hp color inkjet printer cp1700 series

Service Guide

for authorized service providers

Module 1

tour the product

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product overview

Figure 1 - hp color inkjet printer cp1700

- Product positioning: High performance, wide-format printer providing the benefits of individual color cartridges for small business
- Takes over the price points of the DJ 1220C with higher performance and expandability options
- Printer price: USD 499
- Announcement date of the printer is Nov 1, 2001
- High speeds: 16 ppm black fast; 14.5 ppm color fast
- Designed for small business
- Prints on both A4/Letter and A3+/13X19" and B size paper and special media
- Prints cost-effective color documents, proofs, collateral, and comps on a wide variety of paper
- Prints automatically on both sides of the document using the auto-duplex unit

key selling points

available options

- 3 printer SKU options available:
- hp color inkjet printer cp1700
- hp color inkjet printer cp1700d
- hp color inkjet printer cp1700ps
- Expandability options:
- Auto-duplex unit
- 250-sheet paper tray
- LIO internal network module
- HP Jetdirect external print servers
- Connectivity features
- USB
- IEEE 1284
- LIO
- front connect infrared

quality

- Uses HP PhotoRet III color layering technology
- 2400 x 1200 dpi printing (on hp premium photo paper only)
- Adobe PostScript 3 software RIP included with the hp color inkjet printer cp1700ps provides:
- Greater color accuracy
- Support for industry color management standards including ColorSync, ICC Profiles, PANTONE
- Emulation for press standards, such as SWOP/EuroScale
- ADI Driver (releases 13 onwards) included in-box for AutoCAD users (for Windows only)
- High Speeds: Fast - 16 ppm black/14.5 ppm color

media flexibility

- Prints on paper types ranging from plain paper and transparencies to thick card stock (up to 72lb/270gsm)
- Prints on media sizes ranging from 4 x 6 inch/A6 size small postcards to 13 x 19 inch/A3+ posters and 13 x 50 inch banners
- Built-in media size sensor, for A3 paper size
- Built in media type sensor - recognizes the paper type in use and automatically selects the appropriate settings
- Paper path capacity:
- Rear manual feed: 1 sheet (16 to 72 lb)
- Front manual feed: 10 sheets (16 to 36 lb)
- Tray 1: 150-sheet paper tray (16 to 36 lb), envelopes (20 to 24 lb), and cards (110 lb index)
- Optional Tray 2: 250 sheets (16 to 36 lb) plain paper

low printing costs

- Four separate high-volume ink cartridges
- Low-ink status indicator LCD
- Front-panel cancel button to help maximize your consumables
- Duty cycle of an average of 5000 pages per month
- Low Costs: 2.2 cents K/8.4 cents (CMYK), 1750 pages out

unique product features
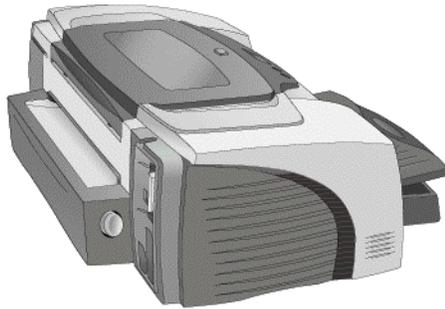
Figure 1.2 - hp color inkjet printer cp1700

- Superior print quality
- outstanding photo quality (with HP PhotoRet III)
- Up to 2400 x 1200 dpi resolution on premium photo paper **only**
- CANCEL button terminates print jobs at one touch of the key, reducing ink and time wastage
- Optional network card enables
- Sharing of printer in small workgroups (of 2-3 users)
- Remote printer management
- Smart printing features:
- LCD printer status indicator
- CANCEL button
- Smart software features:
- ZoomSmart
- Booklet
- Handouts
- Tiling
- 2-sided printing (manual or automatic)
- Watermark
- Banner
- Mirror Image
- Smart hardware features:
- automatic pen alignment
- Media type sensor
- Media size sensor (A3 only)
- Straight paper path eliminates bends and smudges in the print output
- Front-access infrared sensor allows wireless printing from a variety of mobile devices including laptops and PDAs

localization

Localization language options available for the following:
- Reference Guide
- Starter CD
- Packaging
- LCD Messaging

