about those items can be transferred to the Web site, where you will receive information on options for purchasing your selected supplies. • **Print Shopping List** button: Prints the information for the supplies that have the **Order** check box selected.
Alert Settings link **NOTE:** This item is available from the **Overview** and **Support** tabs.	Click **Alert Settings** to open the Alert Settings window, in which you can configure alerts for each product. • Alerting is on or off: Activates or deactivates the alerts feature. • **Printer Alerts**: Select the option to receive alerts for critical errors only, or for any error. • **Job Alerts**: For products that support it, you can receive alerts for specific print jobs.
Color Access Control	Use this feature to permit or restrict color printing.

Section	Options
NOTE: This item is available only for HP color products that support Color Access Control. NOTE: This item is available from the **Overview** and **Support** tabs.	

Embedded Web server

Use the embedded Web server to view product status, configure product network settings, and to manage printing functions from your computer instead of from the product control panel. The following are examples of what you can do using the embedded Web server:

NOTE: When the product is directly connected to a computer, use the HP Easy Printer Care to view the product status instead of the embedded Web server.

- View product status information.

- Determine the remaining life for all supplies and order new ones.

- View and change tray configurations.

- View and change the product control-panel menu configuration.

- View and print internal pages.

- Receive notification of product and supplies events.

- View and change network configuration.

To use the embedded Web server, you must have Microsoft Internet Explorer 5.01 or later or Netscape 6.2 or later for Windows, Mac OS, and Linux (Netscape only). Netscape Navigator 4.7 is required for HP-UX 10 and HP-UX 11. The embedded Web server works when the product is connected to an IP-based network. The embedded Web server does not support IPX-based product connections. You do not have to have Internet access to open and use the embedded Web server.

When the product is connected to the network, the embedded Web server is automatically available.

NOTE: For complete information about using the embedded Web server, see the *Embedded Web Server User Guide*, which is on the CD that came with the product.

Open the embedded Web server by using a network connection

1. In a supported Web browser on your computer, type the product IP address or host name in the address/URL field. To find the IP address or host name, print a configuration page. See Information pages on page 138.

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

2. The embedded Web server has the following tabs that contain settings and information about the product:

   - **Information** tab

   - **Settings** tab

   - **Networking** tab

   See Embedded Web server sections on page 143 for more information about each tab.

Embedded Web server sections

Tab or section	Options
Information tab Provides product, status, and configuration information	• **Device Status**: Shows the product status and shows the life remaining of HP supplies, with 0% indicating that a supply is empty. The page also shows the type and size of print paper set for each tray. To change the default settings, click **Change Settings**. • **Configuration Page**: Shows the information found on the configuration page. • **Supplies Status**: Shows the life remaining of HP supplies, with 0 percent indicating that a supply is empty. This page also provides supplies part numbers. To order new supplies, click **Shop for Supplies** in the **Other Links** area on the left side of the window. • **Event log**: Shows a list of all product events and errors. • **Usage page**: Shows a summary of the number of pages the product has printed, grouped by size and type. • **Diagnostics page**: Allows you to name the product, show the company name, assign an asset number to the product, and name the primary contact who manages the product. An HP-authorized support person might ask for this information. • **Device Information**: Shows the product network name, address, and model information. To customize these entries, click **Device Information** on the **Settings** tab. • **Control Panel**: Shows messages from the control panel, such as **Ready** or **Sleep mode on**. • **Print**: Allows you to send print-ready jobs to the product.
Settings tab Provides the ability to configure the product from your computer	• **Configure Device**: Allows you to configure product default settings. This page contains the traditional menus found on the control-panel display. • **E-mail Server**: Network only. Used in conjunction with the **Alerts** page to set up e-mail alerts. • **Alerts**: Network only. Allows you to set up to receive e-mail alerts for various product and supplies events. • **AutoSend**: Allows you to configure the product to send automated e-mails regarding product configuration and supplies to specific e-mail addresses. • **Security**: Allows you to set a password that must be entered to gain access to the **Settings** and **Networking** tabs. Enable and disable certain features of the embedded Web server. • **Edit Other Links**: Allows you to add or customize a link to another Web site. This link is displayed in the **Other Links** area on all embedded Web server pages. • **Device Information**: Allows you to name the product and assign an asset number to it. Enter the name and e-mail address for the primary contact who will receive information about the product. • **Language**: Allows you to determine the language in which to display the embedded Web server information. • **Date & Time**: Allows time synchronization with a network time server.

Tab or section	Options
	• **Wake Time**: Allows you to set or edit a wake time for the product to become ready.
	• **Restrict Color**: Allows you to permit or restrict color printing. You can specify permissions for individual users or for jobs that are sent from specific software programs.
	NOTE: The **Settings** tab can be password-protected. If this product is on a network, always consult with the system administrator before changing settings on this tab.
Networking tab Provides the ability to change network settings from your computer	Network administrators can use this tab to control network-related settings for the product when it is connected to an IP-based network. This tab does not appear if the product is directly connected to a computer, or if the product is connected to a network using anything other than an HP Jetdirect print server. **NOTE:** The **Networking** tab can be password-protected.
Other links Contains links that connect you to the Internet	• **HP Instant Support™**: Connects you to the HP Web site to help you find solutions to product problems. • **Shop for Supplies**: Connects to the HP SureSupply Web site, where you will receive information on options for purchasing original HP supplies, such as print cartridges and paper. • **Product Support**: Connects to the support site for the product, from which you can search for help regarding various topics. • **Show Me How**: Connects to information that demonstrates specific tasks for the product. **NOTE:** You must have Internet access in order to use any of these links. If you use a dial-up connection and did not connect when you first opened the embedded Web server, you must connect before you can visit these Web sites. Connecting might require that you close the embedded Web server and reopen it.

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Use HP Web Jetadmin software

HP Web Jetadmin is a Web-based software solution for remotely installing, monitoring, and troubleshooting network-connected peripherals. The intuitive browser interface simplifies cross-platform management of a wide range of devices, including HP and non-HP devices. Management is proactive, allowing network administrators the ability to resolve issues before users are affected. Download this free, enhanced-management software at www.hp.com/go/webjetadmin_software.

To obtain plug-ins to HP Web Jetadmin, click **plug-ins**, and then click the **download** link that is next to the name of the plug-in that you want. The HP Web Jetadmin software can automatically notify you when new plug-ins are available. On the **Product Update** page, follow the directions to automatically connect to the HP Web site.

If installed on a host server, HP Web Jetadmin is available to any client through a supported Web browser, such as Microsoft Internet Explorer 6.0 for Windows or Netscape Navigator 7.1 for Linux. Browse to the HP Web Jetadmin host.

📝 **NOTE:** Browsers must be Java-enabled. Browsing from an Apple PC is not supported.

Security features

This section explains important security features that are available for the product:

- [Secure the embedded Web server](#)

- [Secure Disk Erase](#)

- [Lock the control-panel menus](#)

Secure the embedded Web server

Assign a password for access to the embedded Web server so that unauthorized users cannot change the product settings.

1. Open the embedded Web server. See .

2. Click the **Settings** tab.

3. On the left side of the window, click **Security**.

4. Type the password next to **New Password**, and type it again next to **Verify Password**.

5. Click **Apply**. Make note of the password and store it in a safe place.

Secure Disk Erase

To protect deleted data from unauthorized access on the product hard drive, use the Secure Disk Erase feature in the HP Web Jetadmin software. This feature can securely erase print jobs from the hard drive.

Secure Disk Erase offers the following levels of disk security:

- **Non-Secure Fast Erase**. This is a simple file-table erase function. Access to the file is removed, but actual data is retained on the disk until it is overwritten by subsequent data-storage operations. This is the fastest mode. Non-Secure Fast Erase is the default erase mode.

- **Secure Fast Erase**. Access to the file is removed, and the data is overwritten with a fixed identical character pattern. This is slower than Non-Secure Fast Erase, but all data is overwritten. Secure Fast Erase meets the U.S. Department of Defense 5220-22.M requirements for the clearing of disk media.

- **Secure Sanitizing Erase**. This level is similar to the Secure Fast Erase mode. In addition, data is repetitively overwritten by using an algorithm that prevents any residual data persistence. This mode will impact performance. Secure Sanitizing Erase meets the U.S. Department of Defense 5220-22.M requirements for the sanitization of disk media.

Data affected

Data affected (covered) by the Secure Disk Erase feature includes temporary files that are created during the print process, stored jobs, proof and hold jobs, disk-based fonts, disk-based macros (forms), address books, and HP and third-party applications.

📝 **NOTE:** Stored jobs will be securely overwritten only when they have been deleted through the **RETRIEVE JOB** menu on the product after the appropriate erase mode has been set.

This feature will not impact data that is stored on flash-based product non-volatile RAM (NVRAM) that is used to store default settings, page counts, and similar data. This feature does not affect data that is

stored on a system RAM disk (if one is used). This feature does not impact data that is stored on the flash-based system boot RAM.

Changing the Secure Disk Erase mode does not overwrite previous data on the disk, nor does it immediately perform a full-disk sanitization. Changing the Secure Disk Erase mode changes how the product cleans up temporary data for jobs after the erase mode has been changed.

Additional Information

For additional information about the HP Secure Disk Erase feature, see the HP support flyer or go to www.hp.com/go/webjetadmin.

Job storage

To securely print a private job, use the personal job feature. The job can only be printed when the correct PIN is entered at the control panel. For more information, see Use job storage features on page 113.

Lock the control-panel menus

To prevent someone from changing the product configuration, you can lock the control-panel menus. This prevents unauthorized users from changing the configuration settings such as the SMTP server. The following procedure describes how to restrict access to the control-panel menus by using the HP Web Jetadmin software. (See Use HP Web Jetadmin software on page 145.)

1. Open the HP Web Jetadmin program.

2. Open the **DEVICE MANAGEMENT** folder in the drop-down list in the **Navigation** panel. Navigate to the **DEVICE LISTS** folder.

3. Select the product.

4. In the **Device Tools** drop-down list, select **Configure**.

5. Select **Security** from the **Configuration Categories** list.

6. Type a **Device Password**.

7. In the **Control Panel Access** section, select **Maximum Lock**. This prevents unauthorized users from gaining access to configuration settings.

Set the real-time clock

Use the real-time clock feature to set the date and time settings. The date and time information is attached to stored print, so you can identify the most recent versions.

Set the real-time clock

Set the date	**1.**	Press Menu.
	2.	Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✔.
	3.	Press the down arrow ▼ to highlight **SYSTEM SETUP**, and then press the checkmark button ✔.
	4.	Press the checkmark button ✔ to select **DATE/TIME**.
	5.	Press the down arrow ▼ to highlight **DATE**, and then press the checkmark button ✔.
	6.	Select the correct month, date of the month, and the year, and then press the checkmark button ✔ to save.
Set the date format	**1.**	Press Menu.
	2.	Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✔.
	3.	Press the down arrow ▼ to highlight **SYSTEM SETUP**, and then press the checkmark button ✔.
	4.	Press the checkmark button ✔ to select **DATE/TIME**.
	5.	Press the down arrow ▼ to highlight **DATE FORMAT**, and then press the checkmark button ✔.
	6.	Select the month, date of the month, and year, and then press the checkmark button ✔ to save.
Set the time	**1.**	Press Menu.
	2.	Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✔.
	3.	Press the down arrow ▼ to highlight **SYSTEM SETUP**, and then press the checkmark button ✔.
	4.	Press the checkmark ✔ to select **DATE/TIME**.
	5.	Press the down arrow ▼ to highlight **TIME**, and then press the checkmark button ✔.
	6.	Select the correct hour, minute, and AM/PM setting, and then press the checkmark button ✔ to save.
Set the time format	**1.**	Press Menu.
	2.	Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✔.
	3.	Press the down arrow ▼ to highlight **SYSTEM SETUP**, and then press the checkmark button ✔.
	4.	Press the checkmark button ✔ to select **DATE/TIME**.

5. Press the down arrow ▼ to highlight **TIME FORMAT**, and then press the checkmark button ✓.

6. Select the appropriate **TIME FORMAT**, and then press the checkmark button ✓ to save.

Manage supplies

Use genuine HP print cartridges for the best printing results.

Print-cartridge storage

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

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

HP policy on non-HP print cartridges

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

📝 **NOTE:** Any damage caused by a non-HP print cartridge is not covered under the HP warranty and service agreements.

To install a new HP print cartridge, see Change print cartridges on page 152. To recycle the used cartridge, follow the instructions included with the new cartridge.

HP fraud hotline and Web site

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

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

- You are experiencing a high number of problems with the print cartridge.

- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).

Replace supplies

When you use genuine HP supplies, the product automatically notifies you when supplies are nearly depleted. The notification to order supplies allows ample time to order new supplies before they need to be replaced. For more information about ordering supplies, see Supplies and accessories on page 253

Locate supplies

Supplies are identified by their labeling and their blue plastic handles.

The following figure illustrates the location of each supply item.

Figure 11-1 Supply item locations
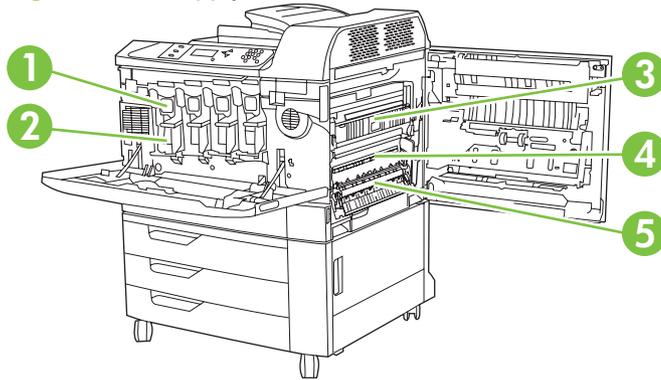
1	Print cartridges
2	Image drums
3	Fuser
4	Transfer unit
5	Transfer roller

Supply replacement guidelines

To facilitate the replacement of supplies, keep the following guidelines in mind when setting up the product.

- Allow sufficient space in the front and on the right side of the product for removing supplies.

- The product should be located on a flat, sturdy surface.

For instructions on installing supplies, see the installation guides provided with each supply item or see more information at www.hp.com/go/cljcp6015_software. When you connect, select **Solve a Problem**.

△ **CAUTION:** Hewlett-Packard recommends the use of genuine HP products in this product. Use of non-HP products may cause problems requiring service that is not covered by the Hewlett-Packard extended warranty or service agreements.

Approximate replacement intervals for supplies

The following table lists the estimated replacement intervals for supplies and the control panel messages that prompt when to replace each item. Usage conditions and print patterns may cause results to vary.

Item	Printer message	Page count	Approximate time period
Print cartridges	**REPLACE <COLOR> CARTRIDGE**	17,000 pages[1]	3 months
Image drums	**REPLACE <COLOR> DRUM**	35,000 pages[1]	
Image transfer kit	**REPLACE TRANSFER KIT**	100,000 pages[2]	25 months
Image fuser kit	**REPLACE FUSER KIT**	100,000 pages	25 months
Roller kit	**REPLACE ROLLER KIT**	100,000 pages	25 months
Stapler cartridge	**REPLACE STAPLE CARTRIDGE**	5000 staples	
Booklet maker staple cartridges	**REPLACE STAPLE CARTRIDGES 2 AND 3**	2,000 booklets	

[1] Approximate average A4-/letter-size page count based on 2-page jobs printed from Tray 2, with 5% coverage of individual colors.

[2] Approximate life is based on 4,000 pages per month.

Change print cartridges

When a print cartridge approaches the end of its useful life, the control panel displays a message recommending that you order a replacement. The product can continue to print using the current print cartridge until the control panel displays a message instructing you to replace the cartridge.

The product uses four colors and has a different print cartridge for each color: black (K), magenta (M), cyan (C), and yellow (Y).

Replace a print cartridge when the control panel displays a **REPLACE <COLOR> CARTRIDGE** message. The control panel display will also indicate the color that should be replaced (if a genuine HP cartridge is currently installed). Replacement instructions are included in the print-cartridge box.

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

📝 **NOTE:** Information about recycling used print cartridges is on the print-cartridge box.

Replace print cartridges

1. Grasp the grips on the sides of the front door and pull down to open.
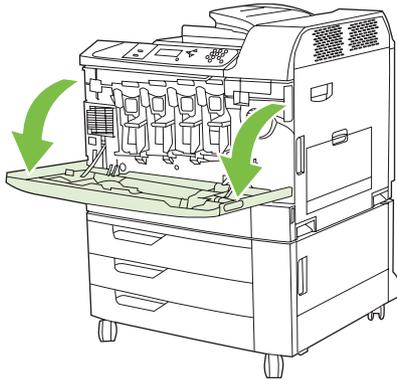
2. Grasp the handle of the used print cartridge and pull out to remove.
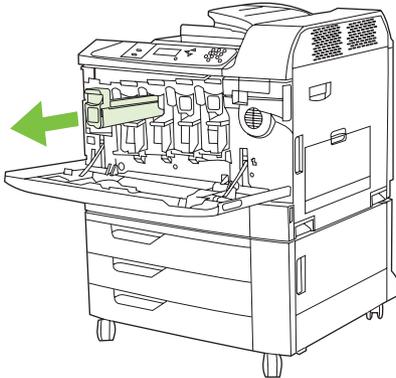
3. Store the used print cartridge in a protective bag. Information about recycling used print cartridges is on the print-cartridge box.

4. Remove additional print cartridges in the same manner.

5. Remove the new print cartridge from its protective bag.
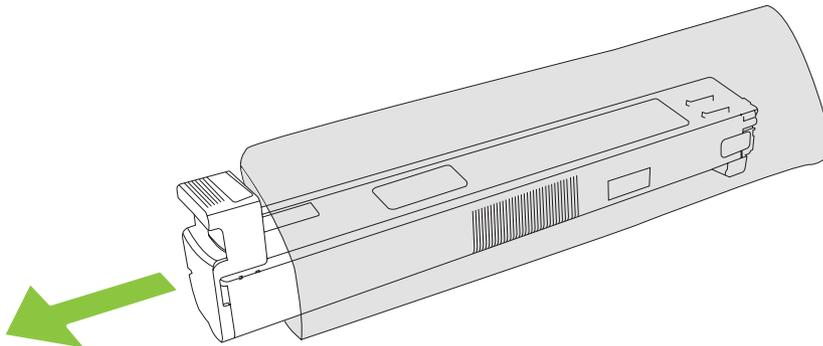
📝 **NOTE:** Store the protective bag in a secure place for future use.

6. Hold both sides of the cartridge and shake up and down 5-6 times.

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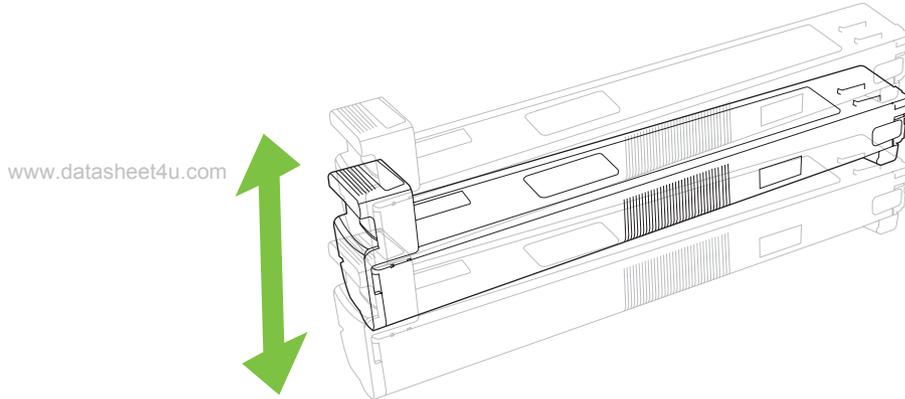
7. Align the print cartridge with its slot and insert the print cartridge until it clicks into place.
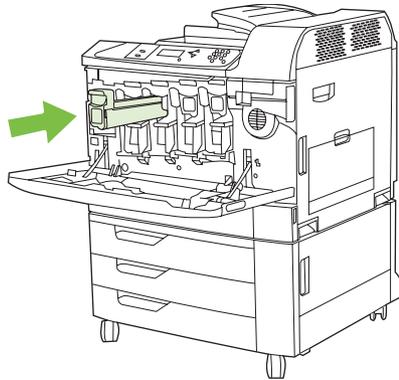
8. Insert additional print cartridges in the same manner.

9. Grasp the grips on the sides of the front door and lift up to close.
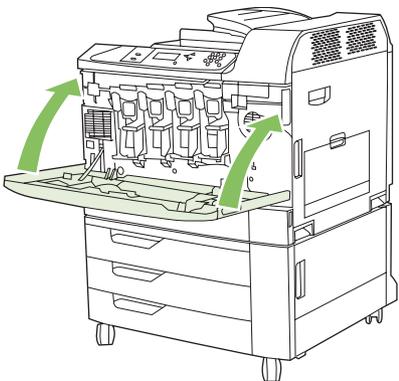
To recycle the used print cartridge, follow the instructions included with the new print cartridge.

Change image drums

When an image drum approaches the end of its useful life, the control panel displays a message recommending that you order a replacement. The product can continue to print using the current image drum until the control panel displays a message instructing you to replace the image drum.

The product uses four colors and has a different image drums for each color: black (K), magenta (M), cyan (C), and yellow (Y).

Replace an image drum when the control panel displays **REPLACE <COLOR> DRUM** message. The control-panel display also indicates the color that should be replaced (if a genuine HP cartridge is currently installed). Replacement instructions are included in the image drum box.

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

NOTE: Information about recycling used image drums is on the image drum box.

Replace image drums

1. Grasp the grips on the sides of the front door and pull down to open.
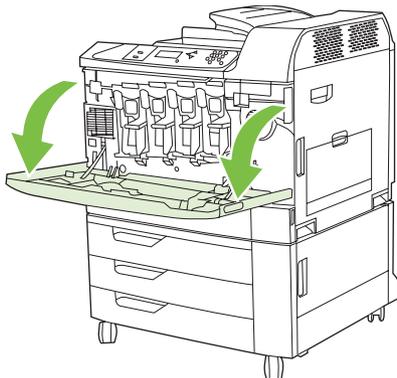
2. With one hand, lift and slowly pull the used image drum out of the product, while supporting the image drum with your other hand.
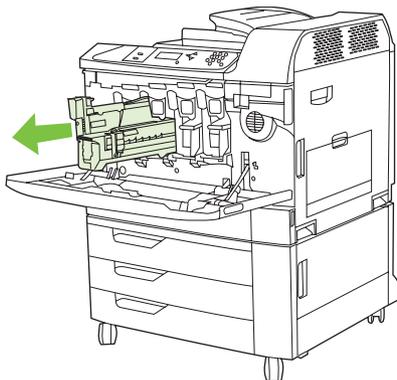
NOTE: If reusing the same image drum, do not touch the green cylinder on the bottom of the drum because it can damage the drum.

3. Store the used image drum in a protective bag. Information about recycling used image drums is on the image drum box.

4. Remove additional image drums in the same manner.

5. Remove the new image drum from its protective bag.
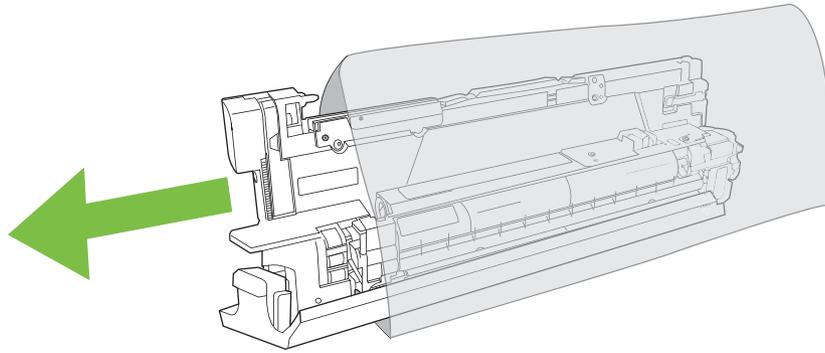
> **NOTE:** Store protective bag in a secure place for future use.
>
> **NOTE:** Do not shake the image drum.
>
> **NOTE:** Do not touch the green cylinder on the bottom of the image drum because it can damage the drum.

6. Align the image drum with the correct slot and insert the image drum until it clicks into place. The gray protective cover on the bottom of the drum automatically slides off as the image drum is inserted. You can discard this cover.
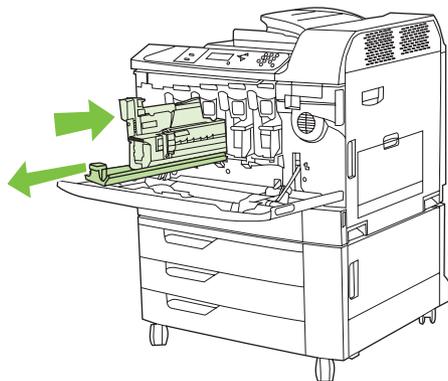
7. Insert additional image drums in the same manner.

8. Grasp the grips on the sides of the front door and lift up to close.
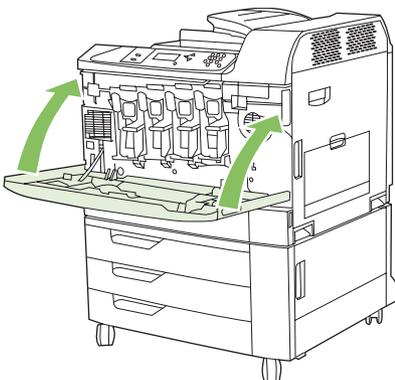
To recycle the used image drum, follow the instructions included with the new image drum.

Install memory

You can install more memory for the product by adding a dual inline memory module (DIMM).

△ **CAUTION:** Static electricity can damage DIMMs. When handling DIMMs, either wear an antistatic wrist strap, or frequently touch the surface of the DIMM antistatic package and then touch bare metal on the product.

