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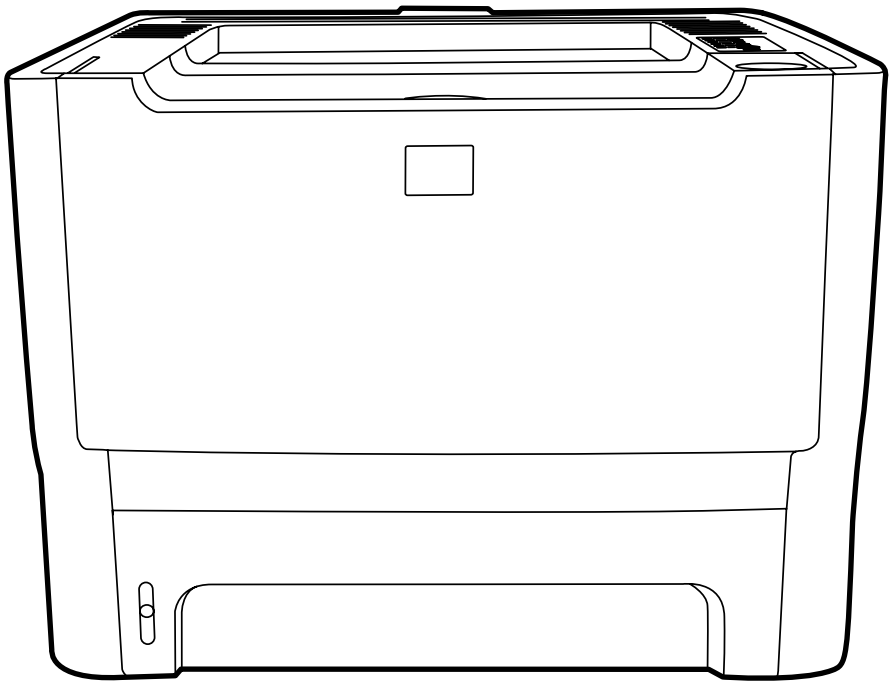
HP LaserJet P2015 Series Service Manual



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HP LaserJet P2015 Series

Service Manual

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Part number CB366-90905

Edition 1, 10/2006

Safety information

WARNING!

Potential Shock Hazard

Always follow basic safety precautions when using this 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 printer 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 printer. Replace damaged cords immediately.

Unplug this product from wall outlets before cleaning.

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

Install the product securely on a stable surface.

Install the product in a protected location 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 information

This chapter provides information on the following topics:

- Product features
- Identify product parts
- Control panel
- Supported paper and other media
- Load media

Product features

The following are the standard configurations for the HP LaserJet P2015 Series printers.

HP LaserJet P2015 printer

- 27 ppm (Letter-size), 26 ppm (A4-size)
- First page out in as few as 8.5 seconds
- ProRes 1200 (provides fine-line detail at 1200 x 1200 dpi)
- FastRes 1200 600x600x2
- 600 dpi (provides 600 x 600 dpi output with Resolution Enhancement Technology [REt] for improved text)
- 50-sheet multipurpose tray (tray 1)
- 250-sheet enclosed input tray (tray 2)
- Optional additional 250-sheet input tray (tray 3)
- EconoMode
- Print watermarks, booklets, multiple pages per sheet (N-up), and first page on different media than the rest of the document
- 32 MB RAM
- Memory can be upgraded to 288 MB
- 3,000-page or 7,000-page print cartridge
- PCL 6, PCL 5e, and HP postscript level 3 emulation (printer automatically determines and switches to the appropriate language)
- Compatible with USB 2.0 specifications
- Supported by Windows® 98 (printer driver only), Me (printer driver only), 2000, Server 2003 (printer driver only), XP 32-bit, XP 64-bit (printer driver only)
- Supported by Macintosh OS X V10.2.8, V10.3.9, V10.4.3
- On/off switch
- HP ToolboxFX (provides printer status information, troubleshooting information, and printer configuration information)
- Embedded Web server (EWS) with internal pages that are localized in 16 languages
- 45 HP fonts
- 35 HP postscript emulation level 3 fonts

HP LaserJet P2015d printer

The HP LaserJet P2015d printer includes all of the features of the HP LaserJet P2015 plus automatic two-sided (duplex) printing.

