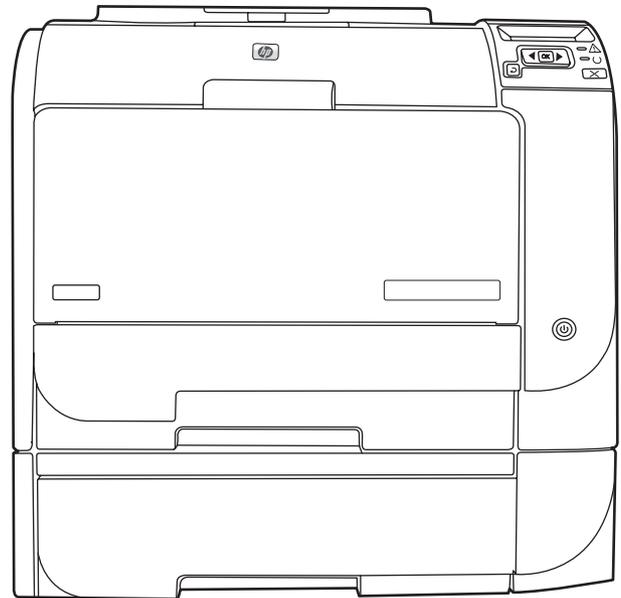
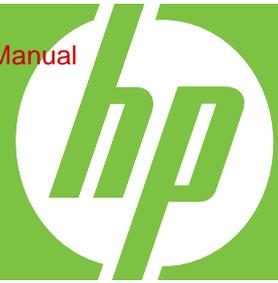


HP Color LaserJet CP2020 Series Service Manual

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Safety information

WARNING!

Potential Shock Hazard

Always follow basic safety precautions when using the product to reduce risk of injury from fire or electric shock.

Read and understand all instructions in the user guide.

Observe all warnings and instructions marked on the product.

Use only a grounded electrical outlet when connecting the product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.

Do not touch the contacts on the end of any of the sockets on the product. Replace damaged cords immediately.

Unplug the product from wall outlets before cleaning.

Do not install or use the product near water or when you are wet.

Install the product securely on a stable surface.

Install the product in a protected place where no one can step on or trip over the power cord and where the power cord will not be damaged.

If the product does not operate normally, see the online user guide.

Refer all servicing questions to qualified personnel.

Information regarding FCC Class B, Parts 15 and 68 requirements can be found in the user guide.

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1 Product basics

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- [Supported operating systems](#)
- [Supported product software](#)
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Quick access to product information

Use the following Web site to find information about the product:

- www.hp.com/support/ljcp2020series

Table 1-1 Product guides

| Guide | Description |
|-----------------------|---|
| Getting Started Guide | Provides step-by-step instructions for installing and setting up the product. |
| User Guide | Provides detailed information for using the product and for problem solving. Available on the product CD or in ui.message>Program Group if the software is installed on a computer. |
| HP ToolboxFX | To check the product status and settings, and to view problem solving information and online documentation, use HP ToolboxFX. You must have performed a recommended software installation to use HP ToolboxFX. See the user guide for more information about software installation. |
| Embedded Web server | Use the embedded Web server to view product and network status and manage printing functions from your computer. See Embedded Web server on page 9 |
| Online Help | Provides information about options that are available in the printer drivers. To view a Help file, open the online Help through the printer driver. |

Product comparison

HP Color LaserJet CP2020 Series

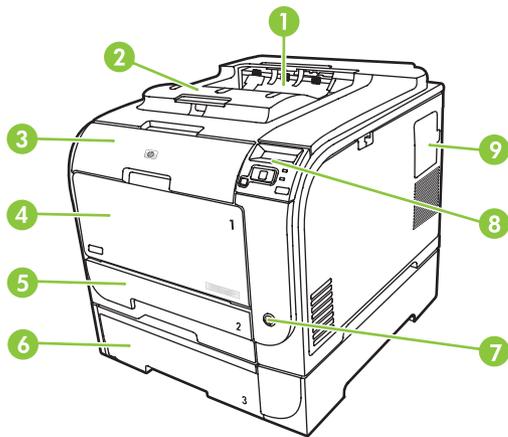
- Prints up to 21 pages per minute (ppm) on letter-size media (20 ppm on A4-size media).
- 50-sheet multipurpose tray (Tray 1) and 250-sheet input tray (Tray 2)
- Optional 250-sheet input tray (Tray 3) (standard on the x model)
- Hi-Speed universal serial bus (USB) 2.0 port
- Built-in networking to connect to 10Base-T/100Base-TX networks (n, dn, and x models only)
- Automatic duplexer (d, dn, and x models only)