Each of the above has the following localized language options:

available language options	

Reference Guide	o US English
	    o Bahasa Indonesia
	    o Traditional Chinese
	    o Simplified Chinese
	    o Korean and Japanese

o Starter CD 1
o Starter CD 2
	o Starter CD1
	▪ Windows Driver: US English, Portuguese(Brazilian), Euro-Spanish, French, Italian, German, Dutch, Polish, Czech, Turkish, Arabic, Traditional Chinese
	▪ MAC Driver: US English, Portugese (Brazilian), Euro-Spanish, Swedish, French, Italian, Germany, Dutch, Japanese
	  o Starter CD2
	      ▪ Windows Driver: US English, Swedish, Norwegian, Danish, Finish, Russian, Greek, Hebrew, Japanese, Korean, Simplified Chinese
	      ▪ MAC Driver: US English, Portugese (Brazilian), Euro-Spanish, Swedish, French, Italian, Germany, Dutch, Japanese

Packaging	o US English o Bahasa Indonesia o Traditional Chinese o Simplified Chinese o Korean and Japanese

localized language options

foot print

hp color inkjet printer cp1700/ hp color inkjet printer cp1700ps
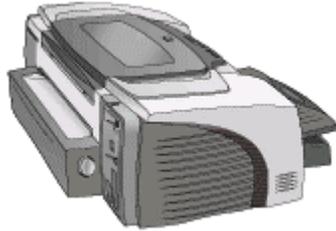
Fig 1.10 hp color inkjet printer cp1700/ hp color inkjet printer cp1700ps
- Weight: 13.5 kilograms
- Width: 673.3 mm
- Height: 284.3 mm
- Depth: 567.7 mm

hp color inkjet printer cp1700d
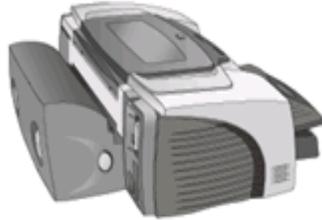
Fig 1.11 hp color inkjet printer cp1700d
- Weight (printer): 13.5 kilograms
- Weight (Auto-Duplex Unit): 2.4 kilograms
- Width: 673.3 mm
- Height: 284.3mm
- Depth: 653.5mm
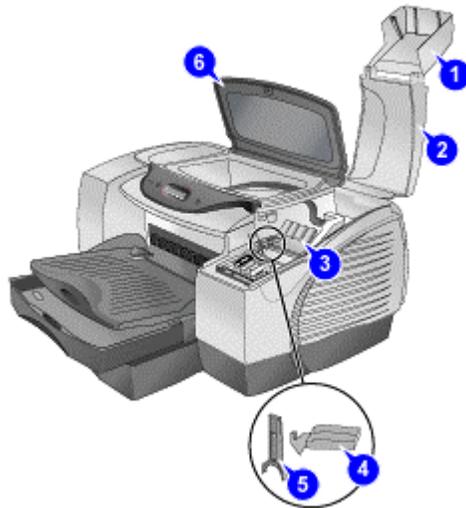
top of the printer

The top of the printer displays the following:

1. Ink cartridge cover - Provides access to the ink cartridges
2. Printhead cover - Provides access to the printheads
3. Printhead access latch - Lifts to allow each printhead to be removed from its color-coded socket
4. Carriage lock - Locks the printhead access latch.
5. Hook - Connects to the carriage lock. Must be engaged for the printer to operate
6. Top cover - Provides access to the interior of the printer

front of the printer
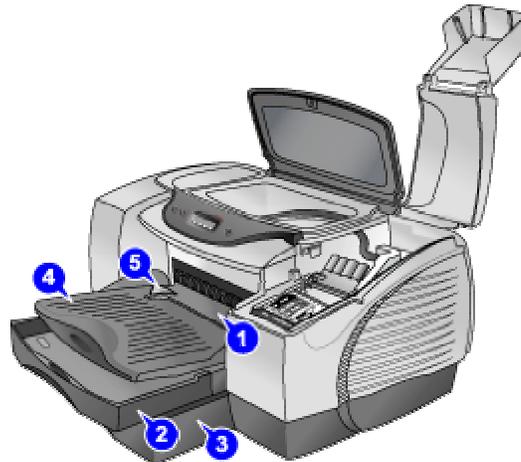
Front of the printer

The front of the printer displays the following:

1. Front manual feed - Holds the paper to be fed into the printer. The paper width guide slides to fit the width of the paper.
2. Tray 1 - Holds plain paper and special media.
3. Tray 2 - Holds plain paper. This is an optional accessory.
4. Output tray - Collects the printed pages.
5. Paper guides - Guides the print paper into the printer.