HP LaserJet P2015n printer

The HP LaserJet P2015n printer includes all of the features of the HP LaserJet P2015 plus an HP internal network port.

HP LaserJet P2015dn printer

The HP LaserJet P2015dn printer includes all of the features of the HP LaserJet P2015d plus an HP internal network port.

HP LaserJet P2015x printer

The HP LaserJet P2015x printer includes all of the features of the HP LaserJet P2015dn plus an additional 250-sheet input tray (tray 3).

Identify product parts

The following illustrations identify the components of the HP LaserJet P2015 Series printers. The HP LaserJet P2015dn model is shown.

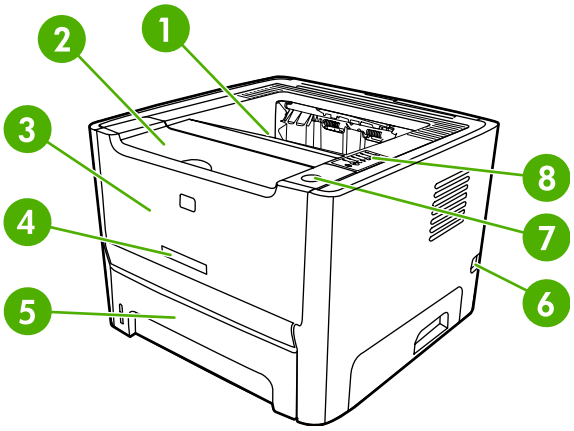


Figure 1-1 HP LaserJet P2015dn, front view

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

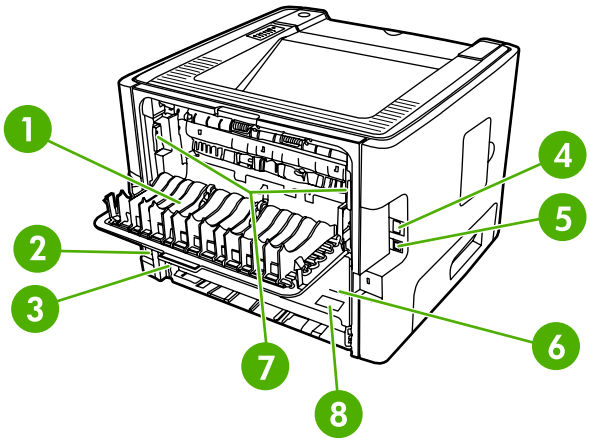


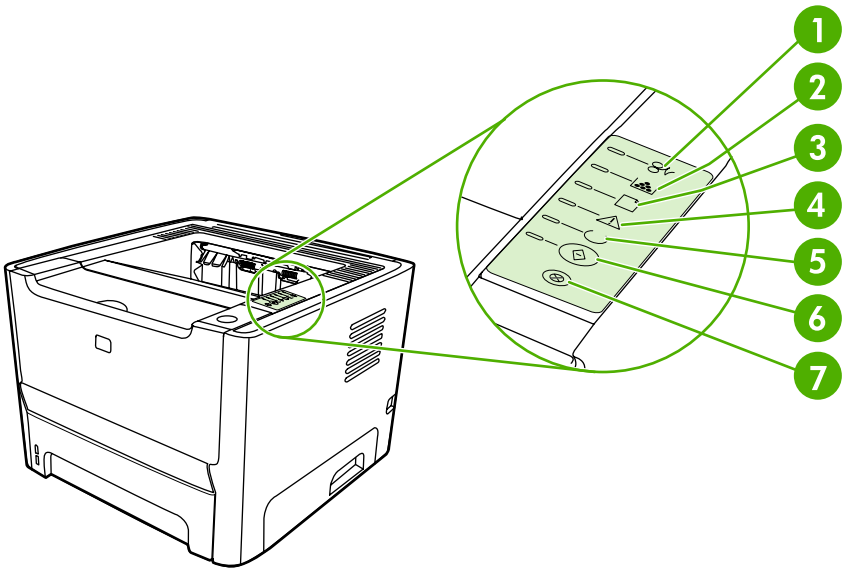
Figure 1-2 HP LaserJet P2015dn, back view

