

HP Color LaserJet CP3505

User Guide



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User Guide



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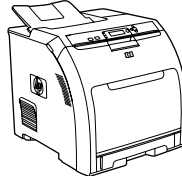
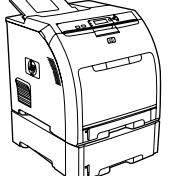
1 Printer basics

- [Product comparison](#)
- [Product features](#)
- [Product walkaround](#)

Product comparison

The HP Color LaserJet CP3505 is available in the configurations described below.

Table 1-1 HP Color LaserJet CP3505 configurations

HP Color LaserJet CP3505	HP Color LaserJet CP3505n	HP Color LaserJet CP3505dn	HP Color LaserJet CP3505x
			
<ul style="list-style-type: none"> ● 22 ppm (letter-size) or 21 ppm (A4) print speed ● 100-sheet multipurpose tray (tray 1) and 250-sheet input tray (tray 2) ● Hi-Speed USB 2.0 port and EIO slot ● 256 megabytes (MB) of random access memory (RAM) 	<p>HP Color LaserJet CP3505, plus:</p> <ul style="list-style-type: none"> ● HP Jetdirect full-featured embedded print server to connect to 10Base-T/100Base-TX networks 	<p>HP Color LaserJet CP3505, plus:</p> <ul style="list-style-type: none"> ● 384 MB RAM ● Automatic 2-sided (duplex) printing ● HP Jetdirect full-featured embedded print server to connect to 10Base-T/100Base-TX networks 	<p>HP Color LaserJet CP3505, plus:</p> <ul style="list-style-type: none"> ● 384 MB RAM ● Automatic 2-sided (duplex) printing ● HP Jetdirect full-featured embedded print server to connect to 10Base-T/100Base-TX networks ● 500-sheet input tray (tray 3).

Product features

Table 1-2 Features

Feature	HP Color LaserJet CP3505 Series printer
Performance	<ul style="list-style-type: none">● 450 MHz processor
Memory	<ul style="list-style-type: none">● HP Color LaserJet CP3505: 256 MB RAM● HP Color LaserJet CP3505n: 256 MB RAM● HP Color LaserJet CP3505dn: 384 MB RAM● HP Color LaserJet CP3505x: 384 MB RAM
User interface	<ul style="list-style-type: none">● Graphic display● Control-panel help● Windows and Macintosh printer drivers● Embedded Web server to gain access to support and to order supplies (administrator tool for network-connected models only)
Printer drivers	<ul style="list-style-type: none">● HP PCL 5c● HP PCL 6● PostScript 3 emulation
Job storage	<ul style="list-style-type: none">● Fonts, forms, and other macros● Job retention
Fonts	<ul style="list-style-type: none">● 80 internal fonts available for both PCL and PostScript 3 emulation● 80 printer-matching screen fonts in TrueType format available with the software solution
Expandability	<ul style="list-style-type: none">● Optional 500-sheet input tray (tray 3) (standard on the HP Color LaserJet CP3505x printer)● Dual inline memory modules (DIMM)
Connectivity	<ul style="list-style-type: none">● Hi-Speed USB 2.0 cable interface● HP Jetdirect full-featured embedded print server (standard on the HP Color LaserJet CP3505n, CP3505dn, and CP3505x printers) with IPv6● HP Web Jetadmin software (standard on the HP Color LaserJet CP3505n, CP3505dn, and CP3505x models)● Enhanced input/output (EIO) slot
Environmental	<ul style="list-style-type: none">● Sleep Mode setting● High content of recyclable components and materials● Energy Star® qualified

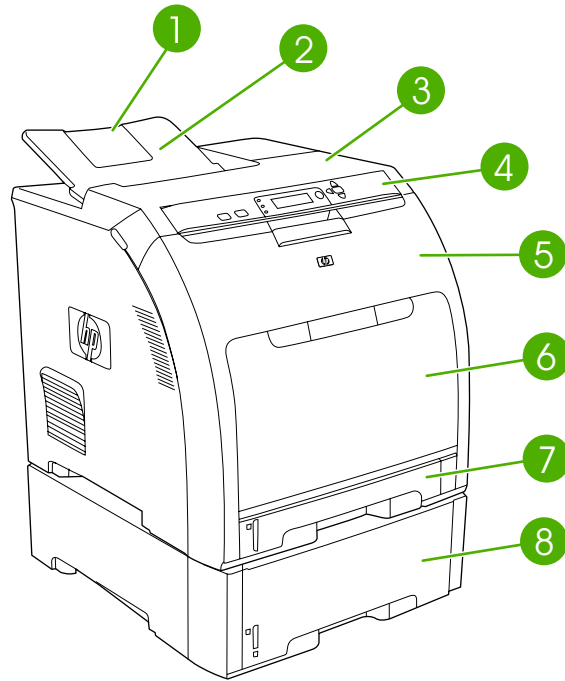
Table 1-2 Features (continued)

Feature	HP Color LaserJet CP3505 Series printer
Paper handling	<ul style="list-style-type: none">● Input<ul style="list-style-type: none">◦ Tray 1 (multipurpose tray): A multipurpose tray for paper, transparencies, labels, and envelopes. Holds up to 100 sheets of paper or 20 envelopes.◦ Tray 2: 250-sheet tray that automatically detects standard paper sizes up to legal and allows printing on custom-size paper.◦ Tray 3: 500-sheet tray that automatically detect standard paper sizes up to legal and allows printing on custom-size paper.● Output<ul style="list-style-type: none">◦ Face-up output bin◦ Face-down output bin
Supplies	<ul style="list-style-type: none">● Supplies status page contains information about toner level, page count, and estimated pages remaining.● No-shake cartridge design● Printer checks for authentic HP print cartridges at cartridge installation.● Internet-enabled supply-ordering capabilities (using HP Easy Printer Care Software)
Accessibility	<ul style="list-style-type: none">● The 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.● Media can be loaded in tray 1 by using one hand.

Product walkaround

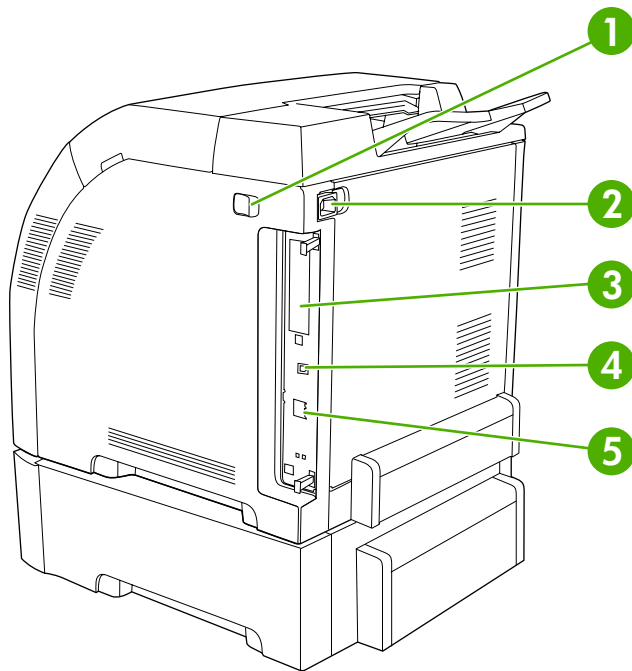
The following illustrations identify the locations and names of key printer components.

Figure 1-1 Front view (shown with optional 500-sheet paper feeder)



1	Output bin extender
2	Output bin
3	Top cover
4	Printer control panel
5	Front door
6	Tray 1 (holds 100 sheets of standard paper)
7	Tray 2 (holds 250 sheets of standard paper)
8	Tray 3 (optional; holds 500 sheets of standard paper)

Figure 1-2 Back and side view



1	On/off switch
2	Power connection
3	EIO slot
4	Hi-Speed USB 2.0 port
5	Network port (available on the HP Color LaserJet CP3505n, CP3505dn, and CP3505x)

Figure 1-3 Sample model and serial number label
model (product) number

serial number

Model name	Model number
HP Color LaserJet CP3505	CB441A

HP Color LaserJet CP3505n	CB442A
HP Color LaserJet CP3505dn	CB443A
HP Color LaserJet CP3505x	CB444A

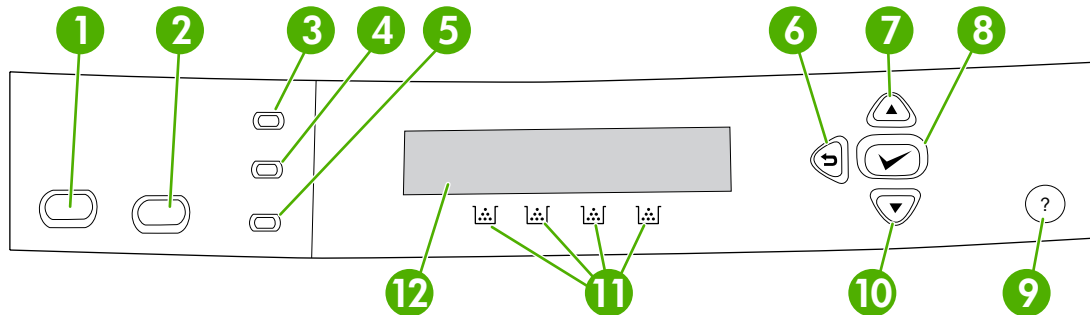
2 Control panel

- [Control-panel overview](#)
- [Control-panel menus](#)
- [Retrieve Job menu](#)
- [Information menu](#)
- [Paper Handling menu](#)
- [Configure Device menu](#)
- [Diagnostics menu](#)
- [Change control-panel configuration settings](#)
- [Use the printer control panel in shared environments](#)

Control-panel overview

The control panel provides controls for printer functions and shows messages about the printer, print jobs, and supplies status.

Figure 2-1 Control panel buttons and lights



Number	Button or light	Function
1	Stop button	Halts the current job, presents a choice to resume or cancel the current print job, clears media from the printer, and clears any continuable errors that are associated with the halted job. If the printer is not printing a job, pressing Stop pauses the printer.
2	Menu button	Opens and closes menus.
3	Ready light	Indicates that the printer is online or offline. See Control-panel indicator lights on page 11 .
4	Data light	Indicates whether or not the printer is receiving data. See Control-panel indicator lights on page 11 .
5	Attention light	Indicates that a critical error has occurred. See Control-panel indicator lights on page 11 .
6	Back arrow (↶) button	Navigates backward in nested menus.
7	Up arrow (▲) button	Navigates menus and text, and increases the values of numerical items in the display.
8	Select (✓) button	Makes selections, resumes printing after continuable errors, and overrides a non-HP print cartridge.
9	Help (?) button	Provides detailed information about printer messages or menus.
10	Down arrow (▼) button	Navigates menus and text, and decreases the values of numerical items in the display.
11	Supplies gauge	Shows the print cartridge-consumption levels. See Display on page 11 .
12	Display	Shows status information, menus, help information, and error messages. See Display on page 11 .

The printer communicates through the display and the lights on the lower part of the control panel. The display shows status information, as well as menus, help information, and error messages. The Ready, Data, and Attention lights provide at-a-glance information about the printer state.

You can perform most routine printing tasks from the computer through the printer driver or any software program. Use the control panel to access printer features not supported by the printer driver or software program. Any changes that you make from the computer will override the printer control-panel settings.

Control-panel indicator lights

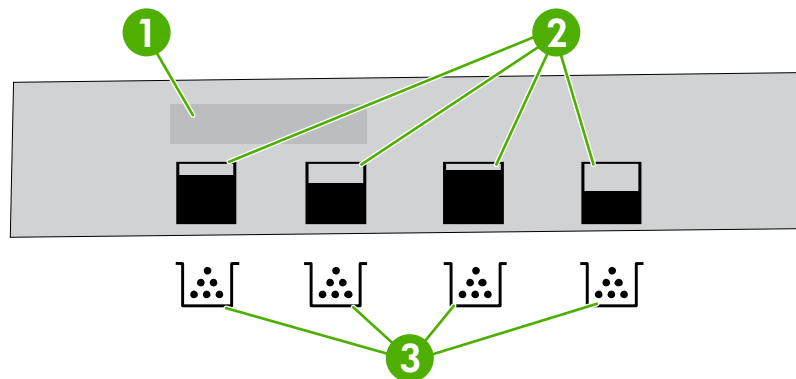
Indicator	On	Off	Flashing
Ready (green)	Printer is online (can accept and process data).	Printer is offline (paused), or is turned off.	Printer is attempting to stop printing and go offline. This usually results from a user's request to pause the current job.
Data (green)	Processed data is present in the printer, but more data is needed to complete the job, or the job is paused or waiting for errors to be cleared.	Printer is not processing or receiving data.	Printer is processing and receiving data.
Attention (amber)	A critical error has occurred. Printer requires attention.	No conditions exist that require attention.	An error has occurred. Printer requires attention.

Display

The printer display gives you complete, timely information about the printer and print jobs. Graphics illustrate levels of supplies. Menus provide access to printer functions and detailed information.

The top-level screen on the display has two areas: message/prompt and supplies gauge.

Figure 2-2 Printer display



1	Message/prompt area
2	Supplies gauge
3	Print cartridge colors from left to right: black, yellow, cyan, and magenta

The message and prompt areas of the display alert you to the state of the printer and tell you how to respond.

The supplies gauge shows the consumption levels of print cartridges (black, cyan, magenta, and yellow). When a non-HP print cartridge is installed, a ? might appear instead of the consumption level. The supplies gauge appears whenever the printer shows the **Ready** state, and whenever the printer shows a warning or error message concerning a cartridge.

Control-panel menus


To gain access to the control-panel menus, complete the steps below.

1. Press **Menu**.
2. Press ▲ or ▼ to navigate the listings.
3. Press ✓ to select the appropriate option.
4. Press ↶ to return to the previous level.
5. Press **Menu** to exit the menu.
6. Press ? to see additional information about a menu.

The main menus are shown in the following table.

Main menus	SHOW ME HOW
	RETRIEVE JOB
	INFORMATION
	PAPER HANDLING
	CONFIGURE DEVICE
	DIAGNOSTICS
	SERVICE

Retrieve Job menu

 **NOTE:** This menu appears only if the printer has a hard disk installed.

Use the **RETRIEVE JOB** menu to print or delete stored jobs from the control panel.

Menu item	Value	Description
<USER NAME>	ALL PRIVATE JOBS	ALL PRIVATE JOBS appears if you have more than one stored job protected by a personal identification number (PIN).
	<JOB NAME>	<JOB NAME> will be the name assigned to the print job when you sent it from your computer.
		Once you have selected a print job, you can print or delete it.

For more information about stored jobs, see [Manage stored jobs on page 81](#).

Information menu

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

Sub-menu	Description
PRINT MENU MAP	Prints the control-panel menu map, which shows the layout and current settings of the control-panel menu items. See Information pages on page 110 .
PRINT CONFIGURATION	Prints the printer configuration page.
PRINT SUPPLIES STATUS PAGE	Prints information about toner level, page count, and estimated pages remaining.
SUPPLIES STATUS	Shows the supplies status in a scrollable list.
PRINT USAGE PAGE	Prints a count of all media sizes that have passed through the printer; lists whether they were one-sided (simplex) , 2-sided (duplex), monochrome (black and white), or color; and reports the page count.
PRINT COLOR USAGE JOB LOG	Prints a report that shows the user name, application name and color usage information on a job-by-job basis.
PRINT DEMO	Prints a demonstration page.
PRINT RGB SAMPLES	Prints an RGB color palette that can be used for color matching.
PRINT CMYK SAMPLES	Prints a CMYK color palette that can be used for color matching.
PRINT FILE DIRECTORY	Prints the names and directory of files stored in the printer.
PRINT PCL FONT LIST	Prints the available PCL fonts.
PRINT PS FONT LIST	Prints the available PS (emulated PostScript) fonts.