Install DDR memory DIMMs

1. Turn the product off.
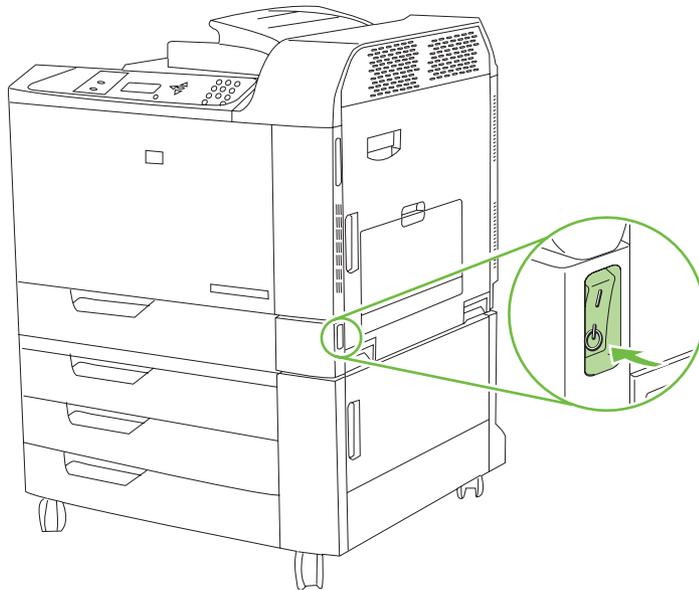
2. Disconnect all power and interface cables.
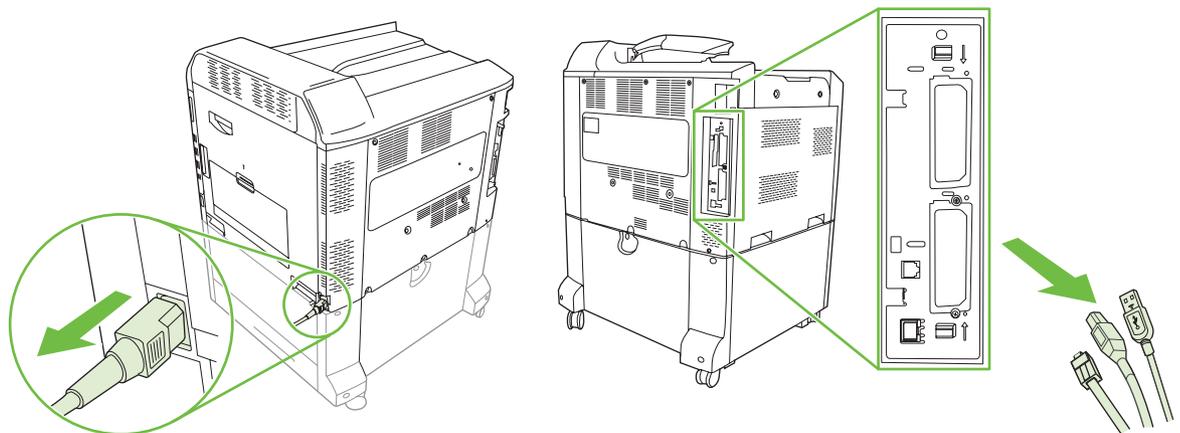
3. Locate the black formatter pressure release tabs on the formatter board in the rear of the product.
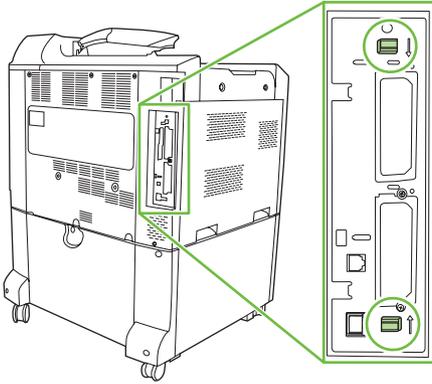
4. Gently press the black tabs toward each other.
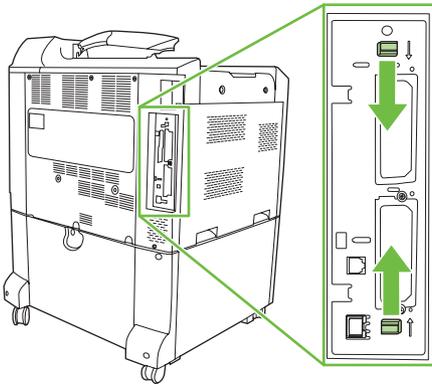
5. Gently pull on the black tabs to pull the formatter board from the product. Place the formatter board on a clean, flat, grounded surface.
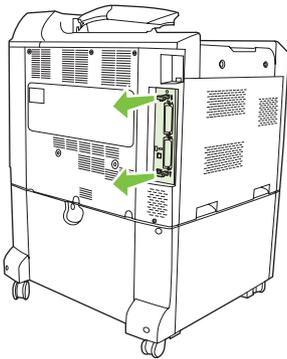
6. To replace a DIMM that is currently installed, spread the latches apart on each side of the DIMM slot, lift the DIMM up at an angle, and pull it out. If you are adding a DIMM, use the other slot provided.
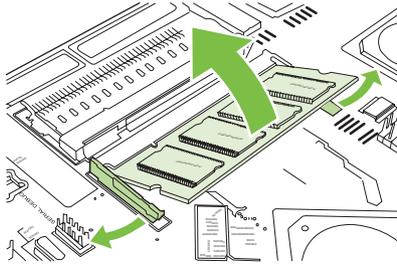
7. Remove the new DIMM from the antistatic package. Locate the alignment notch on the bottom edge of the DIMM.
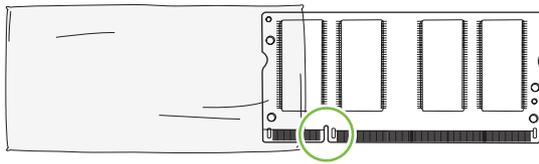
8. Holding the DIMM by the edges, align the notch on the DIMM with the bar in the DIMM slot at an angle and firmly press the DIMM into the slot until it is fully seated. When installed correctly, the metal contacts are not visible.
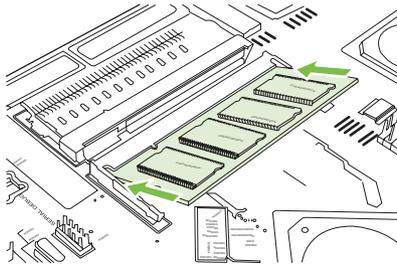
9. Push down on the DIMM until both latches engage the DIMM.
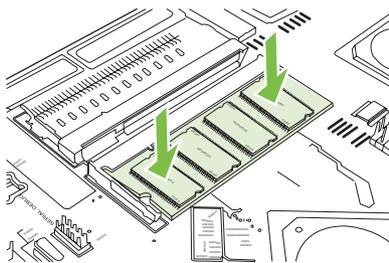
📝 **NOTE:** If you have difficulty inserting the DIMM, make sure the notch on the bottom of the DIMM is aligned with the bar in the slot. If the DIMM still does not go in, make sure you are using the correct type of DIMM.

10. Align the formatter board in the tracks at the bottom of the slot, and then slide the board back into the product.

NOTE: To prevent damage to the formatter board, ensure the formatter board is aligned in the tracks.
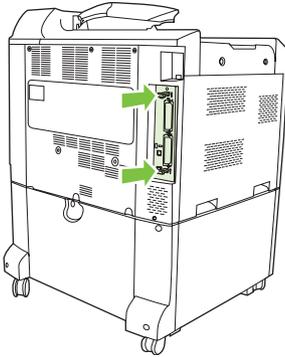
11. Reconnect the power cable and interface cables, and turn the product on.
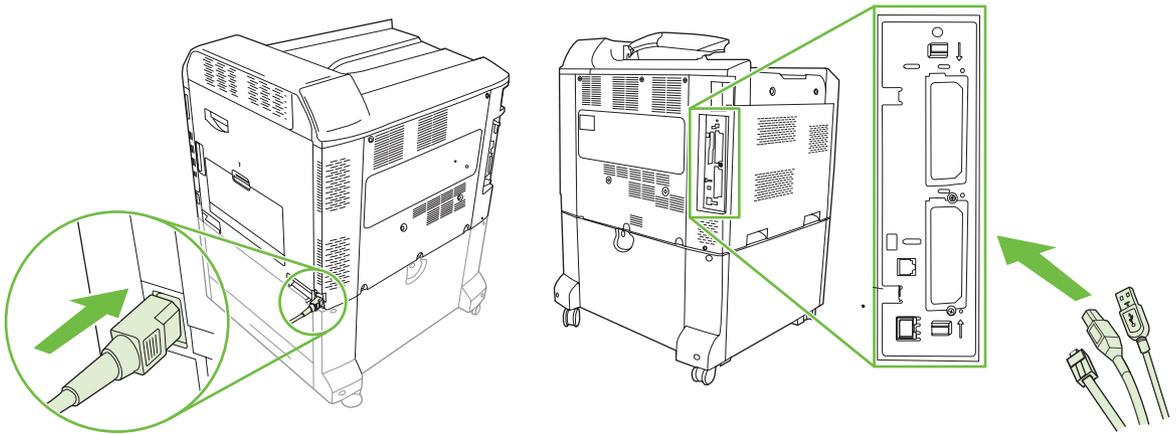
12. To enable the new memory, see the following section.

Enable memory for Windows

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

   -or-

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

   -or-

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

2. Right-click the driver icon, and then select **Properties**.

3. Click the **Device Settings** tab.

4. Expand the area for **Installable Options**.

5. Next to **Printer Memory**, select the total amount of memory that is installed.

6. Click **OK**.

Install an HP Jetdirect or EIO print server card or EIO hard disk

This product is equipped with an external I/O (EIO) slot. You can install an additional HP Jetdirect print server card in the available EIO slot.

1. Turn the product off.
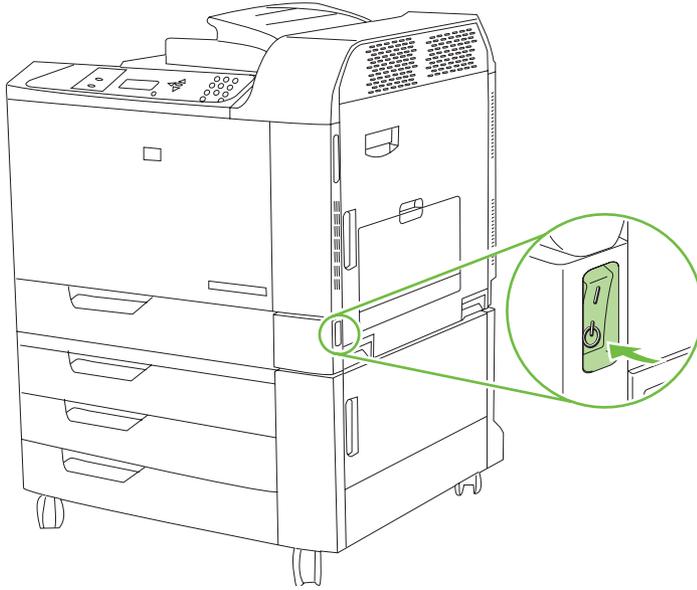
2. Disconnect all power and interface cables.
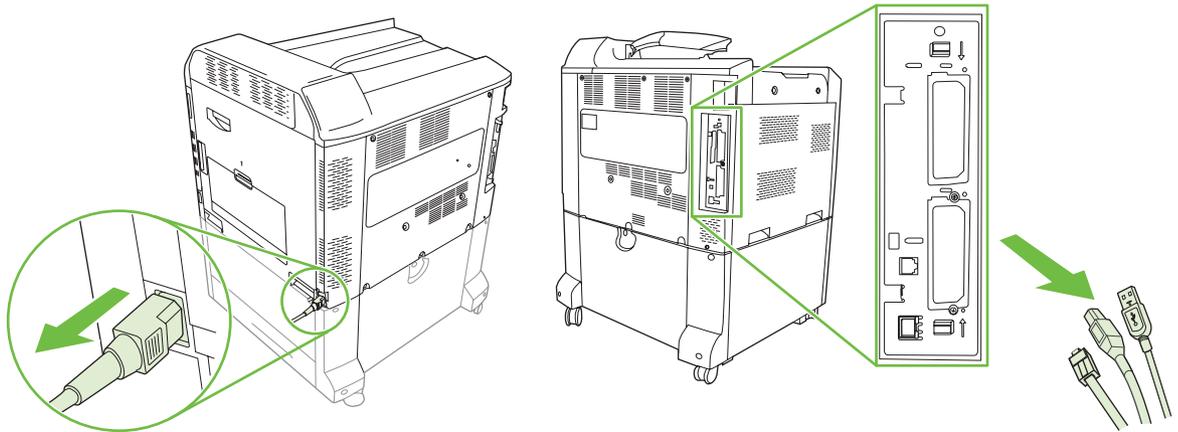
3. Locate an open EIO slot. Loosen and remove the two retaining screws holding the cover for the EIO slot, and then remove the cover. You will not need these screws and the cover again. They can be discarded.
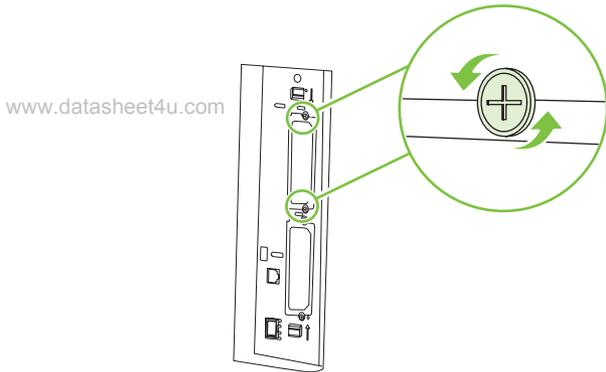
4. Firmly insert the HP Jetdirect print server card into the EIO slot.
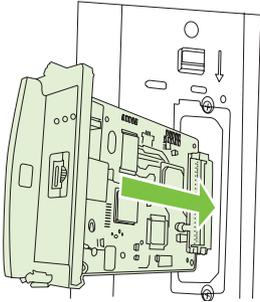
5. Insert and tighten the retaining screws that came with the print server card.
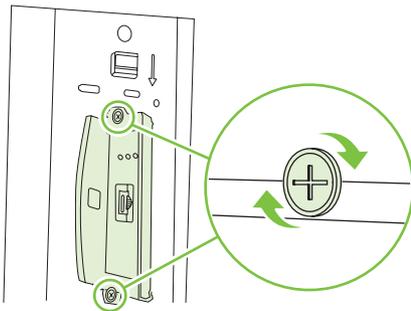
6. Reconnect the power cable and remaining interface cables, and turn the product on.
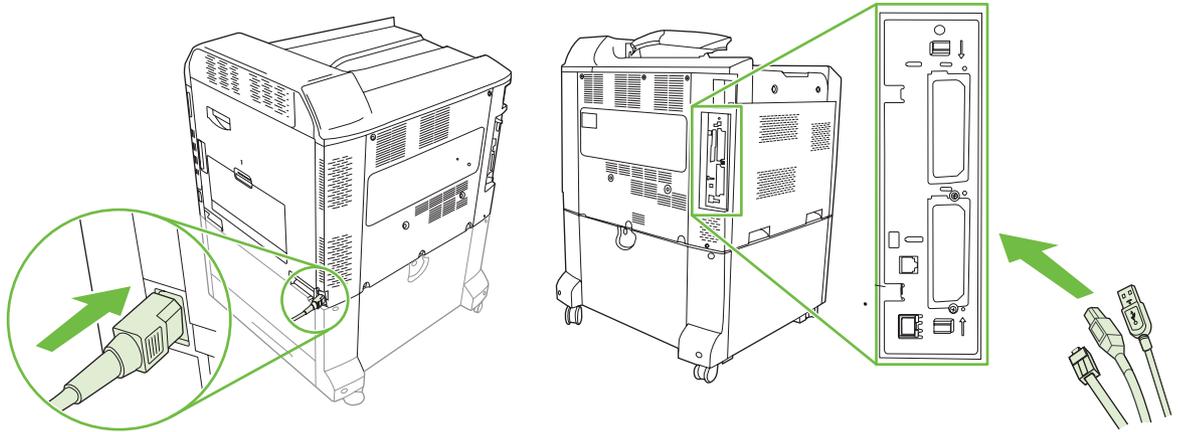
7. Print a configuration page. An HP Jetdirect configuration page that contains network configuration and status information should also print.

If it does not print, turn the product off, and then uninstall and reinstall the print server card to ensure that it is completely seated in the slot.

8. Perform one of these steps:

● Choose the correct port. See the computer or operating system documentation for instructions.

● Reinstall the software, choosing the network installation this time.

Replace the staple cartridge

If the optional HP 3-bin Stapler/Stacker Accessory or HP Booklet Maker/Finisher Accessory runs out of staples while it is stapling a print job, the product automatically stops, if set to stop when out. If the product is set to continue when out, the product will continue to print without stapling.

NOTE: Only replace the staple cartridge unit when the stapler/stacker or booklet maker has run out of staples. Removing the staple cartridge at other times can cause an error to occur.

NOTE: When the stapler/stacker or booklet maker runs out of staples, the stapler unit will return to its default position automatically.

Replace the staple cartridge

1. Open the front door of the booklet maker or stapler/stacker.
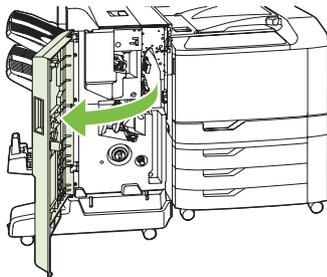
2. Push up to on the staple cartridge to remove it from the booklet maker or stapler/stacker.
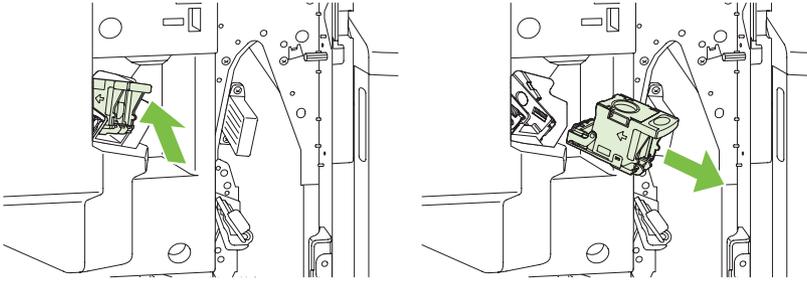
3. Insert the replacement staple cartridge unit into the stapler unit.
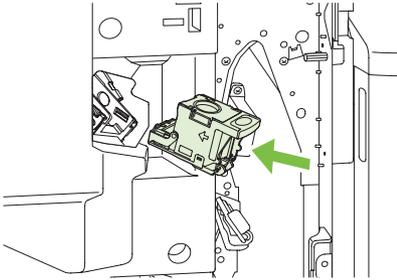
4. Push the staple cartridge unit into the stapler unit until it clicks into position.
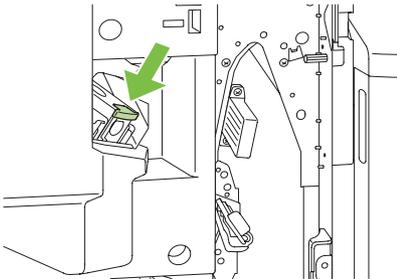
5. Close the front door.
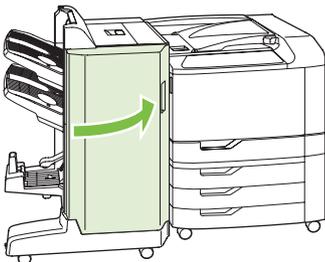
Replace saddle stitch staple cartridges in the booklet maker

1. Open the front door of the booklet maker.
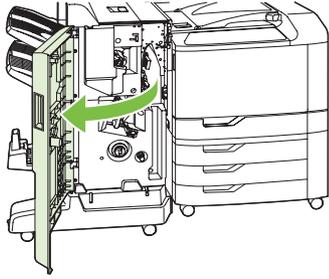
2. Grasp the blue handle and pull the staple carriage out of the booklet maker.
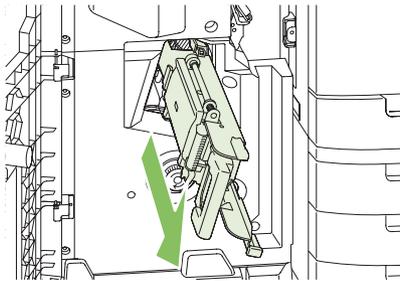
3. Grasp the small blue handle on the staple cartridge unit and pull it toward you, then swing the staple cartridge unit into an upright position.
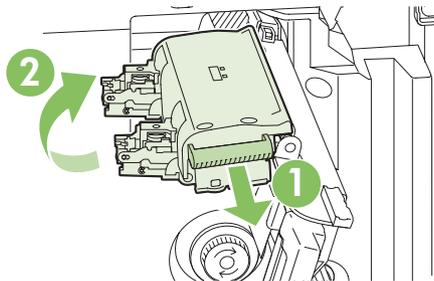
4. Grasp the edges of each staple cartridge and pull up firmly to remove the staple cartridges from the staple cartridge unit.
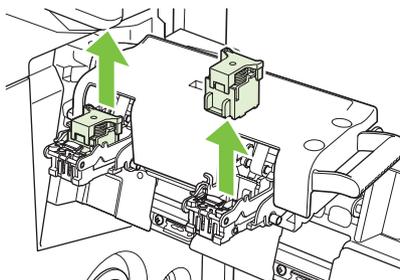
5. Unpack the new cartridges and remove the plastic packing lock from each one.

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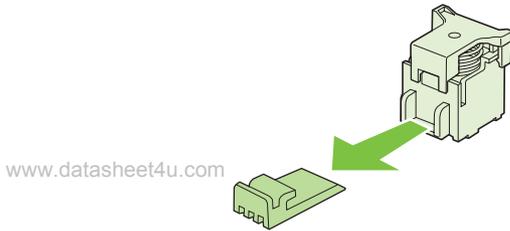
6. Hold the new cartridges so that the arrows on the cartridges align with the arrows on the staple cartridge unit and insert them into the unit.
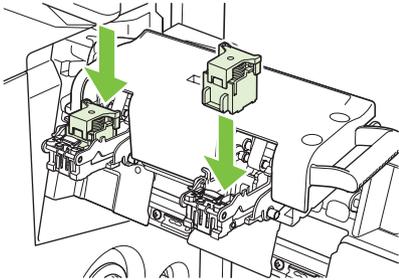
7. Pull the handle of the staple cartridge unit toward you and rotate it downward to its original position. Lock it into position by pushing in the handle.
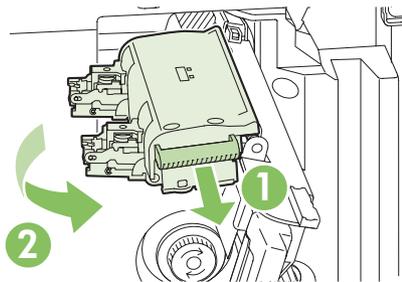
8. Push the staple carriage back into the booklet maker finisher.
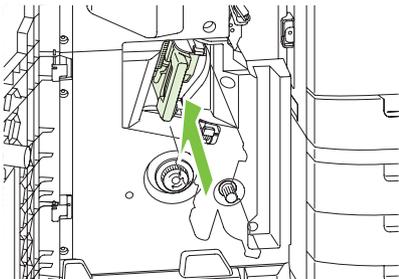
9. Close the front door of the booklet maker.
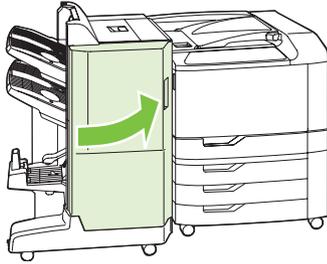
Clean the product

Over time, particles of toner and paper accumulate inside the product. This can cause print-quality problems during printing. Cleaning the product eliminates or reduces these problems.

Clean the paper path and print-cartridge areas every time that you change the print cartridge or whenever print-quality problems occur. As much as possible, keep the device from dust and debris.

Clean the exterior

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

Clean spilled toner

If you get any toner on your clothes or hands, wash them in *cold* water. Hot water will set the toner into the fabric.

Upgrade the firmware

The product has remote firmware update (RFU) capability. Use the information in this section to upgrade the product firmware.

Determine the current firmware version

1. Press Menu.

2. Press the down arrow ▼ to highlight **INFORMATION**, and then press the checkmark button ✓

3. Press the down arrow ▼ to highlight **PRINT CONFIGURATION**, and then press the checkmark button ✓ to print.

The firmware datecode is listed on the Configuration page in the section called **Printer Information**. The firmware datecode has this format: YYYYMMDD XX.XXX.X. The first string of numbers is the date, where YYYY represents the year, MM represents the month, and DD represents the date. For example, a firmware datecode of that begins with `20061125` represents November 25, 2006.

Download new firmware from the HP Web site

To find the most recent firmware upgrade for the product, go to www.hp.com/go/cljcp6015_firmware. This page provides instructions for downloading the new firmware version.

Transfer the new firmware to the product

📝 **NOTE:** The product can receive an .RFU file update when it is in a "ready" state.

The elapsed time for an update depends on the I/O transfer time, as well as the time that it takes for the product to re-initialize. The I/O transfer time depends on a number of things, including the speed of the host computer that is sending the update. If the remote firmware update process is interrupted before the firmware is downloaded (while **Receiving Upgrade** appears on the control-panel display), the firmware file must be sent again. If power is lost during the update (while the **Performing Upgrade** message appears on the control-panel display), the update is interrupted and the message **Resend Upgrade** appears (in English only) on the control-panel display. In this case, you must send the upgrade by using the USB port. Finally, any jobs that are ahead of the RFU job in the queue are completed before the update is processed.

Use FTP to upload the firmware through a browser

📝 **NOTE:** The firmware update involves a change in the format of nonvolatile random-access memory (NVRAM). Any menu settings that are changed from the default settings might return to default settings and must be changed again if you want settings that are different from the defaults.

1. Print a configuration page and note the TCP/IP address shown on the EIO Jetdirect page.

2. Open a browser window.

3. In the address line of the browser, type `ftp://<ADDRESS>`, where <ADDRESS> is the address of the product. For example, if the TCP/IP address is 192.168.0.90, type `ftp://192.168.0.90`.

4. Locate the downloaded .RFU file for the product.

5. Drag and drop the .RFU file onto the **PORT** icon in the browser window.

📝 **NOTE:** The product turns off and then on automatically to activate the update. When the update process is complete, a **READY** message displays on the product control panel.

Use FTP to upgrade the firmware on a network connection using Microsoft Windows

📝 **NOTE:** The firmware update involves a change in the format of nonvolatile random-access memory (NVRAM). Any menu settings that are changed from the default settings might return to default settings and must be changed again if you want settings that are different from the defaults.

1. Take note of the IP address on the HP Jetdirect page. The HP Jetdirect page is the second page that prints when you print the configuration page.

   📝 **NOTE:** Before upgrading the firmware, make sure that the product is not in Sleep mode. Also make sure that any error messages are cleared from the control-panel display.

2. Open an MS-DOS command prompt on your computer.

3. Go to the folder where the firmware file is stored.

4. Type: `ftp TCP/IP ADDRESS>`. For example, if the TCP/IP address is 192.168.0.90, type `ftp 192.168.0.90`.

5. Press Enter on the keyboard.

6. When prompted for the user name, press Enter.

7. When prompted for the password, press Enter.

8. Type `bin` at the command prompt.

9. Press Enter. The message **200 Types set to I, Using binary mode to transfer files** appears in the command window.

10. Type `put` and then the file name (for example, if the file name is CP6015.rfu, type `CP6015.rfu`).

11. The download process begins and the firmware is updated on the product. This can take several minutes. Let the process finish without further interaction with the product or computer.

    📝 **NOTE:** The product automatically turns off and then on again after processing the upgrade.

12. At the command prompt, type: `bye` to exit the ftp command.

13. At the command prompt, type: `exit` to return to the Windows interface.

Use HP Web Jetadmin to upgrade the firmware

This procedure requires that you install HP Web Jetadmin Version 7.0 or later on your computer. See Use HP Web Jetadmin software on page 145. Complete the following steps to update a single product through HP Web Jetadmin after downloading the .RFU file from the HP Web site.

1. Start HP Web Jetadmin.

2. Open the **Device Management** folder in the drop-down list in the **Navigation** panel. Navigate to the **Device Lists** folder.

3. Expand the **Device Lists** folder and select **All Devices**. Locate the product in the list of devices, and then click to select it.

If you need to upgrade the firmware for multiple HP Color LaserJet CP6015 series products, select all of them by pressing the Ctrl key as you click the name of each product.

4. Locate the drop-down box for **Device Tools** in the upper-right corner of the window. Select **Update Printer Firmware** from the action list.

5. If the name of the .RFU file is not listed in the **All Available Images** box, click **Browse** in the **Upload New Firmware Image** dialog box and navigate to the location of the .RFU file that you downloaded from the Web at the start of this procedure. If the filename is listed, select it.

6. Click **Upload** to move the .RFU file from your hard drive to the HP Web Jetadmin server. After the upload is complete, the browser window refreshes.

7. Select the .RFU file from the **Printer Firmware Update** drop-down menu.

8. Click **Update Firmware**. HP Web Jetadmin sends the selected .RFU file to the product. The control panel shows messages that indicate the progress of the upgrade. At the end of the upgrade process, the control panel shows the **READY** message.

Use MS-DOS commands to upgrade the firmware for USB connections

To update the firmware by using a network connection, follow these instructions.

1. From a command prompt or in an MS-DOS window, type the following `copy /B FILENAME> \ \COMPUTERNAME>\SHARENAME>`, where <FILENAME> is the name of the .RFU file (including the path), <COMPUTERNAME> is the name of the computer from which the product is being shared, and <SHARENAME> is the product share name. For example: `C:\>copy /b C:\6015FW.RFU \\YOUR_Computer\cljcp6015`.

📝 **NOTE:** If the file name or path includes a space, you must enclose the file name or path in quotation marks. For example, type: `C:\>copy /b "C:\MY DOCUMENTS\6015FW.RFU" \ \YOUR_computer\cljcp6015`.

2. Press Enter on the keyboard. The control panel shows a message that indicates the progress of the firmware upgrade. At the end of the upgrade process, the control panel shows the **READY** message . The message **One File Copied** appears on the computer screen.