rear of the printer
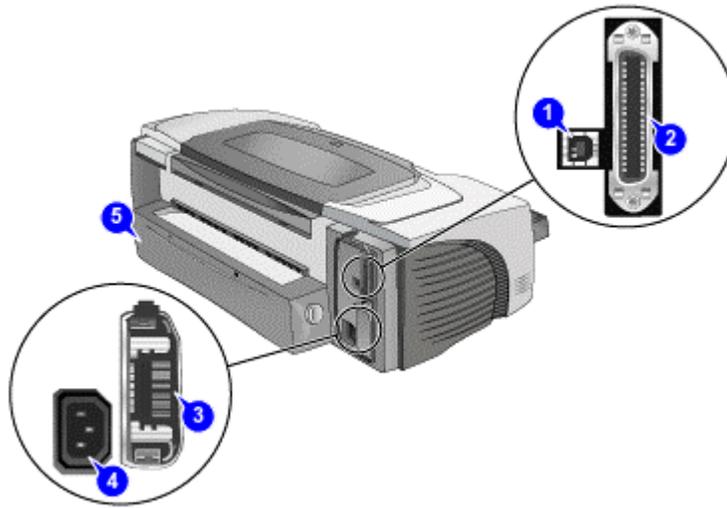
rear of the printer

The rear of the printer displays the following:

1. USB port - Attach a USB cable.
2. Parallel port - Attach the parallel cable
3. LIO Adaptor Slot - Install an optional HP JetDirect print server/Internet connector LIO module
4. Power input - Attach the power cord..
5. Rear access panel - Remove this to clear paper jam. Remove the rear access panel to install the optional auto-duplex unit. Rear access panel required for straight paper path (rear manual feed).

controls
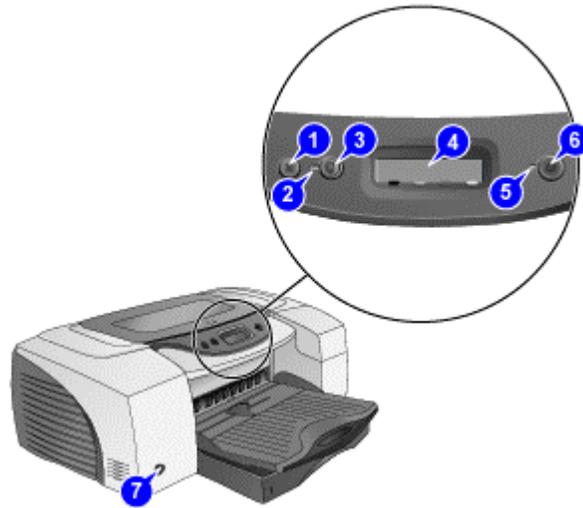
controls

The Liquid Crystal Display (LCD) panel displays information about the status of the printer. It also has buttons to perform basic printer operations. The LCD panel of the printer displays the following:

1. CANCEL button: Cancels the current print job
2. POWER light: Is always lit when the printer is on. Blinks when printer is initializing, canceling a job, or turning off.
3. Power button: Controls power to the printer. Press to turn the printer on or off.
4. LCD: Displays messages relating to the current state of the printer and the ink levels in the individual ink cartridges.
5. RESUME light: Blinks whenever the printer requires user intervention (for example, to clear a paper jam or to close an open cover.
6. Resume button: Resumes current print operation after temporary interruption, for example, when adding print media to printer.
7. Infra-red port: Used for printing form an infra-red device, such as a handheld device or laptop.

auto-duplex unit
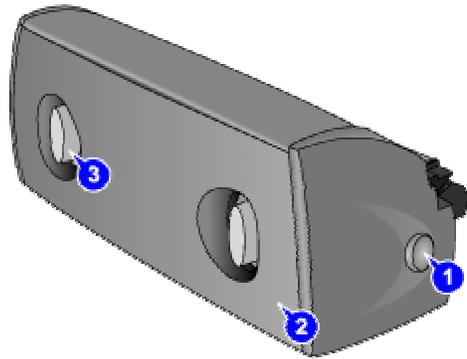
auto-duplex unit

The printer automatically prints on both sides of paper by using a printing accessory called the auto-duplex unit. The auto-duplex unit is attached at the back of the printer. The auto-duplex unit of the printer displays the following:

1. Buttons: Press to remove the auto-duplex unit from the printer.
2. Rear cover: Remove to clear a paper jam from the auto-duplex unit.
3. Handles: Press to remove the rear cover from the auto-duplex unit.