Paper Handling menu

Use the **PAPER HANDLING** menu to configure trays by size and type.

 **NOTE:** To configure the trays correctly, use this menu before you print for the first time.

Menu item	Value	Description
TRAY 1 SIZE	A list of available sizes appears.	Configures the paper size for tray 1. The default is ANY SIZE . See Supported paper and print media sizes on page 61 for a complete list of available sizes.
TRAY 1 TYPE	A list of available types appears.	Configures the paper type for tray 1. The default is ANY TYPE . See Supported paper and print media sizes on page 61 for a complete list of available types.
TRAY 2 SIZE TRAY 3 SIZE	A list of available sizes appears.	Configures the paper size for tray 2 or optional tray 3. The default size is letter or A4, depending on the country/region. See Supported paper and print media sizes on page 61 for a complete list of available sizes.
TRAY 2 TYPE TRAY 3 TYPE	A list of available types appears.	Configures the paper type for tray 2 or optional tray 3. The default is PLAIN . See Supported paper and print media sizes on page 61 for a complete list of available types.

Configure Device menu

Use the **CONFIGURE DEVICE** menu to change or reset the default print settings, to adjust the print quality, and to change the system configuration and I/O options. The five **CONFIGURE DEVICE** sub-menus are described in the sections below.

Printing sub-menu

These settings affect only jobs that do not have identified properties. Most jobs identify all of the properties and override the values that are set from this menu. This menu can also be used to set the default paper size and type.

Menu item	Values	Description
COPIES	1-32,000	Sets the default number of copies. The default number of copies is 1 .
DEFAULT PAPER SIZE	A list of available sizes appears.	Sets the default paper size.
DEFAULT CUSTOM PAPER SIZE	UNIT OF MEASURE X DIMENSION Y DIMENSION	Sets the default size for any custom job without dimensions. Available for tray 1.
DUPLEX (HP Color LaserJet CP3505dn and CP3505x only)	OFF ON	Enables or disables the duplex function (automatic 2-sided printing). The default is OFF . You can override this setting in the printer driver.
DUPLEX BINDING (HP Color LaserJet CP3505dn and CP3505x only)	LONG EDGE SHORT EDGE	Defines whether a duplex job will be flipped on the long edge or the short edge. You can override this setting in the printer driver.
OVERRIDE A4/ LETTER	NO YES	Sets the printer to print an A4 job on letter-size paper when no A4 paper is loaded, or to print a letter-size job on A4 when no letter-size paper is loaded. The default is NO .
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	Selects a version of the Courier font. The default is REGULAR .
WIDE A4	NO YES	Sets the printable area of A4 paper so that eighty 10-pitch characters can be printed on a single line. The default is NO .
PRINT PS ERRORS	OFF ON	Select ON to print emulated PostScript (PS) error pages. The default is OFF .
PRINT PDF ERRORS	OFF ON	Select ON to print portable document format (PDF) error pages. The default is OFF .
PCL	FORM LENGTH ORIENTATION	Configures settings for the printer control language. FORM LENGTH sets the number of lines per page. The default is 60 .

Menu item	Values	Description
	FONT SOURCE	ORIENTATION determines long-edge versus short-edge page layout. The default is PORTRAIT .
	FONT NUMBER	
	FONT PITCH	FONT SOURCE selects the source of the font used on the printer control panel. The default is INTERNAL . FONT NUMBER is the number of the font you select. If this font is a contour font, use FONT PITCH to set the pitch of a fixed-space font. The default is 10.00 .
	FONT POINT SIZE	
	SYMBOL SET	FONT POINT SIZE sets the size of fixed-space fonts. The default font is 12 points.
	APPEND CR TO LF	
	SUPPRESS BLANK PAGES	SYMBOL SET sets the symbol set used by the printer control panel. The default is PC-8 .
	MEDIA SOURCE MAPPING	APPEND CR TO LF sets whether a carriage return is appended to each line feed in a backward-compatible PCL job. The default is NO .
		SUPPRESS BLANK PAGES sets whether jobs using PCL that include blank form feeds will automatically suppress the blank pages. YES indicates that form feeds will be ignored if the page is blank.
		The PCL5 MEDIA SOURCE MAPPING command selects an input tray by a number that maps to the various available trays.

Print Quality sub-menu

Use this menu to adjust all aspects of print quality, including calibration, registration, and color half tone settings.

Menu item	Values	Description
ADJUST COLOR	HIGHLIGHTS	Modifies the half tone settings for each color. The default for each color is 0 .
	MIDTONES	
	SHADOWS	
	RESTORE COLOR VALUES	
SET REGISTRATION	PRINT TEST PAGE	Shifts the margin alignment to center the image on the page from top to bottom, and left to right. You can also align the image that is printed on the front with the image that is printed on the back.
	SOURCE	
	ADJUST TRAY 1	
	ADJUST TRAY 2	
	ADJUST TRAY 3	
AUTO SENSE MODE	TRAY 1 SENSING	If a tray is configured to PLAIN or ANY SIZE , and the print job does not specify the media type, the printer will adjust the print quality for the type of print media it senses. The default for tray 1 is FULL SENSING , which senses transparencies, glossy paper, and tough paper.
	TRAY >1 SENSING	
PRINT MODES	A list of media types appears. When you select a type, a list of available modes appears.	Associates each media type with a specific print mode.
OPTIMIZE	A list of parameters appears.	Optimizes certain parameters for all jobs rather than (or in addition to) optimizing by paper type.
EDGE CONTROL	OFF	Controls how edges are printed.
	LIGHT	
	NORMAL	
	MAXIMUM	
AUTO CLEANING	OFF (default)	Select this option to turn automatic cleaning on or off.
	ON	
QUICK CALIBRATE NOW		Performs a limited printer calibration.
FULL CALIBRATE NOW		Performs all printer calibrations to optimize print quality.
DELAY CALIBRATION AT WAKE/POWER-ON	NO	Prints before the calibration process after turning on the printer or bringing it out of sleep mode.
	YES	

Menu item	Values	Description
CREATE CLEANING PAGE (HP Color LaserJet CP3505 and CP3505n only)		Prints a cleaning page to be used for cleaning the printer. This page contains instructions for processing the cleaning page. See Clean the printer on page 126 for more information.
PROCESS CLEANING PAGE (HP Color LaserJet CP3505dn and CP3505x only)		For duplexing printers, this command creates and processes the cleaning page. For non-duplexing printers, after the cleaning page is loaded in tray 1, this menu item processes the cleaning page that was created by the CREATE CLEANING PAGE command. The cleaning process takes a few moments. See Clean the printer on page 126 for more information.

System Setup sub-menu

Use the **SYSTEM SETUP** menu to make changes to default settings for general printer configuration, such as date/time, printer personality (language), and jam recovery. See [Change control-panel configuration settings on page 26](#) for more information.

Menu item	Values	Description
DATE/TIME	DATE DATE FORMAT TIME TIME FORMAT	Sets the time and date on the printer.
JOB STORAGE LIMIT	1–100	Limits the number of stored jobs that can be saved to the printer.
JOB HELD TIMEOUT	OFF 1 HOUR 4 HOURS 1 DAY 1 WEEK	Sets the amount of time that a stored job can remain on the printer before it is automatically deleted. The default is OFF .
SHOW ADDRESS	AUTO OFF	Select AUTO to show the printer IP address on the printer control panel, alternating with the Ready message. The default is OFF . This menu item appears only if the printer is connected to a network.
RESTRICT COLOR USE	DISABLE COLOR ENABLE COLOR COLOR IF ALLOWED	Disables or restricts color use. The default is ENABLE COLOR . To use the COLOR IF ALLOWED setting, set up user permissions by using the embedded Web server. See Use the embedded Web server on page 113 .
COLOR/BLACK MIX	AUTO MOSTLY COLOR PAGES MOSTLY BLACK PAGES	Establishes how the printer switches from color to monochrome (black and white) mode for maximum performance and print cartridge life.

Menu item	Values	Description
		<p>AUTO will reset the printer to the factory default setting. The default is AUTO.</p> <p>Select MOSTLY COLOR PAGES if nearly all of your print jobs are color with high page coverage.</p> <p>Select MOSTLY BLACK PAGES if you print mostly monochrome print jobs, or a combination of color and monochrome print jobs.</p>
TRAY BEHAVIOR	<p>USE REQUESTED TRAY</p> <p>MANUALLY FEED PROMPT</p> <p>PS DEFER MEDIA</p> <p>USE ANOTHER TRAY</p> <p>SIZE/TYPE PROMPT</p> <p>DUPLEX BLANK PAGES</p>	<p>Specifies settings for the tray selection behavior. (Use this setting to configure the trays to behave like trays in some previous HP printers.)</p> <p>The default for USE REQUESTED TRAY is EXCLUSIVELY.</p> <p>The default for MANUALLY FEED PROMPT is ALWAYS.</p> <p>PS DEFER MEDIA affects how paper is handled when printing from an Adobe® PS print driver. ENABLED uses HP's paper handling. DISABLED uses the Adobe PS paper handling. The default is ENABLED.</p> <p>USE ANOTHER TRAY defines whether the printer prompts the user to use another tray when the selected tray is unavailable. The default is ENABLED.</p> <p>SIZE/TYPE PROMPT defines whether the printer prompts the user to reconfigure the tray after loading and closing the tray. The default is DISPLAY.</p> <p>DUPLEX BLANK PAGES defines whether the printer flips a page over even when a page is blank. The default is AUTO (duplex models only).</p> <p>See Tray Behavior menu options on page 26 for more information.</p>
SLEEP DELAY	<p>1 MINUTE</p> <p>15 MINUTES</p> <p>30 MINUTES</p> <p>45 MINUTES</p> <p>60 MINUTES</p> <p>90 MINUTES</p> <p>2 HOURS</p> <p>4 HOURS</p>	<p>Reduces power consumption when the printer has been inactive for an extended period.</p> <p>Sets the length of time the printer remains inactive before going into sleep mode. The default is 30 MINUTES.</p>
WAKE TIME	<p>MONDAY</p> <p>TUESDAY</p> <p>WEDNESDAY</p> <p>THURSDAY</p> <p>FRIDAY</p>	<p>Sets a “wake-up” time for the printer to warm up and calibrate each day. The default for each day is OFF. If you set a wake time, HP recommends setting an extended sleep delay time period, so that the printer will not return to sleep mode soon after waking.</p>

Menu item	Values	Description
	SATURDAY	
	SUNDAY	
OPTIMUM SPEED/ENERGY USAGE	FASTER FIRST PAGE SAVE ENERGY	Affects print speed by defining whether the fuser cools between jobs. When FASTER FIRST PAGE is selected, the fuser does not cool, and printing is faster. When SAVE ENERGY is selected, the fuser cools between jobs. The default is FASTER FIRST PAGE .
DISPLAY BRIGHTNESS	1–10	Adjusts the brightness of the printer control panel. The default is 5. See Set the Display Brightness feature on page 28 .
PERSONALITY	AUTO PCL PDF PS	Sets the default personality to automatic switching, PCL, PDF, or PostScript emulation. The default is AUTO . See Personality feature on page 28 for more information.
CLEARABLE WARNINGS	JOB ON	Sets the amount of time that a clearable warning appears on the printer control panel. The default is JOB , which appears until the end of the job that generated the warning. ON appears until the ✓ is pressed. See Clearable Warnings feature on page 29 for more information.
AUTO CONTINUE	OFF ON	Determines printer behavior when the system generates an auto-continuable error. The default is ON . ON automatically continues printing after 10 seconds. OFF pauses printing. Press ✓ to continue printing. See Auto Continue feature on page 29 for more information.
REPLACE SUPPLIES	STOP AT LOW STOP AT OUT OVERRIDE AT OUT	Sets low or out supplies operating options. The default is STOP AT OUT . STOP AT LOW pauses printing when a low supply is reported. Press ✓ to continue printing. OVERRIDE AT OUT allows the printer to continue printing even after some supplies have run out. See Replace Supplies feature on page 30 for more information.
ORDER AT	0–100	The user can set the percent remaining at which the ORDER AT message is displayed. The default percentage is 15 .
COLOR SUPPLY OUT	STOP AUTOCONTINUE BLACK	Sets the printer behavior when a color print cartridge is empty. When the printer is set to AUTOCONTINUE BLACK, the printer continues printing using black toner only. The default is STOP .
JAM RECOVERY	AUTO OFF ON	Sets whether the printer will attempt to reprint pages after a jam. The default is AUTO . See Jam Recovery feature on page 30 for more information.

Menu item	Values	Description
RAM DISK	AUTO OFF	Determines how the RAM disk feature is configured. Select AUTO to allow the printer to determine the optimal RAM disk size based on the amount of available memory. OFF disables the RAM disk, but a minimal RAM disk is still available. The default is AUTO .
LANGUAGE	A list of available languages appears.	Sets the default control-panel language. See Language feature on page 31 for more information.

I/O sub-menu

Use the **I/O** menu to configure the printer input/output options.

See [Network configuration on page 55](#).

Menu item	Values	Description
I/O TIMEOUT	5–300	Selects the I/O timeout in seconds.
PAGE BUFFERING	OFF ON	Sets whether the printer should maximize performance or minimize engine wear while waiting for information to be transferred. Select ON if the printer uses USB or Ethernet 10Base-T. The default is OFF .
EMBEDDED JETDIRECT	Possible values are: TCP/IP IPX/SPX APPLETALK DLC/LLC SECURE WEB DIAGNOSTICS RESET SECURITY LINK SPEED	Configures the HP Jetdirect embedded print server.
EIO 1 JETDIRECT	Values vary, depending on the product in the EIO slot.	See the documentation that came with the EIO device.

Resets sub-menu

Use the **RESETS** menu to reset factory settings and to disable and enable sleep mode.

Menu item	Values	Description
RESTORE FACTORY SETTINGS	None	Clears the page buffer, removes all perishable personality data, resets the printing environment, and returns all default settings to factory defaults. This menu does <i>not</i> restore HP Jetdirect network settings to factory default values.
SLEEP MODE	OFF	Enables and disables sleep mode. The default is ON .

Menu item	Values	Description
	ON	

Diagnostics menu

Use the **DIAGNOSTICS** menu to run tests that can help identify and solve problems with the printer.