Upgrade the HP Jetdirect firmware

The HP Jetdirect network interface in the product has firmware that can be upgraded separately from the product firmware. This procedure requires that you install HP Web Jetadmin Version 7.0 or later on your computer. See Use HP Web Jetadmin software on page 145. Complete the following steps to update the HP Jetdirect firmware by using HP Web Jetadmin.

1. Open the HP Web Jetadmin program.

2. Open the **Device Management** folder in the drop-down list in the **Navigation** panel. Navigate to the **Device Lists** folder.

3. Select the product that you want to update.

4. In the **Device Tools** drop-down list, select **Jetdirect Firmware Update**.

5. Under **Jetdirect firmware version** the HP Jetdirect model number and current firmware version are listed. Make a note of these.

6. Go to www.hp.com/go/wja_firmware.

7. Scroll down to the list of HP Jetdirect model numbers and find the model number you wrote down.

8. Look at the current firmware version for the model, and see if it is later than the version you wrote down. If it is, right-click on the firmware link, and follow the instructions on the Web page to download the new firmware file. The file must be saved into the <drive>:\PROGRAM FILES \HP WEB JETADMIN\DOC\PLUGINS\HPWJA\FIRMWARE\JETDIRECT folder on the computer that is running the HP Web Jetadmin software.

9. In HP Web Jetadmin, return to the main product list and select the digital sender again.

10. In the **Device Tools** drop-down list, select **Jetdirect Firmware Update** again.

11. On the HP Jetdirect firmware page, the new firmware version is listed under **Jetdirect Firmware Available on HP Web Jetadmin**. Click the **Update Firmware Now** button to update the Jetdirect firmware.

12 Solve problems

- Solving general problems
- Control-panel message types
- Control-panel messages
- Jams
- Paper-handling problems
- Understand lights on the formatter
- Solve image quality problems
- Performance problems
- Solve network connectivity problems
- Product software problems
- Solve common Macintosh problems

Solving general problems

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

Troubleshooting checklist

1. Make sure the product Ready light is on. If no lights are on, complete these steps:

   a. Check the power-cable connections.

   b. Check that the power switch is on.

   c. Make sure that the line voltage is correct for the product power configuration. (See the label that is on the back of the product for voltage requirements.) If you are using a power strip and its voltage is not within specifications, plug the product directly into the wall. If it is already plugged into the wall, try a different outlet.

   d. Remove any other products plugged into the same circuit.

   e. If none of these measures restores power, contact HP Customer Care.

2. Check the cabling.

   a. Check the cable connection between the product and the computer or network port. Make sure that the connection is secure.

   b. Make sure that the cable itself is not faulty by using a different cable, if possible.

   c. Check the network connection. See Solve network printing problems on page 246.

3. If the product is in the READY state, check to see if any messages appear on the control-panel display. If any error messages appear, see Control-panel messages on page 178.

4. Ensure that the print paper that you are using meets specifications.

5. Print a configuration page (see Information pages on page 138. An HP Jetdirect page also prints.)

   a. If the pages do not print, check that at least one tray contains print paper.

   b. If the page jams in the product, see Jams on page 198.

6. If the configuration page prints, check the following items.

   a. If the page prints correctly, then the product hardware is working. The problem is with the computer you are using, with the printer driver, or with the program.

   b. If the page does not print correctly, the problem is with the product hardware. Contact HP Customer Care.

7. Select one of the following options:

   Windows: Click **Start**, click **Settings**, and then click **Printers**, or **Printers and Faxes**. Double click **HP Color LaserJet CP6015**.

   -or-

Mac OS X: Open **Print Center**, (or **Printer Setup Utility** for Mac OS X v. 10.3), and double-click the line for the **HP Color LaserJet CP6015**.

8. Verify that you have installed the HP Color LaserJet CP6015 series printer driver. Check the program to make sure that you are using an HP Color LaserJet CP6015 series printer driver.

9. Print a short document from a different program that has worked in the past. If this solution works, then the problem is with the program you are using. If this solution does not work (the document does not print) complete these steps:

   a. Try printing the job from another computer that has the product software installed.

   b. If you connected the product to the network, connect the product directly to a computer with a USB cable. Redirect the product to the correct port, or reinstall the software, selecting the new connection type that you are using.

Restore factory settings

Use the **RESETS** menu to restore factory settings.

1. Press Menu.

2. Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight **RESETS MENU**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight **RESTORE FACTORY SETTINGS**, and then press the checkmark button ✓ to reset the product to the original factory settings.

For more information, see .

Factors that affect product performance

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

- Maximum printer speed, measured in pages per minute (ppm)

- The use of special paper (such as transparencies, heavy paper, and custom-size paper)

- Printer processing and download time

- The complexity and size of graphics

- The speed of the computer you are using

- The USB connection

- The printer I/O configuration

- The amount of printer memory installed

- The network operating system and configuration (if applicable)

- Printer personality (HP JetReady, PCL, or PS)

NOTE: Although additional printer memory can resolve memory problems, improve how the printer handles complex graphics, and improve download times, it will not increase maximum printer speed (ppm).

Automatic neutral calibration

The product can be set up to periodically perform an automatic calibration that adjusts the toner mixture in order to optimize neutral colors. If you periodically see a page printed that has a band of colors in the center of the page, the AUTO NEUTRAL CALIBRATION option might be enabled. The default setting is **OFF**. You can disable this option to eliminate these extra printed pages.

1. Press Menu.

2. Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight **PRINT QUALITY**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight **AUTO CALIBRATE NEUTRALS**, and then press the checkmark button ✓.

5. Press the down arrow ▼ to highlight **OFF**, and then press the checkmark button ✓.

Control-panel message types

Four types of control-panel messages can indicate the status of or problems with the product.

Message type	Description
Status messages	Status messages reflect the current state of the product. They inform you of normal product operation and require no interaction to clear them. They change as the state of the product changes. Whenever the product is ready, not busy, and has no pending warning messages, the status message **READY** appears if the product is online.
Warning messages	Warning messages inform you of data and print errors. These messages typically alternate with the **READY** or status messages and remain until you press the checkmark button ✓. Some warning messages are clearable. If **CLEARABLE WARNINGS** is set to **JOB**, the next print job clears these messages.
Error messages	Error messages communicate that some action must be performed, such as adding paper or clearing a jam.
	Some error messages are auto-continuable. If **AUTO CONTINUE** is set on the menus, the product will continue normal operation after an auto-continuable error message appears for 10 seconds.
	NOTE: Pressing any button during the 10-second auto-continuable error message overrides the **AUTO CONTINUE** setting, and a button function takes precedence. For example, pressing the Stop button pauses printing with an option to cancel the print job.
Critical-error messages	Critical error messages inform you of a product failure. Some of these messages can be cleared by turning the product off and then on. These messages are not affected by the **AUTO CONTINUE** setting. If a critical error persists, service is required.

Control-panel messages

Table 12-1 Control-panel messages

Control panel message	Description	Recommended action
10.32.00 Unauthorized Supply **For help press ? (Help button)**	An unauthorized print cartridge has been installed.	1. If the message persists after loading authorized cartridges, contact HP Support at www.hp.com/support/cljcp6015. 2. Press the checkmark button ✓ to continue with this print cartridge.
10.90.00 PRINT CARTRIDGE ERROR **For help press ? (Help button)** **REPLACE BLACK PRINT CARTRIDGE** **To continue turn off then on**		The black print cartridge is defective and needs to be replaced. Please record message and contact support. After replacing the defective cartridge turn the power off then on to continue.
10.90.09 PRINT CARTRIDGE ERROR **For help press ? (Help button)** **REPLACE COLOR PRINT CARTRIDGES** **To continue turn off then on**		One of the cyan, magenta, or yellow print cartridges is defective and needs to be replaced. Please record the message and contact support. After replacing the defective cartridge, turn the power off then on to continue.
10.90.XY REPLACE <COLOR> CARTRIDGE	A toner replenishment malfunction has occurred.	Replace the print cartridge. If replacing the print cartridge does not fix the problem, replace the corresponding image drum.
10.XX.YY SUPPLY MEMORY ERROR **For help press ? (Help button)**	The product cannot read or write to at least one print cartridge e-label or an e-label is missing from a print cartridge.	Reinstall the print cartridge, or install a new print cartridge.
10.XX.YY SUPPLY MEMORY ERROR **For help press ? (Help button)**	The product cannot read or write to at least one image drum. 10.10.00-10.10.03 = Missing e-label on print cartridge 10.10.05-10.10.08 = Missing e-label on image drum 10.00.00-10.00.03 = Defective e-label on print cartridge 10.00.05-10.00.08 = Defective e-label on image drum	1. Open the front door. 2. Replace the specified image drum. 3. Close the front door.
11.XX Internal clock error **To continue press ✓ (Checkmark button)**	The product real time clock has experienced an error.	Whenever the product is turned off and then turned on again, set the time and date at the control panel. See Use the control panel on page 12. If the error persists, you might need to replace the formatter.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
13.12.XX JAM IN LEFT ACCESSORY	There is a paper jam in third-party output accessory.	1. Follow the onscreen instructions to find and remove the jammed paper. 2. If the message persists after clearing all pages, contact HP Support at www.hp.com/support/cljcp6015.
13.JJ.NT FUSER AREA JAM	A jam has occurred in the duplex and feed area.	**CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it. 1. Open the right door. 2. Turn the blue levers on the fuser to unlock position. 3. Clear all paper. 4. Turn the blue levers to lock position. 5. Close the right door.
13.JJ.NT FUSER WRAP JAM	A jam has occurred in the fuser.	**CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it. 1. Open the right door. 2. Turn the blue levers on the fuser to unlock position. 3. Clear all paper. 4. Turn the blue levers to lock position. 5. Close the right door. To prevent jam in future, set the print optimization mode **LIGHT MEDIA** to **ON**. See Print Quality menu on page 22.
13.JJ.NT JAM ABOVE TOP OUTPUT BIN	A jam has occurred in the duplex area.	1. Clear all paper found in the duplex area above the output bin. 2. Press the checkmark button ✓.
13.JJ.NT JAM IN LOWER RIGHT DOOR	A jam has occurred in the lower right door.	1. Open the lower right door. 2. Clear all paper. 3. Close the lower right door.
13.JJ.NT JAM IN RIGHT DOOR	A jam has occurred in the duplex and feed area inside the right door.	1. Open the right door. 2. Clear all paper. 3. Close the right door.
13.JJ.NT JAM IN TOP COVER	A jam has occurred in the top cover.	1. Open the top cover. 2. Clear all paper. 3. Close the top cover.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
13.JJ.NT JAM IN TRAY 1	A jam has occurred in Tray 1.	1. Clear all paper from Tray 1. 2. Press the checkmark button ✓.
13.JJ.NT JAM IN TRAY <X>	A jam has occurred in the indicated tray.	1. Open the indicated tray. 2. Clear all paper. 3. Press the checkmark button ✓.
13.JJ.NT TRANSFER AND FUSER JAM	A jam has occurred inside the right door in the transfer or fuser area.	**CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it. 1. Open the right door. 2. Open the transfer-access panel and clear all paper found. 3. Remove the fuser and clear all paper found. 4. Reinstall fuser and close transfer access panel. 5. Close the right door.
13.JJ.NT TRANSFER AREA JAM	A jam has occurred inside the right door in the image transfer area.	1. Open the right door. 2. Open the transfer-access panel. 3. Clear all paper found. 4. Close the transfer-access panel. 5. Close the right door.
20 INSUFFICIENT MEMORY **To continue press ✓ (Checkmark button)**	The product received more data than can fit in the available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.	Press the checkmark button ✓ to print the transferred data (some data might be lost), and then simplify the print job or install additional memory.
22 EIO X BUFFER OVERFLOW **To continue press ✓ (Checkmark button)**	Too much data was sent to the EIO card in the specified slot (x). An incorrect communications protocol might be in use.	Press the checkmark button ✓ to print the transferred data. (Some data might be lost.) Check the host configuration. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/cljcp6015.)
22 EMBEDDED I/O BUFFER OVERFLOW **To continue press ✓ (Checkmark button)**	Too much data was sent to the embedded HP Jetdirect print server.	Press the checkmark button ✓ to print the transferred data. (Some data might be lost.) Check the host configuration. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/cljcp6015.)
22 USB I/O BUFFER OVERFLOW **To continue press ✓ (Checkmark button)**	The product's USB buffer has overflowed.	Press the checkmark button ✓ to print the transferred data. (Some data might be lost.) Check the host configuration. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/cljcp6015.)

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
		If the message persists, contact HP Support at www.hp.com/support/cljcp6015.
40 BAD EIO X TRANSMISSION	The connection between the product and the EIO card in the specified slot has been broken.	Press the checkmark button ✓ to clear the error message and continue printing. Try to reinstall the EIO card.
40 BAD SERIAL TRANSMISSION **To continue press ✓ (Checkmark button)**	A serial data error (parity, framing, or line overrun) occurred as data was being sent by the computer.	Press the checkmark button ✓ to clear the error message. (Data will be lost.)
40 EMBEDDED I/O BAD TRANSMISSION **To continue press ✓ (Checkmark button)**	A temporary printing error has occurred.	Press the checkmark button ✓ to clear the error message. (Data will be lost.)
41.3 UNEXPECTED SIZE IN TRAY <XX> **For help press ? (Help button)** **LOAD TRAY <XX> [TYPE} [SIZE]** **To use another tray press ✓ (Checkmark button)**	The product detected a different paper size than expected.	Load the tray with the size and type of paper indicated, or use another tray.
41.3 UNEXPECTED SIZE IN TRAY <XX> **For help press ? (Help button)** **LOAD TRAY <XX> [TYPE} [SIZE]** **To use another tray press ✓ (Checkmark button)**	The product detected a different paper size than expected.	Following the instructions on the screen, load the tray with the size and type of paper indicated, or use another tray. To use another tray press the checkmark button ✓.
41.5 UNEXPECTED TYPE IN TRAY <XX> **For help press ? (Help button)** **LOAD TRAY <X> [TYPE] [SIZE]** **For help press ? (Help button)**	The product detected a different paper type than expected.	Load the tray with the size and type of paper indicated, or use another tray. To use another tray press the checkmark button ✓.
41.5 UNEXPECTED TYPE IN TRAY <XX> **For help press ? (Help button)** **LOAD TRAY <X> [TYPE] [SIZE]** **To use another tray press ✓ (Checkmark button)**	The product detected a different paper type than expected.	Load the tray with the size and type of paper indicated, or use another tray if available.
41.<X> ERROR **For help press ? (Help button)** **To continue press ✓ (Checkmark button)**	A temporary printing error has occurred.	Press the Help button ? to see details.
48.01 TRANSFER UNIT ERROR **For help press ? (Help button)**	The transfer belt has dislocated during printing.	Turn product off then on. If the message persists, contact HP Support at www.hp.com/support/cljcp6015.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
50.X FUSER ERROR	A fuser error has occurred.	Make sure you have the correct fuser. Re-seat the fuser. Turn the product off, and then turn the product on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP Support flyer, or go to www.hp.com/support/cljcp6015.)
51.<XY> ERROR **For help press ? (Help button)** **51.<XY> ERROR** **To continue turn off then on**	A printer error has occurred.	Turn power off then on.
52.<XY> ERROR **To continue turn off then on**	A printer error has occurred.	Turn power off then on.
54.<XX> ERROR **To continue turn off then on**	Error requires that the product be turned off then on.	Turn the product off, and then turn the product on.
		If the message persists, contact HP Support at www.hp.com/support/cljcp6015.
55.XX.YY DC CONTROLLER ERROR To continue turn off then on	The print engine is not communicating with the formatter.	Turn the product off, and then turn the product on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP Support flyer, or go to www.hp.com/support/cljcp6015.)
56.X ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the product off, and then turn the product on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP Support flyer, or go to www.hp.com/support/cljcp6015.)
57.XX ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the product off, and then turn the product on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP Support flyer, or go to www.hp.com/support/cljcp6015.)
58.XX ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the product off, and then turn the product on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP Support flyer, or go to www.hp.com/support/cljcp6015.)
59.XY ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the product off, and then turn the product on.
		If this message persists, contact an HP-authorized service or support provider. (See

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
		the HP Support flyer, or go to www.hp.com/support/cljcp6015.)
60.X ERROR To continue turn off then on	The tray specified by **X** is not lifting correctly.	Follow the instructions on the product control panel.
66.XY.ZZ OUTPUT DEVICE FAILURE	An error occurred in an external paper-handling accessory.	1. Turn the product power off. 2. Check that the accessory is properly seated on and connected to the product, without any gaps between the product and the accessory. If the accessory uses cables, disconnect and reconnect them. 3. Verify that there is no packaging material in or around the output device. 4. Turn the product power on. 5. If this message persists, contact an HP-authorized service or support provider. (See the HP Support flyer, or go to www.hp.com/support/cljcp6015.)
66.XY.ZZ SERVICE ERROR **For help press ? (Help button)** **66.XY.ZZ INPUT DEVICE ERROR** **For help press ? (Help button)**	The external paper-handling controller has detected a failure.	1. Turn power off. 2. Disconnect cables to external paper handling devices, then reconnect them. 3. Turn power on. 4. Make sure there are no obstructions near the paper handling device that could prevent the output bins from raising or lowering. If the message persists, contact HP Support at www.hp.com/support/cljcp6015.
68.X PERMANENT STORAGE FULL **To continue press ✓ (Checkmark button).**	The product NVRAM is full. Some settings saved in the NVRAM might have been reset to the factory defaults. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.	Press the checkmark button ✓ to clear the message. If the message is not cleared, turn the product off, and then turn the product on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/cljcp6015.)
68.X PERMANENT STORAGE WRITE FAIL **To continue press ✓ (Checkmark button).**	The product NVRAM is failing to write. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.	Press the checkmark button ✓ to clear the message. If the message is not cleared, turn the product off, and then turn the product on. If this message persists, contact an HP-authorized service or support provider. (See the HP Support flyer, or go to www.hp.com/support/cljcp6015.)
68.X STORAGE ERROR SETTINGS CHANGED	One or more product settings are invalid and have been reset to the factory-default settings. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.	Press the checkmark button ✓ to clear the message. If the message is not cleared, turn the product off, and then turn the product on. If this message persists, contact an HP-authorized service or support provider. (See