Product features

| | |
|--------------------------------|---|
| Print | <ul style="list-style-type: none">● Prints up to 21 pages per minute (ppm) on letter-size media (20 ppm on A4-size media).● Prints at 600 dots per inch (dpi).● Includes adjustable settings to optimize print quality.● The print cartridges use HP ColorSphere toner. For information about the number of pages the cartridges can print, see www.hp.com/go/pageyield. Actual yield depends on specific use.● Offers automatic duplexing (d, dn, and x models only). |
| Memory | <ul style="list-style-type: none">● Includes 128-megabyte (MB) random-access memory (RAM). |
| Paper handling | <ul style="list-style-type: none">● Tray 1 (multipurpose tray) holds up to 50 sheets of print media or 10 envelopes.● Tray 2 holds up to 250 sheets of print media.● Optional Tray 3 holds up to 250 sheets of print media (standard tray with the x model).● Output bin holds up to 150 sheets of print media. |
| Printer driver features | <ul style="list-style-type: none">● ImageREt 3600 produces 3600 dpi print quality for fast, high-quality printing of business text and graphics. |
| Interface connections | <ul style="list-style-type: none">● Includes a Hi-Speed USB 2.0 port● Built-in networking to connect to 10Base-T/100Base-TX networks (n, dn, and x models). |
| Environmental features | <ul style="list-style-type: none">● To determine the ENERGY STAR® qualification status for this product see the Product Data Sheet or Specifications Sheet. |
| Economical printing | <ul style="list-style-type: none">● Provides N-up printing (printing more than one page on a sheet).● The printer driver provides the option to manually print on both sides, or automatically with the d, dn, and x models. |
| Supplies | <ul style="list-style-type: none">● Uses print cartridges with HP ColorSphere toner. |
| Accessibility | <ul style="list-style-type: none">● Online user guide is compatible with text screen-readers.● Print cartridges can be installed and removed by using one hand.● All doors and covers can be opened by using one hand. |

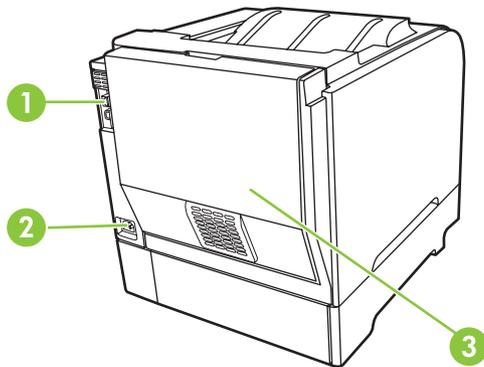
Walkaround

Front and side view



| | |
|---|---|
| 1 | Output bin (holds 150 sheets of standard paper) |
| 2 | Legal-output extension |
| 3 | Front door (provides access to the print cartridges) |
| 4 | Tray 1 (multipurpose tray) |
| 5 | Tray 2 (holds 250 sheets of standard paper and provides jam access) |
| 6 | Optional Tray 3 (holds 250 sheets of standard paper) |
| 7 | Power switch |
| 8 | Control panel |
| 9 | DIMM door (for adding more memory) |

Back view

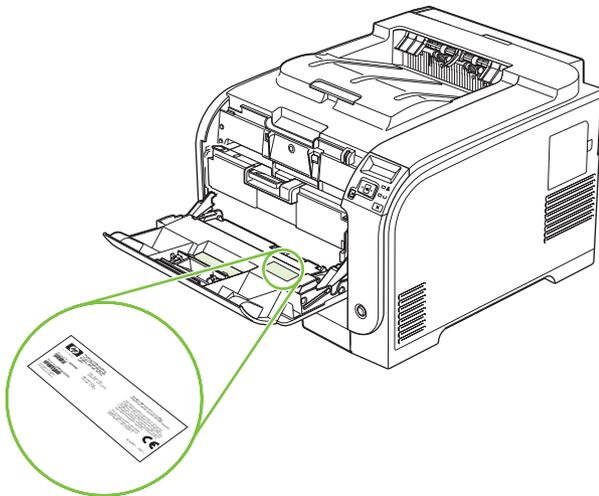


| | |
|---|---|
| 1 | Hi-Speed USB 2.0 port and network port. (Network port present on HP Color LaserJet CP2025n, HP Color LaserJet CP2025dn, and HP Color LaserJet CP2025x models only.) |
| 2 | Power connection |
| 3 | Rear door (for jam access) |

Model and serial numbers

The model number and serial number appear on an identification label located inside the front door.