1	Straight-through output door
2	Power receptacle

3	Automatic two-sided-printing media-size selector (duplex models only)
4	HP internal network port (network-ready models only)
5	USB port
6	Rear automatic two-sided path door (duplex models only)
7	Jam-clearing levers
8	Serial number

Control panel

The printer control panel is comprised of six lights and two buttons. The lights produce patterns that identify the printer status.



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

Supported paper and other media

The HP LaserJet P2015 Series printer can use a variety of paper and other print media in accordance with the guidelines in this user guide. Media that does not meet these guidelines might cause the following problems:

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

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

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

Before you purchase a large quantity of media, test the media and make sure that it meets the requirements specified in this user guide and in *HP LaserJet printer family media guide*. Download the guidelines from http://www.hp.com/support/ljpaperguide/.

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

Optimize print quality for media types

The HP LaserJet P2015 Series printers provide a number of print modes that allow the unit to adapt to various media. You can change the print modes on the **Paper** tab in the printer driver, in HP ToolboxFX, or in the embedded Web server.

NOTE When using the CARDSTOCK, ENVELOPE, LABEL, and ROUGH modes, the printer pauses between pages and the number of pages per minute decreases.

Table 1-1 Driver print modes

Mode	Media type
PLAIN	75 to 104 g/m^2 (20 to 27 lb)
LIGHT	Less than 75 g/m^2 (20 lb)
HEAVY	90 to 105 g/m^2 (24 to 28 lb)
CARDSTOCK	Card stock or thick media
TRANSPARENCY	4-mil, 0.1 Monochrome Overhead Transparencies (OHTs)
ENVELOPE	Standard HP LaserJet envelopes
LABEL	Standard HP LaserJet labels
BOND	Bond paper
ROUGH	Rough paper

Guidelines for using media

You can print on a variety of media, such as paper (including up to 100% recycled-fiber-content paper), envelopes, labels, transparencies, and custom-size media. The following are the supported media sizes:

- Minimum: 76 by 127 mm (3 x 5 inches)
- Maximum: 216 by 356 mm (8.5 x 14 inches)

Properties such as weight, grain, and moisture content are important factors that affect printer performance and quality. To achieve the best possible print quality, only use high-quality media that is designed for laser printers.

HP media

HP recommends a variety of media. See the *HP LaserJet Printer Family Print Media Guide* (http://www.hp.com/support/ljpaperguide/) for a full list.

Media to avoid

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

Media that can damage the printer

- Do not use media with staples attached.
- Do not use transparencies designed for inkjet printers or other low-temperature printers. Use only transparencies that are specified for use with HP LaserJet printers.
- Do not use photo paper intended for inkjet printers.

- Do not use paper that is embossed or coated and is not designed for the temperatures of the printer's image fuser. Select media that can tolerate temperatures of 200°C (392°F) for 0.1 second. HP produces a selection of media that is designed for the HP LaserJet P2015 Series printers.
- Do not use letterhead paper that uses low temperature dyes or thermography. Preprinted forms or letterhead must use inks that can tolerate temperatures of 200°C (392°F) for 0.1 second.
- Do not use any media that produces hazardous emissions, or that melts, offsets, or discolors when exposed to temperatures of 200°C (392°F) for 0.1 second.