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
		the HP Support flyer, or go to www.hp.com/support/cljcp6015.)
69.X ERROR To continue turn off then on	A temporary printing error occurred.	Turn the product off, and then turn the product on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP Support flyer, or go to www.hp.com/support/cljcp6015.)
<Bin name> FULL **Remove all paper from bin**	The specified output bin is full.	Empty bin and continue printing. Output bins include the standard top bin, and, if you have an optional paper handling device, the upper left bin, middle left bin, lower left bin, or lower booklet bin
ACTION NOT CURRENTLY AVAILABLE FOR TRAY X TRAY SIZE CANNOT BE ANY SIZE/ANY CUSTOM **Canceling…**	The user attempted to set the registration for a tray that is set to **ANY SIZE** or **ANY CUSTOM**. Duplex registration is not available when the size is set to **ANY SIZE** or **ANY CUSTOM**.	Configure the tray to a specific size, and then set the registration for that tray.
BAD DUPLEXER CONNECTION	The duplexer is not functioning correctly.	Turn the product off then on. If this message persists, contact an HP-authorized service or support provider. See the HP support flyer, or go to www.hp.com/support/cljcp6015.
BAD OPTIONAL TRAY CONNECTION	The optional tray is not connected.	1. Turn product off 2. Remove and then reinstall optional tray or trays. If error persists, contact an HP-authorized service or support provider. See the HP support flyer, or go to www.hp.com/support/cljcp6015
Calibrating...	Displays during calibration.	No action is necessary.
CALIBRATION RESET PENDING **For help press ? (Help button)** **PROCESSING…**	A calibration reset will occur when all jobs are processed.	To initiate the reset sooner, cancel all jobs by pressing the STOP button.
CARD SLOT <X> NOT FUNCTIONAL **For help press ? (Help button)**	The compact flash card in slot <X> is not working correctly.	Remove the card from the slot indicated, and replace with a new card.
CARD SLOT DEVICE FAILURE **To clear press ✓ (Checkmark button)**	The specified device has failed.	Press the checkmark button ✓ to clear.
CARD SLOT FILE OPERATION FAILED **To clear press ✓ (Checkmark button)**	A PJL file system command attempted to perform an illogical operation.	Press the checkmark button ✓ to clear.
CARD SLOT FILE SYSTEM IS FULL **To clear press ✓ (Checkmark button)**	A PJL file system command could not store something on the file system because the file system was full.	Press the checkmark button ✓ to clear.
CARD SLOT IS WRITE PROTECTED **To clear press ✓ (Checkmark button)**	The file system device is protected and no new files can be written to it.	Press the checkmark button ✓ to clear.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
CHECKING OUTPUT DEVICE	An error has occurred with the output device.	Remove and reinstall the output device.
Checking paper path	The product is checking for possible paper jams.	No action is necessary.
Checking printer	The product is conducting an internal test.	No action is necessary.
CHOSEN PERSONALITY NOT AVAILABLE. **To continue press** ✓ **(Checkmark button)**	A print job requested a product language (personality) that is not available for this product. The job will not print and will be cleared from memory.	Print the job by using a printer driver for a different printer language, or add the requested language to the product (if possible). To see a list of available personalities, print a configuration page. (See Information pages on page 138.)
CLEANING DISK <X>% COMPLETE **Do not power off** **For help press ? (Help button)**	The product is cleaning the hard disk or a compact flash disk.	Do not turn off. The product will automatically restart when cleaning is complete. Product functions are unavailable.
Cleaning...	A cleaning page is being processed.	No action is necessary.
Clearing event log	This message is displayed while the event log is cleared. The product will exit the menus once the event log has been cleared.	No action is necessary.
Clearing paper path	The product is attempting to eject jammed paper.	Check progress at the bottom of the display.
CLOSE LOWER RIGHT DOOR	The lower right door is open.	Close the lower right door.
CLOSE RIGHT DOOR **For help press ? (Help button)**	A door on the right side of the product is open.	1. Close the door. 2. If the message persists, contact HP Support at www.hp.com/support/cljcp6015.
CLOSE TOP COVER	The top cover is open.	Close the top cover.
CODE CRC ERROR SEND FULL RFU ON <X> PORT	And error has occurred during a firmware upgrade.	If the message persists, contact HP Support at www.hp.com/support/cljcp6015.
COLOR RFU FAILED SEND FULL RFU ON <X> PORT	And error has occurred during a firmware upgrade.	If the message persists, contact HP Support at www.hp.com/support/cljcp6015.
CONNECT OUTPUT DEVICE	No external output device is installed.	1. Turn power off. 2. Connect output device product cable. 3. Turn power on. To continue without output device, turn power off, remove the output accessory bridge, and then turn power on. If error persists, contact an HP-authorized service or support provider. See the HP support flyer, or go to www.hp.com/support/cljcp6015
Cooling Device...	The product is adding additional pauses to the print cycle in order to cool down.	The product has recently experienced a period of heavy usage, so it has entered a cooling cycle in order to maintain a supported operating temperature. No action is necessary.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
CORRUPT FIRMWARE IN EXTERNAL ACCESSORY **For help press ? (Help button)**	The product detected corrupt firmware in the input or output accessory.	An external accessory of the product requires a firmware upgrade. Printing can continue if other inputs or outputs are available, but jams may occur if the job uses the corrupt external accessory. To view the upgrade procedure and download the most recent firmware, go to www.hp.com/support/cljcp6015.
DATA RECEIVED **To print last page press ✓ (Checkmark button)**	The product is waiting for the command to print the last page.	Press the checkmark button ✓ to print the last page.
DATE/TIME= YYYY/MMMM/DD HH:MM **To change press ✓ (Checkmark button)** **To skip press STOP**	The current date and time set for the product.	Press the checkmark button ✓ to set the date and time or press the stop button to skip setup.
Deleting private jobs	The product is deleting a private stored job.	No action is necessary.
Deleting...	The product is currently deleting the stored job.	No action is necessary.
Device shutting down...	Device is shutting down.	No action is necessary.
EIO <X> disk initializing	The specified EIO disk device is initializing.	No action is necessary.
EIO <X> disk is spinning up	EIO disk device in slot <X> is spinning up its platter. Jobs that require disk access must wait.	No action is necessary.
EIO <X> DISK NOT FUNCTIONAL **For help press ? (Help button)**	The EIO disk in slot <X> is not working correctly.	1. Turn product off. 2. Remove disk from the slot indicated. 3. Replace with new disk. 4. Turn product on.
EIO DEVICE FAILURE **To clear press ✓ (Checkmark button)**	The specified device has failed.	Press the checkmark button ✓ to clear.
EIO FILE OPERATION FAILED **To clear press ✓ (Checkmark button)**	A PJL file system command attempted to perform an illogical operation.	Press the checkmark button ✓ to clear.
EIO FILE SYSTEM IS FULL **To clear press ✓ (Checkmark button)**	A PJL file system command could not store something on the file system because the file system was full.	Press the checkmark button ✓ to clear.
EIO IS WRITE PROTECTED **To clear press ✓ (Checkmark button)**	The file system device is protected and no new files can be written to it.	Press the checkmark button ✓ to clear.
EXTERNAL DEVICE INITIALIZING	The external paper handling device is initializing.	No action is necessary.
FINISHING PROCESS NOT FUNCTIONAL **For help press ? (Help button)**	A finishing process has failed.	Press the help button ? for help.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
INCOMPATIBLE FUSER	The incorrect fuser was installed.	**CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it. 1. Open right door. 2. Turn blue levers to unlock position. 3. Remove incompatible fuser. 4. Install correct fuser. 5. Turn blue levers to lock position. 6. Close the right door.
INCOMPATIBLE ROLLER KIT	Installed roller kit is incompatible.	1. Open right door. 2. Remove incompatible roller kit. 3. Install correct roller kit. 4. Close the right door.
Initializing permanent storage	Displayed when the product is turned on to show that permanent storage is being initialized.	No action is necessary.
INPUT PAPER PATH OPEN **For help press ? (Help button)**	The paper path between the product and the external paper handling input device is open and must be closed before printing can continue.	Close the paper path.
INSTALL <COLOR> CARTRIDGE **For help press ? (Help button)**	The print cartridge has been removed or has been installed incorrectly.	Replace or reinstall the print cartridge correctly to continue printing. See Change print cartridges on page 152.
INSTALL <COLOR> DRUM **For help press ? (Help button)**	One or more of the <color> drums have been removed or installed incorrectly.	Replace or reinstall the image drum correctly to continue printing. See Change image drums on page 154.
INSTALL FUSER **For help press ? (Help button)**	The fuser has been removed or installed incorrectly.	**CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it. 1. Open right door. 2. Turn blue levers to unlock position. 3. Install or adjust fuser. 4. Turn blue levers to lock position. 5. Close the right door.
INSTALL ROLLER UNIT **For help press ? (Help button)**	The roller unit has been removed or installed incorrectly.	1. Open right door. 2. Open transfer access panel. 3. Install or adjust roller unit. 4. Close the transfer access panel. 5. Close the right door.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
INSTALL SUPPLIES **For status press** ✓ **(Checkmark button)**	Press the checkmark button ✓ to identify which supplies need replaced.	Insert the supply item or make sure the installed supply item is fully seated.
INSTALL TRANSFER UNIT	The transfer unit has been removed or installed incorrectly.	1. Open right door. 2. Open transfer access panel. Push locks upward. 3. Install or transfer unit. 4. Close the transfer access panel. 5. Close the right door.
INSUFFICIENT MEMORY TO LOAD FONTS/DATA **For help press ? (Help button)** **USB STORAGE <X>** **To continue press** ✓ **(Checkmark button).**	The product does not have enough memory to load the data (for example, fonts or macros) from the location specified.	To continue without this information press the checkmark button ✓. If the message persists, add more memory.
INTERNAL DISK DEVICE FAILURE **To clear press** ✓ **(Checkmark button)**	The specified device has failed.	Press the checkmark button ✓ to clear.
INTERNAL DISK FILE OPERATION FAILED **To clear press** ✓ **(Checkmark button)**	A PJL file system command attempted to perform an illogical operation.	Press the checkmark button ✓ to clear.
INTERNAL DISK FILE SYSTEM IS FULL **To clear press** ✓ **(Checkmark button)**	A PJL file system command could not store something on the file system because the file system was full.	Press the checkmark button ✓ to clear.
INTERNAL DISK IS WRITE PROTECTED **To clear press** ✓ **(Checkmark button)**	The file system device is protected and no new files can be written to it.	Press the checkmark button ✓ to clear.
INTERNAL DISK NOT FUNCTIONAL	The internal disk is not working correctly.	Turn product off and then on. If the message persists, contact HP Support at www.hp.com/support/cljcp6015.
INTERNAL DISK SPINNING UP	The internal disk is spinning up its platter. Jobs that require disk access must wait.	No action is necessary.
JOB NOT STAPLED DUE TO MIXED SIZES	A job sent to the optional paper handling device was not stapled because it had mixed sizes of paper.	Resend the job using only one size of paper.
LOAD TRAY 1 [Type] [Size] **For help press ? (Help button)**	This message appears when Tray 1 is selected but is not loaded, and no other paper trays are available for use.	Load Tray 1 with requested paper and then press the checkmark button ✓ to continue.
LOAD TRAY 1 [Type] [Size] **To continue press** ✓ **(Checkmark button)** **For help press ? (Help button)**	Tray 1 is loaded and configured for a type and size other than the one specified in the job.	1. If the correct paper is loaded, press the checkmark button ✓. 2. Otherwise, remove the incorrect paper and load Tray 1 with the specified paper. 3. If prompted, confirm the size and type of paper loaded.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
		4. Confirm that the paper guides are in the correct position.
		5. To use another tray, remove paper from Tray 1 and then press the checkmark button ✓.
LOAD TRAY 1 [Type] [Size] **To use another tray press ✓ (Checkmark button)** **For help press ? (Help button)**	This message appears when Tray 1 is selected but is not loaded, and other paper trays are available for use.	1. Load the correct paper in the tray. 2. If prompted, confirm the size and type of paper loaded. 3. Otherwise, press the ✓ checkmark button to select another tray.
Loading program <XX> Do not power off	Programs and fonts can be stored on the product's file system and are loaded into RAM when the product is turned on. The number XX specifies a sequence number indicating the current program being loaded.	No action necessary. Do not turn the product off.
MANUALLY FEED <TYPE> <SIZE> **For help press ? (Help button)**	This message appears when Tray 1 is selected but is not loaded, and other paper trays are available for use.	Load tray with requested paper. If paper is already in tray, press the help button ? to exit message and then press the checkmark button ✓ to print. To use another tray, clear paper from Tray 1, press the help button ? to exit message and then press the checkmark button ✓.
MANUALLY FEED <TYPE> <SIZE> **To continue press ✓** **For help press ? (Help button)**	This message appears when Tray 1 is selected but is not loaded, and other paper trays are available for use.	Load tray with requested paper. To override the message, press the checkmark button ✓ to use a type and size of paper that is available in another tray.
MANUALLY FEED <TYPE> <SIZE> **To use another tray press ✓ (Checkmark button)** **For help press ? (Help button)**	The specified job requires a manual feed.	Load tray with requested paper. If paper is already in tray, press the help button ? to exit message and then press the checkmark button ✓ to print. To use another tray, clear paper from Tray 1, press the help button ? to exit message and then press the checkmark button ✓.
MANUALLY FEED OUTPUT STACK **Then press ✓ (Checkmark button) to print second sides**	The product has printed the first side of a manual duplex job and is waiting for the user to insert the output stack to print the second side.	1. Maintaining the same orientation, remove document from the output bin. 2. Flip document printed side up. 3. Load document in Tray 1. 4. Press the ✓ (Checkmark button) to print.
Moving solenoid **To exit press STOP**	The solenoid is moving as part of a component test.	No action is necessary.
Moving solenoid and motor **To exit press STOP**	The solenoid and a motor are moving as part of a component test.	No action is necessary.
No stored jobs	Displayed when the user enters the RETRIEVE JOB menu and there are no jobs to retrieve.	No action is necessary.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
NON HP SUPPLY IN USE **For help press ? (Help button)**	A non HP supply is in use.	A user authorized the use of non HP supplies when the HP supply was replaced. Any product repair required as a result of using non HP supplies is not covered under warranty. Certain features may not be accurate or available.
Non-HP supply installed	A refilled color or a cloned color/mono cartridge has been installed, and the product previously used all genuine HP supplies. It can also appear when an unauthorized cartridge has been installed, and the product previously used all genuine supplies.	Install a genuine HP cartridge, or press the checkmark button ✔ to override the condition.
OPEN AND CLOSE TRAY 2 **For help press ? (Help button)**	The transfer unit has not been detensioned after shipping.	Open and close Tray 2.
ORDER <COLOR> CARTRIDGE	The identified print cartridge is nearing the end of its useful life. Printing will continue until a supply needs to be replaced.	Order a replacement print cartridge.
ORDER <COLOR> CARTRIDGE LESS THAN XXXX PAGES	The identified cartridge is nearing the end of its useful life. The product is ready and will continue for the estimated number of pages indicated. Estimated pages remaining is based upon the historical page coverage of this product.	Order a replacement cartridge. Printing can continue until the cartridge must be replaced
ORDER <COLOR> DRUM	The identified drum is nearing the end of its useful life. Printing will continue until a supply needs to be replaced.	Order a replacement drum.
ORDER <COLOR> DRUM LESS THAN XXXX PAGES	The identified drum is nearing the end of its useful life. The product is ready and will continue for the estimated number of pages indicated. Estimated pages remaining is based upon the historical page coverage of this product.	Order a replacement drum. Printing can continue until the drum must be replaced.
ORDER FUSER KIT LESS THAN XXX PAGES **For help press ?**	The fuser is near end of life. The product is ready and will continue for the estimated number of pages indicated. Printing will continue until a supply needs to be replaced.	Order a replacement fuser kit.
ORDER ROLLER KIT LESS THAN XXX PAGES	The identified roller kit is nearing the end of its useful life. The product is ready and will continue for the estimated number of pages indicated. Estimated pages remaining is based upon the historical page coverage of this product.	Order a replacement roller kit.
ORDER STAPLE CARTRIDGE **To continue press ✔ (Checkmark button)**	The staple cartridge has reached the low threshold. Printing and stapling will continue until the staples need to be replaced.	Order a staple cartridge. Press the checkmark button ✔ to continue printing.
ORDER SUPPLIES	More than one supply needs to be replaced or is nearing the end of its useful life.	Order the necessary supplies.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
ORDER TRANSFER KIT	The transfer kit is near end of life. Printing can continue.	Order a replacement transfer kit.
ORDER TRANSFER KIT LESS THAN XXX PAGES **For help press ? (Help button)**	The transfer unit is near end of life. The product is ready and will continue printing for the estimated number of pages.	Pages remaining for this supply have reached the low threshold. Printing will continue until a supply needs to be replaced.
OUTPUT ACCESSORY BRIDGE ATTACHED **To continue turn power off then on**	The output accessory bridge was attached while the product was on. Printing cannot continue.	1. Turn the product off. 2. Attach the output device. 3. Turn the product on.
OUTPUT ACCESSORY BRIDGE DISCONNECTED **For help press ? (Help button)**	The output accessory bridge was removed while the product was on. Printing cannot continue.	1. Turn power off. 2. Verify output accessory bridge and output device is connected correctly. 3. Turn power on. To continue without the output accessory bridge, turn power off, attach a standard output tray, and then turn power on. If the message persists, contact HP Support at www.hp.com/support/cljcp6015.
OUTPUT ACCESSORY BRIDGE FAILURE **For help press ? (Help button)**	The output accessory bridge has failed.	1. Turn power off. 2. Verify output accessory bridge is connected correctly. 3. Turn power on. If the message persists, contact HP Support at www.hp.com/support/cljcp6015
Password or name is incorrect. Please enter correct login.	The user name or password was typed incorrectly.	Retype the user name and password.
Paused To return to ready press STOP	The product is paused, and there are no error messages pending at the display. The I/O continues receiving data until memory is full.	Press the Stop key.
Performing COLOR BAND TEST	The color-band test is being performed.	No action is necessary.
Performing... PAPER PATH TEST	The product is performing a paper path test.	No action is necessary.
Please wait	The product is in the process of clearing data.	No action is necessary.
PRINTING <REPORT>	The product is generating the specified report. The product will return to the online Ready state when the page is completed.	No action is necessary.
PRINTING STOPPED **To continue press ✓ (Checkmark button)**	Time has expired on the Print/Stop test.	Press the checkmark button ✓ to continue.
PROCESSING DUPLEX JOB **Do not grab paper until job completes**	Paper temporarily comes into the output bin while printing a duplex job. Do not attempt to remove the pages until the job is complete.	Do not grab paper as it temporarily comes into the output bin. The message will disappear when the job is finished.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
Processing...	The product is currently processing a job but is not yet picking pages. When paper motion begins, this message will be replaced by a message that indicates which tray the job is being printed from.	No action is necessary.
Processing... from tray <X>	The product is actively processing a job from the designated tray.	No action is necessary.
Processing...copy <X> of <Y>	The product is currently processing or printing collated copies. The message indicates that copy X of Y total copies is currently being processed.	No action is necessary.
RAM DISK DEVICE FAILURE To clear press ✓ (Checkmark button)	The specified device has failed.	Press the checkmark button ✓ to clear.
RAM DISK FILE OPERATION FAILED To clear press ✓ (Checkmark button)	A PJL file system command attempted to perform an illogical operation.	Press the checkmark button **?** to clear.
RAM DISK FILE SYSTEM IS FULL To clear press ✓ (Checkmark button)	A PJL file system command could not store something on the file system because the file system was full.	Press the checkmark button ✓ to clear.
RAM DISK IS WRITE PROTECTED To clear press ✓ (Checkmark button)	The file system device is protected and no new files can be written to it.	Press the checkmark button ✓ to clear.
READY	The product is online and ready for data. No status or device attendance messages are pending at the display.	No action is necessary.
Ready <IP ADDRESS>	The product is online and ready.	No action is necessary.
Ready Diagnostics mode To exit press STOP	The product is in Diagnostics mode.	To stop Diagnostic mode, press the Stop button.
Receiving upgrade	A firmware upgrade is in progress.	Do not turn the product off until the product returns to READY.
REMOVE ALL CARTRIDGES AND DRUMS	Remove image drums during component test.	1. Open front door. 2. Remove image drums and cartridges. 3. Close the front door.
REMOVE ALL IMAGE DRUMS TO EXIT PRESS STOP	Remove image drums during component test.	1. Open front door. 2. Remove image drums. 3. Close the front door.
Remove or install cartridge/drum pairs	This message is displayed during the Disable Cartridge Check when the print cartridge and image drum of the same color are not removed. To exit press the Stop button.	Remove or install cartridge and drum of the same color together.
REPLACE <COLOR> CARTRIDGE	The identified print cartridge has reached the end of life. Printing can continue.	Replace the specified color cartridge. Change print cartridges on page 152

Table 12-1 Control-panel messages (continued)

| Control panel message	Description	Recommended action
REPLACE <COLOR> DRUM **For help press ? (Help button)**	The specified color drum has reached the end of life.	Replace image drum. 1. Open the front door. 2. Replace the specified image drum. 3. Close the front door.
REPLACE <COLOR> DRUM **To continue press ✓ (Checkmark button).**	The REPLACE SUPPLIES menu is set to STOP AT LOW. The specified image drum has passed the low threshold.	Replace image drum or press the checkmark button ✓ to continue until the image drum is at the end of life. 1. Open the front door. 2. Replace the specified image drum. 3. Close the front door.
REPLACE FUSER KIT	The fuser is nearing the end of its useful life. Printing can continue.	**CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it. 1. Open the right door. 2. Turn blue levers to unlock position. 3. Install new fuser. 4. Remove the old fuser unit from the product. 5. Turn blue levers to lock position. 6. Close the right door.
REPLACE FUSER KIT **For help press ? (Help button)** **To continue press ✓ (Checkmark button).**	The REPLACE SUPPLIES menu is set to STOP AT LOW. The fuser kit has reached the low threshold.	**CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it. Press the checkmark button ✓ to continue printing until the fuser reached the end of life or replaced fuser. Replaced fuser 1. Open the right door. 2. Turn blue levers to unlock position. 3. Install new fuser. 4. Turn blue levers to lock position. 5. Close the right door.
REPLACE ROLLER KIT **For help press ? (Help button)**	**Pages remaining for roller kit has reached the low threshold.**	To continue printing without replacing the roller kit, press the checkmark button ✓. Replace roller kit. 1. Open the right door. 2. Open the transfer access panel. 3. Replace roller kit.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
		4. Close the transfer access panel.
		5. Close the right door.
REPLACE ROLLER KIT For help press ? (Help button) To continue press ✓ (Checkmark button)	The REPLACE SUPPLIES menu is set to STOP AT LOW. The roller kit is at end of life.	To continue printing without replacing the roller kit, press the checkmark button ✓. Replace roller kit. 1. Open the right door. 2. Open the transfer access panel. 3. Replace roller kit. 4. Close the transfer access panel. 5. Close the right door.
REPLACE SUPPLIES For status press ✓ (Checkmark button).	Two or more supplies are out and need to be replaced.	Press the checkmark button ✓ to see which supplies need to be replaced.
REPLACE SUPPLIES To continue press ✓ (Checkmark button).	Pages remaining for at least two supplies have reached the low threshold. The product was set to stop printing when a supply needs to be ordered.	Press the checkmark button ✓ to continue until the supply reaches the end of life.
REPLACE SUPPLIES - OVERRIDE IN USE	The product is set to continue printing even though a supply has reached end of life. CAUTION: Using the Override mode can result in unsatisfactory print quality. HP recommends replacing the supply when the REPLACE SUPPLIES - OVERRIDE IN USE message appears. The HP Supplies Premium Protection Warranty coverage ends when a supply is used in Override mode.	Press the down arrow ▼ to see step by step information.
REPLACE SUPPLIES - Using black only	A color supply (or supplies) has reached the out condition and the **COLOR SUPPLY OUT** menu item is set to **AUTOCONTINUE BLACK** .	No user input is required for printing to continue. Printing continues in black. For color printing, replace the needed color print cartridge or drum.
REPLACE TRANSFER KIT For help press ? (Help button)	The transfer kit has reached the end of life	Replace transfer kit. 1. Open the right door. 2. Open the transfer access panel. 3. Push locks upward. 4. Install transfer unit. 5. Push locks downward. 6. Close the transfer access panel. 7. Close the right door.
REPLACE TRANSFER KIT For help press ? (Help button)	The REPLACE SUPPLIES menu is set to STOP AT LOW. The transfer kit has passed the low threshold.	Press the ✓ to continue printing until the transfer unit reaches the end of life or replace transfer kit.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
To continue press ✓ (Checkmark button)		Replace transfer kit.
		1. Open the right door.
		2. Open the transfer access panel.
		3. Push locks upward.
		4. Install transfer unit.
		5. Push locks downward.
		6. Close the transfer access panel.
		7. Close the right door.
Request accepted please wait	The product has accepted a request to print an internal page, but the current job must finish printing before the internal page will print.	No action is necessary.
RESEND EXTERNAL ACCESSORY FIRMWARE	The product detected corrupt firmware in an input or output accessory.	Printing can continue from another source or to another destination, if available. If product attempts to use a corrupt accessory, there is a high probability it will jam.
Resend upgrade	The firmware upgrade was not completed successfully.	Attempt upgrade again.
Restoring	The product is restoring settings. This message is displayed during the execution of a restore action, such as RESTORE COLOR VALUES.	No action is necessary.
Restoring factory settings	The product is restoring factory settings.	No action is necessary.
Restoring... [ACCESSORY #]	The product is restoring external accessory settings in response to a user request.	No action is necessary.
RFU LOAD ERROR SEND FULL RFU ON <X> PORT	An error has occurred during a firmware upgrade.	If the message persists, contact HP Support at www.hp.com/support/cljcp6015.
ROM DISK DEVICE FAILURE **To clear press ✓ (Checkmark button)**	The specified device has failed.	Press the checkmark button ✓ to clear.
ROM DISK FILE OPERATION FAILED **To clear press ✓ (Checkmark button)**	A PJL file system command attempted to perform an illogical operation.	Press the checkmark button ✓ to clear.
ROM DISK FILE SYSTEM IS FULL **To clear press ✓ (Checkmark button)**	A PJL file system command could not store something on the file system because the file system was full.	Press the checkmark button ✓ to clear.
ROM DISK IS WRITE PROTECTED **To clear press ✓ (Checkmark button)**	The file system device is protected and no new files can be written to it.	Press the checkmark button ✓ to clear.
Rotating <color> Motor **To exit press STOP**	A component test is in progress; the component selected is the <color> cartridge motor.	Press **STOP** when ready to stop this test.
Rotating Motor - To exit press STOP	The product is executing a component test and the component selected is a motor.	Press **STOP** when ready to stop this test.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
SANITIZING DISK <X>% COMPLETE Do not power off **CLEANING DISK <X>% COMPLETE** **For help press ? (Help button)**	The hard disk is being cleaned.	Contact the network administrator.
Size mismatch in tray XX	The paper in the listed tray does not match the size specified for that tray.	1. Load the correct paper. 2. Verify the paper is positioned correctly. 3. If the message persists, contact HP Support at www.hp.com/support/cljcp6015.
Sleep mode on	The product is in sleep mode. A button press, receipt of printable data, or an error condition will clear this message.	No action is necessary.
TRAY <XX> [TYPE] [SIZE] **To change size or type press ✓ (Checkmark button) To accept settings press ↰ (Back arrow)**	This message states the current type and size configuration of the tray.	To change size or type press the checkmark button ✓ To accept settings press the back arrow ↰.
TRAY <XX> EMPTY [TYPE][SIZE]	The specified tray is empty and the current job does not need this tray to print.	Refill the tray at a convenient time.
TRAY <XX> OPEN **For help press ? (Help button)**	The specified tray is open or not closed completely.	Close the tray.
Type Mismatch In Tray <XX>	The specified tray contains a paper type that does not match the configured type.	The specified tray will not be used until this condition is addressed. Printing can continue from other trays. 1. Load the correct paper in the specified tray. 2. Verify the type configuration.
Unable to store job	A job cannot be stored because of a memory or configuration problem.	Install additional memory in the product.
Unauthorized supply in use	The product is using a non-HP supply.	If you believe you purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit. Any product repair required as a result of using non-HP or unauthorized supplies is not covered under warranty. HP cannot ensure the accuracy or the availability of certain features.
USB ACCESSORY ERROR **For help press ? (Help button)**	This message appears when a connected USB accessory draws too much power. When this happens, the ACC port is disabled and printing stops.	Printing can continue. The USB device should be removed.
USB STORAGE <X> NOT FUNCTIONAL **For help press ? (Help button)**	A parameter in the USB storage is not working correctly.	1. Turn product off. 2. Disconnect the USB storage accessory, and replace with a new USB storage accessory.

Table 12-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
USB STORAGE <X> REMOVED **For help press ? (Help button)**	A USB storage accessory has been disconnected.	1. Turn product off. 2. Reconnect the USB storage accessory. 3. Turn product on.
USB STORAGE DEVICE FAILURE **To clear press ✓ (Checkmark button)**	The specified device has failed.	Press the checkmark button ✓ to clear.
USB STORAGE FILE SYSTEM IS FULL **To clear press ✓ (Checkmark button)**	A PJL file system command could not store something on the file system because the file system was full.	Press the help button ? to clear.
USB STORAGE IS WRITE PROTECTED **To clear press ✓ (Checkmark button)**	The file system device is protected and no new files can be written to it.	Press the checkmark button ✓ to clear.
USB STORAGE] FILE OPERATION FAILED **To clear press ✓ (Checkmark button)**	A PJL file system command attempted to perform an illogical operation.	Press the checkmark button ✓ to clear.
Wait for printer to reinitialize	This message can appear for a variety of reasons: The RAM DISK settings changed before the product has rebooted. The product is auto power cycling after changing external device modes. The user has exited Diagnostics. A new formatter has been installed with an old engine or a new engine has been installed with an old formatter.	No action is necessary.
WAITING FOR TRAY <XX> TO LIFT	The specified tray is lifting paper for feeding.	No action is necessary.
WARMING UP	Product is coming out of powersave mode.	No action is necessary.

Jams

Common causes of jams

The product is jammed.

Cause	Solution
The paper does not meet specifications.	Use only paper that meets HP specifications. See Supported paper and print media sizes on page 83.
A component is installed incorrectly.	Verify that the transfer belt and transfer roller are correctly installed.
You are using paper that has already passed through a product or copier.	Do not use paper that has been previously printed on or copied.
An input tray is loaded incorrectly.	Remove any excess paper from the input tray. Make sure that the stack is below the maximum stack height mark in the tray. See Load paper and print media on page 92.
The paper is skewed.	The input-tray guides are not adjusted correctly. Adjust them so they hold the stack firmly in place without bending it.
The paper is binding or sticking together.	Remove the paper, flex it, rotate it 180°, or flip it over. Reload the paper into the input tray.
When printing on lightweight paper or on jobs with heavy toner coverage, paper is wrapping on the fuser causing Fuser Delay Jam or Fuser Wrap Jam messages.	Set the **LIGHT MEDIA** optimize mode on the Print Quality menu to **ON**.
The paper is removed before it settles into the output bin.	Reset the product. Wait until the page completely settles in the output bin before removing it.
During two-sided printing, you removed the paper before the second side of the document was printed.	Reset the product and print the document again. Wait until the page completely settles in the output bin before removing it.
The paper is in poor condition.	Replace the paper.
The internal tray rollers are not picking up the paper.	If the paper is heavier than 220 g/m^2 (58 lb), it might not be picked from the tray.
	The rollers are worn. Replace the rollers.
The paper has rough or jagged edges.	Replace the paper.
The paper is perforated or embossed.	Perforated or embossed paper does not separate easily. Feed single sheets from Tray 1.
Device supply items have reached the end of their useful life.	Check the product control panel for messages prompting you to replace supplies, or print a supplies status page to verify the remaining life of the supplies. See Information pages on page 138.
Paper was not stored correctly.	Replace the paper in the trays. Paper should be stored in the original packaging in a controlled environment.
Not all product packing material was removed.	Verify that the packing tape, cardboard, and plastic shipping locks have been removed from the product.

If the product still continues to jam, contact HP Customer Support or your authorized HP service provider.

Jam locations

Use this illustration to identify locations of jams. In addition, instructions appear on the control panel to direct you to the location of jammed paper and how to clear it.

NOTE: Internal areas of the product that might need to be opened to clear jams have green handles or green labels.

Figure 12-1 Jam locations
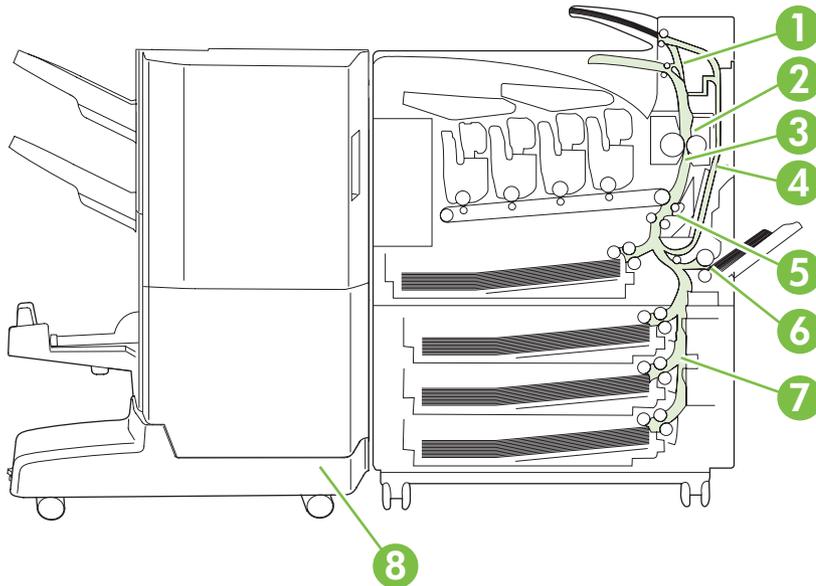
1	AREA 1: Output-bin area
2	AREA 2: Fuser area
3	AREA 3: Transfer area
4	AREA 4: Duplexing area (for the HP Color LaserJet CP6015dn, x, and xh models only)
5	AREA 5: Tray 2 pickup area
6	AREA 6: Tray 1 area
7	AREA 7: Optional Trays 3, 4, and 5
8	AREA 8: Optional finishing device

Clear jams

When a jam occurs, a message appears on the control-panel display that describes the location of the jam. The following table lists the messages that can appear and provides links to the procedures for clearing the jam.

WARNING! To avoid electrical shock, remove any necklaces, bracelets, or other metal items before reaching into the inside of the product.

Type of jam	Procedure
AREA 1:	See AREA 1: Clear jams in the output bin on page 200.

Type of jam	Procedure
13.XX.YY JAM ABOVE TOP OUTPUT BIN	
13.XX.YY JAM IN TOP COVER	
AREA 2: 13.XX.YY FUSER AREA JAM 13.XX.YY FUSER WRAP JAM 13.XX.YY TRANSFER AND FUSER JAM	See AREA 2: Clear jams in the fuser on page 202.
AREA 4: 13.XX.YY JAM IN RIGHT DOOR	See AREA 4: Clear jams in the duplex area on page 206 (for the HP Color LaserJet CP6015dn, x, and xh models only)
AREA 5: 13.XX.YY JAM IN TRAY 2 13.XX.YY TRANSFER AREA JAM	See AREA 5: Clear jams in Tray 2 and the internal paper path on page 209.
AREA 6: 13.XX.YY JAM IN TRAY 1	See AREA 6: Clear jams in Tray 1 on page 212.
AREA 7: 13.XX.YY JAM IN TRAY 3 13.XX.YY JAM IN TRAY 4 13.XX.YY JAM IN TRAY 5 13.XX.YY JAM IN LOWER RIGHT DOOR 13.XX.YY JAM IN INPUT ACCESSORY	See AREA 7: Clear jams in optional Trays 3, 4, and 5 on page 217
AREA 8: 13.XX.YY JAM IN LEFT ACCESSORY 13.XX.YY JAM INSIDE TOP DOOR	See AREA 8: Clear jams in the optional finishing devices on page 220.

AREA 1: Clear jams in the output bin

1. If jammed paper is visible in the output bin, gently pull the paper to remove it.
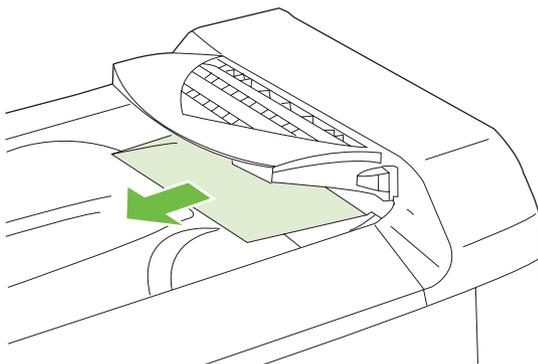
2. Open the right door.