Menu item	Description
PRINT EVENT LOG	Prints an event log that shows the last 50 entries in the printer event log, starting with the most recent.
SHOW EVENT LOG	Shows the last 50 printer events on the control-panel display, starting with the most recent.
PQ TROUBLESHOOTING	Prints a series of print-quality assessment pages that help troubleshoot many print-quality problems.
PRINT DIAGNOSTICS PAGE	Prints the diagnostics page.
DISABLE CARTRIDGE CHECK	Prints with one or more cartridges removed so that you can diagnose print cartridge-related problems.
PAPER PATH SENSORS	Shows the values of the sensors. Values are updated as media passes each sensor. Jobs can be initiated from the control panel or sent from the computer.
PAPER PATH TEST	Tests the printer paper-handling features, such as the configuration of the trays.
MANUAL SENSOR TEST	Allows a service representative to test the paper-path sensors and switches for correct operation.
COMPONENT TEST	Activates individual parts independently to isolate noise, leaking, and other hardware issues.
PRINT/STOP TEST	Isolates print-quality issues more accurately by stopping the printer in mid-print cycle. Stopping the printer in mid-print cycle causes a jam that might need to be removed manually. <i>Only a service representative should perform this test.</i>

Change control-panel configuration settings

Use the printer control panel to make changes to default printer configuration settings, such as tray size and type, sleep delay time, printer personality (language), and jam recovery.

You can also gain access to the printer control panel from a computer by using the **Settings** page of the embedded Web server. The computer shows the same information as the control panel. For more information, see [Use the embedded Web server on page 113](#).

△ **CAUTION:** Configuration settings seldom need to be changed. Hewlett-Packard Company recommends that only the system administrator change configuration settings.

Tray Behavior menu options

The **TRAY BEHAVIOR** menu provides the following user-defined options:

- **USE REQUESTED TRAY:** Select **EXCLUSIVELY** (the default value) to ensure that the printer will not automatically select another tray when you indicate that a specific tray should be used. Select **FIRST** to allow the printer to pull from a second tray if the specified tray is empty or contains a different media type or size.
- **MANUALLY FEED PROMPT:** If you select **ALWAYS** (the default value), the system always generates a prompt before pulling from the multipurpose tray. If you select **UNLESS LOADED**, the system generates the prompt only if the multipurpose tray is empty or if it is configured for a different type or size.
- **PS DEFER MEDIA:** If you select **ENABLED** (the default value), the printer uses HP's paper-selection process. Select **DISABLED** to allow the printer to use the Adobe paper-selection process.
- **USE ANOTHER TRAY.** If you select **ENABLED** (the default value), the printer prompts users to use another tray when the selected tray is unavailable. If you select **DISABLED**, the printer does not prompt the user.
- **SIZE/TYPE PROMPT.** If you select **DISPLAY** (the default value), the printer prompts users to confirm the media size or type loaded in the tray immediately after the tray has been loaded. If you select **DO NOT DISPLAY**, the printer does not prompt the user.
- **DUPLEX BLANK PAGES.** If you select **AUTO** (the default value), the printer might not flip pages in the duplexer for blank pages, which enhances printer performance. If you select **YES**, the printer duplexer flips each page.

Set the Use Requested Tray feature

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **SYSTEM SETUP**, and then press ✓.
4. Press ▼ to highlight **TRAY BEHAVIOR**, and then press ✓.
5. Press ✓ to select **USE REQUESTED TRAY**.
6. Press ▲ or ▼ to select **EXCLUSIVELY** or **FIRST**.
7. Press ✓ to save the selected behavior, and then press **Menu** to return to the **Ready** state.

Set the Manually Feed Prompt feature

1. Press **Menu**.
2. Press **▼** to highlight **CONFIGURE DEVICE**, and then press **✓**.
3. Press **▼** to highlight **SYSTEM SETUP**, and then press **✓**.
4. Press **▼** to highlight **TRAY BEHAVIOR**, and then press **✓**.
5. Press **▼** to highlight **MANUALLY FEED PROMPT**, and then press **✓**.
6. Press **▲** or **▼** to select **ALWAYS** or **UNLESS LOADED**.
7. Press **✓** to save the selected behavior, and then press **Menu** to return to the **Ready** state.

Set the PS Defer Media feature

1. Press **Menu**.
2. Press **▼** to highlight **CONFIGURE DEVICE**, and then press **✓**.
3. Press **▼** to highlight **SYSTEM SETUP**, and then press **✓**.
4. Press **▼** to highlight **TRAY BEHAVIOR**, and then press **✓**.
5. Press **▼** to highlight **PS DEFER MEDIA**, and then press **✓**.
6. Press **▲** or **▼** to select **ENABLED** or **DISABLED**.
7. Press **✓** to save the selected behavior, and then press **Menu** to return to the **Ready** state.

Set the Use Another Tray feature

1. Press **Menu**.
2. Press **▼** to highlight **CONFIGURE DEVICE**, and then press **✓**.
3. Press **▼** to highlight **SYSTEM SETUP**, and then press **✓**.
4. Press **▼** to highlight **TRAY BEHAVIOR**, and then press **✓**.
5. Press **▼** to highlight **USE ANOTHER TRAY**, and then press **✓**.
6. Press **▲** or **▼** to select **ENABLED** or **DISABLED**.
7. Press **✓** to save the selected behavior, and then press **Menu** to return to the **Ready** state.

Set the Size/Type Prompt feature

1. Press **Menu**.
2. Press **▼** to highlight **CONFIGURE DEVICE**, and then press **✓**.
3. Press **▼** to highlight **SYSTEM SETUP**, and then press **✓**.
4. Press **▼** to highlight **TRAY BEHAVIOR**, and then press **✓**.
5. Press **▼** to highlight **SIZE/TYPE PROMPT**, and then press **✓**.

6. Press ▲ or ▼ to select **DISPLAY** or **DO NOT DISPLAY**.
7. Press ✓ to save the selected behavior, and then press **Menu** to return to the **Ready** state.

Set the Duplex Blank Pages feature

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **SYSTEM SETUP**, and then press ✓.
4. Press ▼ to highlight **TRAY BEHAVIOR**, and then press ✓.
5. Press ▼ to highlight **DUPLEX BLANK PAGES**, and then press ✓.
6. Press ▲ or ▼ to select **AUTO** or **YES**.
7. Press ✓ to save the selected behavior, and then press **Menu** to return to the **Ready** state.

Set the Display Brightness feature

Change the brightness of the control-panel display by using the **DISPLAY BRIGHTNESS** option.

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **SYSTEM SETUP**, and then press ✓.
4. Press ▼ to highlight **DISPLAY BRIGHTNESS**, and then press ✓.
5. Press ▲ or ▼ to select the appropriate setting, and then press ✓ to set the selection.
6. Press **Menu** to return to the **Ready** state.

Personality feature

This printer features automatic personality (printer language) switching.

- **AUTO**: Configures the printer to automatically detect the type of print job and configure its personality to accommodate that job.
- **PCL**: Configures the printer to use Printer Control Language.
- **PDF**: Configures the printer to use portable document format.
- **PS**: Configures the printer to use PostScript emulation.

Set the Personality feature

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **SYSTEM SETUP**, and then press ✓.
4. Press ▼ to highlight **PERSONALITY**, and then press ✓.

5. Press ▲ or ▼ to select the appropriate personality, and then press ✓ to set the personality.
6. Press **Menu** to return to the **Ready** state.

Clearable Warnings feature

Use this feature to determine the display time of control-panel clearable warnings by selecting **ON** or **JOB**. The default value is **JOB**.

- **ON**: Clearable warnings appear until you press ✓.
- **JOB**: Clearable warnings appear until the end of the job for which they were generated.

Set the Clearable Warnings feature

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **SYSTEM SETUP**, and then press ✓.
4. Press ▼ to highlight **CLEARABLE WARNINGS**, and then press ✓.
5. Press ▲ or ▼ to select the appropriate setting, and then press ✓ to set the selection.
6. Press **Menu** to return to the **Ready** state.

Auto Continue feature

Use this feature to determine printer behavior when the system generates an auto-continuable error. **ON** is the default setting.

- **ON**: An error message appears for ten seconds before automatically continuing to print.
- **OFF**: Any time the printer shows an error message, the print job pauses until you press ✓.

Set the Auto Continue feature

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **SYSTEM SETUP**, and then press ✓.
4. Press ▼ to highlight **AUTO CONTINUE**, and then press ✓.
5. Press ▲ or ▼ to select the appropriate setting, and then press ✓ to set the selection.
6. Press **Menu** to return to the **Ready** state.

Replace Supplies feature

The printer has three options for low or exhausted supplies status:

- **STOP AT OUT** (the default setting): The printer continues printing while a print cartridge is low. When the cartridge is out, the printer cannot print.
- **STOP AT LOW**: The printer pauses until you replace the low cartridge.
- **OVERRIDE AT OUT**: The printer continues printing even after some supplies have run out.

Set the Replace Supplies feature

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **SYSTEM SETUP**, and then press ✓.
4. Press ▼ to highlight **REPLACE SUPPLIES**, and then press ✓.
5. Press ▲ or ▼ to select the appropriate setting, and then press ✓ to set the selection.
 - If you select **OVERRIDE AT OUT** and then press ✓, a warning message appears. To accept the override, select **YES, USE OVERRIDE** and press ✓, and then set the page limit for the override and press ✓.
6. Press **Menu** to return to the **Ready** state.

Jam Recovery feature

Use this option to configure the printer response to jams, including how it handles the pages involved. **AUTO** is the default value.

- **AUTO**: The printer automatically turns jam recovery on when sufficient memory is available.
- **ON**: The printer reprints any page involved in a jam. Additional memory is allocated to store the last few pages printed. This might cause overall printer performance to suffer.
- **OFF**: The printer does not reprint any page that was involved in a paper jam. Because no memory is used to store the most recent pages, performance is optimal.

Set the Jam Recovery feature

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **SYSTEM SETUP**, and then press ✓.
4. Press ▼ to highlight **JAM RECOVERY**, and then press ✓.
5. Press ▲ or ▼ to select the appropriate setting, and then press ✓ to set the selection.
6. Press **Menu** to return to the **Ready** state.

Language feature

The option to set the default language might appear when the printer is turned on for the first time, depending on the country/region in which you purchased the printer. As you scroll through the available options, the list appears in the language that is highlighted. When the list appears in the appropriate language, press ✓ to set the language. You can also change the language at any time by performing the following procedure.


Select a language

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **SYSTEM SETUP**, and then press ✓.
4. Press ▼ to highlight **LANGUAGE**, and then press ✓.
5. Press ▲ or ▼ to select the appropriate language, and then press ✓ to set the selection.
6. Press **Menu** to return to the **Ready** state.

Use the printer control panel in shared environments

If your printer is shared with other users, adhere to the following guidelines to ensure successful printer operation:

- Consult your system administrator before making changes to control-panel settings. Changing control-panel settings could affect other print jobs.
- Coordinate with other users before changing the default printer font or downloading soft fonts. Coordinating these operations conserves memory and avoids unexpected printer output.
- Be aware that switching printer personalities, such as switching emulated PostScript to PCL, affects the printed output for other users.

 **NOTE:** Your network operating system might automatically protect each user's print job from the effects of other print jobs. Consult your system administrator for more information.

3 Software for Windows

- [Supported operating systems for Windows](#)
- [Supported printer drivers for Windows](#)
- [Select the correct printer driver for Windows](#)
- [Priority for print settings](#)
- [Change printer-driver settings for Windows](#)
- [Install the Windows software](#)
- [Remove software for Windows](#)
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Supported operating systems for Windows

The product comes with software for the following Windows operating systems:

- Windows 2000
- Windows Server 2003 (32-bit)
- Windows Server 2003 (64-bit) (PCL 5e printer driver only)

For more information about upgrading from Windows 2000 Server to Windows Server 2003, using Windows Server 2003 Point and Print, or using Windows Server 2003 Terminal Services and Printing, go to <http://www.microsoft.com/>.

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

Supported printer drivers for Windows

- PCL 5
- PCL 6
- PS level 3 emulation

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.


Select the correct printer driver for Windows

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

- Use the PCL 6 printer driver for the best overall performance.
- Use the PCL 5 printer driver for general office printing.
- Use the HP postscript level 3 emulation driver for printing from postscript level 3 emulation needs, or for postscript flash font support.

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

To change the settings for all print jobs until the software program is closed

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.

To change the default settings for all print jobs

1. Click **Start**, click **Settings**, and then click **Printers** (Windows 2000) or **Printers and Faxes** (Windows XP Professional and Server 2003) or **Printers and Other Hardware Devices** (Windows XP Home).

For Windows Vista, click **Start**, click **Control Panel**, and then click **Printer**.

2. Right-click the driver icon, and then select **Printing Preferences**.

To change the device configuration settings

1. Click **Start**, click **Settings**, and then click **Printers** (Windows 2000) or **Printers and Faxes** (Windows XP Professional and Server 2003) or **Printers and Other Hardware Devices** (Windows XP Home).

For Windows Vista, click **Start**, click **Control Panel**, and then click **Printer**.

2. Right-click the driver icon, and then select **Properties**.

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

Install the Windows software

Install Windows software for direct connections

When installing the printing software in a direct-connect environment, always install the software before connecting the USB cable. In addition, make sure to use a standard 2-meter USB cable.

Installing the printing system software

1. Close all software programs that are open or running.
2. Insert the printer CD-ROM into the CD-ROM drive.

If the welcome screen does not open, start it by using the following procedure:

- On the **Start** menu, click **Run**.
 - Type the following: X:\setup (where X is the letter of the CD-ROM drive).
 - Click **OK**.
3. When prompted, click **Install Printer** and follow the instructions on the computer screen.
 4. Click **Finish** when the installation has completed.
 5. You might need to restart the computer.
 6. Print a test page or a page from any software program to make sure that the software is correctly installed.

If installation fails, reinstall the software. If this fails, check the installation notes and readme files on the printer CD-ROM or the flyer that came in the printer box, or go to <http://www.hp.com/support/cljcp3505> for help or more information.

Install Windows software for networks

The software on the printer CD-ROM supports network installation with a Microsoft network. For network installation on other operating systems, go to <http://www.hp.com/support/cljcp3505>.

The installer does not support printer installation or printer object creation on Novell servers. It supports only direct-mode network installations between Windows computers and a printer. To install your printer and create objects on a Novell server, use an HP utility (such as HP Web Jetadmin) or a Novell utility (such as NWAdmin).

Installing the printing system software

1. If you are installing the software on Windows 2000, Windows XP, or Windows Vista, make sure that you have administrator privileges.
2. Make sure that the HP Jetdirect print server and printer are properly connected to the network. Print a configuration page (see [Information pages on page 110](#)). On the second page of the configuration page, locate the IP address that is currently configured. You might need this address to initially identify the printer on your network and complete the installation.
3. Close all software programs that are open or running.
4. Insert the printer CD-ROM into the CD-ROM drive.

If the welcome screen does not open, start it by using the following procedure:

- On the **Start** menu, click **Run**.
 - Type the following: X:\setup (where X is the letter of the CD-ROM drive).
 - Click **OK**.
5. When prompted, click **Install Printer** and follow the instructions on the computer screen.
 6. Click **Finish** when installation has completed.
 7. You might need to restart the computer.
 8. Print a test page or a page from any software program to make sure that the software is correctly installed.

If installation fails, reinstall the software. If this fails, check the installation notes and readme files on the printer CD-ROM or the flyer that came in the printer box, or go to <http://www.hp.com/support/cljcp3505> for help or more information.

Software installation types for Windows

You can choose from the following types of software installations:

- **Typical**. Installs the PCL driver and included fonts.
- **Typical with Fax**. Installs the PCL driver, the fax driver, and included fonts.
- **Custom**. Use the **Custom** installation to select which drivers to install and whether to install the internal fonts.