Note *The auto-duplex unit is a standard accessory provided with the hp color inkjet printer cp1700d.*

product specifications

model numbers

printer name	model number	availability
hp color inkjet printer cp1700	hp color inkjet printer cp1700d	hp color inkjet printer cp1700ps
hp color inkjet printer cp1700 (base model)	C8108A	Worldwide
hp color inkjet printer cp1700d(base printer plus auto-duplexer)	C8106A	Worldwide
hp color inkjet printer cp 1700ps (base printer plus software Adobe PostScript 3 RIP)	C2691A	Worldwide

printer model numbers

Note *The hp color inkjet printer cp1700, model C8108A, is the base model or starting point for each additional model listed above. The additional model numbers are created for specific distribution channels or by the addition of hardware or software.*

serial number location

The serial number is located on the serial number plate found on the back of the printer and on the Diagnostic test page.

printer description

- Connectivity features, such as USB, IEEE 1284, front connect infrared, and a LIO networking slot PCL3 enhanced
- HP PhotoREt III print quality with alternative 2400 8 1200 dpi mode for photo printing
- Individual print cartridge for each color (CMYK)
- Uses HP PhotoRet III color layering technology
- Accepts a wide variety of media from plain paper to transparencies or thick card stock (72 lb/270 gsm)
- Low cost-per-page and intervention rates
- Expandability options including auto-duplex unit, 250-page second input tray, and network capability with LIO internal/Jetdirect external modules
- Media size sensor (A3 only)
- Infrared printing

- Low-ink indicator and printer status LCD
- ADI Driver (releases 13 onwards) for AutoCAD users (for Windows only)
- The hp color inkjet printer cp1700 series supports the printing of Hagaki cards in the Japan region.

printer features

print speed

print speed: letter/A4

These are approximate page-per-minute (ppm) figures. Exact speeds will vary depending upon system configuration, software program, and document complexity.

characteristic	fast	normal	best
Black text	16 ppm	8 ppm	4 ppm
Mixed text color	14.5 ppm	7 ppm	4 ppm
4 in by 6 in Photo	1.4 ppm	0.9 ppm	0.7 ppm
Full page color	5.5 ppm	1.3 ppm	0.7 ppm

print speed: letter/A4

print speed: (11 in by 17 in/A3)

These are approximate page-per-minute (ppm) figures. Exact speeds will vary depending upon system configuration, software program, and document complexity.

characteristic	fast	normal	best
Black text	10 ppm	5 ppm	1.7 ppm
Mixed text color	9.5 ppm	3.5 ppm	1.6 ppm
8 in by 10 in Photo	0.5 ppm	0.3 ppm	0.2 ppm
Full page color	3.7 ppm	0.9 ppm	0.5 ppm

print speed: 11 in by 17 in/A3

print resolution

characteristic	specification
Black Printing	Max. 600 x 600 dpi
Color Printing	Max. 2400 x 1200 dpi

print resolution

print method

Drop-on-demand thermal inkjet printing

printer languages

- hp color inkjet cp1700: HP PCL 3 enhanced
- hp color inkjet cp1700d: HP PCL 3 enhanced
- hp color inkjet cp1700ps: HP PCL 3 enhanced and
- Adobe PostScript 3 Software RIP

software compatibility

- Microsoft Windows 95, Windows 98,
- Windows Me, Windows NT 4.0, Windows 2000,

- Mac OS 8.6 or later

system requirements

system requirements	minimum	recommended
Windows 95/98	Pentium 60 MHz, 16MB RAM	Pentium II 450 MHz, 128 MB RAM, 200 MB hard disk space
Windows NT 4.0	Pentium 60 MHz, 24 MB RAM	Pentium II 450 MHz, 128 MB RAM, 200 MB hard disk space
Windows Me	Pentium 150 MHz, 32 MB RAM	Pentium II 450 MHz, 128 MB RAM, 200 MB hard disk space
Windows 2000	Pentium 133 MHz, 32 MB RAM	Pentium II 450 MHz, 128 MB RAM, 200 MB hard disk space
Mac OS 8.6 or later	32 MB RAM (USB/AppleTalk)	Mac OS 8.6 or later (iMac): 333 MHz. 64 MB RAM
Mac OS 8.6 or 9.x	32 MB RAM (IR)	Mac OS 8.6 or later (Power Mac G3 or later): 350 MHz, 64 MB RAM

system requirements

I/O interface

USB, IEEE 1284, IR, network LIO

recommended cables

cable	part number
HP USB A-B (2 m)	C6518A
HP IEEE-1284 A-B Parallel Cable (2 m)	C2950A
HP IEEE-1284 A-B Parallel Cable (3 m)	C2951A

cables

font information

- 8 built-in fonts, 4 each in portrait and landscape orientations
- CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic

HP supplies and accessories

accessories

part name	part number
Auto-duplex unit	C8219A
Second input paper tray	C8220A

HP accessories

ink information

printheads	HP Part number
HP No. 11 Black	C4810A
HP No. 11 Cyan	C4811A

HP No. 11 Magenta	C4812A
HP No. 11 Yellow	C4813A

printheads

ink cartridges	HP part number
HP No. 10 Black (69 ml)	C4844A
HP No. 11 Cyan (28 ml)	C4836A
HP No. 11 Magenta (28 ml)	C4837A
HP No. 11 Yellow (28 ml)	C4838A

ink cartridges

hp photo quality inkjet paper

print server	HP part number	size
Two-sided, matte, 100 sheets	C7007A	letter
Two-sided, semi-gloss, 25 sheets	C6983A	letter
Two-sided, semi-gloss, 25 sheets	C6984A	A4
Two-sided, semi-gloss, 25 sheets	C7006A	A4/AP

hp photo quality inkjet printer

hp professional brochure and flyer paper

print server	HP part number	size
Two-sided, gloss, 50 sheets	C6817A	letter

hp professional brochure and flyer paper

hp heavyweight paper

print server	HP part number	size
Premium, 100 sheets	C1853A	A4
Design, 100 sheets	C6790A	super B/A3

hp heavyweight paper

network

print server	HP part number
HP Jetdirect 200m print server/Internet connector (LIO module	J6039A
HP Jetdirect 250m print server/Internet connector (LIO module)	J6042A
HP Jetdirect 170x external print server	J3258A
HP Jetdirect 175x external print server	J6035A
HP Jetdirect 300x external print server	J3263A

network

media specifications

paper

media	metric size	english size
U.S. Letter	216 x 279 mm	8.5 x 11 inches
U.S. Legal	216 x 356 mm	8.5 x 14 inches
Tabloid	279 x 432 mm	11 x 17 inches
Super B	330 x 482 mm	13 x 19 inches
A3	297 x 420 mm	11.7 x 16.5 inches
A3+	330 x 483 mm	13.0 x 19.0 inches
A3 Banner	297 x 420 mm	11.7 x 16.5 inches
Tabloid Banner	279 x 432 mm	11 x 17 inches
A4	210 x 297 mm	8.3 x 11.7 inches
A5	148 x 210 mm	5.8 x 8.3 inches
B4	257 x 364 mm	10.12 x 14.33 inches
JIS B5	182 x 257 mm	7.17 x 10.12 inches

paper specifications

envelopes (tray 1 and rear manual feed only)

media	metric size	english size
U.S. No. 10	105 x 241 mm	4.12 x 9.5 inches
Monarch	98 x 191 mm	3.87 x 7.5 inches
DL	200 x 110 mm	4.33 x 8.66 inches
A2	111.1 x 146 mm	4.4 x 5.8 8 inches
Kaku No.2	240 x 333 mm	9.4 x 13.1 inches
JIS Envelope 3	120 x 235 mm	4.7 x 9.3 inches
JIS Envelope 4	90 x 205 mm	3.5 x 6.1 inches
C6	114 x 162 mm	4.49 x 6.38 inches

envelope specifications

cards (tray 1)

media	metric size	english size
Index card	102 x 152 mm	4 x 6 inches
Index card	127 x 203 mm	5 x 8 inches
A6 card	105 x 148 mm	4.13 x 5.83 inches
J Hagaki card (for Japan)	100 x 148 mm	3.94 x 5.83 inches
Hagaki Ofuku (for Japan)	200 x 148 mm	7.9 x 5.8 inches

card specifications

transparencies

media	metric size	english size
U.S. Letter	216 x 279 mm	8.5 x 11 inches
A4	210 x 297 mm	8.27 x 11.7 inches

transparency specifications

minimum printing margins (based on portrait orientation)

paper description	left and right margins	top margin	bottom margin
Letter, legal, Tabloid, Executive, A3, B4, media of user-defined size	0.25 in (6.4 mm)	0.12 in (3.0 mm)	0.46 in (11.8 mm)
A4, A5, B5, envelopes, cards, other media sizes	0.13 in (3.4 mm)	0.12 in (3.0 mm)	0.46 in (11.8 mm)

minimum printing margins

Note *When you are using the auto-duplex unit, the minimum top margin must match or exceed 0.46 in or 11.8 mm.*

media handling

recommended media weight

category	specification
Paper	• 16 to 36 lb Bond using Tray 1 or front manual feed • 16 to 72 lb Bond using rear manual feed
Envelopes	20 to 24 lb Bond
Cards	110 lb Index

media weight

maximum number of pages supported (tray 1)