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

Paper

For best results, use conventional 75 g/m^2 (20 lb) paper. Make sure that the paper is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, and curled or bent edges.

Labels

Print labels from tray 1 by using the straight-through output path.

CAUTION Do not feed a sheet of labels through the printer more than once. The adhesive degrades during the heat of printing and might damage the printer.

Label construction

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

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

Transparencies

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

Envelopes

Print envelopes from tray 1 by using the straight-through paper path.

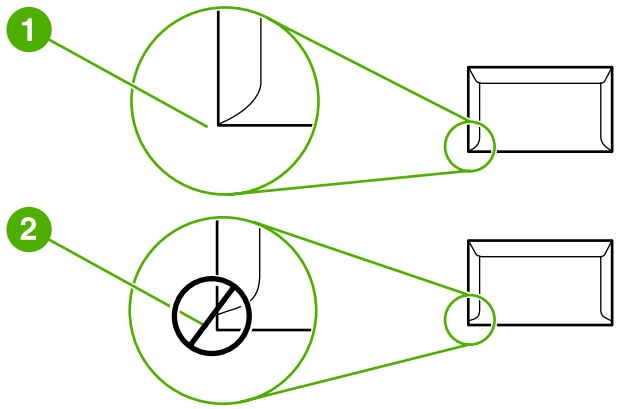
Envelope construction

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

- **Weight**: The weight of the envelope paper should not exceed 90 g/m^2 (24 lb), or jamming might result.
- **Construction**: Prior to printing, envelopes should lie flat with less than 6 mm (0.25 in.) curl and should not contain air. Envelopes that trap air may cause problems. Do not use envelopes that contain clasps, snaps, tie strings, transparent windows, holes, perforations, cut outs, synthetic materials, stamping, or embossing. Do not use envelopes with adhesives that do not require moistening, but rely instead on pressure to seal them.
- **Condition**: Make sure that the envelopes are not wrinkled, nicked, or otherwise damaged. Make sure that the envelopes do not have any exposed adhesive.
- **Sizes**: From 90 x 160 mm (3.5 x 6.3 inches) to 178 x 254 mm (7 x 10 inches).

Envelopes with double-side seams

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



1	Acceptable envelope construction
2	Unacceptable envelope construction

Envelopes with adhesive strips or flaps

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

Envelope storage

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

Card stock and heavy media

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

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

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

Card stock construction

- **Smoothness**: 135-157 g/m^2 (36-42 lb) card stock should have a smoothness rating of 100-180 Sheffield. 60-135 g/m^2 (16-36 lb) card stock should have a smoothness rating of 100-250 Sheffield.
- **Construction**: Card stock should lie flat with less than 5 mm (0.2 inch) of curl.
- **Condition**: Make sure that the card stock is not wrinkled, nicked, or otherwise damaged.
- **Sizes**: Only use card stock within the following size ranges:
  - **Minimum**: 76 x 127 mm (3 x 5 inches)
  - **Maximum**: 216 x 356 mm (8.5 x 14.0 inches)

Card stock guidelines

Set margins at least 2 mm (0.08 inch) away from the edges.

Letterhead and preprinted forms

Many manufacturers now offer premium paper advertised as laser-compatible or laser-guaranteed. Some of the rougher surface finishes, such as cockle, laid, or linen, might require the special fuser modes that are available on some printer models in order to achieve adequate toner adhesion.

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

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

- Avoid using low-temperature inks (the kind used with some types of thermography).
- Use preprinted forms and letterhead paper that have been printed by offset lithography or engraving.
- Use forms that have been created with heat-resistant inks that will not melt, vaporize, or release undesirable emissions when heated to 200°C (392°F) for 0.1 second. Typically, oxidation-set or oil-based inks meet this requirement.