The label contains information about the country/region of origin and the revision level, manufacturing date, production code, and production number of the product. The label also contains power rating and regulatory information.



Supported operating systems

The product supports the following operating systems:

- Windows 2000
- Windows XP (32-bit and 64-bit)
- Windows Server 2003 (32-bit)
- Windows Vista (32-bit and 64-bit)
- Windows Vista Starter
- Mac OS X V10.2.8 and later
- Linux; Web only (print driver only)
- UNIX model scripts; Web only (print driver only)

Supported product software

Software included with the product

There are several options for completing a recommended install. The Easy Install will complete the installation with default settings. The Advanced Install allows you to select custom settings and select the components that are installed.

Recommended Installation for Windows

- Printer driver
- HP Update program
- HP Customer Participation Program
- Shop for HP Supplies program

Express Installation

An Express installation includes the following software:

- Printer driver
- Printer status and alerts

 **NOTE:** Use the Microsoft® Add Printer wizard to install the HP Postscript Universal Emulation Print Drivers.

Macintosh software

- HP Product Setup Assistant
- HP Device Configuration
- HP Uninstaller

Printer driver

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

 **NOTE:** The most recent drivers are available at www.hp.com/go/ljcp2020series_software. Depending on the configuration of Windows-based computers, the installation program for the product software automatically checks the computer for Internet access to obtain the latest drivers.

Other software provided

Software for Windows

HP ToolboxFX

HP ToolboxFX is a software program that you can use for the following tasks:

- Checking the product status
- Checking the supplies status and ordering supplies online
- Setting up alerts
- Viewing and changing product settings
- Viewing product documentation
- Gaining access to troubleshooting and maintenance tools

To use HP ToolboxFX, perform a Full Installation of the product software from the product CD.

Software for Macintosh

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

PostScript Printer Description (PPD) files

The PPD, in combination with the Apple PostScript printer drivers, provides access to product features. An installation program for the PPD and other software is provided on the product CD.

Configure the product using a Macintosh

For information about configuring the product using a Macintosh and the embedded Web server (EWS), see [Embedded Web server on page 40](#).

Status Alerts software

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

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

Software for networks

HP Web Jetadmin

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

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

When installed on a host server, any client can gain access to HP Web Jetadmin by using a supported Web browser (such as Microsoft® Internet Explorer 6.x or Netscape Navigator 7.x or later) and navigating to the HP Web Jetadmin host.

Embedded Web server

The EWS provides access to information about product and network activities. This information appears in a Web browser, such as Microsoft Internet Explorer, Netscape Navigator, or Macintosh OS Safari.

The embedded Web server resides on the product. It is not loaded on a network server. No special software is installed or configured, but you must have a supported Web browser on your computer.

 **NOTE:** Macintosh users can open the EWS by clicking the **Utility** button when viewing the print queue. This starts a Web browser, such as Safari, which allows the user to access the EWS. The EWS can also be accessed directly by typing the network IP address or DNS name of the product into the Web browser.

HP USB EWS Gateway software, which is automatically installed, also allows a Web browser to access the product if the product is connected using a USB cable. Click the **Utility** button when using a USB connection to access the EWS through the Web browser.

For a complete explanation of the features and functionality of the embedded Web server, see [Embedded Web server on page 40](#).

Linux

For information, go to www.hp.com/go/linuxprinting.

System requirements

Windows requirements

- 512 MB of RAM
- 350 MB of disk space

Macintosh requirements

- 256 MB of RAM
- 150 MB of disk space

Connectivity

Supported network operating systems

The following operating systems support network printing:

Recommended software installation

- Windows 2003 Server (64-bit)
- Windows XP (32-bit and 64-bit)
- Windows Vista (32-bit and 64-bit)
- Mac OS X V10.2.8, V10.3, V10.5

Printer driver only

- Linux (Web only)
- UNIX model scripts (Web only)

Printer sharing disclaimer

HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP printer drivers. Go to Microsoft at www.microsoft.com.

Supported network protocols

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

Table 1-2 Printing

| Service name | Description |
|---------------------------|---|
| port9100 (Direct Mode) | Printing service |
| Line printer daemon (LPD) | Printing service |
| ws-print | Microsoft plug-and-play printing solution |

Table 1-3 Network product discovery

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

Table 1-4 Messaging and management

| Service name | Description |
|------------------------------------|--|
| HTTP (hypertext transfer protocol) | Allows Web browsers to communicate with embedded Web server. |

Sample of manual. Download All 314 pages at:

<https://www.arepairmanual.com/downloads/2008-hp-color-laserjet-cp2020-series-printers-service-repair-workshop-manual/>