Media capacity is dependent on the manufacturer, the type of media, and the media construction.

category	maximum number of pages supported
Plain paper	150 sheets of plain paper
Envelopes	10 envelopes
Transparency	30 transparencies

tray 1: number of pages supported

maximum number of pages supported (tray 2)

Media capacity is dependent on the manufacturer, the type of media, and the media construction.

category	maximum number of pages supported
Plain paper	250 sheets

tray 2: number of pages supported

memory information

hp color inkjet printer cp1700 series

• 16 MB built-in RAM

reliability

characteristic	specification
Printer Duty Cycle	5,000 pages/month
Black Printhead	18 months (from DOM2) or 200 ml
Color Printheads	18 months (from DOM) or 530 ml

reliability

2- DOM = Date of Manufacture

physical specifications

Note   *The specifications below are given for a printer without Tray 2 and auto-duplex unit installed.*

characteristic	specification
Width	26 in or 674 mm (width)
Height	8.4 in or 215 mm
Depth	22.3 in or 568 mm
Weight printer only	29.7 lbs (13.5 kilograms)

physical specifications (without tray 2 and auto-duplex unit)

Note   *The specifications below are given for a printer with Tray 2 and auto-duplex unit installed.*

characteristic	specification
Width	26 in or 674 mm
Height	11.2 in or 285 mm
Depth	25.4 in or 646 mm
Weight printer only	29.7 lbs (13.5 kilograms)
Weight Tray 2 only	7.7 lbs (3.5 kilograms)
Weight auto-duplex unit only	4.4 lbs (2 kilograms)

physical specifications (with tray 2 and auto-duplex unit)

electrical specifications

power requirements: input voltage and frequency

characteristic	specification
Source	100 to 200 VAC (± 10%)
Frequency	50 to 60 Hz (± 3 Hz)

power requirements

power consumption (varies according to region)

Printing: 47.7 watts
Standby: 9 watts
Energy Star®compliant
Off mode: 0.6 watts

environmental specifications

Characteristic (Temperature)	Specification (Celsius)	Specification (Fahrenheit)
Operating	5 to 40 degrees	41 to 104 degrees
Storage	-40 to 60 degrees	-40 to 140 degrees

temperature specifications

Humidity: (non-condensing)	Relative	20 to 80 percent RH

humidity specifications

Noise Levels per ISO 9614-1	Sound Power	: 6.4 B(A)
	Sound Pressure	LpAm: 48.8 dB(A)

noise level specifications

warranty

1-year limited warranty

product certifications

safety

- CCIB S and E (China)
- CSA (Canada)
- PSB (Singapore)
- UL (USA)
- NOM-1-NYCE(Mexico)
- TUV-GS (Germany)
- K Mark and MIC Mark (Korea)
- LS (Lithuania)
- EEI (Estonia)
- CE (European Union)
- B mark (Poland)

EMC

- FCC Title 47 CFR Part 15 Class B (USA)
- CTICK (Australia and New Zealand)
- VCCI (Japan)
- CE (European Union)
- BSMI (Taiwan)
- GOST (Russia)
- ICES (Canada)

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Accessories, User Replaceable Parts, Supplies and Manuals

hardware accessories

The following HP accessories are available for order on the HP website. Visit http://www.hpshopping.com for more information.

name	part number	street price	weight
Tray 2 (250-sheet input tray)	C8220A	US$ 129	3.5 kg
HP auto-duplex unit	C8219A	US$ 129	2.4 kg
HP Jetdirect 200m printer server/Internet connector (LIO module)	J6039A	US$ 159	
HP Jetdirect 250m printer server/Internet connector (LIO module)	J6042A	US$ 249	
HP Jetdirect 170x external print server	J3258A	US$ 144	
HP Jetdirect 175x external print server	J6035A	US$ 199	
HP Jetdirect 300x external print server	J3263A	US$ 255	

hardware accessories

user replaceable components

The following are the customer replaceable parts for the printer.