Remove software for Windows

1. Click **Start**, and then click **All Programs**.
2. Click **HP**, and then click **HP Color LaserJet CP3505**.
3. Click **Uninstall HP Color LaserJet CP3505**, and then follow the onscreen instructions to remove the software.

Supported utilities

The HP Color LaserJet CP3505 printers are equipped with several utilities that make it easy to monitor and manage the printer on a network.

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 110](#).)

For a complete explanation of the features and functionality of the embedded Web server, see [Use the embedded Web server on page 113](#).

HP Easy Printer Care Software

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

- Checking the device status
- Checking the supplies status
- Setting up alerts
- Viewing device documentation
- Gaining access to troubleshooting and maintenance tools

You can view HP Easy Printer Care Software when the device is directly connected to your computer or when it is connected to a network. To download HP Easy Printer Care Software, go to www.hp.com/go/easyprintercare.

For more information, see [Use HP Easy Printer Care Software on page 116](#).

Other components and utilities

Windows	Macintosh OS
<ul style="list-style-type: none">• Software installer — automates the printing system installation• Online Web registration	<ul style="list-style-type: none">• 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.

Software for other operating systems

OS	Software
UNIX	For HP-UX and Solaris networks, go to www.hp.com/support/net_printing to download the HP Jetdirect printer installer for UNIX.
Linux	For information, go to www.hp.com/go/linuxprinting .
OS/2	The OS/2 drivers are available from IBM and are packaged with OS/2. They are not available for Simplified Chinese, Korean, Japanese, or Traditional Chinese. For more information, see www.hp.com/support/software .

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.

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 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 Macintosh

To change the settings for all print jobs until the software program is closed

1. On the **File** menu, click **Print**.
2. Change the settings that you want on the various pop-up menus.

To change the default settings for all print jobs

1. On the **File** menu, click **Print**.
2. Change the settings that you want on the various pop-up menus.
3. On the **Presets** pop-up menu, click **Save as** and type a name for the preset.

To change the device configuration settings

1. In the Finder, on the **Go** menu, click **Applications**.
 2. Open **Utilities**, and then open **Print Center** (Mac OS X V10.2) **Printer Setup Utility** (Mac OS X V10.3 or Mac OS X V10.4).
-

To change the settings for all print jobs until the software program is closed	To change the default settings for all print jobs	To change the device 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.	<ol style="list-style-type: none"> 3. Click on the print queue. 4. On the Printers menu, click Show Info. 5. Click the Installable Options menu.
		NOTE: Configuration settings might not be available in Classic mode.


Software installation types for Macintosh

Install Macintosh software for direct connections (USB)

1. Connect a USB cable between the device USB port and the computer USB port. Use a standard 2-meter (6.56-foot) USB cable.
2. Insert the device CD into the CD-ROM drive and run the installer. If the CD menu not run automatically, double-click the CD icon on the desktop.
3. Double-click the **Installer** icon in the HP LaserJet Installer folder.
4. Follow the instructions on the computer screen.

USB printer queues are created automatically when the device is attached to the computer. However, the queue will use a generic PPD if the installer has not been run before the USB cable is connected. Complete the following steps to change the queue PPD.

5. On the computer hard drive, open **Applications**, open **Utilities**, and then open **Print Center** or **Printer Setup Utility**.

 **NOTE:** If you are using Mac OS X V10.3 or Mac OS X V10.4, then the **Printer Setup Utility** has replaced the **Print Center**.


6. Select the correct printer queue, and then click **Show Info** to open the **Printer Info** dialog box.
7. In the pop-up menu, select **Printer Model**, and then, in the pop-up menu in which **Generic** is selected, select the correct PPD for the device.
8. Print a test page from any software program to make sure that the software is correctly installed.

If installation fails, reinstall the software. If this fails, see the installation notes or late-breaking readme files on the device CD or the flyer that came in the box for help.


Install Macintosh software for networks

1. Connect the network cable between the HP Jetdirect print server and a network port.
2. Insert the CD into the CD-ROM drive. If the CD does not run automatically, double-click the CD icon on the desktop.
3. Double-click the **Installer** icon in the HP LaserJet Installer folder.
4. Follow the instructions on the computer screen.

5. On the computer hard drive, open **Applications**, open **Utilities**, and then open **Print Center** or **Printer Setup Utility**.

 **NOTE:** If you are using Mac OS X V10.3 or Mac OS X V10.4, then the **Printer Setup Utility** has replaced the **Print Center**.

6. Click **Add Printer**.
7. Select **Rendezvous** or **Bonjour** as the connection type.

 **NOTE:** Depending on product configuration, **Appletalk** or **IP Printing** might also be available.

8. Select the device from the list.
9. Click **Add Printer**.
10. Close the Print Center or the Printer Setup Utility.

Remove software from Macintosh operating systems

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

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. 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 110](#).)

For a complete explanation of the features and functionality of the embedded Web server, see [Use the embedded Web server on page 113](#).

Use features in the Macintosh printer driver

Create and use printing shortcuts in Macintosh

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

Create a printing shortcut

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. Select the print settings.
4. In the **Printing Shortcuts** box, click **Save As...**, and type a name for the shortcut.
5. Click **OK**.

Use printing shortcuts

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. In the **Printing Shortcuts** box, select the printing shortcut that you want to use.

 **NOTE:** To use printer-driver default settings, select **Factory Default**.

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 in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. On the **Cover Page** or **Paper/Quality** tab, select whether to print the cover page **Before Document** or **After Document**.
4. In the **Cover Page Type** pop-up menu, select the message that you want to print on the cover page.

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

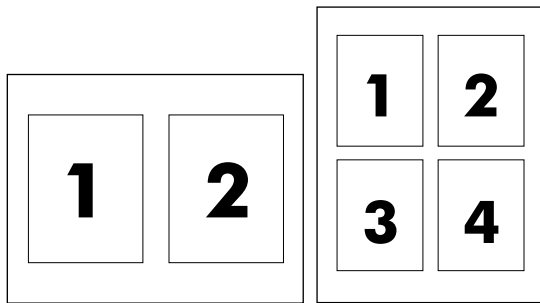
Use watermarks

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 in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. Click the **Layout** pop-up 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. Open the printer driver (see [Change printer-driver settings for Windows on page 38](#)).
3. Open the **Layout** pop-up menu.
4. Next to **Two Sided Printing**, 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/m² (28-lb bond).

2. Open the printer driver (see [Change printer-driver settings for Windows on page 38](#)).
3. On the **Finishing** pop-up menu, select the **Manual Duplex** option.
 **NOTE:** If the **Manual Duplex** option is not enabled, 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 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, and then click **Properties** or **Preferences**.
3. Open the **Color Options** pop-up menu.

4. If you are using Mac OS X, click **Show Advanced Options**.
5. Adjust the individual settings for text, graphics, and photographs.

Use the Services menu

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

1. On the **File** menu, click **Print**.
2. Open the **Services** menu.
3. Select a maintenance task from the drop-down list, and then click **Launch**. The embedded Web server opens to the page that provides the information for the task that you selected.
4. To go to various support Web sites for this device, select an Internet Services option from the drop-down list, and then click **Go!**.

5 Connectivity

- [USB configuration](#)
- [Network configuration](#)

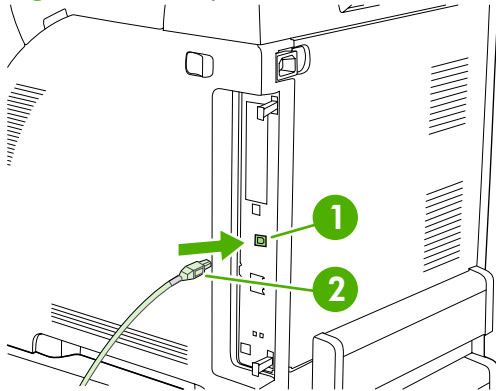
USB configuration

All printer models support USB connections. The USB port is on the right side of the printer.

Connect the USB cable

Plug the USB cable into the printer. Plug the other end of the USB cable into the computer.

Figure 5-1 USB port connection



1	USB port
2	USB connector

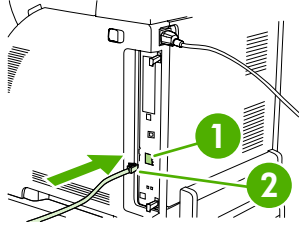
Network configuration

The HP Color LaserJet CP3505n, CP3505dn, and CP3505x models support network connections. The network port is on the right side of the printer.

Connect the network cable

Plug the network cable into the printer.


Figure 5-2 Network port connection



1	Network port
2	Network cable

Configure the network product

You might need to configure certain network parameters on the printer. You can configure these parameters from the printer control panel, the embedded Web server, or for most networks, from the HP Web Jetadmin software.

 **NOTE:** For more information about using the embedded Web server, see [Use the embedded Web server on page 113](#).


For a complete list of supported networks and for instructions on configuring network parameters from software, see the *HP Jetdirect Embedded Print Server Administrator's Guide*. The guide comes with printers in which an HP Jetdirect embedded print server is installed.

Manually configure TCP/IP parameters from the printer control panel

Use manual configuration to set an IP address, subnet mask, and default gateway for an IPV4 network card.

Set the IP address

1. Press **Menu**.
2. Press **▼** to highlight **CONFIGURE DEVICE**, and then press **✓**.
3. Press **▼** to highlight **I/O**, and then press **✓**.
4. Press **▼** to highlight **EMBEDDED JETDIRECT**, and then press **✓**.
5. Press **▼** to highlight **TCP/IP**, and then press **✓**.
6. Press **✓** to select **IPV4 SETTINGS**.
7. Press **✓** to select **CONFIG METHOD**.

8. Press ▼ to highlight **MANUAL**, and then press ✓.
 9. Press ▼ to highlight **MANUAL SETTINGS**, and then press ✓.
 10. Press ▼ to highlight **IP Address:**, and then press ✓.
 11. Press the ▲ or ▼ arrow to increase or decrease the number for the first byte of the IP address.
 12. Press ✓ to move to the next set of numbers. (Press ⇐ to move to the previous set of numbers.)
-
-  **NOTE:** To cycle through the numbers faster, hold down the arrow button.
13. Repeat steps 10 and 11 until the correct IP address is entered, and then press ✓ to save the setting.
 14. Press **Menu** to return to the **Ready** state.

Set the subnet mask

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **I/O**, and then press ✓.
4. Press ▼ to highlight **EMBEDDED JETDIRECT**, and then press ✓.
5. Press ▼ to highlight **TCP/IP**, and then press ✓.
6. Press ✓ to select **IPV4 SETTINGS**.
7. Press ✓ to select **CONFIG METHOD**.
8. Press ▼ to highlight **MANUAL**, and then press ✓.
9. Press ▼ to highlight **MANUAL SETTINGS**, and then press ✓.
10. Press ▼ to highlight **SUBNET MASK**, and then press ✓.
11. Press the ▲ or ▼ arrow to increase or decrease the number for the first byte of the subnet mask.
12. Press ✓ to move to the next set of numbers. (Press ⇐ to move to the previous set of numbers.)
13. Repeat steps 10 and 11 until the correct subnet mask is entered, and then press ✓ to save the subnet mask.
14. Press **Menu** to return to the **Ready** state.

Set the default gateway

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **I/O**, and then press ✓.
4. Press ▼ to highlight **EMBEDDED JETDIRECT**, and then press ✓.
5. Press ▼ to highlight **TCP/IP**, and then press ✓.
6. Press ✓ to select **IPV4 SETTINGS**.


7. Press **✓** to select **CONFIG METHOD**.
8. Press **▼** to highlight **MANUAL**, and then press **✓**.
9. Press **▼** to highlight **MANUAL SETTINGS**, and then press **✓**.
10. Press **▼** to highlight **DEFAULT GATEWAY**, and then press **✓**.
11. Press the **▲** or **▼** arrow to increase or decrease the number for the first byte of the default gateway.
12. Press **✓** to move to the next set of numbers. (Press **↩** to move to the previous set of numbers.)
13. Repeat steps 10 and 11 until the correct default gateway is entered, and then press **✓** to save the default gateway.
14. Press **Menu** to return to the **Ready** state.

Disable network protocols (optional)

By factory default, all supported network protocols are enabled. Disabling unused protocols has the following benefits:

- Decreases printer-generated network traffic
- Prevents unauthorized users from printing to the printer
- Provides only pertinent information on the configuration page
- Allows the printer control panel to display protocol-specific error and warning messages

Disable IPX/SPX

 **NOTE:** Do not disable this protocol in Windows-based systems that print to the printer using IPX/SPX.

1. Press **Menu**.
2. Press **▼** to highlight **CONFIGURE DEVICE**, and then press **✓**.
3. Press **▼** to highlight **I/O**, and then press **✓**.
4. Press **▼** to highlight **EMBEDDED JETDIRECT**, and then press **✓**.
5. Press **▼** to highlight **IPX/SPX**, and then press **✓**.
6. Press **✓** to select **ENABLE**.
7. Press **▼** to highlight **OFF**, and then press **✓**.
8. Press **Menu** to return to the **Ready** state.

Disable AppleTalk


1. Press **Menu**.
2. Press **▼** to highlight **CONFIGURE DEVICE**, and then press **✓**.
3. Press **▼** to highlight **I/O**, and then press **✓**.
4. Press **▼** to highlight **EMBEDDED JETDIRECT**, and then press **✓**.

5. Press ▼ to highlight **APPLETALK**, and then press ✓.
6. Press ✓ to select **ENABLE**.
7. Press ▼ to highlight **OFF**, and then press ✓.
8. Press **Menu** to return to the **Ready** state.

Disable DLC/LLC

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **I/O**, and then press ✓.
4. Press ▼ to highlight **EMBEDDED JETDIRECT**, and then press ✓.
5. Press ▼ to highlight **DLC/LLC**, and then press ✓.
6. Press ✓ to select **ENABLE**.
7. Press ▼ to highlight **OFF**, and then press ✓.
8. Press **Menu** to return to the **Ready** state.


Enhanced I/O (EIO) configuration

 **NOTE:** If you are adding a print server to a base model (HP Color LaserJet CP3505), additional printer memory might be required.

The enhanced input/output (EIO) slot holds compatible accessory devices, such as the HP Jetdirect print server network cards or other devices. Plugging an EIO network card into the slot increases the number of network interfaces available to the printer.

HP Jetdirect EIO print servers

HP Jetdirect print servers (network cards) can be installed in EIO slots. These cards support multiple network protocols and operating systems. HP Jetdirect print servers facilitate network management by allowing you to connect a printer directly to your network at any location. HP Jetdirect print servers also support the Simple Network Management Protocol (SNMP), which provides network managers with remote printer management and troubleshooting through the HP Web Jetadmin software.

 **NOTE:** Configure the card either through the control panel, the printer installation software, or with HP Web Jetadmin software. Refer to the HP Jetdirect print server documentation for more information.

6 Paper and print media

This product supports 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*. The guidelines can be downloaded 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.

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

This product supports a number of paper sizes, and it adapts to various media.