- When the form is preprinted, be careful not to change the moisture content of the paper, and do not use materials that change the paper's electrical or handling properties. Seal the forms in moisture-proof wrap to prevent moisture changes during storage.
- Avoid processing preprinted forms that have a finish or coating.
- Avoid using heavily embossed or raised-letterhead papers.
- Avoid papers that have heavily textured surfaces.
- Avoid using offset powders or other materials that prevent printed forms from sticking together.

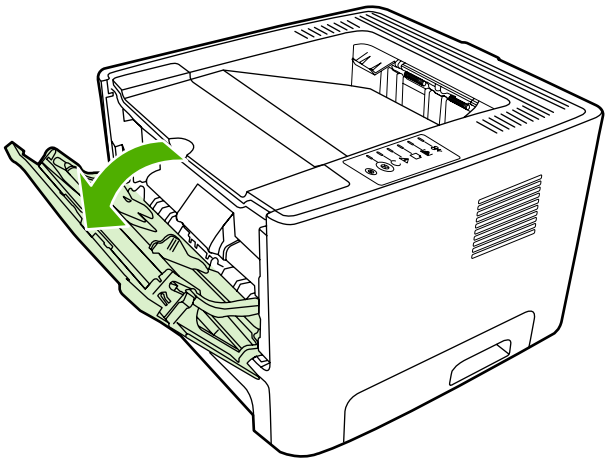
Load media

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

CAUTION If you try to print on media that is wrinkled, folded, or damaged in any way, a jam might occur.

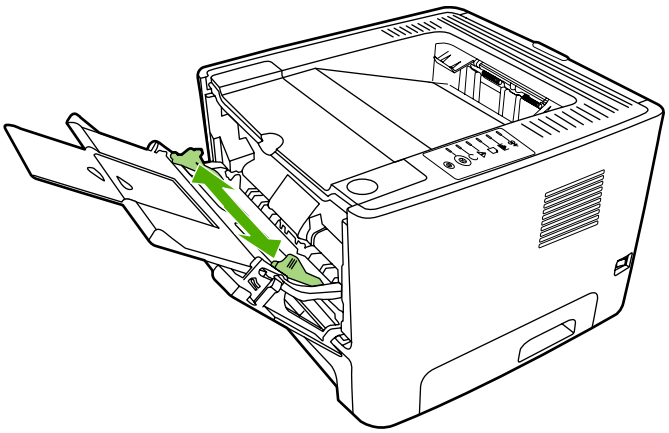
Tray 1

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



Tray 1 holds up to fifty sheets of 75 g/m^2 (20 lb) media or ten envelopes, ten transparencies, or ten cards. You can use tray 1 to print the first page on media different from the remainder of the document.

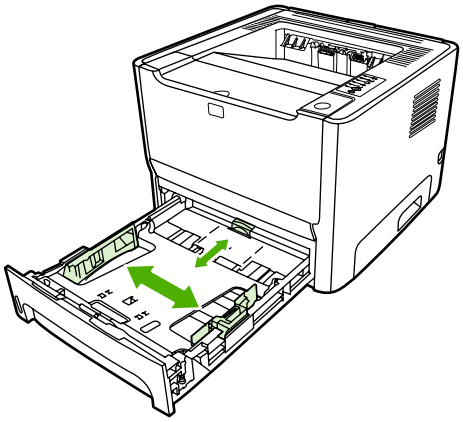
Media guides ensure that the media is correctly fed into the printer and that the print is not skewed (crooked on the media). When loading media, adjust the media guides to match the width of the media that you are using.



Tray 2 and optional tray 3

Tray 2 and optional tray 3 hold up to 250 pages of 75 g/m^2 (20 lb) paper, or fewer pages of heavier media (25 mm (0.9 inch) or less stack height). Load media with the top forward and the side to be printed on facing down.