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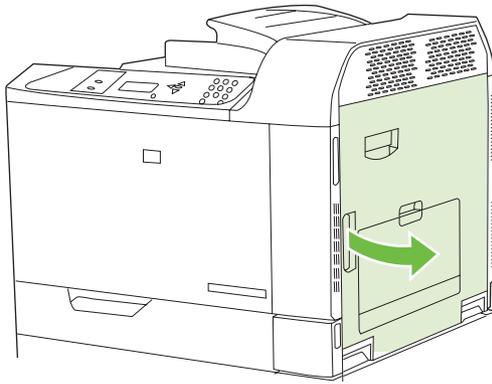
3. If paper has jammed as it enters the output bin, gently pull the paper to remove it.
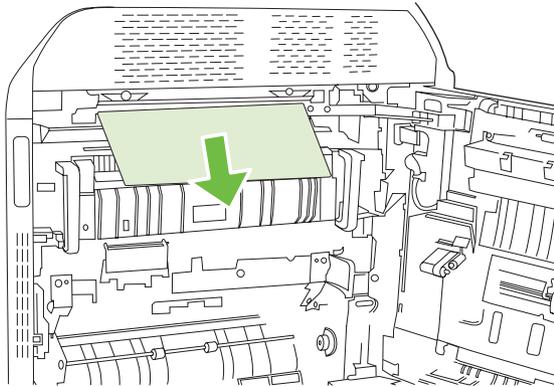
4. Close the right door.
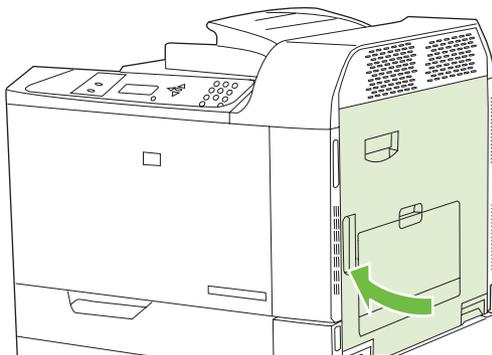
AREA 2: Clear jams in the fuser

⚠ **CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.

1. Open the right door.

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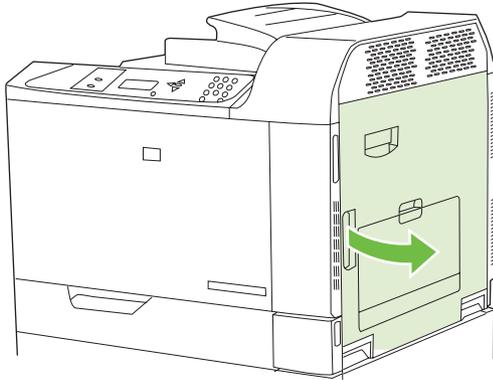
2. Lift the green handle on the transfer-access panel and open the panel.
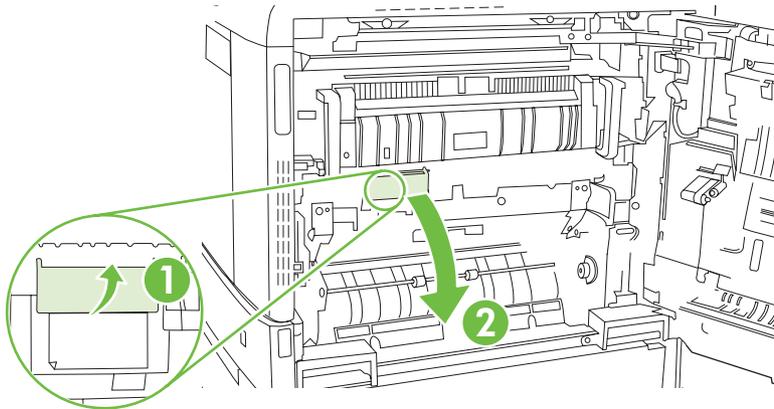
3. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.
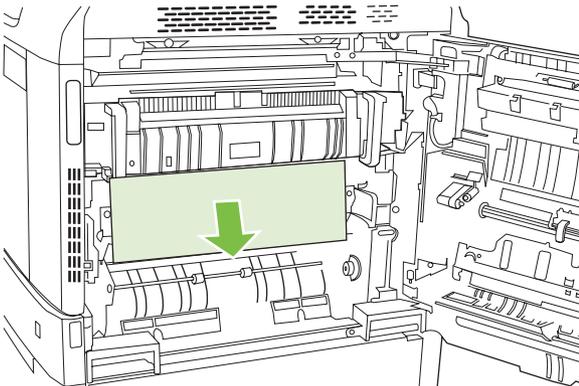
www.DataSheet4u.com

4. Close the transfer-access panel.
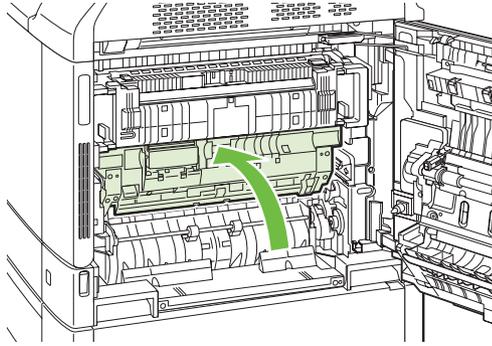
5. Open the fuser jam access door above the fuser and remove any paper that is visible. Then close the fuser jam access door.
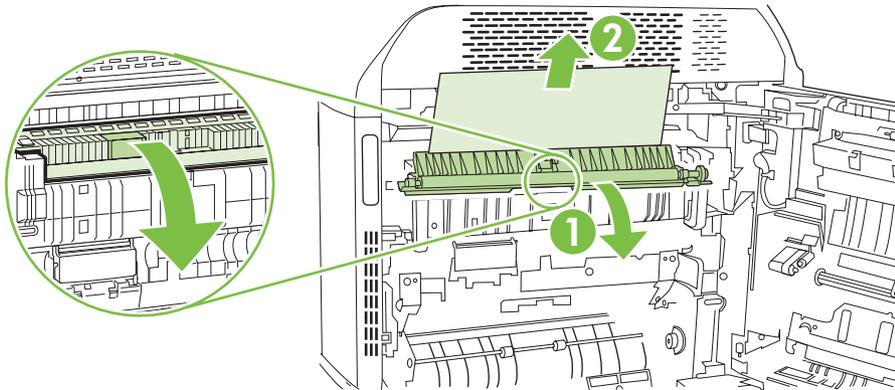
6. Paper could also be jammed inside the fuser where it would not be visible. Remove the fuser to check for jammed paper inside.

△ **CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.

a. Pull the two blue fuser handles forward.
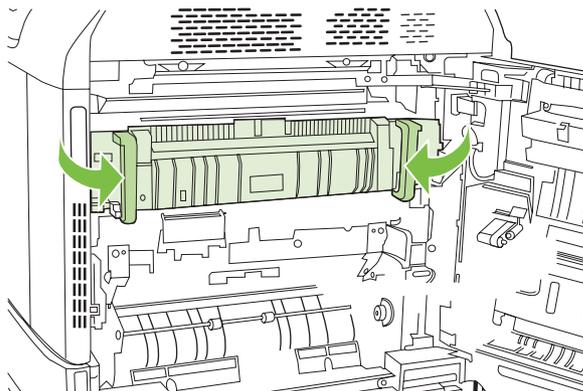
b. Rotate the fuser-release levers down to open them.

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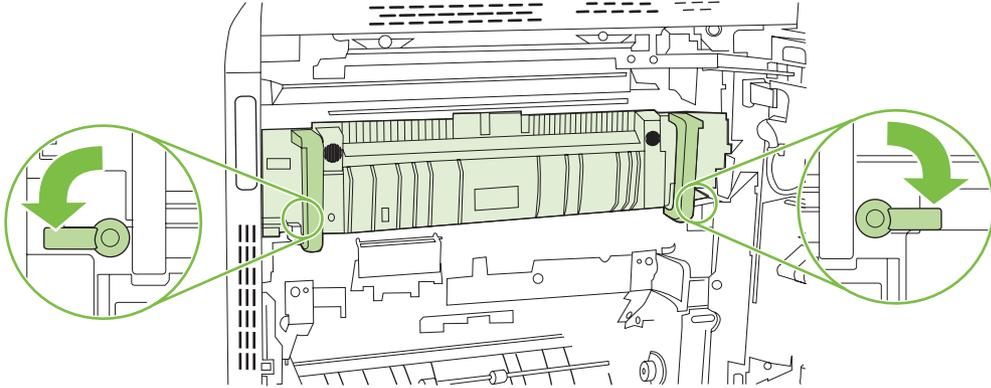
c. Grasp the fuser handles and pull straight out to remove the fuser.

⚠ **CAUTION:** The fuser weighs 5 kg (11 lbs). Be careful not to drop it.
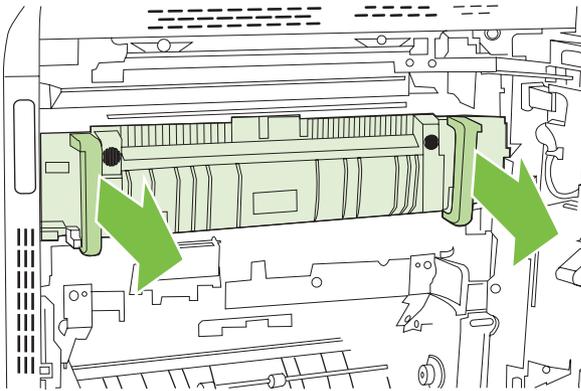
d. Open the two fuser jam access doors by pushing and rotating the rear door backward, and pulling and rotating the front door forward. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

⚠ **CAUTION:** Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.

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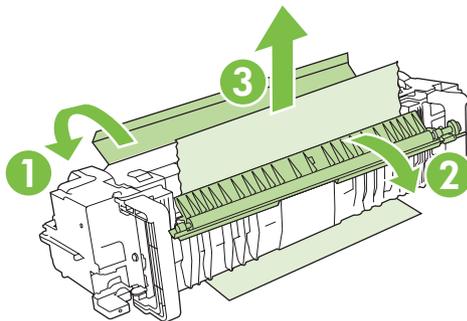
e. Close both fuser jam-access doors and align the fuser with the arrows on the product. Push the fuser completely into the printer.
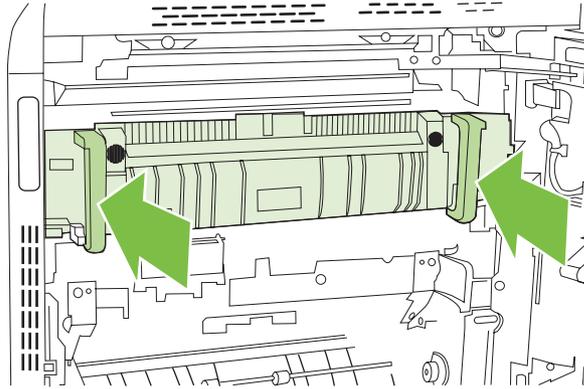
f. Rotate the fuser-release levers up to lock the fuser into place.
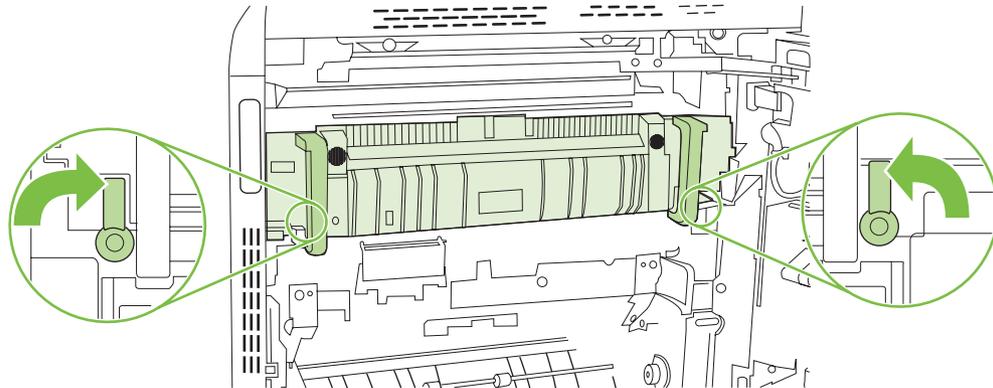
g. Push the fuser handles back to close them.

7. Close the right door.
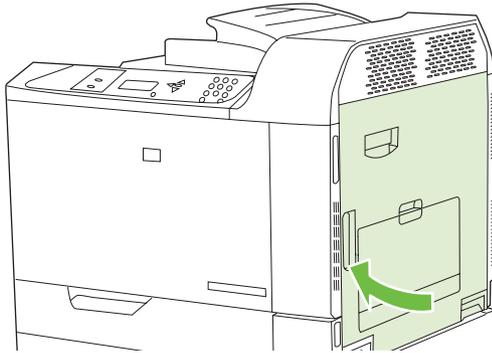
AREA 4: Clear jams in the duplex area

📝 NOTE: This procedure is for the HP Color LaserJet CP6015dn, de, x, and xh models only.

1. If jammed paper is visible in the duplex output area, gently pull it to remove it.
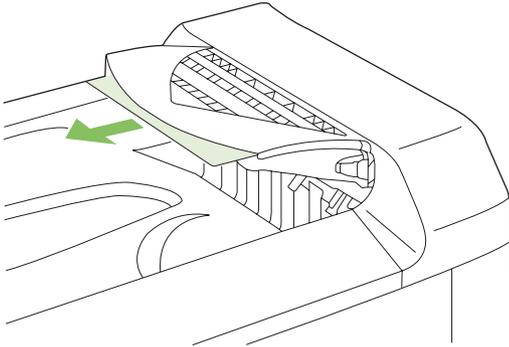
2. If no jammed paper is visible in the duplex output area, open the duplex switchback tray. Gently pull the jammed paper to remove it.
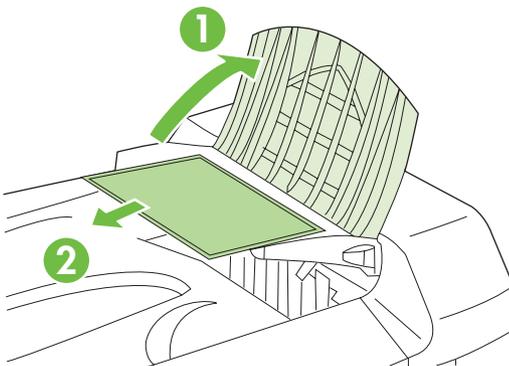
3. Check for jammed paper inside the product. Open the right door.
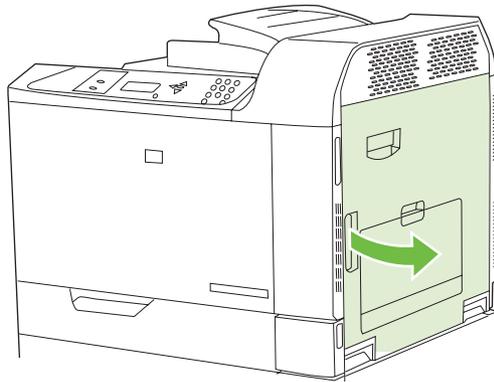
4. If paper is jammed below the duplexing unit, gently pull the paper downward to remove it.
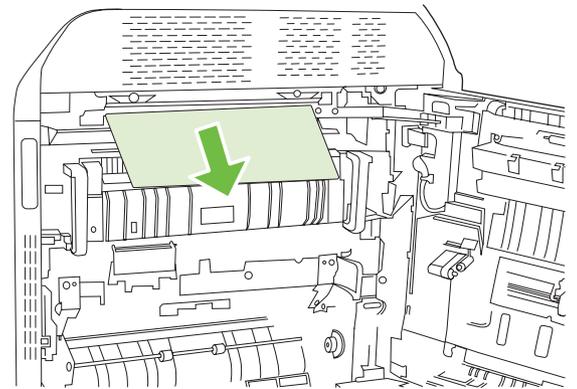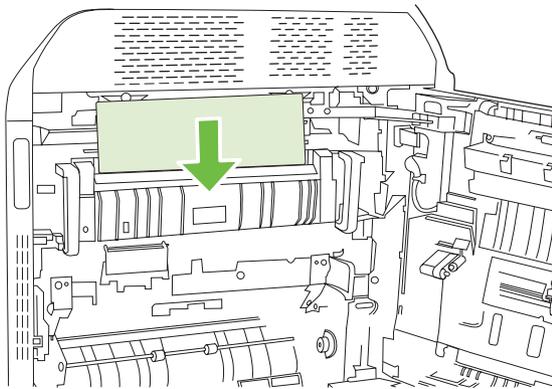
5. If paper is jammed inside the right door, gently pull the paper to remove it.
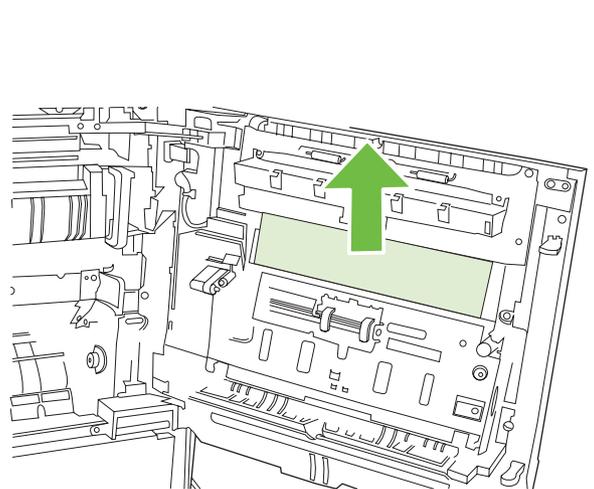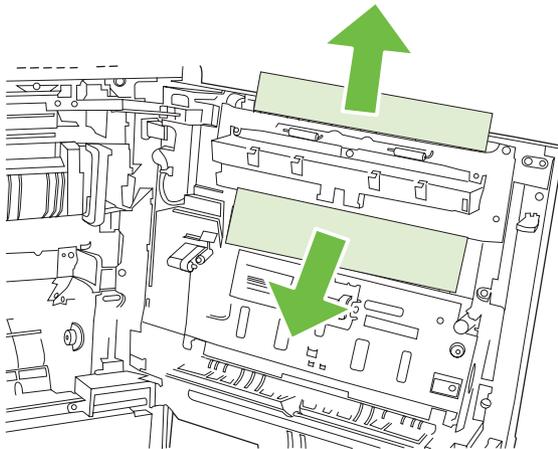
6. Lift the paper-feed cover on the inside of the right door. If jammed paper is present, gently pull the paper straight out to remove it.
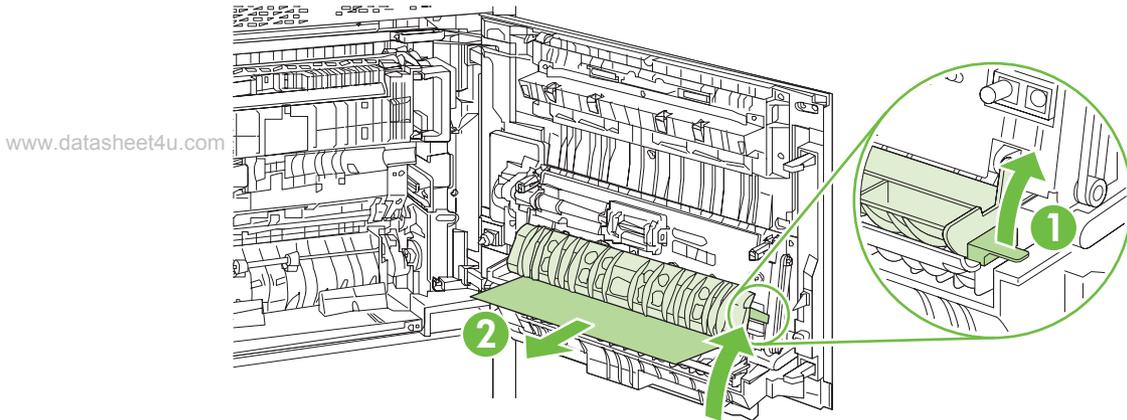
7. Lift the green handle on the transfer-assembly and open the panel.
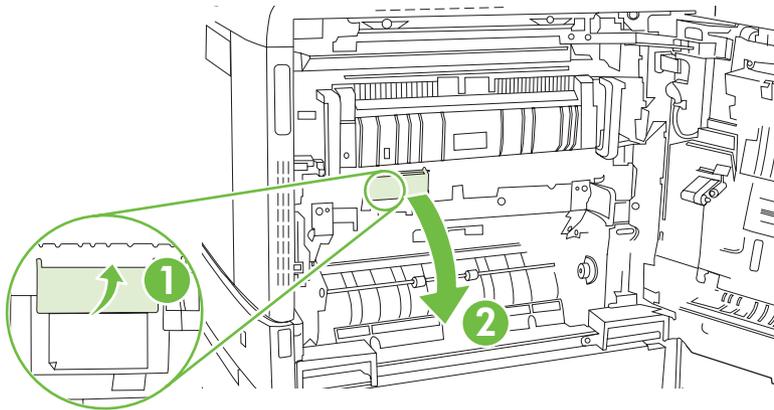
8. Gently pull the paper out of the paper path.
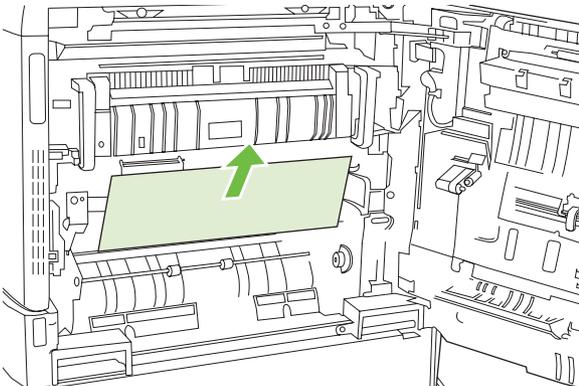
9. Close the transfer-access panel.
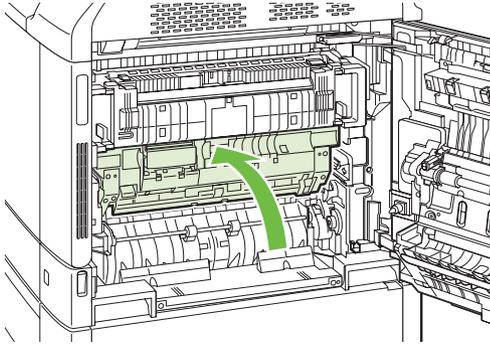
10. Close the right door.
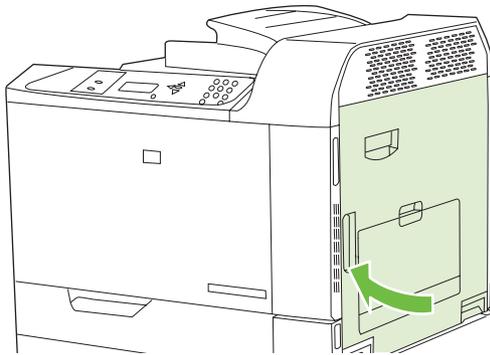
AREA 5: Clear jams in Tray 2 and the internal paper path

1. Open the right door.
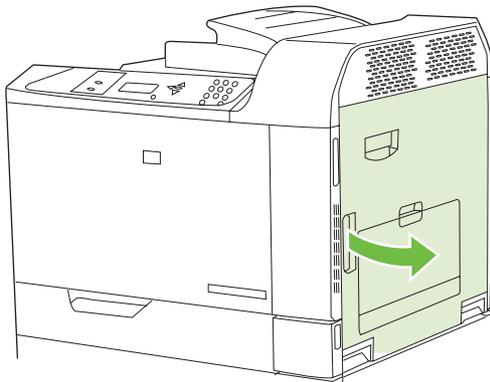
2. Lift the green handle on the transfer-access panel and open the panel.
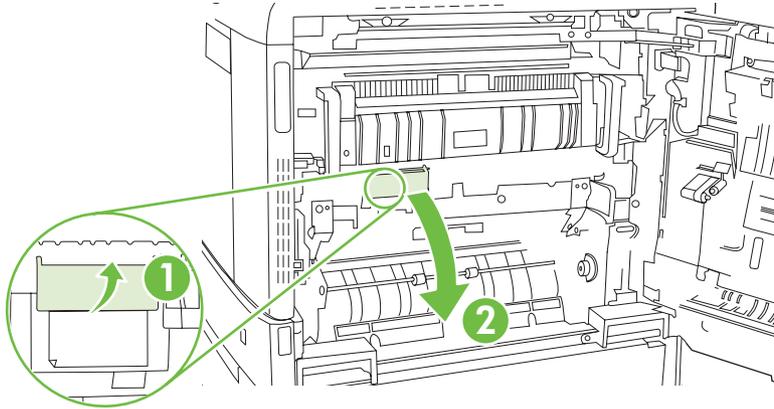
3. Gently pull the paper out of the paper path.
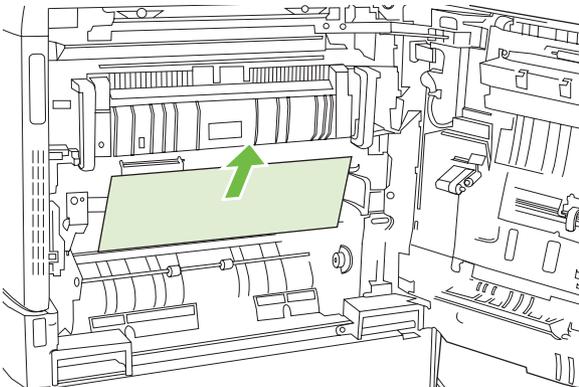
4. Close the transfer-access panel.
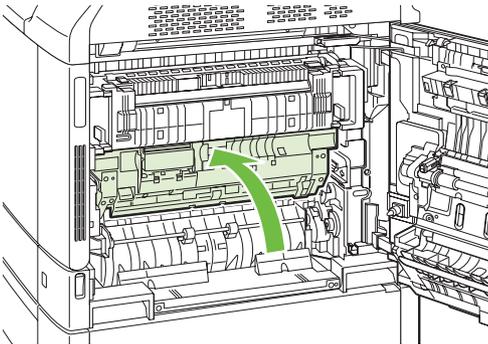
5. Open Tray 2 and make sure that the paper is stacked correctly.
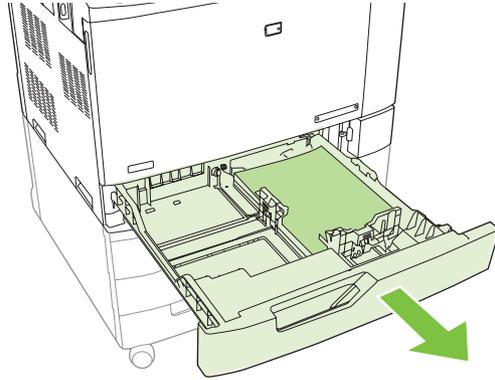
6. Pull the tray completely out of the product by pulling and lifting it up slightly.
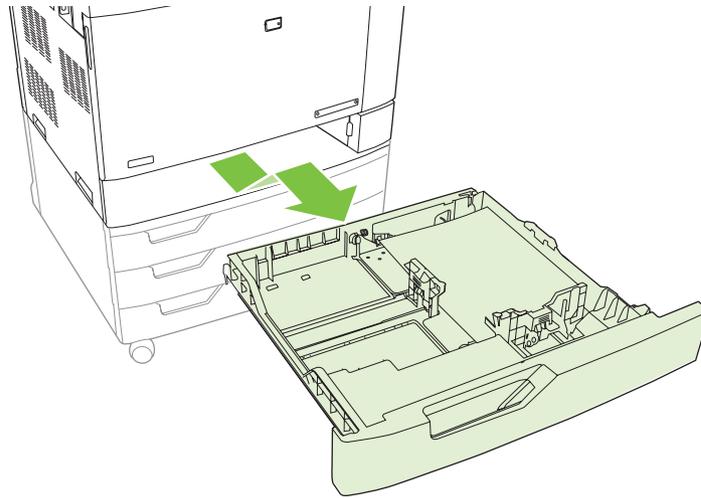
7. Remove any paper from the feeder rollers inside the product.