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

Table 6-1 Supported paper and print media sizes

Size	Dimensions	Tray 1	Tray 2	Optional tray 3
Letter	216 x 279 mm (8.5 x 11 inches)	✓	✓	✓
Legal	216 x 356 mm (8.5 x 14 inches)	✓	✓	✓
A4	210 x 297 mm (8.27 x 11.69 inches)	✓	✓	✓
Executive	184 x 267 mm (7.24 x 10.51 inches)	✓	✓	✓
A5	148 x 210 mm (5.83 x 8.27 inches)	✓	✓	✓
A6	105 x 148 mm (4.13 x 5.83 inches)	✓		
B5 (JIS)	182 x 257 mm (7.17 x 10.12 inches)	✓	✓	✓
B5 (ISO)	176 x 250 mm (6.93 x 9.84 inches)	✓	✓	✓
B6 (ISO)	125 x 176 mm (4.92 x 6.93 inches)	✓		
16k	197 x 273 mm (7.75 x 10.75 inches)	✓		
16k	184 x 260 mm (7.24 x 10.23 inches)	✓		
16k	195 x 270 mm (7.68 x 10.63 inches)	✓		
8.5 x 13 (custom)	216 x 330 mm (8.5 x 13 inches)	✓		
Custom	(148 - 216) x (210 - 356) mm ((5.83 - 8.5) x (8.27 - 14) inches)	✓		

Table 6-2 Supported envelopes and postcards

Size	Dimensions	Tray 1	Tray 2	Optional tray 3
Envelope #10	105 x 241 mm (4.13 x 9.49 inches)	✓		
Envelope DL	110 x 220 mm (4.33 x 8.66 inches)	✓		
Envelope C5	162 x 229 mm (6.38 x 9.02 inches)	✓		
Envelope B5	176 x 250 mm (6.93 x 9.84 inches)	✓		
Envelope Monarch	98 x 191 mm (3.9 x 7.5 inches)	✓		

Custom paper sizes

This product supports a variety of custom paper sizes. Supported custom sizes are sizes that are within the minimum- and maximum-size guidelines for the product but are not listed in the supported paper sizes table. When using a supported custom size, specify the custom size in the print driver, and load the paper in a tray that supports custom sizes.

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	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Use only labels that have no exposed backing between them. • Use Labels that lie flat. • Use only full sheets of labels. 	<ul style="list-style-type: none"> • Do not use labels that have wrinkles or bubbles, or are damaged. • Do not print partial sheets of labels.
Transparencies	<ul style="list-style-type: none"> • Use only transparencies that are approved for use in laser printers. • Place transparencies on a flat surface after removing them from the product. 	<ul style="list-style-type: none"> • Do not use transparent print media not approved for laser printers.
Letterhead or preprinted forms	<ul style="list-style-type: none"> • Use only letterhead or forms approved for use in laser printers. 	<ul style="list-style-type: none"> • Do not use raised or metallic letterhead.
Heavy paper	<ul style="list-style-type: none"> • Use only heavy paper that is approved for use in laser printers and meets the weight specifications for this product. 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Use only glossy or coated paper that is approved for use in laser printers. 	<ul style="list-style-type: none"> • Do not use glossy or coated paper designed for use in inkjet products.

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.


Load tray 1 (multipurpose tray)

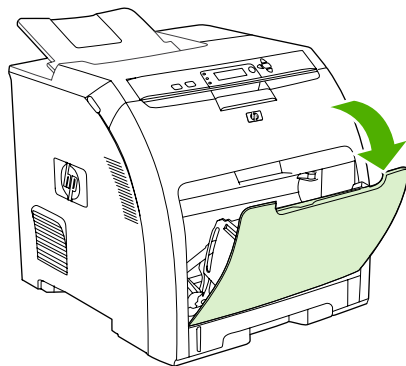
Tray 1 is a multipurpose tray that holds up to 100 sheets of paper or 10 envelopes. It provides a convenient way to print envelopes, transparencies, custom-size paper, or other types of paper without having to unload the other trays.

Load paper in tray 1

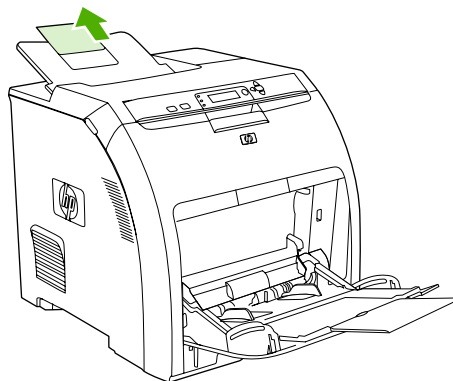
- △ **CAUTION:** Avoid adding print media to tray 1 while the printer is printing, or jams can occur.

1. Open tray 1.

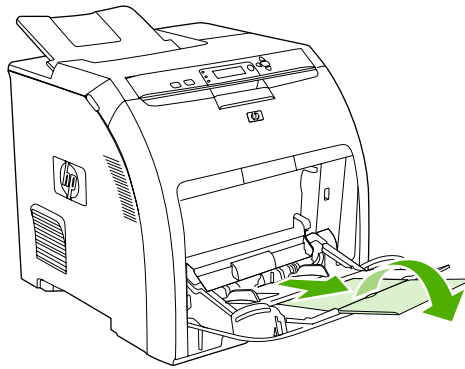
-  **NOTE:** If printing on special media, such as envelopes, use tray 1. See [Load envelopes in tray 1 on page 66](#) for more information.



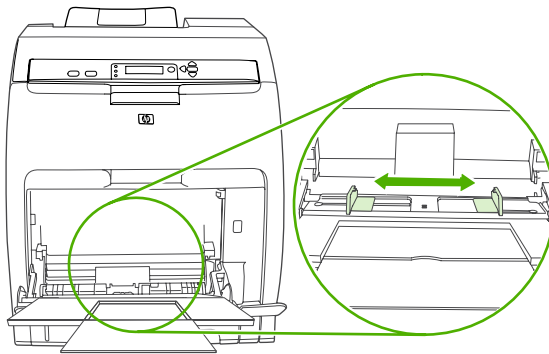
2. Slide the output bin extension out from the bin.



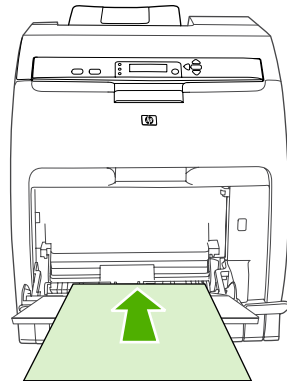
3. Slide out the tray extender and, if necessary, open the additional tray extender.



4. Slide the width guides slightly wider than the print media.

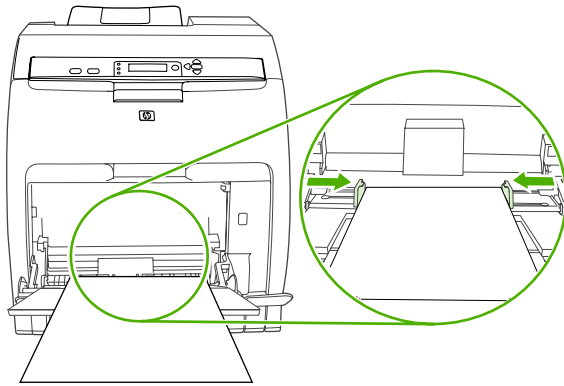


5. Place print media into the tray with the side to be printed down, and the top, short edge in first.



 **NOTE:** If you are printing on two sides, see [Print on both sides of the paper \(duplex printing\) on page 95](#) for loading instructions.

- Slide the paper width guides inward until they lightly touch the print media stack on both sides without bending it. Make sure that the media fits under the tabs on the width guides.



- △ **CAUTION:** Wait for the printer to finish printing before closing tray 1 (optional). Closing the tray before the printer finishes can cause jams.

Load envelopes in tray 1

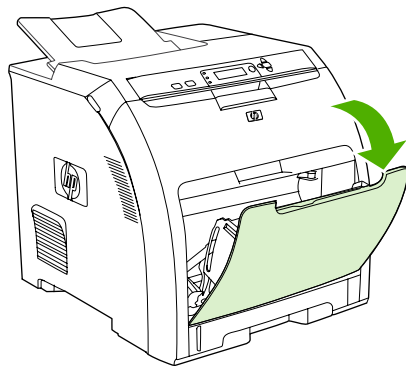
Many types of envelopes can be printed from tray 1. Up to 10 envelopes can be stacked in the tray. Printing performance depends on the construction of the envelope.

In the software, set margins at least 15 mm (0.6 in) from the edge of the envelope.

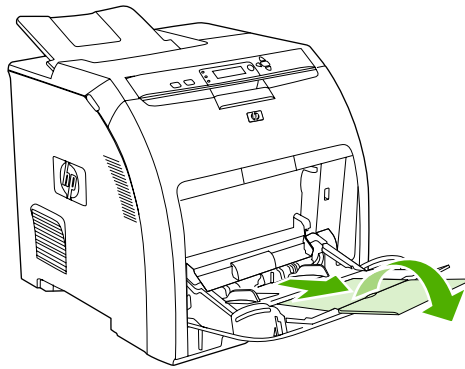
- 📄 **NOTE:** Testing has shown that fusing performance is improved when the Extra Heavy fuser mode is used when printing on C5 and B5 envelopes. To change this setting, press **Menu**. Then press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓. Press ▼ to highlight **PRINT QUALITY**, and then press ✓. Press ▼ to highlight **PRINT MODES**, and then press ✓. Press ▼ to highlight **EXTRA HEAVY**, and then press ✓.

- △ **CAUTION:** Envelopes that contain clasps, snaps, windows, coated linings, exposed self-stick adhesives, or other synthetic materials can severely damage the printer. To avoid jams and possible printer damage, never try to print on both sides of an envelope. Before you load envelopes, make sure that they are flat, undamaged, and not stuck together. Do not use envelopes that contain pressure-sensitive adhesive. To avoid jams, do not remove or insert envelopes during printing.

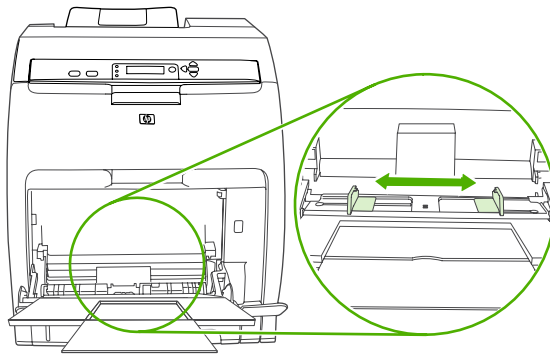
- Open tray 1.



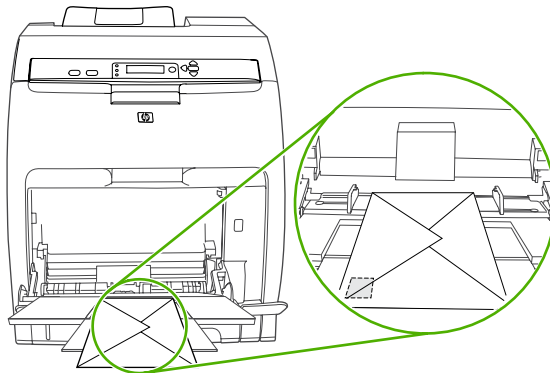
2. Slide out the tray extender and, if necessary, open the additional tray extender.



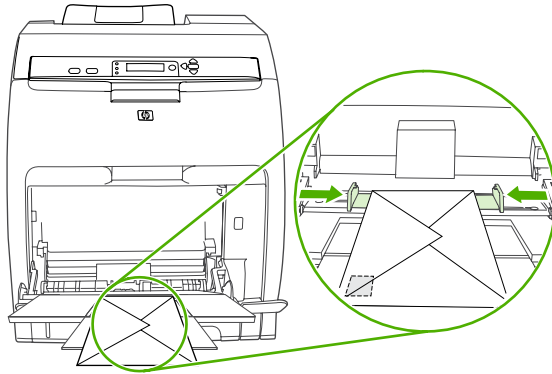
3. Set the paper-width guides.



4. Load as many as 10 envelopes in the center of tray 1 with the side to be printed on facing down, with the stamp area farthest from the printer, and the short edge toward the printer. Slide the envelopes into the printer as far as they will go without forcing them.



5. Adjust the guides to touch the envelope stack without bending the envelopes. Make sure that the envelopes fit under the tabs on the guides.

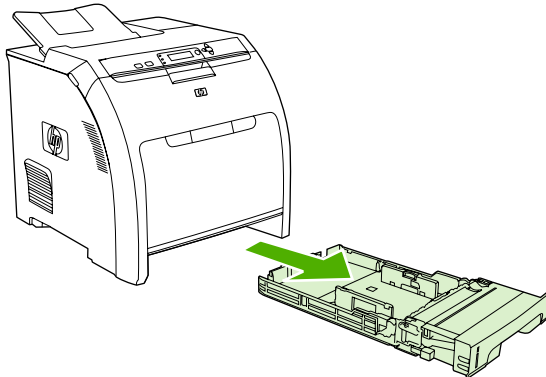


Load tray 2

Tray 2 holds up to 250 sheets of standard paper and adjusts for many sizes.

- △ **CAUTION:** The paper path for tray 3 passes through tray 2. If either tray 2 or tray 3 is partially pulled out or removed, media from tray 3 cannot feed into the printer. This causes the printer to jam.
- △ **CAUTION:** To avoid jams, never open or remove a tray during printing.

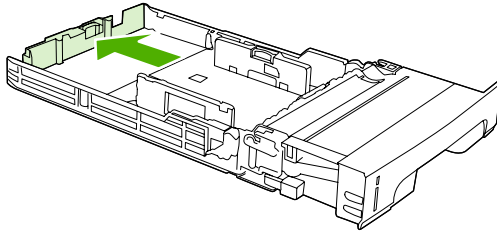
1. Pull tray 2 out of the printer and remove any media.



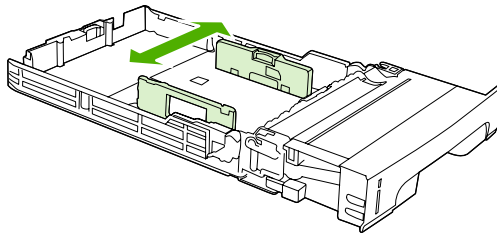
2. Slide the output bin extension out from the bin.



3. Adjust the length guide until the arrow points to the size that you are loading.

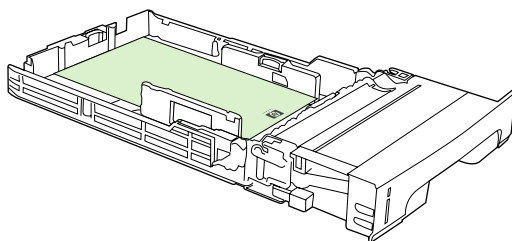


4. Move the side width guides until the arrow on the right width guide points to the size that you are loading.

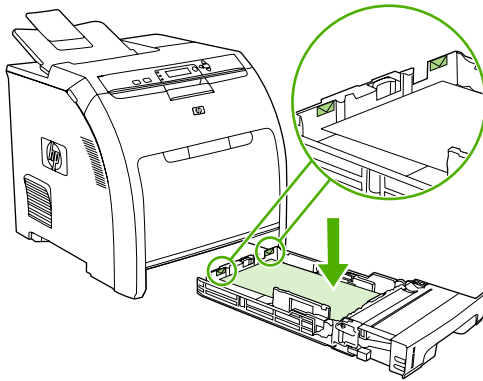


5. Load the media into the tray. If this is special paper such as letterhead, load it face-up with the top edge toward the front of the tray.