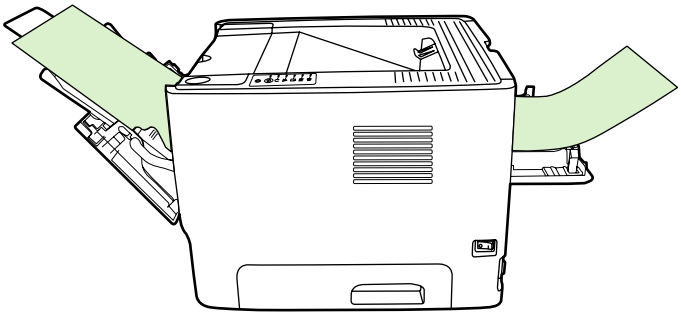
Media guides ensure that the media feeds correctly into the printer and that the print is not skewed. Tray 2 has side and rear media guides. When loading media, adjust the media guides to match the length and width of the media that you are using.



NOTE When you add new media, make sure that you remove all of the media from the input tray and straighten the stack of new media. This reduces jams by preventing multiple sheets of media from feeding through the printer at one time.

Straight-through output path

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



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

Manual feed

You can use manual feed when printing mixed media. For example, you can use manual feed to print an envelope, then a letter, then an envelope, and so on. Load envelopes in tray 1 and load letterhead into tray 2.

To print using manual feed, open the printer Properties or Printer Setup, and then select **Manual Feed (tray 1)** from the **Source Tray** drop-down list. After you have enabled manual feed, press the Go button to print.

Media type and tray loading

The HP LaserJet P2015 Series has the following tray priority:

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

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

Maximum media dimensions are 216 x 356 mm (8.5 x 11 inches).

Table 1-2 Tray 1 media information

Media type	Media specifications	Media quantity	Driver settings	Paper orientation	Output
Normal	75 to 104 g/m^2 (20 to 27 lb)	Up to 50 sheets	Plain or unspecified	N/A	Output bin
Envelopes	Less than 90 g/m^2 (24 lb)	Up to 10 envelopes	Envelope	Short edge leading, flap on right side facing up	Straight-through output door
Labels	Standard	Up to 10 sheets	Labels	Side to be printed facing up	Straight-through output door
Shipping labels	Heavy	Up to 10 sheets	Cardstock	Side to be printed facing up	Straight-through output door
Transparencies	4-mil, 0.1 Monochrome Overhead	Up to 10 sheets	Transparencies	Side to be printed facing up	Straight-through output door
Heavy	90 to 105 g/m^2 (24 to 28 lb)	Up to 10 sheets	Light glossy, glossy, or heavy glossy	Side to be printed facing up	Straight-through output door
Glossy	75 to 105 g/m^2 (20 to 28 lb)	Up to 10 sheets	Light glossy, glossy, or heavy glossy	Side to be printed facing up	Straight-through output door
Letterhead	75 to 104 g/m^2 (20 to 27 lb)	Up to 10 sheets	Letterhead	Side to be printed facing up, top of page in first	Output bin
Cardstock	Up to 10	Up to 10	Cardstock	Side to be printed facing up	Straight-through output door

Table 1-3 Tray 2 and optional tray 3 media information

Media type	Media specifications	Media quantity	Driver settings	Paper orientation	Output
Normal	75 to 104 g/m^2 (20 to 27 lb)	Up to 250 sheets	Plain or unspecified	N/A	Output bin
Heavy	90 to 105 g/m^2 (24 to 28 lb)	Up to 250 sheets	Cardstock	N/A	Straight-through output door
Transparencies	4-mil, 0.1 Monochrome Overhead	Up to 10 sheets	Transparencies	Side to be printed face down	Straight-through output door
Letterhead	75 to 104 g/m^2 (20 to 27 lb)	Up to 250 sheets	Letterhead	Side to be printed face down	Normal: output bin Heavy: straight-through output door

2 Installation

- Site preparation
- Package contents
- Install tray 3
- Install printer software
- Printer information pages

Site preparation

Place the printer on a sturdy, level surface that meets the following environmental requirements:

- Temperature: 15°C to 32.5°C (59°F to 90.5°F)
- Humidity: 10% to 80% relative humidity (no condensation)
- Exposure: Place away from direct sunlight, open flames, ammonia fumes, and air vents.
- Clearance: Allow sufficient space around the printer for access.
- Ventilation: Ensure that the printer is located in a well-ventilated area.