part name	part number
Assy - Cleanout Trough SVC	C8108-67036
Assy - Tray Main SVC	C8108-67044
Assy - Output Tray SVC	C8108-67045
HP No. 11 Black Printhead	C4810A
HP No. 11 Cyan Printhead	C4811A
HP No. 11 Magenta Printhead	C4812A
HP No. 11 Yellow Printhead	C4813A
HP No. 10 Black ink cartridge	C4844A
HP No. 11 Cyan ink cartridge	C4836A
HP No. 11 Magenta ink cartridge	C4837A
HP No. 11 Yellow ink cartridge	C4838A

user replaceable components

supplies and manuals

name	part no.	list price (US$)	street price (US$)	pages out
HP No. 11 Black Printhead	C4810A	$39.99	~ $35	16,000
HP No. 11 Cyan Printhead	C4811A	$39.99	~ $35	24,000
HP No. 11 Magenta Printhead	C4812A	$39.99	~ $35	24,000

name	part no.	ink capacity	list price (US$)	street price (US$)	pages out
HP No. 11Yellow Printhead	C4813A		$39.99	~ $35	24,000

printheads

name	part no.	ink capacity	list price (US$)	street price (US$)	pages out
Black ink cartridge	C4840A	28 cc	In-Box Only	In-Box Only	700
HP No. 10 Black ink cartridge	C4844A	69cc	$38.99	~ $34	1750
HP No. 11 Cyan ink cartridge	C4836A	28cc	$38.99	~ $34	1750
HP No. 11 Magenta ink cartridge	C4837A	28cc	$38.99	~ $34	1750
HP No. 11 Yellow ink cartridge	C4838A	28cc	$38.99	~ $34	1750

ink cartridges

identify expiration dates

- Install-by Date: This date is printed on the retail box for both ink cartridges and printheads. Install the ink cartridges and printheads before the Install-by date for optimized performance.
- Manufacture Date: This date is printed on the pouch for both ink cartridges and printheads. The number is in the following format: YYMMDDhhmm. For example, a printhead manufactured on November 19, 1999 at 1:12 pm has a Manufacture Date of 9911191312.
- End-of-Warranty Date: This date is printed directly on the ink cartridges and printheads. It is the date by when the warranty period for the ink cartridges and printheads will be over.

paper type	part number	part description
hp bright white inkjet paper	C1824A	500 sheets, letter
	C1825A	500 sheets, A4
	C1857A	200 sheets, B
	C1858A	200 sheets, A3
hp premium plus photo paper	C6944A	Gloss, 20 sheets, 4 x 6 in
	C6950A	Matte, 20 sheets, letter
	C6831A	Gloss, 20 sheets, letter
	C6951A	Matte, 20 sheets, A4
	C6832A	Gloss, 20 sheets, A4
hp premium photo paper	C6979A	Gloss, 50 sheets, letter
	C6040A	Gloss, 15 sheets, A4

	C6058A	Gloss, 20 sheets, B
	C6059A	Gloss, 15 sheets, A3
hp photo paper	C1846A	Gloss, 20 sheets, letter
	C1847A	Gloss, 20 sheets, A4
	C6745A	Matte, 20 sheets, A4
	C6765A	One-sided, gloss, 20 sheets, A4
hp colorfast photo paper	C7013A	Gloss, 20 sheets, letter
	C7014A	Gloss, 20 sheets, A4
hp photo quality inkjet paper	C7007A	Two-sided, matte, 100 sheets, letter
	C6983A	Two-sided, semi-gloss, 25 sheets, letter
	C6984A	Two-sided, semi-gloss, 25 sheets, A4
	C7006A	Two-sided, semi-gloss, 25 sheets, A4/AP
hp design paper	C6791A	Gloss, 50 sheets, B
hp professional brochure and flyer paper	C6817A	Two-sided, gloss, 50 sheets, letter
	C6818A	Two-sided, gloss, 50 sheets, A4
	C7020A	Tri-fold, two-sided, 100 sheets, letter
	C6821A	Two-sided, gloss, 50 sheets, A3
	C6820A	Two-sided, gloss, 50 sheets, B
	C6955A	Matte, 50 sheets, letter
hp heavyweight paper	C1853A	Premium, 100 sheets, A4
	C6790A	Design, 100 sheets, super B/A3
hp premium inkjet paper	C1856A	100 sheets, A3
	51634Z	200 sheets, A4
	51634Y	200 sheets, letter
	C1855A	100 sheets, B
hp premium inkjet transparency film	C3828A	20 sheets, letter
	C3834A	50 sheets, letter
	C3832A	20 sheets, A4
	C3835A	50 sheets, A4
hp social expressions banner paper	C1820A	100 sheets, letter
	C1821A	100 sheets, A4
hp social expressions greeting cards	C6828A	Felt-textured, ivory, half-fold, 20 sheets, letter
	C6829A	Felt-textured, ivory, half-fold, 20 sheets, A4
	C7019A	Textured, white, half-fold, 20 sheets, letter
	C6044A	Gloss, 10 sheets, letter