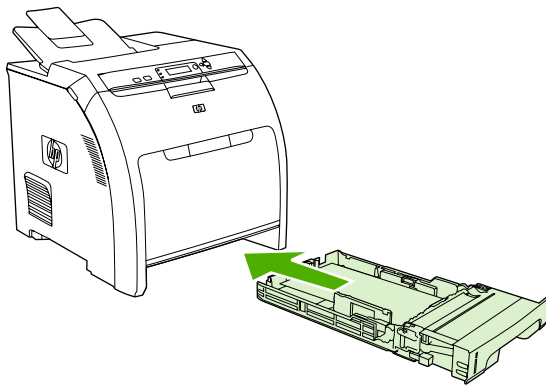
 **NOTE:** If you are duplex printing, see [Print on both sides of the paper \(duplex printing\) on page 95](#) for loading instructions.



6. Make sure that the stack of media is flat and that the media is below the height tabs.



7. Slide the tray back into the printer.

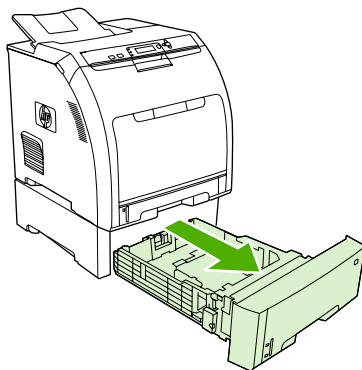


Load tray 3

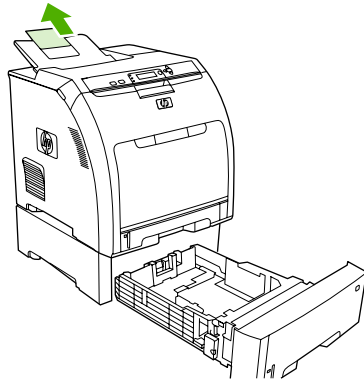
Optional tray 3 holds up to 500 sheets of standard paper and adjusts for many sizes. Tray 3 is installed underneath tray 2. When tray 3 is installed, the printer detects it and lists tray 3 as a choice in the control panel **CONFIGURE DEVICE** menu.

△ **CAUTION:** The paper path for tray 3 passes through tray 2. If either tray 2 or tray 3 is partially pulled out or removed, media from tray 3 cannot feed into the printer. This causes the printer to jam.

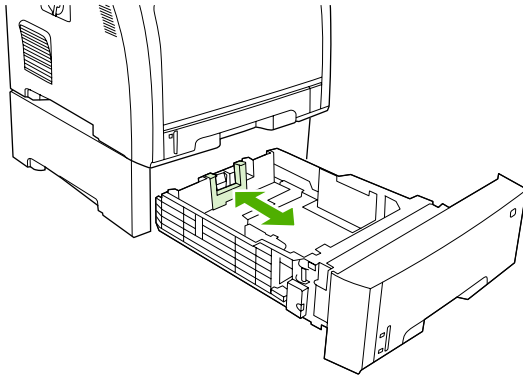
1. Pull the tray out of the printer and remove any media.



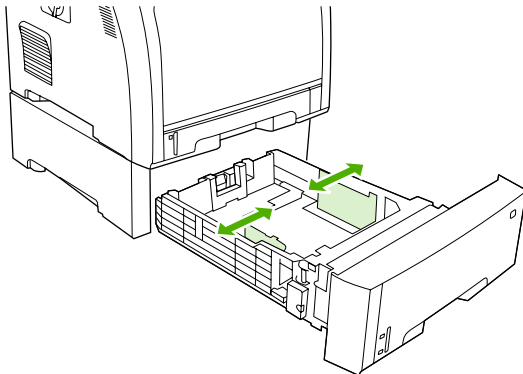
2. Raise the output bin extension.



3. Adjust the length guide until the arrow points to the size that you are loading.

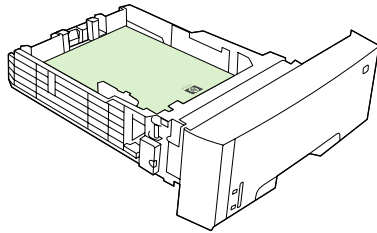


4. Move the side width guides until the arrow on the right width guide points to the size that you are loading.

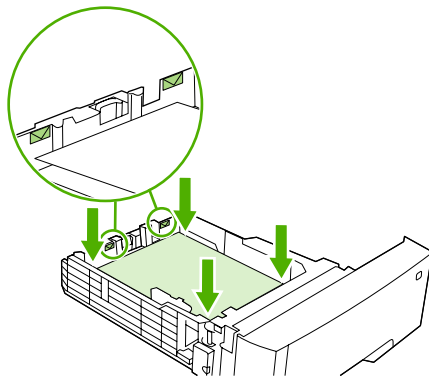


5. Load the media into the tray. If this is special paper, such as letterhead, load it face-up with the top edge toward the front of the tray.

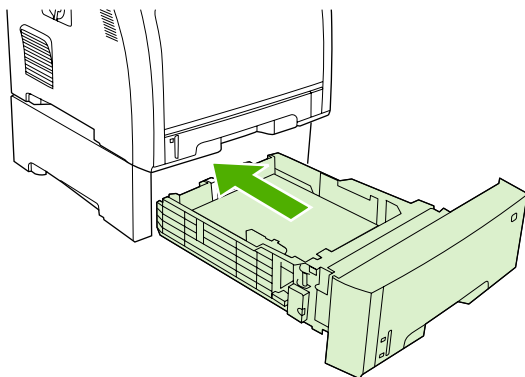
 **NOTE:** If you are duplex printing, see [Print on both sides of the paper \(duplex printing\) on page 95](#) for loading instructions.



6. Make sure that the stack of media is flat in the tray at all four corners, and keep it below the height tabs.




7. Slide the tray back into the printer.



Configure trays

You can configure the printer trays by type and size. Load different media in the printer trays and then request media by type or size in the software program.

 **NOTE:** If you have used previous HP Color LaserJet printers, you might be accustomed to configuring tray 1 to first mode or cassette mode. To mimic the settings for first mode, configure tray 1 for **ANY SIZE** and **ANY TYPE**. The printer will pull paper from tray 1 first (if paper is loaded in that tray) when the print job does not specify another tray. This setting is recommended if you use different types or sizes of paper in tray 1. To mimic the settings from cassette mode, set either the size or type for tray 1 to a setting other than **ANY SIZE** or **ANY TYPE**. This setting is recommended if you are using the same size and type of paper in tray 1.

NOTE: If you use 2-sided printing, be sure that the media meets the specifications for duplex printing. See [Special paper or print media guidelines on page 63](#).

The following instructions are for configuring the trays at the printer control panel. You can also configure the trays from your computer through the embedded Web server. See [Use the embedded Web server on page 113](#).

Configure the size

1. Press **Menu**.
2. Press **▼** to highlight **PAPER HANDLING**, and then press **✓**.
3. Press **▼** to highlight **TRAY 1 SIZE**, **TRAY 2 SIZE**, or **TRAY 3 SIZE**, and then press **✓**.
4. Press **▼** or **▲** to highlight the appropriate size, and then press **✓**.
5. Press **Menu** to return to the **Ready** state.

Configure the type

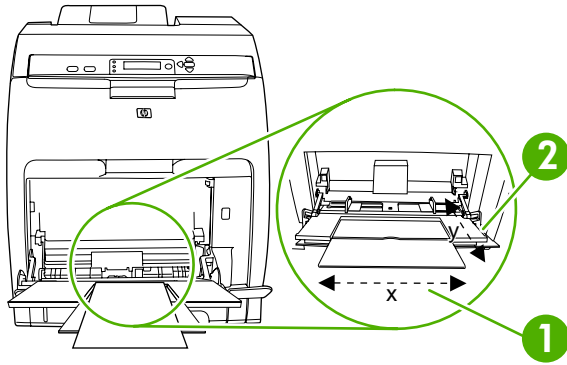
1. Press **Menu**.
2. Press **▼** to highlight **PAPER HANDLING**, and then press **✓**.
3. Press **▼** to highlight **TRAY 1 TYPE**, **TRAY 2 TYPE**, or **TRAY 3 TYPE**, and then press **✓**.
4. Press **▼** or **▲** to highlight the desired paper type, and then press **✓**.
5. Press **Menu** to return to the **Ready** state.

Configure tray 1 for custom paper

Use the **ANY SIZE** size setting when the selected media does not exactly match the size of the paper specified in the document you are printing. If no source tray is specified, the printer looks first for paper that exactly matches the document, and then it looks for and prints from a tray set to **ANY SIZE** or **ANY TYPE**.

Use the **ANY CUSTOM** setting when you want to be able to print a number of custom sizes from the tray without defining a set size for each job. Use the **CUSTOM** setting when you want to print a specific print size from a particular tray. When you print a custom job, the printer looks for an exact size match. If it does not find an exact match to the custom size specified, it looks for a tray set to **ANY CUSTOM**. Finally, the printer looks for and uses media from a tray set to **ANY SIZE**.

There are three steps to set up custom paper. When all are completed, the display returns to the **PAPER HANDLING** menu. After a custom size is set for a tray, the printer retains the setting until you change it in the control panel.



1	X dimension
2	Y dimension

Unit of measure

1. Press ▼ to highlight **UNIT OF MEASURE**, and then press ✓.
2. Press ▲ or ▼ to highlight the correct measurement, and then press ✓.

X dimension

The X dimension is the width of the page as it feeds into the printer.

1. Press ▼ to highlight **X DIMENSION**, and then press ✓.
2. Press ▲ or ▼ to highlight the correct value, and then press ✓.


Y dimension

The Y dimension is the length of the page as it feeds into the printer.

1. Press ▼ to highlight **Y DIMENSION**, and then press ✓.
2. Press ▲ or ▼ to highlight the correct value, and then press ✓.

Configure tray 1 for envelopes

1. If tray 1 is configured for a specific size, use the printer control panel to set the paper size for tray 1 to match the envelope size that you are printing.
2. Specify tray 1 in the software program.
3. If your software does not automatically format an envelope, specify **Landscape** for page orientation in the software program. Use the guidelines in the table that follows to set margins for return and destination addresses on Commercial #10 or DL envelopes.

 **NOTE:** For envelopes of other sizes, adjust the margin settings appropriately.

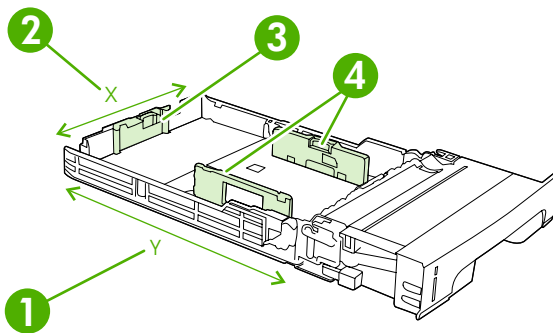
4. Click **Print** in the software program or printer driver.

Address type	Left margin	Top margin
Return	15 mm (0.6 in)	15 mm (0.6 in)
Destination	102 mm (4.0 in)	51 mm (2.0 in)

Configure tray 2 or tray 3 for custom paper

The printer automatically detects many sizes of paper, but you can also configure trays for custom paper sizes. You must specify the following parameters:

- Unit of measure (millimeters or inches)
- X dimension (the width of the page as it feeds into the printer)
- Y dimension (the length of the page as it feeds into the printer)



1	Page length (Y dimension)
2	Page width (X dimension)
3	Media length guides
4	Media width guides

Use the following procedure to configure a tray for a custom size. Once a custom size is set for a tray, it will be retained until the media length guides are reset.

Set a custom size in tray 2 or tray 3

1. Open the tray and place the media face-up in the tray.
2. Set the media length guides to the appropriate non-standard position and close the tray.
3. When the tray configuration message appears, press **✓**.
4. Press **▲** to change **ANY CUSTOM** to **CUSTOM**, and then press **✓**.
5. Press **▲** or **▼** to highlight the correct unit (either millimeters or inches), and then press **✓**.

After the unit of measure is set properly, set the X dimension as follows:

6. Press ▲ or ▼ to highlight the correct value, and then press ✓.

If the value entered is outside the valid range, **Invalid value** appears for two seconds. The control-panel display prompts you to enter another value.

After the X dimension is set properly, set the Y dimension as follows:

7. Press ▲ or ▼ to highlight the correct value, and then press ✓.


If the value entered is outside the valid range, **Invalid value** appears for two seconds. The control-panel display prompts you to enter another value. The printer shows a message indicating the dimensions for the custom size.

Automatic media type sensing (auto sense mode)

The HP Color LaserJet CP3505 automatically classifies media into one of the following categories:

- Plain
- Transparency
- Glossy
- Extra-heavy glossy
- Glossy film
- Heavy
- Light

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

 **NOTE:** Get optimal performance with the automatic media sensing feature when using original HP media designed for use in HP color LaserJet printers.

NOTE: When printing on heavy media such as cardstock, glossy, or envelopes, achieve optimum print quality by setting the media type through the control panel or software application before printing the job.

Tray 1 sensing

Full sensing (default)

- The printer stops at each page to sense media type.
- This is the best mode for using mixed media in a single print job.

Expanded sensing

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

- The printer 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.

Tray 2 or tray 3 sensing

Expanded sensing

- The printer stops the first five pages fed from each paper tray to sense the type and averages the five results.
- The printer assumes that the sixth and all subsequent pages are of the same media type, until the printer is turned off or goes into sleep mode, or until the tray is opened.

Transparency only (default)

- The printer 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.


7 Use product features

- [Sleep Delay and Sleep Mode features](#)
- [Manage stored jobs](#)

Sleep Delay and Sleep Mode features

The **SLEEP DELAY** feature determines how long the printer must be inactive before it switches to sleep mode to reduce power consumption. You can set the length of time before the printer goes into sleep mode to one of the following settings:

- **1 MINUTE**
- **15 MINUTES**
- **30 MINUTES** (the default setting)
- **45 MINUTES**
- **60 MINUTES**
- **90 MINUTES**
- **2 HOURS**
- **4 HOURS**

 **NOTE:** The printer display appears dimmed when the printer is in sleep mode. Sleep mode does not affect printer warm-up time, unless the printer is in sleep mode for more than 8 hours.


Set the sleep delay

1. Press **Menu**.
2. Press **▼** to highlight **CONFIGURE DEVICE**, and then press **✓**.
3. Press **▼** to highlight **SYSTEM SETUP**, and then press **✓**.
4. Press **▼** to highlight **SLEEP DELAY**, and then press **✓**.
5. Press **▲** or **▼** to select the appropriate time period, and then press **✓** to set the selected time period.
6. Press **Menu** to return to the **Ready** state.

Disable or enable sleep mode

1. Press **Menu**.
2. Press **▼** to highlight **CONFIGURE DEVICE**, and then press **✓**.
3. Press **▼** to highlight **RESETS**, and then press **✓**.
4. Press **▼** to highlight **SLEEP MODE**, and then press **✓**.
5. Press **▲** or **▼** to select **ON** or **OFF**, and then press **✓** to set the selection.
6. Press **Menu** to return to the **Ready** state.