8. Reinsert Tray 2 by aligning the side rollers and pushing it back into the product.
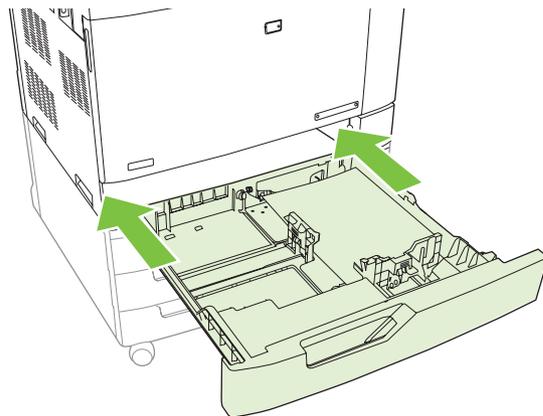
9. Close the tray.
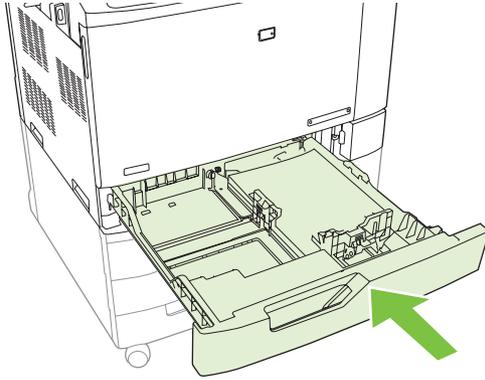
10. Close the right door.
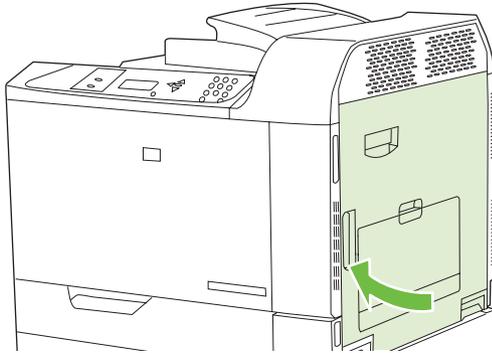
AREA 6: Clear jams in Tray 1

📝 **NOTE:** Even if jammed paper is visible in Tray 1, clear the jam from the inside of the product by opening the right door.
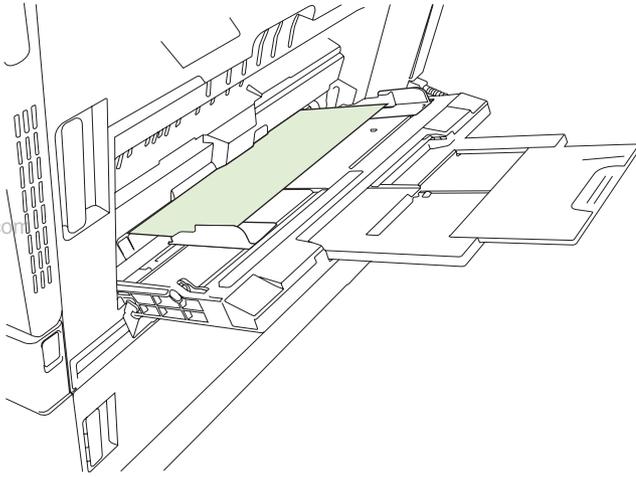
1. Open the right door.

   📝 **NOTE:** When clearing jams of long paper (11 x 17, 12 x 18, A3, and banners), it may be necessary to cut or tear the jammed paper before opening the right door.
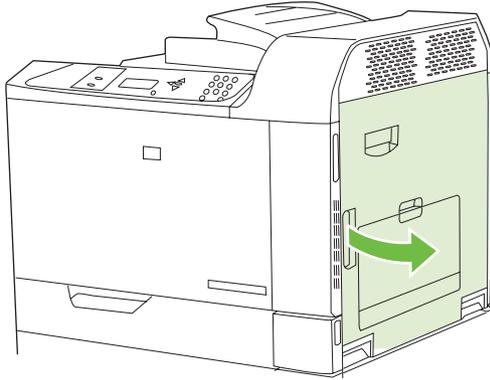
2. If paper is visible inside the right door, gently pull the paper downward to remove it.
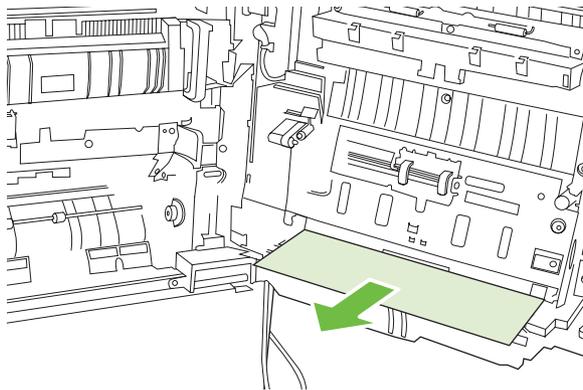
3. If paper has entered the internal paper path, lift the green handle on the transfer-access panel and open the panel.
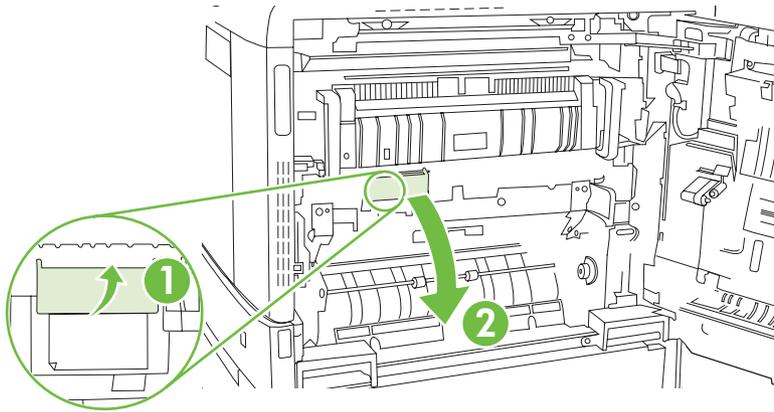
4. Gently pull the paper out of the paper path.
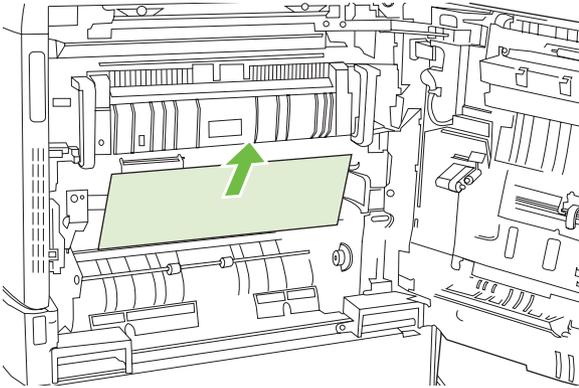
5. Close the transfer-access panel.
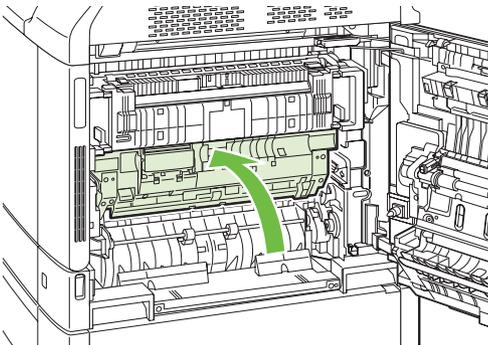
6. Close the right door.
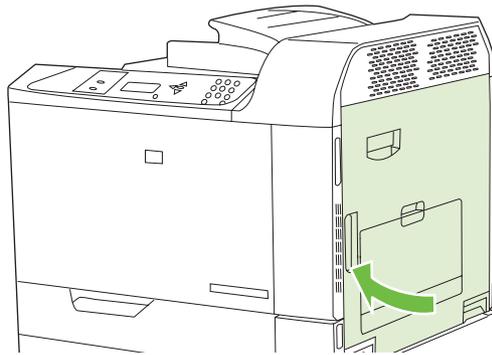
Clear jams when printing banners

If a paper jam occurs while printing with banner paper, gently pull the paper forward through the output bin or back through Tray 1 to remove the paper from the paper path. After removing the paper, open and close the right door to clear the jam message from the control panel. If you cannot remove the paper, carry out the following steps:

1. Open the right door.
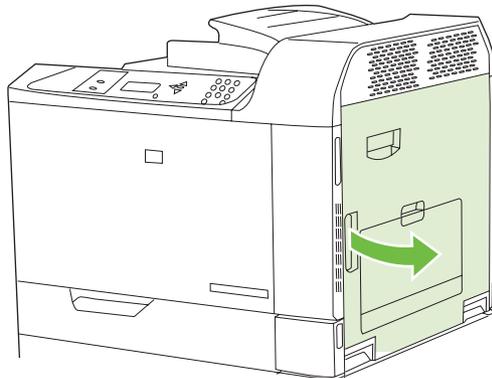
NOTE: If you are printing to very heavy banner paper, and the paper is still feeding in through Tray 1, you may need to cut the paper at the base of Tray 1 in order to open the right door and pull the paper free of the Tray 1 rollers.

2. Lift the green handle on the transfer-access panel and open the panel.
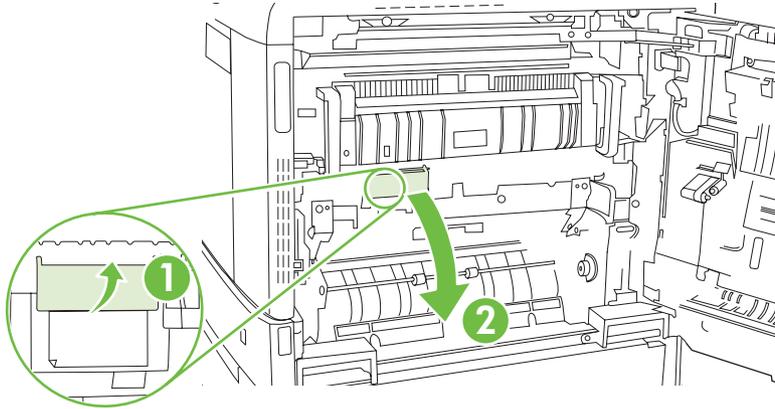
3. Gently pull the paper out of the paper path
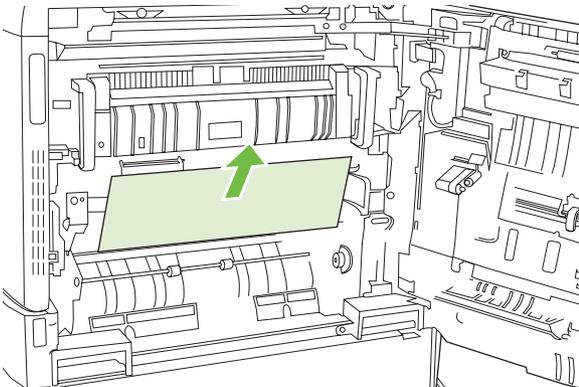
4. Close the transfer-access panel.
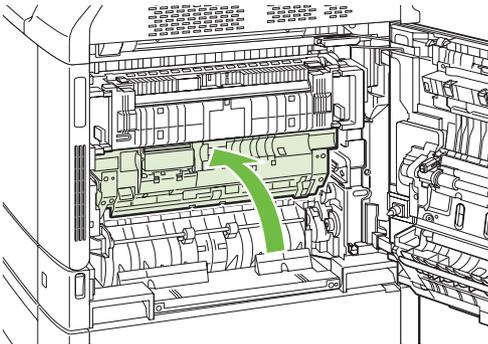
5. Close the right door.

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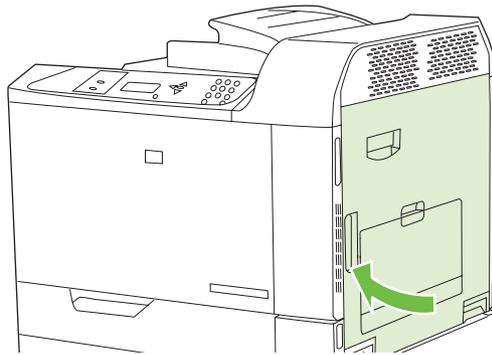
AREA 7: Clear jams in optional Trays 3, 4, and 5

1. Open the right door.
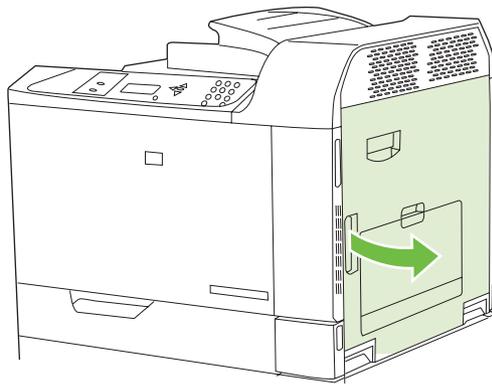
2. If paper is visible in the paper-input area, gently pull the jammed paper up to remove it.
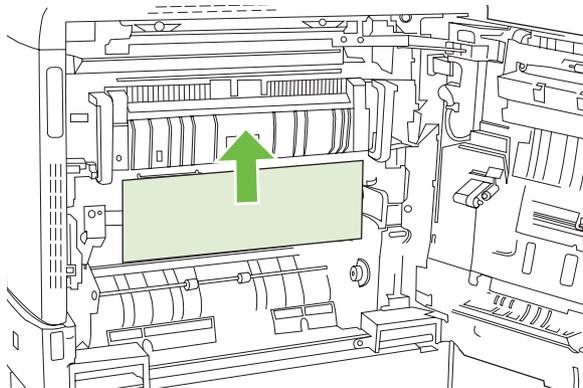
3. Close the right door.
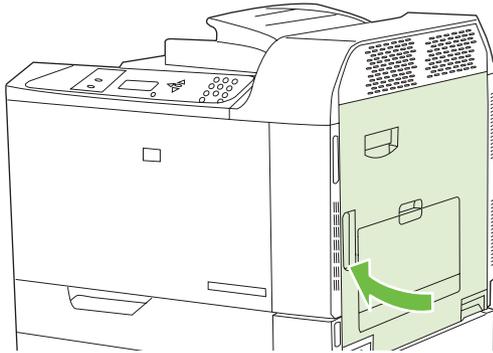
4. Open the lower right door.
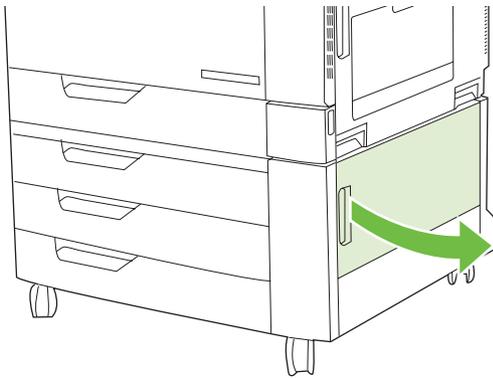
5. Gently pull the jammed paper to remove it.
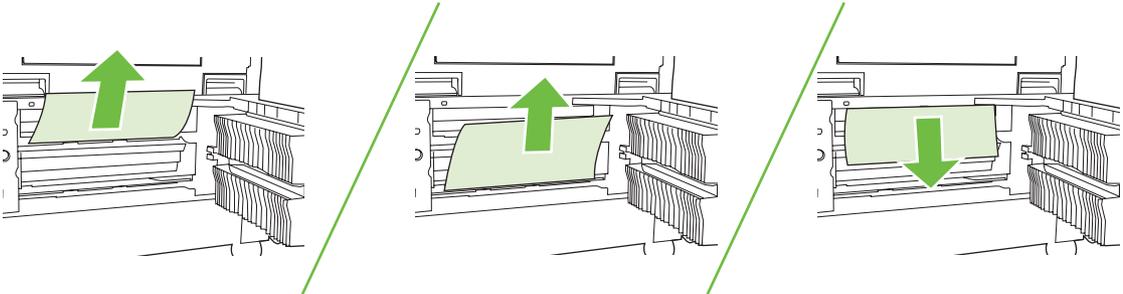
6. Open the tray that is indicated in the control-panel message, and make sure that the paper is stacked correctly.
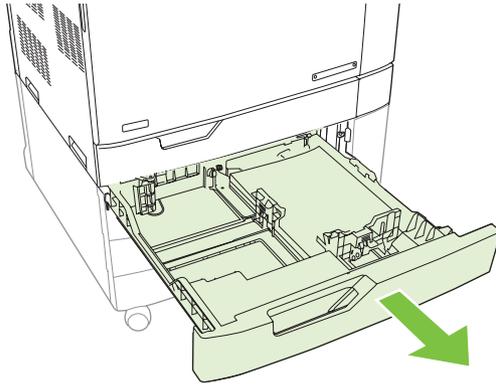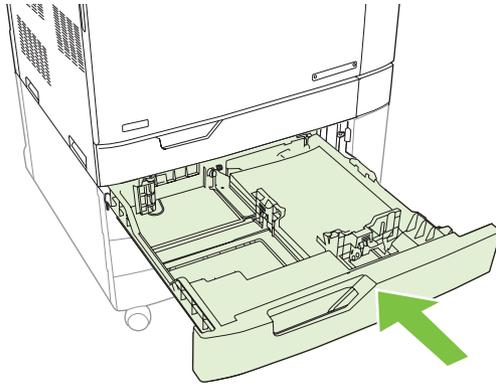
7. Close the tray.

8. Close the lower right door.
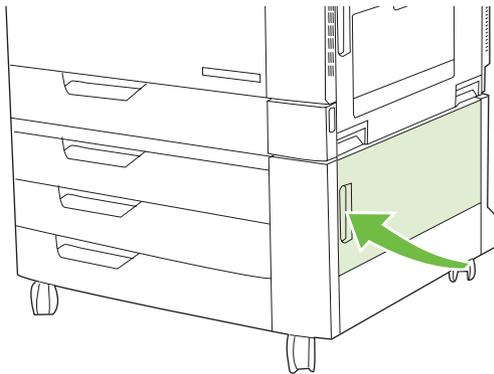
AREA 8: Clear jams in the optional finishing devices

Clear jams in the output-accessory bridge

1. Lift the latch on the top cover of the output-accessory bridge and open the top cover.
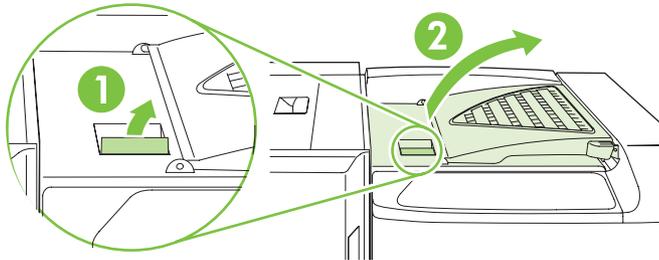
2. Gently pull the jammed paper to remove it.
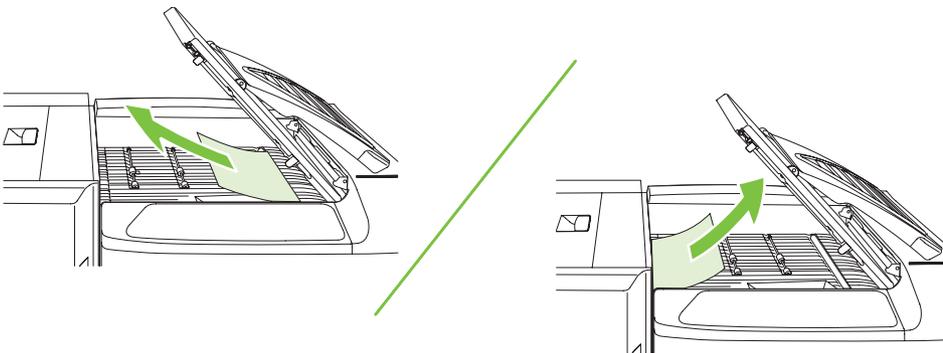
3. Close the top cover of the output-accessory bridge.
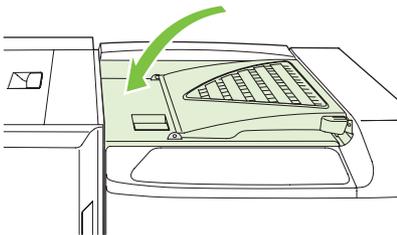
Clear jams in the sorter area

1. Lift the latch on the top cover of the finishing device, and open the top cover.

📝 **NOTE:** Opening the top cover releases pressure on the output-bin rollers.
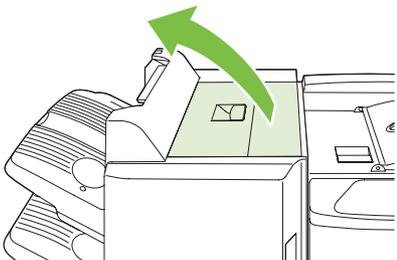
2. Remove jammed paper from the output bin or from the inside of the finishing device.
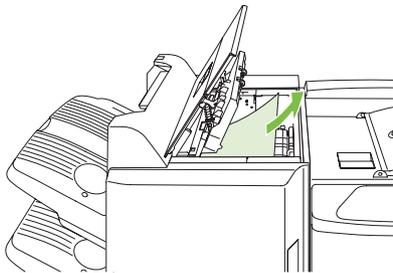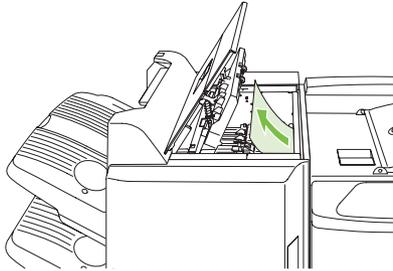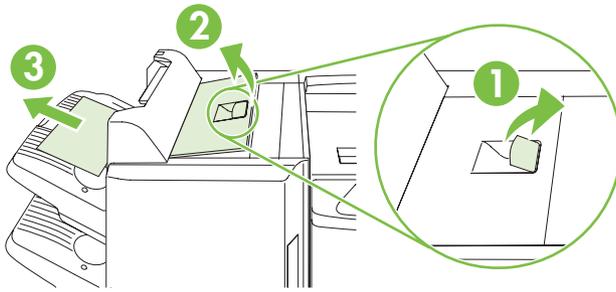
3. Close the top cover of the finishing device.
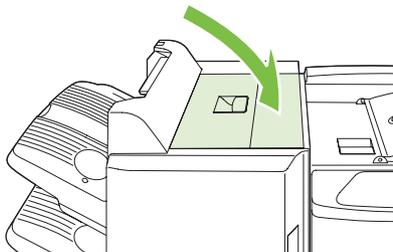
4. Lift the swing guide panel in the output bin. If you can see any jammed paper, gently pull it out.
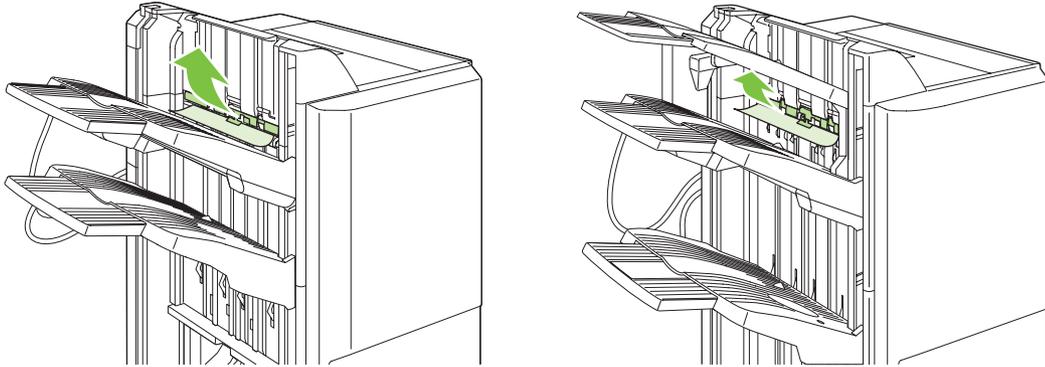
Clear jams in the booklet maker

1. If the paper is visible in the booklet output bin, gently pull the paper to remove it.
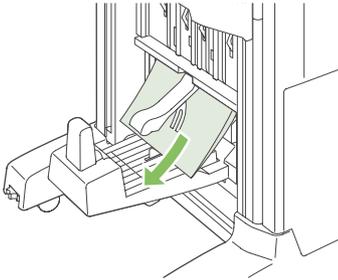
2. Open the front door of the booklet maker.
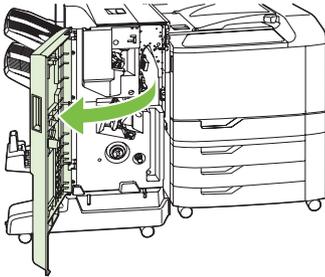
3. Push the upper delivery guide to the right, and remove any jammed paper.
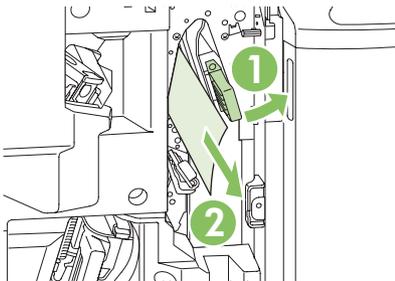
4. Push the lower delivery guide to the right, and remove any jammed paper.

www.datasheet4u.com
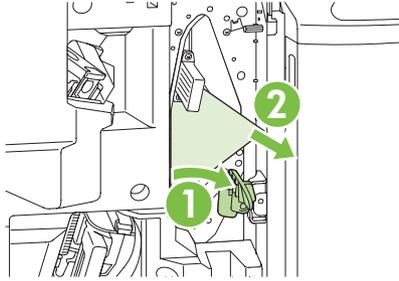
5. The positioning knob is the smaller, green dial on the right. Turn the positioning knob counterclockwise.
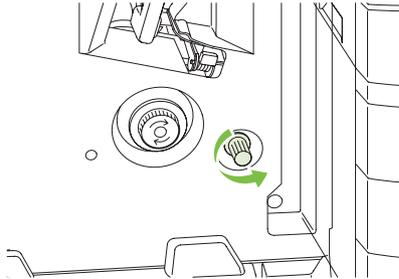
6. The jam-release knob is the larger, green dial on the left. Push in the jam-release knob, and then turn it clockwise to move any jammed paper into the output bin.
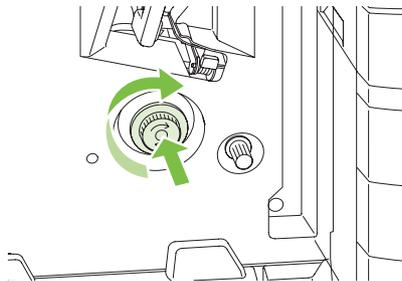
7. Close the front door of the booklet maker.

Clear staple jams

Clear staple jams in the main stapler

The HP 3-bin Stapler/Stacker and the HP Booklet maker/Finisher Accessory each have a main stapler, which is located near the top of the finishing device.

1. Open the front door of the finishing device.
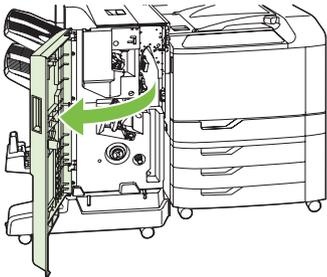
2. To remove the staple cartridge, pull up on the green handle and pull out the staple cartridge.
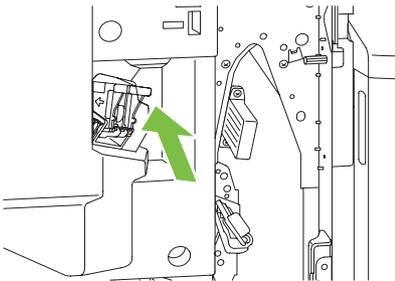
3. Lift up on the small lever at the back of the staple cartridge.
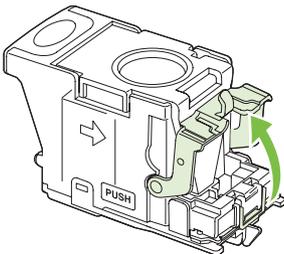
4. Remove the damaged staples that protrude from the staple cartridge. Remove the entire sheet of staples that the damaged staples were attached to.
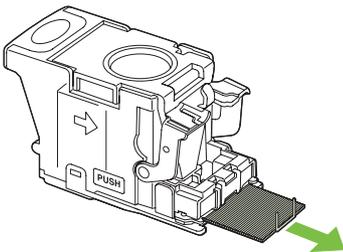
5. Close the lever at the back of the staple cartridge. Be sure that it snaps into place.
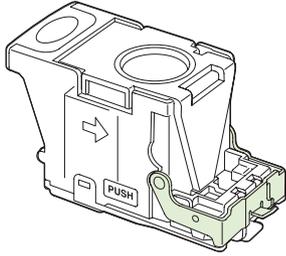
6. Reinsert the staple cartridge into the finishing device, and push down on the green handle until it snaps into place.
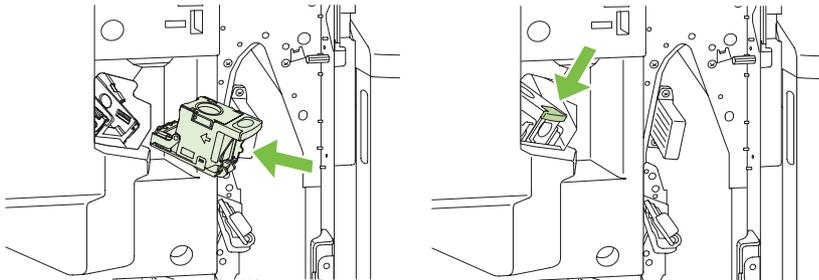
7. Close the front cover of the finishing device.
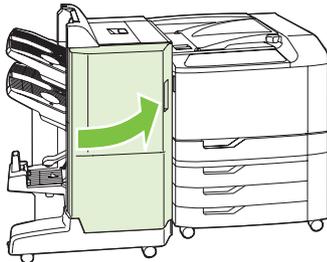
Clear staple jams in the booklet maker

The booklet maker has an additional saddle stitch stapler that is below the main stapler. The saddle stitch stapler has two staple cartridges.