	C6045A	Gloss, 10 sheets, A4
	C1812A	1/4 fold, 20 sheets, letter
	C6042A	1/4 fold, 20 sheets, letter
	C7018A	1/2 fold, 20 sheets, A4
hp social expressions iron-on t-shirt transfers	C6049A	10 sheets, letter
	C6050A	10 sheets, A4

paper types

Manuals

documentation	purpose
release notes	• Includes installation and the latest printer information • Includes last minute changes and software troubleshooting tips.
Hp JetDirect guide	• Configuring the printer for network printing • Troubleshooting • Help sources
user guide	• Setting up the computer • Using the printer • Performing common printer tasks • Maintaining the printer • Troubleshooting when a problem occurs • Resolving printer problems
reference guide	• Includes specific information about setting up the printer • Information about installing the software
setup poster	• Helps set up the printer • Provides illustrated setup information • Printed version of this document is provided with the printer • An electronic version is available as an Adobe® Acrobat® Portable Document Format (PDF) file on the Starter CD
printer web sites	• Printer information • Latest printer software

education and training material

upgrades

model upgrades

You need to purchase the auto-duplex unit to upgrade from hp color inkjet printer cp1700 to hp color inkjet printer cp1700d.

base model sku	upgrade option	upgraded sku
hp color inkjet printer cp1700 (C8108A)	Auto-duplex unit(C8219A)	hp color inkjet printer cp1700d (C8106A)

You can purchase the following accessories to upgrade the printer hardware.

accessory	upgrade option
2nd Input paper tray	C8220A
hp jetdirect 200m print server (LIO module)	J6039A
hp jetdirect 250m print server (LIO module)	J6042A
hp jetdirect 170x external print server	J3258A
hp jetdirect 175x external print server	J6035A
hp jetdirect 300x external print server	J3263A

firmware upgrades

To flash your printer with the latest firmware flash code, perform the following steps:

1. Download the latest firmware flash code
2. Set the printer in manufacturing mode by holding down the RESUME button and hitting the POWER button.
3. Initiate the DOS prompt.
4. At the MS-DOS prompt enter the command "copy/b<filename>/lpt1:"
5. To check the firmware flash code version sent, print the 4-button self-test page or press the RESUME button 5 times while holding on to the POWER button

software upgrades

You can access the latest printer software by using the following URL:
www.hp.com/support/hp business inkjet printer cp1700 series

service and support

support pack options

region	description	part number
Europe	HP warranty extension, 3-year, next day unit exchange	H3678A
North America	HP warranty extension, 1-year, next day unit exchange	H3685E
	HP warranty extension, 2-year, next day unit exchange	H3684E
	HP warranty extension, 3-year, next day unit exchange	H3683E

available support pack options

web links

Information about products, ordering, setting up, and using printers, downloading printer drivers, technical support, and details about the e-services, personal services, and business services.

- http://www.hp.com

HP main web page. Contains information about the products, technical support, and details about the e-services, personal services, and business services offered by HP

- http://www.hp.com/cposupport

Contains information about ordering, setting up, and using printers, and downloading printer drivers.

- http://www.software.hp.com

HP Software Depot. Printer driver upgrades for maximizing printer operations

- http://www.hp.com/go/partsinfo

HP SPI/HP Part Surfer. A web-based solution for obtaining the latest parts information for HP products

- http://cvseesc.cv.hp.com

Requires a user name and password

- http://ijbuwww.cv.hp.com/techmktg

Requires access to the HP intranet

- http://snserver.mayfield.hp.com

Service Notes Web Page

telephone support

Before making a call, print a diagnostic page from the Toolbox utility or the LCD panel and then fill in the following information for the Customer Care Center representative.
Printer model
Serial number of the printer
Brand and model of the computer
Version of printer software
Printer driver
CPU speed