Manage stored jobs

 **NOTE:** This feature is available only for printers with installed hard drives.

To store print jobs on the printer, use the **Job Storage** tab in the printer driver **Properties** dialog box. After a job is stored, you can print it or delete it from the printer control panel.

Print a stored job

1. Press **Menu**.
2. Press **▼** to highlight **RETRIEVE JOB**, and then press **✓**.
A list of users appears. If no jobs are stored, then the message **NO STORED JOBS** appears.
3. Press **▼** to highlight your user name, and then press **✓**.
 - If you have more than one stored job that is protected by a personal identification number (PIN), the **ALL PRIVATE JOBS** menu item appears. If you want to print one of the PIN-protected jobs, highlight **ALL PRIVATE JOBS**, and then press **✓**.
4. Press **▼** to highlight the correct print job, and then press **✓**.
5. Press **▼** to highlight **PRINT**, and then press **✓**.
 - If the job is *not* PIN-protected, go to step 7.
6. If prompted, provide a PIN by pressing **▲** or **▼** to change the number. Press **✓** after you have specified each number of the four-digit PIN.
7. Press **▲** and **▼** to specify the number of copies, and then press **✓** to print the job.

Delete a stored job

1. Press **Menu**.
2. Press **▼** to highlight **RETRIEVE JOB**, and then press **✓**.
A list of users appears. If there are no stored jobs, then the message **NO STORED JOBS** appears.
3. Press **▼** to highlight your user name, and then press **✓**.
 - If you have more than one stored job that is PIN-protected, the **ALL PRIVATE JOBS** menu item appears. If you want to delete one of the PIN-protected jobs, highlight **ALL PRIVATE JOBS**, and then press **✓**.
4. Press **▼** to highlight the correct print job, and then press **✓**.
5. Press **▼** to highlight **DELETE**, and then press **✓**.
If the job is *not* PIN-protected, the printer deletes the job.
6. If prompted, provide a PIN by pressing **▲** or **▼** to change the number. Press **✓** after you have specified each number of the four-digit PIN.
The printer deletes the job after you set the fourth PIN digit and press **✓**.

8 Print tasks

- [Media type and tray loading](#)
- [Access the printer driver](#)
- [Control print jobs](#)
- [Cancel a print job](#)
- [Use different paper and print covers](#)
- [Print a blank first page](#)
- [Use watermarks](#)
- [Create and use printing shortcuts in Windows](#)
- [Resize documents](#)
- [Set a custom paper size from the printer driver](#)
- [Print on both sides of the paper \(duplex printing\)](#)
- [Print multiple pages on one sheet of paper in Windows](#)
- [Setting the color options](#)
- [Using the HP Digital Imaging Options dialog box](#)
- [Use the Services tab](#)

Media type and tray loading

Minimum media dimensions are 148 x 210 mm (5.83 x 8.27 inches).

Maximum media dimensions are 216 x 356 mm (8.5 x 14 inches).

Table 8-1 Tray 1 media information

Media type	Media specifications	Media quantity	Driver settings	Paper orientation
Paper and cardstock, standard sizes	Range: 60 g/m ² (16 lb) bond to 163 g/m ² (43 lb) bond	Maximum stack height: 10 mm (0.6 inch) Equivalent to 100 sheets of 75 g/m ² (20 lb) bond.	Plain or unspecified	N/A
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 on right side facing up
Labels	Maximum 0.23 mm (0.009 in.) thick	Maximum stack height: 10 mm (0.6 inch)	Labels	Side to be printed on facing down
Transparencies	Minimum 0.13 mm (0.005 in.) thick	Maximum stack height: 10 mm (0.6 inch)	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 176 g/m ² (47 lb) bond	Maximum stack height: 10 mm (0.6 in.)	Light glossy, glossy, or heavy glossy	Side to be printed on facing down
Cardstock	Range: 163 g/m ² (43 lb) bond to 176 g/m ² (47 lb) cover	60 sheets	Cardstock	Side to be printed on facing down

Table 8-2 Tray 2, tray 3, and tray 4 media information

Media type	Media specifications	Media quantity	Driver settings	Paper orientation	Output
Paper and cardstock, standard sizes	Range: 60 g/m ² (16 lb) bond to 120 g/m ² (32 lb) bond	Equivalent to 250 sheets (tray 2) or 500 sheets (tray 3) of 75 g/m ² (20 lb) bond.	Plain or unspecified	N/A	
Labels	Maximum 0.13 mm (0.005 in.) thick	Maximum stack height: 50 sheets (tray 2), or 100 sheets (tray 3)	Labels	Side to be printed on facing up	
Transparencies	Minimum 0.13 mm (0.005 in.) thick	Maximum stack height: 50 sheets (tray 2), or 100 sheets (tray 3)	Transparencies	Side to be printed on facing up	
Heavy	0.13 mm (0.005 in.) thick	Maximum stack height: 100 sheets	Light glossy, glossy, or heavy glossy	Side to be printed on facing up	

Table 8-2 Tray 2, tray 3, and tray 4 media information (continued)

Media type	Media specifications	Media quantity	Driver settings	Paper orientation	Output
		(tray 2), or 200 sheets (tray 3)			
Glossy	Range: 106 g/m ² (28 lb) bond to 120 g/m ² (32 lb) bond	Maximum stack height: 100 sheets (tray 2), or 200 sheets (tray 3)	Light glossy, glossy, or heavy glossy	Side to be printed on facing up	

Access the printer driver

For information about opening the printer driver, see [Change printer-driver settings for Windows on page 38](#).

Control print jobs

In Windows, three settings affect how the printer driver pulls media when you send a print job. The **Source**, **Type**, and **Size** settings appear in the **Page Setup**, **Print**, or **Print Properties** dialog boxes in most software programs. If you do not change these settings, the printer automatically uses the default printer settings to select a tray.

- △ **CAUTION:** Make printer setup changes through the software program or the printer driver whenever possible, because changes that you make at the control panel become default settings for subsequent print jobs. Settings selected in the software or the printer driver override control-panel settings.

Source

Print by **Source** to specify a tray from which the printer will pull media. The printer tries to print from this tray, no matter what type or size is loaded in it. If you select a tray that is configured for a type or size that does not match your print job, the job does not proceed until you load the tray with the correct type or size. If you load the tray correctly, the printer begins printing. If you press ✓, you can select another tray.

- 📄 **NOTE:** If you have difficulties printing by **Source**, see [Priority for print settings on page 37](#).

Type and Size

Print by **Type** or **Size** when you want to pull media from the first tray that is loaded with the type or size that you select. 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 specify that the driver print on plain paper, the printer will not pull media from that tray, but will pull paper from a tray that has plain paper loaded and is configured for plain paper.

- 📄 **NOTE:** Selecting the **Any** setting negates the tray lock-out function.

Selecting media by type and size results in significantly better print quality for heavy paper, glossy paper, and overhead transparencies. Using the wrong setting can result in unsatisfactory print quality. Always print by **Type** for special print media, such as labels or transparencies. Always print by **Size** for envelopes.

- If you want to print by **Type** or **Size** and the trays have not been configured for a certain type or size, load the media into tray 1. Then, in the printer driver, select the **Type** or **Size** in the **Page Setup**, **Print**, or **Print Properties** dialog box.
- If you often print on a certain type or size of media, the printer administrator (for a network printer) or you (for a local printer) can configure a tray for that type or size. Then, when you select that type or size as you print a job, the printer pulls from the tray configured for that type or size. See [Configure trays on page 73](#).
- When you close tray 2 or optional tray 3, a message might appear prompting you to select a **Type** or **Size** for the tray. If the tray is already configured correctly, press ↵ to return to the **Ready** state.

Cancel a print job

You can stop a print request by using the printer control panel or using your software program. For instructions on 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.

Cancel the current print job from the printer control panel

1. Press **Stop** on the printer control panel.
2. Press **▼** to highlight **Cancel Current Job**, and then press **✓** to cancel the job.

If the print job is too far into the printing process, you might not have the option to cancel it.

Cancel 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 printer 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.

For Windows 2000 and Windows XP, click **Start** and then click **Printers**. Double-click the HP Color LaserJet CP3505 printer 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 different paper and print covers

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

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. Click the **Paper/Quality** tab.
4. In the **Special pages** list box, click **Print pages on different paper**.
5. Click **Settings**.
6. Select the settings that you want to use to print specific pages on different paper. Click **Add**.
7. Click **OK** to return to the **Paper/Quality** tab.
8. Click **OK**.

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

Print a blank first page

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. Click the **Paper/Quality** tab.
4. In the **Special pages** list box, click **Covers**.
5. Click **Settings**.
6. Select the settings that you want to use to add blank or preprinted covers. Click **Add**.
7. Click **OK** to return to the **Paper/Quality** tab.
8. Click **OK**.

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 in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. From the **Effects** tab, click the **Watermarks** drop-down list.
4. Click the watermark that you want to use. To create a new watermark, click **Edit**.
5. If you want the watermark to appear only on the first page of the document, click **First Page Only**.
6. Click **OK**.

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

Create and use printing shortcuts in Windows

Use printing shortcuts to save the current driver settings for reuse. Shortcuts are available on most printer-driver tabs. You can save up to 25 printing shortcuts.

Create a printing shortcut

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. Select the print settings that you want to use. Click **Save As**.
4. In the **Printing Shortcuts** box, type a name for the shortcut.
5. Click **OK**.

Use printing shortcuts

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. Select the shortcut that you want to use from the **Printing Shortcuts** box.
4. Click **OK**.

 **NOTE:** To use printer-driver default settings, select **Factory Default**.

Resize documents

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

Reduce or enlarge a document

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. On the **Effects** tab, next to **% of Actual Size**, type the percentage by which you want to reduce or enlarge your document.

You can also use the scroll bar to adjust the percentage.

4. Click **OK**.

Print a document onto a different paper size

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. On the **Effects** tab, click **Print Document On**.
4. Select the paper size to print on.
5. To print the document without scaling it to fit, make sure that the **Scale to Fit** option is *not* selected.
6. Click **OK**.


Set a custom paper size from the printer driver

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. On the **Paper** or **Paper/Quality** tab, click **Custom**.
4. On the **Custom Paper Size** window, type the name of the custom paper size.
5. Type the paper-size length and width. If you type a size that is too small or too large, the driver adjusts the size to the minimum or maximum size that is allowed.
6. If necessary, click the button to change the unit of measure between millimeters and inches.
7. Click **Save**.
8. Click **Close**. The name that you saved appears in the paper-size list for future use.

Print on both sides of the paper (duplex printing)


 **NOTE:** Two-sided printing is available for the HP Color LaserJet CP3505dn and CP3505x printers.

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 with the front side down, top-edge first.
 - For all other trays, load the letterhead paper with front side down, and the top edge at the back of the tray.
-  **CAUTION:** To avoid jams, do not load paper that is heavier than 105 g/m² (28 lb bond).
2. Open the printer driver (see [Change printer-driver settings for Windows on page 38](#)).
 3. On the **Finishing** tab, click **Print on Both Sides**.
 - If necessary, select **Flip Pages Up** to change the manner in which pages are turned, or select a binding option in the **Booklet Layout** list box.
 4. Click **OK**.

Control-panel settings for automatic 2-sided printing

Many software programs include 2-sided printing settings. If your software program or printer driver does *not* include 2-sided printing options, you can adjust these settings through the control panel. The factory default setting is **OFF**.

 **CAUTION:** Do not use 2-sided printing when printing on labels, transparencies, or glossy paper. Serious damage to the printer can result.

Turn 2-sided printing on or off from the control panel

 **NOTE:** Changing settings for 2-sided printing from the printer control panel affects all print jobs. Whenever possible, change settings for 2-sided printing in your software program or printer driver.

To select 2-sided printing from the printer driver, the driver must be configured correctly. For instructions, see the online Help for the printer driver.


1. Press **Menu**.
2. Press **▼** to highlight **CONFIGURE DEVICE**, and then press **✓**.
3. Press **✓** to select **PRINTING**.
4. Press **▼** to highlight **DUPLEX**, and then press **✓**.
5. Press **▲** or **▼** to select **ON** to turn on 2-sided printing or **OFF** to turn off 2-sided printing, and then press **✓**.
6. Press **Menu** to return to the **Ready** state.

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 with the front side down, top-edge first.
 - For all other trays, load letterhead paper with front side down, and the top edge at the back of the tray.
-
- △ **CAUTION:** To avoid jams, do not load paper that is heavier than 105 g/m² (28 lb bond).
2. Open the printer driver (see [Change printer-driver settings for Windows on page 38](#)).
 3. On the **Finishing** tab, select **Print on Both Sides (manually)**.
 4. Click **OK**.
 5. Send the print job to the product. Follow the instructions in the pop-up window that appears before feeding the output stack into tray 1 for printing the second half.
 6. If prompted, press a control-panel button to continue.

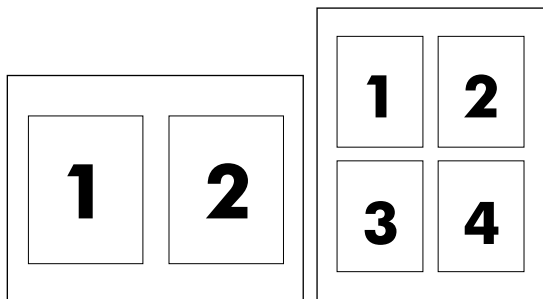
Options for binding 2-sided printing jobs

Before printing a 2-sided document, use the printer driver to specify the edge on which you will bind your finished document. Long-edge or book binding is the conventional layout used for books. Short-edge or tablet binding is the typical calendar binding.

-
-  **NOTE:** The default setting is to bind on the long edge for pages in portrait orientation. To change to short-edge binding, select the **Flip Pages Up** check box.
-

Print multiple pages on one sheet of paper in Windows

You can print more than one page on a single sheet of paper.



1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. Click the **Finishing** tab.
4. In the section for **Document Options**, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).
5. If the number of pages is greater than 1, select the correct options for **Print Page Borders** and **Page Order**.
 - If you need to change the page orientation, click **Portrait** or **Landscape**.
6. Click **OK**. The product is now set to print the number of pages per sheet that you have selected.

Setting the color options

Options on the **Color** tab control how colors are interpreted and printed from software programs. You can choose either **Automatic** or **Manual** color options. For more information, see [Manage color on page 104](#).

- Select **Automatic** to optimize the color and halftone settings for text, graphics, and photographs. The **Automatic** setting provides additional color options for programs and operating systems that support color-management systems. This setting is recommended for printing all color documents.
- Select **Manual** to adjust the color and halftone settings for text, graphics, and photographs. If you are using a PCL driver, you can adjust the RGB data. If you are using the PS driver, you can adjust RGB or CMYK data.

To set the color options

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.
3. Click the **Color** tab.
4. In the **Color Options** area, select the option that you want to use.
5. If you selected **Manual**, click **Settings** to open the **Color Settings** dialog box. Adjust the individual settings for text, graphics, and photographs. You can also adjust the general printing settings. Click **OK**.
6. In the **Color Themes** area, select the **RGB Color** option that you want to use.
7. Click **OK**.

Using the HP Digital Imaging Options dialog box

Use **HP Digital Imaging Options** to print better-quality photos and images.