1. Open the front door of the booklet maker.
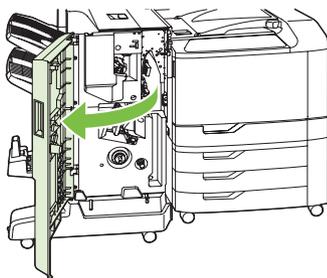
2. Push the upper delivery guide to the right, and remove any jammed paper.

3. Grasp the blue handle for the stapler carriage and pull it straight out.
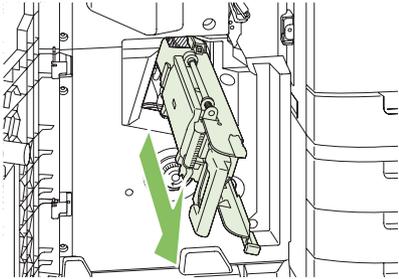
4. Grasp the handle of the blue staple cartridge unit and pull it toward you, then swing the staple cartridge unit into an upright position.
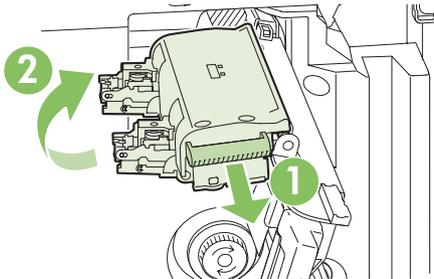
5. Check each staple cartridge for jammed staples.

    a. On each staple cartridge, press down on the green plastic tabs while lifting the jam clearance plate.

    △ **CAUTION:** Do not place your fingers or hands underneath the staple cartridge during this procedure.
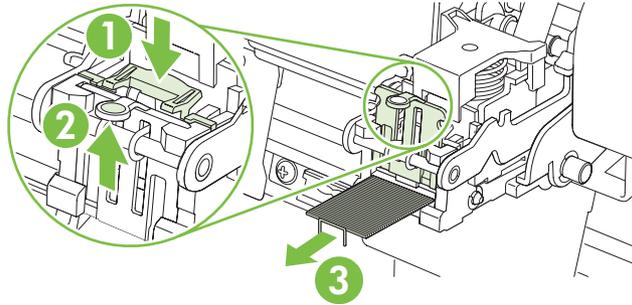
    b. Remove any jammed staples. Remove any damaged staples and the entire sheet of staples that the damaged staples were attached to.

    c. Press down on the jam clearance plate to close it.

    △ **CAUTION:** Do not place your fingers or hands underneath the staple cartridge during this procedure.
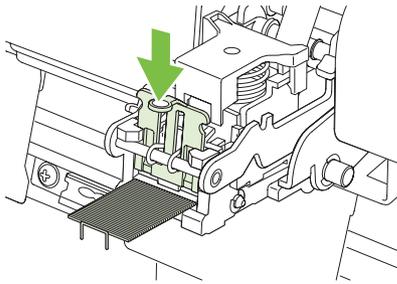
6. Pull the staple cartridge unit forward, and swing it downward to the original position. Push in on the handle to lock it into position.
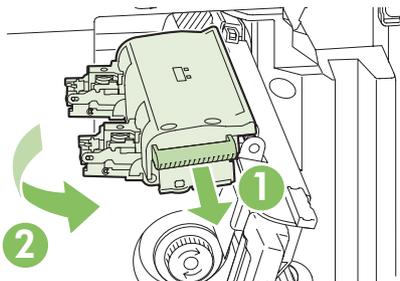
7. Push the staple carriage back into the booklet maker.
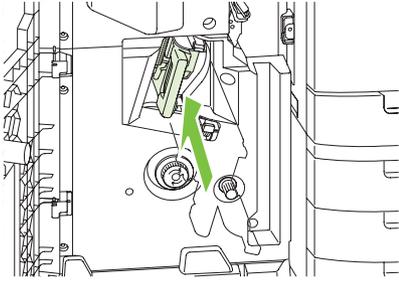
8. Close the front door of the booklet maker.
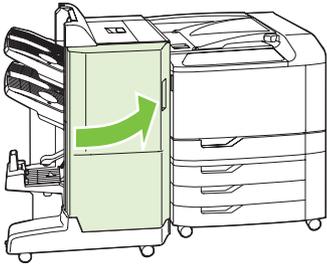
Jam recovery

This product provides a jam recovery feature that reprints jammed pages. The following options are available:

- **AUTO** — The product attempts to reprint jammed pages when sufficient memory is available.

- **OFF** — The product does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.

  📝 **NOTE:** When using this option, if the product runs out of paper and the job is being printed on both sides, some pages can be lost.

- **ON** — The product always reprints jammed pages. Additional memory is allocated to store the last few pages printed. This might cause overall performance to suffer.

Set the jam recovery feature

1. Press Menu.

2. Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and press the checkmark button ✓.

3. Press the down arrow ▼ to highlight **SYSTEM SETUP**, and press the checkmark button ✓.

4. Press the down arrow ▼ to highlight **JAM RECOVERY**, and press the checkmark button ✓.

5. Press the down arrow or up arrow ▼/▲ to highlight the appropriate setting, and press the checkmark button ✓.

6. Press Menu to return to the **READY** state.

Paper-handling problems

Use only paper that meets the specifications outlined in the *HP LaserJet Printer Family Print Media Guide*.

Product feeds multiple sheets

Product feeds multiple sheets

Cause	Solution
The input tray is overfilled. Open the tray and verify that the paper stack is below the maximum stack height mark.	Remove excess paper from the input tray.
Print paper is sticking together.	Remove paper, flex it, rotate it 180 degrees or flip it over, and then reload it into the tray. **NOTE:** Do not fan paper. Fanning can cause static electricity, which can cause paper to stick together.
Paper does not meet the specifications for this product.	Use only paper that meets HP paper specifications for this product.
Trays are not properly adjusted.	Make sure that the paper guides match the size of paper being used.

Product feeds incorrect page size

Product feeds incorrect page size

Cause	Solution
The correct size paper is not loaded in the input tray.	Load the correct size paper in the input tray.
The correct size paper is not selected in the software program or printer driver.	Confirm that the settings in the software program and printer driver are correct, because the software program settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings. For more information, see Change printer-driver settings for Windows on page 53 or Change printer-driver settings for Macintosh on page 60.
The correct size paper for the tray is not selected in the product control panel.	From the control panel, select the correct size paper for the tray.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the paper guides are touching the paper.

Product pulls from incorrect tray

Product pulls from incorrect tray

Cause	Solution
You are using a driver for a different product.	Use a driver for this product.
The specified tray is empty.	Load paper in the specified tray.

Product pulls from incorrect tray

Cause	Solution
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Paper does not feed automatically

Paper does not feed automatically

Cause	Solution
Manual feed is selected in the software program.	Load Tray 1 with paper, or, if the paper is loaded, press the checkmark button ✓.
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper into the input tray.
Paper from a previous jam has not been completely removed.	Open the product and remove any paper in the paper path.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the rear and width paper guides are touching the paper.
The manual-feed prompt is set to **ALWAYS**. The product always prompts for manual feed, even if the tray is loaded.	Open the tray, reload the media, and then close the tray. Or, change the manual-feed prompt setting to **UNLESS LOADED**, so that the product prompts for manual feed only when the tray is empty.
The **USE REQUESTED TRAY** setting on the product is set to **EXCLUSIVELY**, and the requested tray is empty. The product will not use another tray.	Load the requested tray. Or, change the setting from **EXCLUSIVELY** to **FIRST** on the **CONFIGURE DEVICE** menu. The product can use other trays if no media is loaded in the specified tray.

Paper does not feed from Tray 2, 3, 4, or 5

Paper does not feed from Tray 2, 3, 4, or 5

Cause	Solution
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper in the input tray.
The correct paper type for the input tray is not selected in the product control panel.	From the product control panel, select the correct paper type for the input tray.
Paper from a previous jam has not been completely removed.	Open the product and remove any paper in the paper path. Closely inspect the fuser area for jams.
None of the optional trays appear as input tray options.	The optional trays only display as available if they are installed. Verify that any optional trays are correctly installed. Verify that

Cause	Solution
	the printer driver has been configured to recognize the optional trays.
An optional tray is incorrectly installed.	Print a configuration page to confirm that the optional tray is installed. If not, verify that the tray is correctly attached to the product.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Transparencies or glossy paper will not feed

Transparencies or glossy paper will not feed

Cause	Solution
The correct paper type is not specified in the software or printer driver.	Verify that the correct paper type is selected in the software or printer driver.
The input tray is overfilled.	Remove excess paper from the input tray. Do not load more than 200 sheets of glossy paper or glossy film, or more than 100 transparencies in Tray 2, 3, 4, or 5. Do not exceed the maximum stack height marks for Tray 1.
Paper in another input tray is the same size as the transparencies, and the product is defaulting to the other tray.	Make sure that the input tray containing the transparencies or glossy paper is selected in the software program or printer driver. Use the product control panel to configure the tray to the paper type loaded.
The tray containing the transparencies or glossy paper is not configured correctly for type.	Make sure that the input tray containing the transparencies or glossy paper is selected in the software program or printer driver. Use the product control panel to configure the tray to the paper type loaded.
Transparencies or glossy paper might not meet supported paper specifications.	Use only paper that meets the HP paper specifications for this product.
High-humidity environments may cause glossy paper not to feed, or to feed too many sheets.	Print glossy paper from Tray 2, 3, 4, or 5 for best results. Avoid printing glossy paper in high humidity conditions. When printing glossy paper, removing the paper from the wrapper and letting it rest for a few hours can improve feeding into the product. However, letting paper rest in humid environments may also cause blisters.

△ **CAUTION:** HP Color Laser Presentation Paper, Glossy (Q2546A) is not supported with this product. Using this type of paper can cause a fuser jam that might require the replacement of the fuser. Two recommended alternatives are HP Color LaserJet Presentation Paper, Soft Gloss (Q6541A) and HP Color LaserJet Brochure Paper, Glossy (Q6611A, Q6610A). For a list of supported paper types, see Supported paper types on page 89.

Envelopes jam or will not feed in the product

Envelopes jam or will not feed in the product

Cause	Solution
Envelopes are loaded in an unsupported tray. Only Tray 1 can feed envelopes.	Load envelopes into Tray 1.
Envelopes are curled or damaged.	Try using different envelopes. Store envelopes in a controlled environment.
Envelopes are sealing because the moisture content is too high.	Try using different envelopes. Store envelopes in a controlled environment.
Envelope orientation is incorrect.	Verify that the envelope is loaded correctly.
This product does not support the envelopes being used.	Refer to the *HP LaserJet Printer Family Print Media Guide*.
Tray 1 is configured for a size other than envelopes.	Configure Tray 1 size for envelopes.

Output is curled or wrinkled

Output is curled or wrinkled

Cause	Solution
Paper does not meet the specifications for this product.	Use only paper that meets the HP paper specifications for this product.
Paper is damaged or in poor condition.	Remove paper from the input tray and load paper that is in good condition.
Product speed needs to be reduced.	Set the **PAPER CURL** option in the Print Quality menu to **REDUCED** to decrease full speed to 10 ppm (instead of 40 ppm) and 3/4 speed to 7.5 ppm (instead of 30 ppm).
Product is operating in an excessively humid environment.	Verify that the printing environment is within humidity specifications.
You are printing large, solid-filled areas.	Large, solid-filled areas can cause excessive curl. Try using a different pattern.
Paper used was not stored correctly and might have absorbed moisture.	Remove paper and replace it with paper from a fresh, unopened package.
Paper has poorly cut edges.	Remove paper, flex it, rotate it 180 degrees or turn it over, and then reload it into the input tray. Do not fan paper. If the problem persists, replace the paper.
The specific paper type was not configured for the tray or selected in the software.	Configure the software for the paper (see the software documentation). Configure the tray for the paper, see Load paper and print media on page 92.
The paper has previously been used for a print job.	Do not re-use paper.

Product will not duplex or duplexes incorrectly

Product will not duplex (print 2-sided jobs) or duplexes incorrectly

Cause	Solution
You are trying to duplex on unsupported paper.	Verify that the paper is supported for duplex printing.
The printer driver is not set up for duplex printing.	Set up the printer driver to enable duplex printing.
The first page is printing on the back of preprinted forms or letterhead.	Load preprinted forms and letterhead in Tray 1 with the letterhead or printed side down, with the top of the page toward the back of the product. For Tray 2, 3, 4 and 5, load the paper printed side up with the top of the page toward the back of the product.
The product model does not support automatic 2-sided printing.	The HP Color LaserJet CP6015n does not support automatic 2-sided printing.
The product configuration is not set for duplexing.	In Windows, run the automatic configuration feature: 1. Click the **Start** button, point to **Settings**, and then click **Printers** (for Windows 2000) or **Printers and Faxes** (for Windows XP). 2. Right-click the HP product icon, and then click **Properties** or **Printing Preferences**. 3. Click the **Device Settings** tab. 4. Under **Installable Options**, click **Update Now** in the **Automatic Configuration** list.

Understand lights on the formatter

Three LEDs on the formatter indicate that the product is functioning correctly.
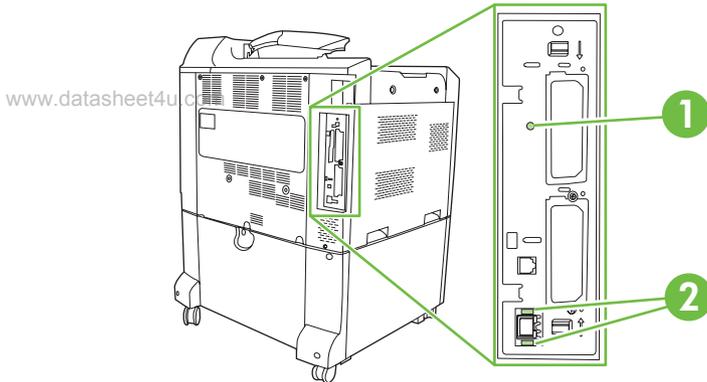
1	Heartbeat LED
2	HP Jetdirect LEDs

HP Jetdirect LEDs

The embedded HP Jetdirect print server has two LEDs. The yellow LED indicates network activity, and the green LED indicates the link status. A blinking yellow LED indicates network traffic. If the green LED is off, a link has failed.

For link failures, check all of the network cable connections. In addition, you can try to manually configure the link settings on the embedded print server by using the product control-panel menus.

1. Press Menu.

2. Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight **I/O**, and then press checkmark button ✓.

4. Press the down arrow ▼ to highlight **EMBEDDED JETDIRECT MENU**, and then press the checkmark button ✓.

5. Press the down arrow ▼ to highlight **LINK SPEED**, and then press the checkmark button ✓.

6. Select the appropriate link speed, and then press the checkmark button ✓.

Heartbeat LED

The heartbeat LED indicates that the formatter is functioning correctly. While the product is initializing after you turn it on, the LED blinks rapidly, and then turns off. When the product has finished the initialization sequence, the heartbeat LED pulses on and off.

If the heartbeat LED is off, the formatter might have a problem. Contact an HP-authorized service or support provider. See the HP support flyer, or go to www.hp.com/go/cljcp6015_firmware.

Solve image quality problems

This section helps you define print quality problems and what to do to correct them. Often print quality problems can be handled easily by making sure that the product is properly maintained, using paper that meets HP specifications, or running a cleaning page.

Example print quality problems

Some print quality problems arise from use of inappropriate paper.

- Use paper that meets HP paper specifications.

- The surface of the paper is too rough. Use paper that meets HP paper specifications.

- The printer driver setting or paper tray setting might be incorrect. Be sure that you have configured the paper tray at the product control panel and have also selected the correct driver setting for the paper that you are using.

- The print mode might be set incorrectly, or the paper might not meet recommended specifications.

- The transparencies you are using are not designed for proper toner adhesion. Use only transparencies designed for HP Color LaserJet products.

- The moisture content of the paper is uneven, too high, or too low. Use paper from a different source or from an unopened ream of paper.

- Some areas of the paper reject toner. Use paper from a different source or from an unopened ream of paper.

- The letterhead you are using is printed on rough paper. Use a smoother, xerographic paper. If this solves your problem, consult with the printer of your letterhead to verify that the paper used meets the specifications for this product.

- Several optimize print modes can be used to address print quality issues. See Print Quality menu on page 22.

Repetitive defects ruler

If defects repeat at regular intervals on the page, use this ruler to identify the cause of the defect. Place the top of the ruler at the first defect. The marking that is beside the next occurrence of the defect indicates which component needs to be replaced.

(0)

(36mm)
(40mm)

(50mm)

(71mm)

(82mm)

(94mm)

(144mm)
(148mm)
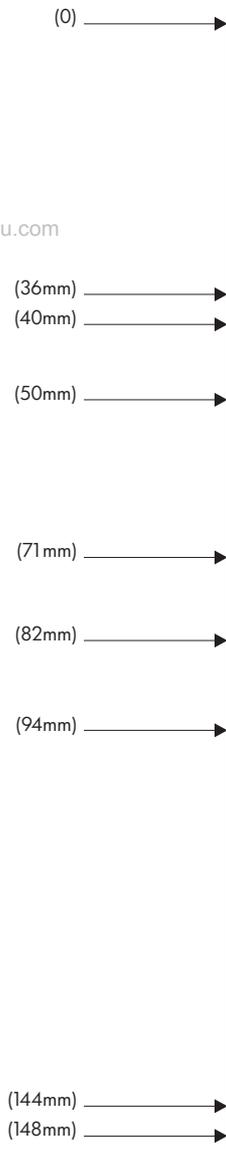
36 mm	Developer roller in an image drum.
	The print quality defect will be in one of the four image drums (image drum).
40 mm	Charge roller in an image drum.
	The print quality defect will be spots or dots sometimes caused when feeding labels and will be in one of the four image drums (image drum).
50 mm	Transfer 1 roller in the transfer unit (transfer kit).
71 mm	Transfer 2 roller in the roller kit (transfer kit).
82 mm	Tension in the transfer unit (transfer kit).
94 mm	Image drum.
	The print quality defect will be in one of the four image drums (image drum).

| 144 mm | Pressure roller in the fuser (fuser kit). |
| 148 mm | Fusing roller in the fuser (fuser kit). |

To identify if the image drum is the problem, insert an image drum from another HP Color LaserJet CP6015 series, if one is available, before ordering a new image drum.

If the defect repeats at 94.0 mm (3.75 inch) intervals, try replacing the image drum before replacing the fuser.

Overhead transparency defects

Overhead transparencies might display any of the image quality problems that any other type of paper could display, as well as defects specific to transparencies. In addition, because transparencies are pliable while in the print path, they are subject to being marked by the paper-handling components.

NOTE: Allow transparencies to cool at least 30 seconds before handling them.

- On the printer driver's **Paper** tab, select **Transparency** as the paper type. Also, make sure that the tray is correctly configured for transparencies.

- Check that the transparencies meet the specifications for this product.

- If transparencies are sticking together in the output bin, set **MEDIA TEMP** to **REDUCED** from the print quality menu. See Use manual print modes on page 243.

- Handle transparencies by the edges. Skin oil on the surface of transparencies can cause spots and smudges.

- Small, random dark areas on the trailing edge of solid fill pages might be caused by transparencies sticking together in the output bin. Try printing the job in smaller batches.

- If the selected colors are undesirable when printed, select different colors in the software program or printer driver.

- If you are using a reflective overhead projector, use a standard overhead projector instead.

Print quality problems associated with the environment

If the product is operating in excessively humid or dry conditions, verify that the printing environment is within specifications. See Environmental specifications on page 269. Several optimization modes can also help with environmental conditions. See Use manual print modes on page 243.

Print quality problems associated with jams

- Make sure that all paper is cleared from the paper path.

- If the product recently jammed, print two to three pages to clean the product.

- The paper does not pass through the fuser, causing image defects to appear on subsequent documents. Print two to three pages to clean the product.

Optimize and improve image quality

The following procedures can be used to solve most image quality problems.

If following the procedures do not improve print quality, go to www.hp.com/support/cljcp6015.

Use supported paper

Using unsupported paper or other media in the product can cause a wide variety of image quality problems. For a list of supported paper types, see Supported paper types on page 89.

Calibrate the product

Calibration is a product function that optimizes print quality. If you experience any image-quality problems, calibrate the product.

1. Press Menu.

2. Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight **PRINT QUALITY**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight **FULL CALIBRATE NOW**, and then press the checkmark button ✓.

If this calibration procedure does not fix the image quality problems, perform the following additional calibration procedure.

1. Press Menu.

2. Press the down arrow ▼ to highlight **CONFIGURE DEVICE**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight **PRINT QUALITY**, and then press the checkmark button ✓.

4. Press the down arrow ▼ to highlight **CALIBRATE NEUTRALS**, and then press the checkmark button ✓.

Specify the correct paper type

NOTE: The steps can vary; this procedure is most common.

When you load a different paper type into the product, specify the type of paper you are using.

1. After loading the paper tray, specify the paper type at the control panel by using the control panel buttons. For more information, see Load Trays 2, 3, 4, or 5 on page 93. Use the table below to aid in selecting the best paper type. The same type is then selected in the printer driver at the time of printing.

2. When you send a print job from your computer, on the **File** menu in the software program, click **Print**.

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

4. Select the **Paper/Quality** tab.

5. In the **Paper Type** drop-down box, select **More...** and then select the paper type that best matches the paper that is loaded in the product.

   If you are using the HP Color LaserJet CP6015 PCL 6 printer driver, select the **General Everyday Printing** shortcut and select **Paper Type**. If you are using the HP Universal Printing PS driver, select the **Paper/Quality** tab and then select **Paper Type**.

6. Select the paper type that best matches the paper that is loaded in the product.

Use the table below to help select the best type in the driver. The table maps the default settings for specific paper types to the types that are listed in the driver and on the product control panel. For example, if you are using glossy paper that is 125 g/m^2, the type that would be selected in the printer driver is XHVY Glossy 131-175 g/m^2.

Standard paper types and weights	Paper types that can be selected from the printer driver and control panel
● Normal	Unspecified
● Heavy 1	
● Heavy 2	
● Heavy 3	
● Glossy 1	
● Glossy 2	
● Glossy 3	
● Gloss Film	
● OHT	
Light 1 60-74 g/m^2	Light 60-74 g/m^2
Normal 75-90 g/m^2	Intermediate 85-95 g/m^2
Heavy 1 91-120 g/m^2	Heavy 111-130 g/m^2
Heavy 2 121-163 g/m^2	Extra Heavy 131-175 g/m^2
Heavy 3 164-220 g/m^2	Cardstock 176-220 g/m^2
Gloss 1 91-120 g/m^2	HVY Glossy 111-130 g/m^2
Gloss 2 121-160 g/m^2	XHVY Glossy 131-175 g/m^2
Gloss 3 161-220 g/m2	Card Glossy 176-220 g/m^2
Gloss Film	HP Tough Paper
OHT	Color Laser Transparency
Label	Labels
Envelope	Envelope
Envelope 2	Heavy Envelope
Designated 1 60-90 g/m^2	Rough
Designated 2 >91 g/m^2	Heavy Rough

Clean the fuser

Run the device cleaning page to keep the fuser free of toner and paper particles that can sometimes accumulate. Accumulation of toner and particles can cause specks to appear on the front or back side of your print jobs.

HP recommends that you use the cleaning page when there is a print quality issue.

A **CLEANING** message appears on the product control panel display while the cleaning is taking place.

In order for the cleaning page to work correctly, print the page on copier-grade paper (not bond, heavy, or rough paper). A blank page will be printed when the task is complete. Discard the page.

Create and use the cleaning page

1. Press MENU.

2. Press the up arrow or down arrow ▲/▼ to select **CONFIGURE DEVICE**, and then press the checkmark button ✓.

3. Press the up arrow or down arrow ▲/▼ to scroll to **PRINT QUALITY**, and then press the checkmark button ✓.

4. Press the up arrow or down arrow ▲/▼ to scroll to **PROCESS CLEANING PAGE**, and then press the checkmark button ✓.

5. Discard the printed page. The task is complete.

Respond to control panel error messages

If you see a **54.ERROR <XX>** message in the event log, you might need to perform some maintenance on the product to avoid more errors and to solve print quality problems.

1. Open and then close the right door of the product to log a **54.ERROR <XX>** as the latest event in the event log.

2. Press Menu.

3. Press the down arrow ▼ to highlight **INFORMATION**, and then press the checkmark button ✓.

4. Press down arrow ▼ to highlight **DIAGNOSTICS**, and then press the checkmark button ✓.

5. Press the down arrow ▼ to highlight **PRINT EVENT LOG**, and then press the checkmark button ✓.

6. Find the most recent event in the log.

   - If the event is a **54.OE.01 MEDIA SENSOR** event, a service technician needs to replace the registration second transfer assembly. Contact HP Support at www.hp.com/support/cljcp6015 and provide them with this error code.

   - If the event is a **54.OE.02 MEDIA SENSOR** event, you need to replace the product transfer kit. Contact HP Support at www.hp.com/support/cljcp6015 and provide them with this error code.

   - If the event is a **54.OE.03 MEDIA SENSOR** event, you need to clean the registration second transfer assembly and the media sensor using the following procedure.