Package contents

Figure 2-1 Package contents on page 19 shows the package contents for the HP LaserJet P2015 Series printer.

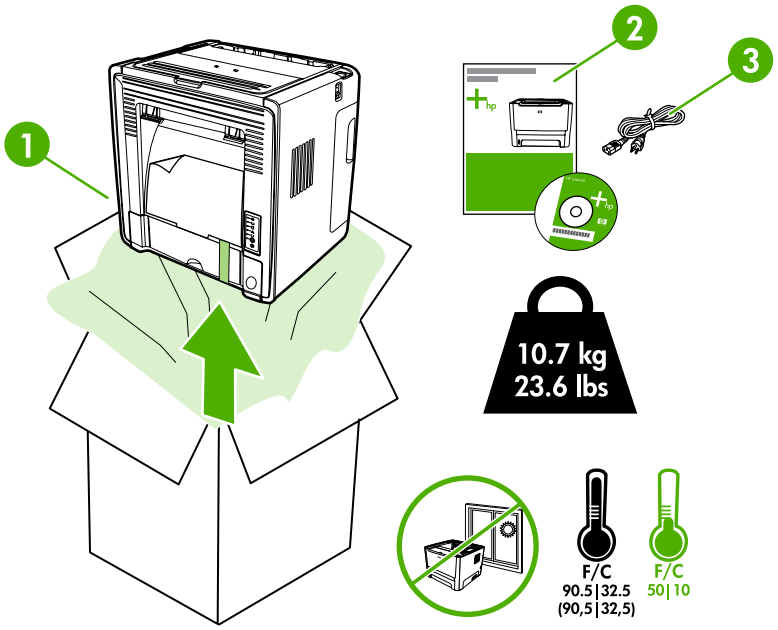


Figure 2-1 Package contents

1	HP LaserJet P2015 Series printer
2	Software and user documentation CD-ROM
3	Power cable

Product: 2006 HP LaserJet P2015 Series Printer Service Repair Workshop Manual
Full Download: https://www.arepairmanual.com/downloads/2006-hp-laserjet-p2015-series-printer-service-repair-workshop-manual/

Install tray 3

If you have tray 3, install tray 3 as shown.

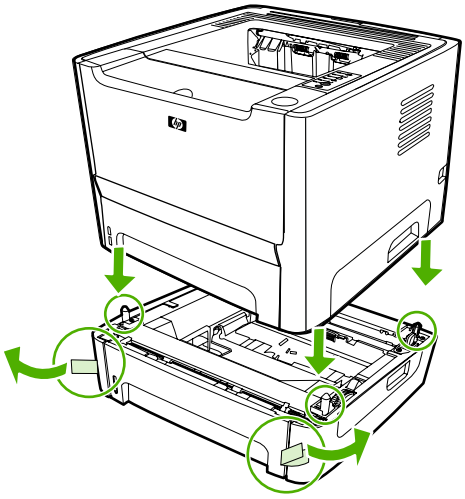


Figure 2-2 Installing tray 3

After installing tray 3, configure the printer driver to allow printing from tray 3.

1. On the Windows task bar, click **Start**, click **Settings**, and then click **Printers**.
2. Right-click the **HP LaserJet P2015** icon.
3. Click **Properties**.
4. Click the **Device Settings** tab.
5. Windows 2000/XP: Under **Installable Options**, change **Tray 3** to **Installed**.

   Windows 98/Me: Click **Configure**, and then select **Tray 3** under **Optional Paper Sources**.

Sample of manual. Download All 296 pages at:
https://www.arepairmanual.com/downloads/2006-hp-laserjet-p2015-series-printer-service-repair-workshop-manual/