Clean the registration second transfer assembly

1. Open the right door.
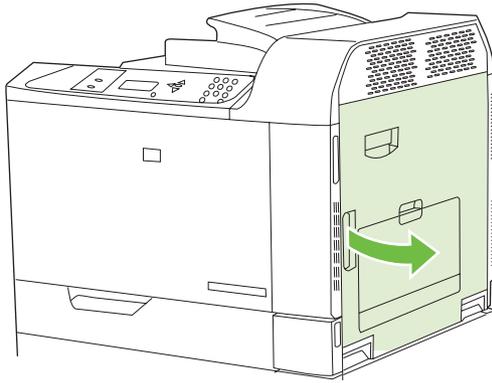
2. Locate and remove the cleaning brush.
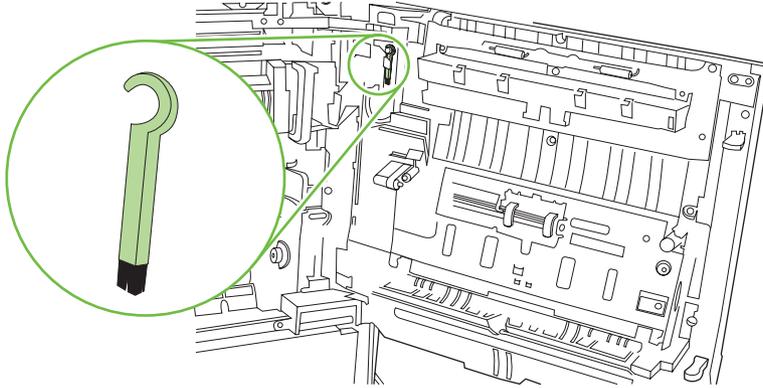
3. Lift the green handle on the transfer-access panel and open the panel.
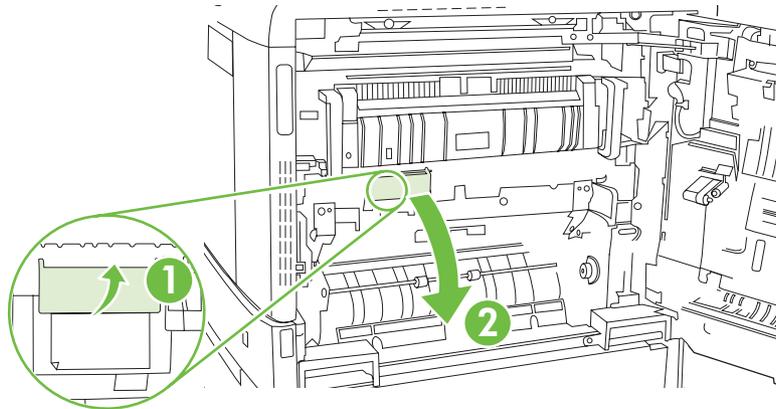
4. Clean the media sensor with the cleaning brush.
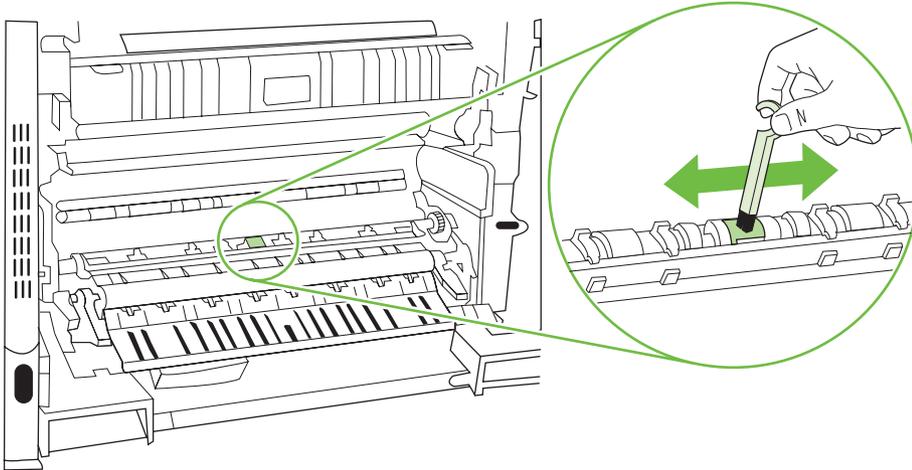
5. Close the transfer access panel, and replace the cleaning brush in its holder.
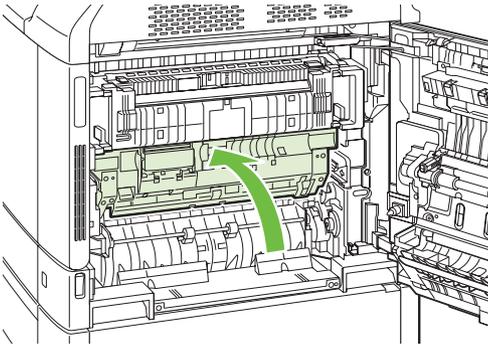
6. Close the right door.
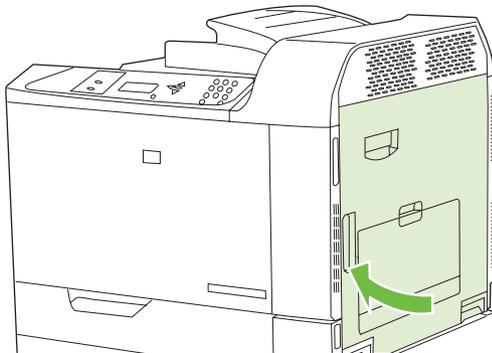
Use manual print modes

Try the following manual print modes to see if they solve the image quality problems. These options can be found in the Optimize sub-menu under the control panel Print Quality menu. See .

- **PAPER CURL**: The **REDUCED** setting decreases full speed to 10 PPM (instead of 40 PPM) and 3/4 speed to 7.5 PPM (instead of 30 PPM) in order to reduce paper curl problems.

- **PRE-ROTATION**: Set this feature to **ON** if horizontal streaks appear on pages. Using this feature increases the warmup time for the product.

- **FUSER TEMP**: If you are seeing a faint image of the page repeated at the bottom of the page or on the following page, you should first make sure the Paper Type and Print Mode settings are correct for the type of paper you are using. If you continue to see ghost images on your print jobs, set the Fuser Temp feature to one of the Alternate settings . Try the **ALTERNATE 1** setting first and see if it solves the problem. If you continue to see the problem, try **ALTERNATE 2** and then **ALTERNATE 3**. With the **ALTERNATE 2** and **ALTERNATE 3** settings you may see an extra delay between jobs.

- **TRAY 1**: Set the mode to **ALTERNATE** if you are seeing marks on the back side of the paper when printing from Tray 1. This increases the frequency of the cleaning cycle.

- **GLOSS MODE**: Set this feature to **HIGH** for glossy print jobs, such as photos, if you notice the gloss finish decreasing after the first page is printed.

- **LIGHT MEDIA**: Set this feature to **ON** if you are frequently seeing Fuser Delay Jam or Fuser Wrap Jam messages, especially when printing on light-weight paper or on jobs with heavy toner coverage.

- **MEDIA TEMP**: Set this feature to **REDUCED** if you are having problems with paper sticking together in the output bin.

- **ENVIRONMENT**: Optimizes performance in extreme low temperature environments. Set this feature to **ON** if the product is operating in a low-temperature environment and you are having problems with print quality such as blisters in the printed image.

- **LINE VOLTAGE**: Optimizes performance in low-voltage conditions. Set this feature to **ON** if the product is operating in a low-voltage environment and you are having problems with print quality such as blisters in the printed image.

- **CLEANING FREQUENCY**: If you are seeing defects in the printed output that repeat at 38 mm (1.5 inch) intervals, set this feature to **ALTERNATE**. This feature increases the frequency at which the C roller is cleaned. Setting this feature to **ALTERNATE** might also reduce printing speed and increase the frequency of consumable replacement.

- **D-BLADE BIAS**: If you are seeing short white vertical lines in the printed output, set this feature to **ALTERNATE**. The **ALTERNATE** setting might also cause dark spots in the printed output, so be sure to test this setting on a few print jobs.

- **WASTE BIN**: Set this feature to **ALTERNATE** if you are seeing lengthwise toner streaks in your printed output, especially in jobs with low toner coverage.

- **BACKGROUND**: Turn this feature on if pages are printing with a shaded background. Using this feature can reduce gloss levels.

- **HEAVY MODE**: Sets speed to **30 PPM** or **24 PPM** in order to better feed heavy paper.

- **PRE-ROTATION**: Turn this feature **ON** if horizontal streaks appear on pages. Using this feature increases the warm-up time for the device.

- **TRACKING CONTROL**: Improves color stability by adjusting the bias voltage. Make sure this mode is set to **ON**.

Print-quality-troubleshooting pages

Use the built-in print-quality-troubleshooting pages to help diagnose and solve print-quality problems.

1. Press Menu.

2. Press the down arrow ▼ to highlight **DIAGNOSTICS**, and then press the checkmark button ✓.

3. Press the down arrow ▼ to highlight **PQ TROUBLESHOOTING**, and then press the checkmark button ✓ to print the pages.

The product returns to the **READY** state after printing the print-quality-troubleshooting pages. Follow the instructions on the pages that print out.

Performance problems

Problem	Cause	Solution
Pages print but are totally blank.	The sealing tape might still be in the print cartridges.	Verify that the sealing tape has been completely removed from the print cartridges.
	The document might contain blank pages.	Check the document that you are printing to see if content appears on all of the pages.
	The product might be malfunctioning.	To check the product, print a Configuration page.
Pages print very slowly.	Heavier media types can slow the print job.	Print on a different type of media.
	Complex pages can print slowly.	Proper fusing may require a slower print speed to ensure the best print quality.
	If printed in large batches, narrow paper can slow the print job.	Print on a different paper size or in smaller batches.
Pages did not print.	The product might not be pulling media correctly.	Make sure paper is loaded in the tray correctly.
		If the problem persists, you might need to replace the pickup rollers and the separation pad. See Customer support on page 262.
	The media is jamming in the device.	Clear the jam. See Jams on page 198.
	The USB cable might be defective or incorrectly connected.	● Disconnect the USB cable at both ends and reconnect it.
		● Try printing a job that has printed in the past.
		● Try using a different USB cable.
	Other devices are running on your computer.	The product might not share a USB port. If you have an external hard drive or network switchbox that is connected to the same port as the product, the other device might be interfering. To connect and use the product, you must disconnect the other device or you must use two USB ports on the computer.

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Solve network connectivity problems

If the product is having problems communicating with the network, use the information in this section to resolve the problem.

Solve network printing problems

> 📝 **NOTE:** HP recommends that you use the product CD to install and set up the product on a network.

- Make sure that the network cable is securely seated into the product's RJ45 connector.

- Make sure that the Link LED on the formatter is lit. See Understand lights on the formatter on page 234.

- Make sure that the I/O card is ready. Print a configuration page (see Information pages on page 138). If an HP Jetdirect print server is installed, printing a configuration page also prints a second page that shows the network settings and status.

> 📝 **NOTE:** The HP Jetdirect print server supports various network protocols (TCP/IP, IPX/SPX, Novell NetWare, AppleTalk, and DCL/LLC). Make sure that the correct protocols and network parameters are set correctly.

  On the HP Jetdirect configuration page, verify the following items for your protocol:

  ○ Under HP Jetdirect Configuration, the status is "I/O Card Ready."

  ○ Protocol status is "Ready."

  ○ An IP address is listed.

  ○ The configuration method (Config by:) is listed correctly. See the network administrator if you are not sure which method is correct.

- Try printing the job from another computer.

- To verify that a product works with a computer, use a USB cable to connect it directly to a computer. You will have to reinstall the printing software. Print a document from a program that has printed correctly in the past. If this works, a problem with the network might exist.

- Contact your network administrator for assistance.

Verify communication over the network

If the HP Jetdirect configuration page shows an IP address for the product, use this procedure to verify that you can communicate with the product over the network.

1. **Windows**: Click **Start**, click **Run**, and then type `cmd`. An MS-DOS command prompt opens.

   -or-

   Mac: Click **Applications**, click **Utilities**, and then open the Terminal application. The terminal window opens.

2. Type `ping` followed by the IP address. For example, type `ping XXX.XXX.XXX.XXX` where "XXX.XXX.XXX.XXX" is the IPv4 address that is shown on the HP Jetdirect configuration page. If the product is communicating over the network, the response is a list of replies from the product.

3. Verify that the IP address is not a duplicate address on the network by using the address resolution protocol (arp -a) command. At the prompt, type `arp -a`. Find the IP address in the list and compare its physical address to the hardware address that is listed on the HP Jetdirect configuration page in the section called HP Jetdirect Configuration. If the addresses match, all network communications are valid.

4. If you cannot verify that the product is communicating over the network, contact the network administrator.

Product software problems

Problem	Solution
A printer driver for the product is not visible in the **Printer** folder	• Reinstall the product software. **NOTE:** Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon, and select **Close** or **Disable**. • Try plugging the USB cable into a different USB port on the computer.
An error message was displayed during the software installation	• Reinstall the product software. **NOTE:** Close any applications that are running. To close an application that has an icon in the task bar, right-click the icon, and select **Close** or **Disable**. • Check the amount of free space on the drive where you are installing the product software. If necessary, free up as much space as you can, and reinstall the product software. • If necessary, run the Disk Defragmenter, and reinstall the product software.
The product is in Ready mode, but nothing prints	• Print a Configuration page, and verify the product functionality. • Verify that all of the cables are correctly seated and within specifications. This includes the USB and power cables. Try a new cable.

Solve common Macintosh problems

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

Table 12-2 Problems with Mac OS X

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

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

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

Cause	Solution
The product might not be ready.	Make sure that the cables are connected correctly, the product is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The wrong connection type might be selected.	Make sure that USB, IP Printing, or Rendezvous/Bonjour is selected, depending on the type of connection that exists between the product and the computer.
The wrong product name, IP address, or Rendezvous/Bonjour host name is being used.	Print a configuration page in order to check the product name, IP address, or Rendezvous host name. Verify that the name, IP address, or Rendezvous host name on the configuration page matches the product name, IP address, or Rendezvous host name in the Print Center or Printer Setup Utility.
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

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

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

Table 12-2 Problems with Mac OS X (continued)

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

Cause	Solution
The Postscript Printer Description (PPD) file is corrupt.	Delete the PPD file from the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where <lang> is the two-letter language code for the language that you are using. Reinstall the software. See the getting started guide for instructions.
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 product that you wanted.

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

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

Cause	Solution
This problem occurs with some programs.	● Try downloading the fonts that are contained in the EPS file to the product before printing. ● Send the file in ASCII format instead of binary encoding.

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

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

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

Cause	Solution
This problem is caused by either a software or a hardware component.	**Software troubleshooting** ● Check that your Macintosh supports USB. ● Verify that your Macintosh operating system is Mac OS X v10.1 or later. ● Ensure that your Macintosh has the appropriate USB software from Apple.

Table 12-2 Problems with Mac OS X (continued)

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

Cause	Solution
	Hardware troubleshooting
	● Check that the product 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.

A Supplies and accessories

- Order parts, accessories, and supplies
- Part numbers

Order parts, accessories, and supplies

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

- [Order directly from HP](#)
- [Order through service or support providers](#)
- [Order directly through the embedded Web server (for printers that are connected to a network)](#)
- [Order directly through the HP Easy Printer Care software](#)

Order directly from HP

You can obtain the following items directly from HP:

- **Replacement parts:** To order replacement parts in the U.S., go to www.hp.com/go/hpparts. Outside the United States, order parts by contacting your local authorized HP service center.

- **Supplies and accessories:** To order supplies in the U.S., go to www.hp.com/go/ljsupplies. To order supplies and accessories worldwide, go to www.hp.com/ghp/buyonline.html.

Order through service or support providers

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

Order directly through the embedded Web server (for printers that are connected to a network)

Use the following steps to order printing supplies directly through the embedded Web server.

1. In the Web browser on the computer, type the IP address or host name of the device. The status window opens.

2. In the **Other links** area, double-click **Order Supplies**. This provides a URL for a site from which you can purchase consumables.

3. Select the part numbers that you want to order, and follow the instructions on the screen.

Order directly through the HP Easy Printer Care software

HP Easy Printer Care software is a printer management tool designed to make printer configuration, monitoring, supplies ordering, troubleshooting, and updating as simple and efficient as possible. For more information about HP Easy Printer Care software, go to www.hp.com/easyprintercare.

Part numbers

Ordering information and availability might change during the life of the product.

Accessories

Item	Description	Part number
HP Color LaserJet 1 x 500 Paper Feeder	500-sheet paper feeder and cabinet	CB473A
HP Color LaserJet 3 x 500 Paper Feeder	3-drawer (500 sheets each) paper feeder and cabinet	CB474A
HP 3-bin Stapler/Stacker Accessory	3-bin stapler/stacker with output accessory bridge unit	Q6998A
HP 3-bin Stapler/Stacker or HP Booklet Maker/Finisher staple cartridge (upper cartridge on HP Booklet Maker/Finisher)	5000-staple replacement cartridge	C8091A
HP Booklet Maker/Finisher Accessory	Booklet maker finisher with output accessory bridge unit	Q6999A
HP Booklet Maker/Finisher saddle-stitch staple cartridge (lower cartridge)	2000-staple replacement cartridge	CC383A

Print cartridges

Item	Description	Part number
HP Color LaserJet black print cartridge	17,000-page black cartridge	CB380A
HP Color LaserJet cyan print cartridge	17,000-page cyan cartridge	CB381A
HP Color LaserJet yellow print cartridge	17,000-page yellow cartridge	CB382A
HP Color LaserJet magenta print cartridge	17,000-page magenta cartridge	CB383A

Image drums

Item	Description	Part number
HP Color LaserJet black image drum		CB384A
HP Color LaserJet cyan image drum		CB385A
HP Color LaserJet yellow image drum		CB386A
HP Color LaserJet magenta image drum		CB387A

Maintenance kits

Item	Description	Part number
Image fuser kit	110 volt	CB457A

Item	Description	Part number
Image fuser kit	220 volt	CB458A
Roller kit		CB459A
Image transfer kit		CB463A

Memory

Item	Description	Part number
200-pin DDR memory DIMM (dual inline memory module)	128 MB	Q7557A
	256 MB	Q7558A
Boosts the ability of the product to handle large or complex print jobs.	512 MB	Q7559A

Cables and interfaces

Item	Description	Part number
Enhanced I/O (EIO) card	HP Jetdirect 635n IPv6/IPsec Print Server	J7961G
USB cable	2-meter standard USB-compatible device connector	C6518A

B   Service and support

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP Color LaserJet CP6015 Series product	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.

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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

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

Print cartridge and image drum 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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Color LaserJet Fuser Kit, Transfer Kit, and Roller Kit Limited Warranty Statement

This HP product is warranted to be free from defects in materials and workmanship until the printer provides a low-life indicator on the control panel.

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

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

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

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

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

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

Get telephone support, free during your warranty period, for your country/region Have the product name, serial number, date of purchase, and problem description ready.	Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/.
Get 24-hour Internet support	www.hp.com/support/cljcp6015
Get support for products used with a Macintosh computer	www.hp.com/go/macosx
Download software utilities, drivers, and electronic information	www.hp.com/go/cljcp6015_software
Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
Order additional HP service or maintenance agreements	www.hp.com/go/carepack

Availability of support and service

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

HP maintenance agreements

HP has several types of maintenance agreements that meet a wide range of support needs. Maintenance agreements are not part of the standard warranty. Support services may vary by area. Check with your local HP dealer to determine the services available to you.

On-site service agreements

To provide you with the level of support best suited to your needs, HP has on-site service agreements with three response times:

Priority onsite service

This agreement provides 4-hour service response to your site for calls made during normal HP business hours.

Next-day onsite service

This agreement provides support by the next working day following a service request. Extended coverage hours and extended travel beyond HP's designated service zones are available on most on-site agreements (for additional charges).

Weekly (volume) on-site service

This agreement provides scheduled weekly on-site visits for organizations with many HP products. This agreement is designated for sites using 25 or more workstation products, including printers, plotters, computers, and disk drives.

C   Product specifications

- Physical specifications
- Electrical specifications
- Acoustic specifications
- Environmental specifications

Physical specifications

Table C-1 Product dimensions

Product	Height	Depth	Width	Weight[1]
HP Color LaserJet CP6015n	580 mm (22.8 inches)	635 mm (25 inches)	704 mm (27.7 inches)	86.2 kg (190.1 lb)
HP Color LaserJet CP6015dn	580 mm (22.8 inches)	635 mm (25 inches)	704 mm (27.7 inches)	86.2 kg (190.1 lb)
HP Color LaserJet CP6015de	580 mm (22.8 inches)	635 mm (25 inches)	704 mm (27.7 inches)	86.2 kg (190.1 lb)
HP Color LaserJet CP6015x	972.8 mm (38.3 inches)	635 mm (25 inches)	704 mm (27.7 inches)	115.3 kg (254.3 lb)
HP Color LaserJet CP6015xh	972.8 mm (38.3 inches)	635 mm (25 inches)	704 mm (27.7 inches)	119.6 kg (263.6 lb)

[1] Without print cartridge

Table C-2 Product dimensions, with all doors and trays fully opened

Product	Height	Depth	Width
HP Color LaserJet CP6015n	580 mm (22.8 inches)	1079.5 mm (42.5 inches)	983 mm (38.7 inches)
HP Color LaserJet CP6015dn	580 mm (22.8 inches)	1079.5 mm (42.5 inches)	983 mm (38.7 inches)
HP Color LaserJet CP6015de	580 mm (22.8 inches)	1079.5 mm (42.5 inches)	983 mm (38.7 inches)
HP Color LaserJet CP6015x	972.8 mm (38.3 inches)	1079.5 mm (42.5 inches)	983 mm (38.7 inches)
HP Color LaserJet CP6015xh	972.8 mm (38.3 inches)	1079.5 mm (42.5 inches)	983 mm (38.7 inches)

Electrical specifications

⚠ **WARNING!**   Power requirements are based on the country/region where the product is sold. Do not convert operating voltages. This can damage the product and void the product warranty.

Table C-3 Power requirements (HP Color LaserJet CP6015 Series)

Specification	110-volt models	230-volt models
Power requirements	100 to 127 volts (± 10%)	220 to 240 volts (± 10%)
	50/60 Hz (± 2 Hz)	50/60 Hz (± 2 Hz)
Rated current	12.0 Amps	6.0 Amps

Table C-4 Power consumption HP Color LaserJet CP6015 Series (average, in watts)[1, 2]

Product model	Printing[3]	Ready[4]	Sleep[5, 6]	Off
HP Color LaserJet CP6015n	1195 W	207 W	18.9 W	0.1 W
HP Color LaserJet CP6015dn (Europe)	1195 W	207.5 W	18.9 W	0.2 W
HP Color LaserJet CP6015dn (non-European countries/regions)	1195 W	207.5 W	18.9 W	0.1 W
HP Color LaserJet CP6015de	1195 W	50 W	18.9 W	0.1 W
HP Color LaserJet CP6015x	1195 W	208 W	18.8 W	0.1 W
HP Color LaserJet CP6015xh	1200 W	211.4 W	19.4 W	0.1 W

[1]   Values subject to change. See www.hp.com/support/cljcp6015 for current information.

[2]   Power numbers are the highest values measured using all standard voltages.

[3]   HP Color LaserJet CP6015 series printing speeds are 40 ppm for Letter and 41 ppm for A4 sizes.

[4]   Heat dissipation in Ready mode = 722 BTU/hour.

[5]   Default time from Ready mode to Sleep mode = 60 minutes.

[6]   Recovery time from Sleep mode = less than 125 seconds

Acoustic specifications

Table C-5 Sound power and pressure level[1] (HP Color LaserJet CP6015 Series)

Sound power level	Declared per ISO 9296
Printing[2]	L_{WAd}= 7.1 Bels (A) [71 dB(A)]
Ready	L_{WAd}= 4.7 Bels (A) [47 dB(A)]
Sound pressure level	**Declared per ISO 9296**
Printing[2]	L_{pAm}=50 dB (A)
Ready	L_{pAm}=37 dB (A)

[1] Values subject to change. See www.hp.com/go/cljcp6015_firmware for current information.

[2] HP Color LaserJet CP6015 Series speed is 40 ppm for A4 or Letter-sized paper in either full color or monochrome. Configuration tested (HP Color LaserJet CP6015): Base model, simplex printing with A4 paper size.

Environmental specifications

Environmental condition	Recommended	Allowed	Storage/standby
Temperature (product and print cartridge)	17° to 25°C (62.6° to 77°F)	10° to 30°C (50° to 86°F)	0° to 35°C (32° to 95°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH	5% to 95%
Altitude	N/A	0 meters (0 feet) to 2500 meters (8000 feet)	N/A

D   Regulatory information

FCC regulations

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

● Reorient or relocate the receiving antenna.

● Increase separation between equipment and receiver.

● Connect equipment to an outlet on a circuit different from that to which the receiver is located.

● Consult your dealer or an experienced radio/TV technician.

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

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

Environmental product stewardship program

Protecting the environment

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

Ozone production

This product generates no appreciable ozone gas (O_3).

Power consumption

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

www.hp.com/go/energystar

Paper use

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

Plastics

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

HP LaserJet print supplies

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

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

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

Return and recycling instructions

United States and Puerto Rico

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

Multiple returns (more than one cartridge)

1. Package each HP LaserJet print cartridge in its original box and bag.

2. Tape the boxes together using strapping or packaging tape. The package can weigh up to 31 kg (70 lb).

3. Use a single pre-paid shipping label.

OR

1. Use your own suitable box, or request a free bulk collection box from www.hp.com/recycle or 1-800-340-2445 (holds up to 31 kg (70 lb) of HP LaserJet print cartridges).

2. Use a single pre-paid shipping label.

Single returns

1. Package the HP LaserJet print cartridge in its original bag and box.

2. Place the shipping label on the front of the box.

Shipping

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

Non-U.S. returns

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

Paper

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

Material restrictions

This HP product contains a battery that may require special handling at end-of-life.

The battery contained in this product includes:

Type	Carbon monofluoride lithium battery
Weight	0.8 grams
Location	Formatter board
User removable	No

廢電池請回收

This product contains mercury in the fluorescent lamp of the control panel liquid crystal display that might require special handling at end-of-life.

For recycling information you can visit www.hp.com/go/recycle or contact your local authorities or the Electronics Industry Alliance (www.eiae.org).

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

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

Material Safety Data Sheet (MSDS)

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

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products

- HP's commitment to the environment

- HP's environmental management system

- HP's end-of-life product return and recycling program

- Material Safety Data Sheets

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

Declaration of Conformity

Declaration of Conformity
according to ISO/IEC 17050–1 and EN 17050–1

Manufacturer's Name:	Hewlett-Packard Company DoC#: BOISB-0601–00–rel. 1.0
Manufacturer's Address:	11311 Chinden Boulevard, Boise, Idaho 83714-1021, USA

declares that the product

Product Name:	HP Color LaserJet CP6015 series
Accessories	CB 473A — 1x500-sheet input tray/stand CB474A — 3x500-sheet input tray/stand Q6999A — HP Booklet Maker/Finisher Accessory Q6998A — 3–Bin Stapler/Stacker Accessory
Regulatory Model Number:[2]	BOISB-0601-00
Product Options:	ALL
	Toner Cartridges/Image Drums: CB380A, CB381A, CB382A, CB383A, CB384A, CB385A, CB386A, CB387A

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:	CISPR 22:2005 / EN 55022:2006 – Class B[1] EN 61000-3-2:2000 +A2 EN 61000-3-3:1995 + A1 EN 55024:1998+A1 + A2 FCC Title 47 CFR, Part 15 Class B/ ICES-003, Issue 4 GB9254-1998, GB17625.1–2003

Supplementary Information:

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

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

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

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

Boise, Idaho , USA

February 1, 2008

For regulatory topics only:

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

Certificate of volatility

This is a statement regarding the volatility of customer data stored in memory. It also outlines how to erase secure data from the product.

Types of memory

Volatile memory

The product utilizes volatile memory (64MB on the board and 512MB installed, for a total of 576MB) to store customer data during the printing and copying process. When the product is powered off, this volatile memory is erased.

Non-volatile memory

The product utilizes non-volatile memory (EEPROM) to store system control data and user preference settings. No customer print or copy data is stored in non-volatile memory. This non-volatile memory can be cleared and restored to factory defaults by performing a Cold Reset or Restore Factory Defaults from the control panel.

Hard-disk-drive memory

The product contains an internal hard disk drive (40GB or larger) that may retain data after the product is powered off. The product also may contain additional optional compact flash storage, or an external EIO hard disk. Data stored in these devices may be from stored print jobs or third-party solutions. Some of this data can be erased from the control panel of the product, but most must be erased using the Secure Storage Erase features available within HP Web Jetadmin. Secure Storage Erase features comply with U.S. Department of Defense (DOD) specification 5220–22.M.

Safety statements

Laser safety

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

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

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

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

VCCI statement (Japan)

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

Power cord statement (Japan)

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

EMI statement (Korea)

Ｂ급 기기 (가정용 정보통신기기)

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

Laser statement for Finland

LASERTURVALLISUUS

LUOKAN 1 LASERLAITE

KLASS 1 LASER APPARAT

HP Color LaserJet CP6015 Series-laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle.

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

VAROITUS!

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

VARNING!

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

HUOLTO

HP Color LaserJet CP6015 Series-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 785-800 nm

Teho 5 mW

Luokan 3B laser

Substances Table (China)

有毒有害物质表

根据中国电子信息产品污染控制管理办法的要求而出台

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

3043

0：表示在此部件所用的所有同类材料中，所含的此有毒或有害物质均低于 SJ/T11363-2006 的限制要求。

X：表示在此部件所用的所有同类材料中，至少一种所含的此有毒或有害物质高于 SJ/T11363-2006 的限制要求。

注：引用的"环保使用期限"是根据在正常温度和湿度条件下操作使用产品而确定的。

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Q3931-90901