 **NOTE:** **HP Digital Imaging Options** are available for Windows 2000, Windows XP, Windows Server 2003, and Vista.

The following options are available on the **HP Digital Imaging Options** dialog box:

- **Contrast Enhancement:** Enhance colors and contrast for washed-out photos. Click **Automatic** to allow the printer software to brighten areas of photos that need adjustment.
- **Digital Flash:** Adjust the exposure in dark areas of photos to bring out detail. Click **Automatic** to allow the printer software to balance lightness and darkness.
- **SmartFocus:** Enhance the image quality and clarity of low resolution images such as those downloaded from the Internet. Click **On** to allow the printer software to sharpen details in the image.
- **Sharpness:** Adjust the image sharpness to your preference. Click **Automatic** to allow the printer software to set the level of sharpening for the image.
- **Smoothing:** Soften an image. Click **Automatic** to allow the printer software to set the level of smoothing for the image.

Opening the HP Digital Imaging Options dialog box

1. Open the **Printer Properties** dialog box.
2. Click the **Paper/Quality** tab, and then click the **HP Digital Imaging** button.

 **NOTE:** If you installed the HP Image Zone software, you can use it to edit and further enhance digital photos.

Use the Services tab

If the product is connected to a network, use the **Services** tab to obtain product and supply-status information. Click the **Device and Supplies status icon** to open the **Device Status** page of the HP Embedded Web Server. This page shows the current status of the product, the percentage of life remaining for each supply, and information for ordering supplies. For more information, see [Use the embedded Web server on page 113](#).

In the **Internet Services** area, select an option from the list to go to various support Web sites for this device. Click **Go!**.

9 Color

- [Use color](#)
- [Manage color](#)
- [Match colors](#)

Use color

The HP Color LaserJet CP3505 printers provide automatic color features that generate excellent color results. Carefully designed and tested color tables provide smooth, accurate color rendition of all printable colors.

The printers also provide sophisticated tools for the experienced professional.

HP ImageREt

HP ImageREt is a technology that provides the best color print quality without having to change printer driver settings or make trade-offs between print quality, performance, and memory. ImageREt produces photorealistic images.

The HP Color LaserJet CP3505 printers use HP ImageREt 3600 technology, which offers trapping technologies, control over dot placement, and more precise control of the toner quality in a dot. HP ImageREt 3600 produces a 600x600 dpi print resolution that provides 3600-dpi laser-class quality with millions of smooth colors.

Media selection

For the best color and image quality, select the appropriate media type from the software printer menu or from the printer control panel.


Color options

Color options automatically provide optimal color output. These options use object tagging, which provides optimal color and halftone settings for different objects (text, graphics, and photos) on a page. The printer driver determines which objects appear on a page and uses halftone and color settings that provide the best print quality for each object.

In the Windows environment, the **Automatic** and **Manual** color options are on the **Color** tab in the printer driver.

Standard red-green-blue (sRGB)

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

 **NOTE:** Factors such as the type of monitor you use and the room lighting can affect the appearance of colors on your screen. For more information, see [Match colors on page 107](#).

The latest versions of Adobe PhotoShop®, CorelDRAW, Microsoft Office, and many other programs use sRGB to communicate color. Because it is the default color space in Microsoft operating systems, sRGB has been adopted broadly. When programs and devices use sRGB to exchange color information, typical users experience greatly improved color matching.

The sRGB standard improves your ability to match colors between the printer, the computer monitor, and other input devices automatically, and eliminates the need to become a color expert.

Print in four colors (CMYK)

Cyan, magenta, yellow, and black (CMYK) are the inks that a printing press uses in four-color printing. Graphic arts (printing and publishing) environments typically use CMYK data files to provide rich, saturated colors for text and graphics. The printer uses the PS printer driver to accept CMYK colors.

CMYK ink-set emulation (PostScript only)

The HP Color LaserJet CP3505 printers use CMYK color rendering to emulate several standard offset-press ink sets:

- **Default CMYK+**: This selection is good for general-purpose rendering of CMYK data. It is designed to render photographs well while providing rich, saturated colors for text and graphics.
- **Specifications for Web Offset Publications (SWOP)**: This selection replicates the common ink standard in the U.S. and other locations.
- **Euroscale**: This selection replicates the common ink standard in Europe and other locations.
- **Dainippon Ink and Chemical (DIC)**: This selection replicates the common ink standard in Japan and other locations.
- **Device**: This selection turns off emulation. Color must be managed in the software program or operating system in order to render photographs correctly.

Manage color

Setting color options to **Automatic** typically produces the best possible print quality for color documents. However, you sometimes might want to print a color document in grayscale (black and white) or change one of the printer color options.

- In Windows, use the settings on the **Color** tab in the printer driver to print in grayscale or change the color options.
- When using a Macintosh computer, use the **Color Matching** pop-up menu in the **Print** dialog box to print in grayscale or change the color options.


Print in Grayscale

Select the **Print in Grayscale** option from the printer driver to print a color document in black and white. This option is useful for printing color documents that will be photocopied or faxed.

When **Print in Grayscale** is selected, the printer uses the monochrome mode, which reduces wear on the color cartridges.

Automatic or manual color adjustment

The **Automatic** color adjustment option optimizes the neutral-gray color treatment, halftones, and edge enhancements for each element in a document. For more information, see your printer driver online Help.

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

Use the **Manual** color adjustment option to adjust the neutral-gray color treatment, halftones, and edge enhancements for text, graphics, and photographs. To gain access to the manual color options, from the **Color** tab, select **Manual**, and then select **Settings**.

Manual color options

Use manual color adjustment to adjust the **Color** (or **Color Map**) and **Halftoning** options individually for text, graphics, and photographs.


 **NOTE:** In programs that convert text or graphics to raster images, the **Photographs** settings also control text and graphics.

Table 9-1 Manual color options

Setting description	Setting options
Halftone Halftone options affect the color output resolution and clarity.	<ul style="list-style-type: none">● Smooth provides better results for large, solid-filled print areas and enhances photographs by smoothing color gradations. Select this option when uniform and smooth area fills are the top priority.● Detail is useful for text and graphics that require sharp distinctions among lines or colors, or images that contain a pattern or a high level of detail. Select this option when sharp edges and details are the top priority.

Table 9-1 Manual color options (continued)

Setting description	Setting options
<p>Neutral Grays</p> <p>The Neutral Grays setting determines the method for creating gray colors used in text, graphics, and photographs.</p>	<ul style="list-style-type: none"> ● Black Only generates neutral colors (grays and black) by 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 other colors, and it produces the darkest black.
<p>Edge Control</p> <p>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.</p>	<ul style="list-style-type: none"> ● Maximum is the most aggressive trapping setting. Adaptive halftoning is on. ● Normal is the default trapping setting. Trapping is at a medium level and adaptive halftoning is on. ● Light sets trapping at a minimal level, and adaptive halftoning is on. ● Off turns off both trapping and adaptive halftoning.
<p>RGB Color</p>	<ul style="list-style-type: none"> ● Default (sRGB) instructs the printer to interpret RGB color as sRGB. The sRGB standard is the accepted standard of Microsoft and the World Wide Web Consortium (http://www.w3.org). ● Image optimization (sRGB) instructs the printer to use the best color matching for rendering sRGB images. Select this option to print raster objects, such as .BMP, .TIF, or .GIF files. ● Adobe RGB (1998) instructs the printer to use the best color matching for documents or images that are in the Adobe RGB color space that some digital cameras and high-end graphics programs create. When printing with Adobe RGB from a professional software program, turn off the color management in the program and allow the printer software to manage the color space. ● None instructs the printer to print RGB data in raw device mode. You must manage color in the program in which you are working or in the operating system in order to render photographs correctly when this option is selected. ● Custom Profile instructs the printer to use a custom input profile to more accurately predict and control color output. Download custom profiles from http://www.hp.com.

Color access and control

The HP Color LaserJet CP3505 printers include a **RESTRICT COLOR USE** setting for networked printers. A network administrator can use this Color Access and Control setting to restrict user access to the color printing features to conserve color toner. If you are unable to print in color, contact your network administrator.

1. Press **Menu**.
2. Press ▼ to select **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to select **PRINT QUALITY**, and then press ✓.
4. Press ▼ to select **SYSTEM SETUP**, and then press ✓.
5. Press ▼ to select **RESTRICT COLOR USE**, and then press ✓.

6. Press ▼ to select one of the following options:
 - **DISABLE COLOR:** This setting denies the printer color capabilities to all users.
 - **ENABLE COLOR:** This is the default setting, which allows all users to use the printer color capabilities.
 - **COLOR IF ALLOWED:** This setting allows the network administrator to allow color use for select users. Use the embedded Web server to designate users who can print in color.
7. Press ✓ to save the setting.

Match colors

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

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

- Print media
- 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 systems
- Monitors
- Video cards and drivers
- Operating environment (humidity, for example)

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

For most users, the best method for matching colors is to print sRGB colors.

Sample book color matching

The process for matching printer 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 cyan, magenta, yellow, and black inks are used in the sample book. These are usually referred to as process-color sample books.

Some sample books are created from spot colors, which are specially created colorants. Many of these spot colors are outside the printer gamut (color range). Most spot color sample books have companion process sample books that provide CMYK approximations.

Most process sample books have a note about what process standards were used to print the sample book: SWOP, EURO, or DIC. In most cases, for optimal color matching, select the corresponding ink emulation from the printer menu. If you cannot identify the process standard, use SWOP ink emulation.

Print 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 program to describe the object that you wish to match. Colors can vary depending on paper type and the software program used.

Use the following procedure to print color samples from the printer control panel:

1. Press **Menu**.
2. Press ▼ to highlight **INFORMATION**, and then press ✓.
3. Press ▼ to highlight **PRINT CMYK SAMPLES** or **PRINT RGB SAMPLES**, and then press ✓.

10 Manage and maintain

- [Information pages](#)
- [Configure e-mail alerts](#)
- [Use the embedded Web server](#)
- [Use HP Easy Printer Care Software](#)
- [Use the HP Printer Utility for Macintosh](#)
- [Manage supplies](#)
- [Replace supplies and parts](#)
- [Clean the printer](#)
- [Manage memory](#)

Information pages

From the printer control panel, you can print pages that give details about the printer and its current configuration. The table below provides the procedures for printing the information pages.

Page description	How to print the page
Menu map Shows the control-panel menus and available settings.	<ol style="list-style-type: none">1. Press Menu.2. Press ▼ to highlight INFORMATION, and then press ✓.3. If PRINT MENU MAP is not highlighted, press ▲ or ▼ until it is highlighted, and then press ✓. <p>The content of the menu map varies, depending on the options currently installed in the printer.</p> <p>For a complete list of control panel menus and possible values, see Control-panel menus on page 13.</p>
Configuration page Shows printer settings and installed accessories.	<ol style="list-style-type: none">1. Press Menu.2. Press ▼ to highlight INFORMATION, and then press ✓.3. Press ▼ to highlight PRINT CONFIGURATION, and then press ✓. <p>NOTE: If the printer contains an HP Jetdirect print server or an optional hard disk drive, an additional configuration page prints that provides information about those devices.</p>
Supplies status page Shows print-cartridge toner levels.	<ol style="list-style-type: none">1. Press Menu.2. Press ▼ to highlight INFORMATION, and then press ✓.3. Press ▼ to highlight PRINT SUPPLIES STATUS PAGE, and then press ✓. <p>NOTE: If you are using non-HP supplies, the supplies status page might not show the remaining life for those supplies. For more information, see Non-HP print cartridges on page 121.</p>
Usage page Shows a page count for each size of paper printed, the number of one-sided (simplex) or two-sided (duplexed) pages, and the average percentage of coverage for each color.	<ol style="list-style-type: none">1. Press Menu.2. Press ▼ to highlight INFORMATION, and then press ✓.3. Press ▼ to highlight PRINT USAGE PAGE, and then press ✓.
Demo page Shows a color photograph that allows you to check print quality.	<ol style="list-style-type: none">1. Press Menu.2. Press ▼ to highlight INFORMATION, and then press ✓.3. Press ▼ to highlight PRINT DEMO, and then press ✓.
Color usage log Shows color use statistics for the printer.	<ol style="list-style-type: none">1. Press Menu.2. Press ▼ to highlight INFORMATION, and then press ✓.3. Press ▼ to highlight PRINT COLOR USAGE JOB LOG, and then press ✓.
File directory Shows information for all installed mass storage devices.	<ol style="list-style-type: none">1. Press Menu.2. Press ▼ to highlight INFORMATION, and then press ✓.3. Press ▼ to highlight PRINT FILE DIRECTORY, and then press ✓.

Page description	How to print the page
PCL or PS font list Shows which fonts are currently installed in the printer.	NOTE: This option does not appear if no mass storage devices are installed. <ol style="list-style-type: none"><li data-bbox="671 277 839 302">1. Press Menu.<li data-bbox="671 327 1278 352">2. Press ▼ to highlight INFORMATION, and then press ✓.<li data-bbox="671 378 1458 441">3. Press ▼ to highlight PRINT PCL FONT LIST or PRINT PS FONT LIST, and then press ✓. NOTE: The font lists also show which fonts are resident on an optional hard disk accessory or flash DIMM.

Configure e-mail alerts


You can use HP Web Jetadmin or the embedded Web server to configure the system to alert you of problems with the printer. The alerts take the form of e-mail messages to the e-mail account(s) that you specify.

You can configure the following:

- The printer(s) you want to monitor
- The alerts you want to receive (for example, alerts for paper jams, paper out, supplies status, and cover open)
- The e-mail account(s) to which the alerts should be forwarded

Software	Information location
HP Web Jetadmin	See HP Web Jetadmin on page 42 for general information about HP Web Jetadmin. See the HP Web Jetadmin Help system for details on alerts and how to set them up.
Embedded Web server	See Use the embedded Web server on page 113 for general information about the embedded Web server. See the embedded Web server Help system for details on alerts and how to set them up.

Use the embedded Web server

 **NOTE:** When the printer is directly connected to a computer, use HP Easy Printer Care Software to view the printer status.

- View printer control status information
- Set the type of paper loaded in each tray
- Determine the remaining life on all supplies and order new ones
- View and change tray configurations
- View and change the printer control panel menu configuration
- View and print internal pages
- Receive notification of printer and supplies events
- View and change network configuration
- View support content that is specific to the current state of the printer


When the printer is connected to the network, the embedded Web server is automatically available. You can open the embedded Web server from Windows 95 and later.

Use the embedded Web server to view printer and network status and to manage printing functions from your computer instead of from the printer control panel.

To use the embedded Web server, you must have Microsoft Internet Explorer 4 and later or Netscape Navigator 4 and later. The embedded Web server works when the printer is connected to an IP-based network. The embedded Web server does not support IPX-based or AppleTalk printer connections. You do not need Internet access to open and use the embedded Web server.

Access the embedded Web server by using a network connection

1. In a supported Web browser on your computer, type the IP address for the printer in the address/URL field. (To find the IP address, print a configuration page. See [Information pages on page 110.](#))

 **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 three tabs that contain settings and information about the printer: the **Information** tab, the **Settings** tab, and the **Networking** tab. Click the tab that you want to view.

See the following section for more information about each tab.

Embedded Web server sections

The table below describes the basic screens of the embedded Web server.

Tab or section	Description
<p>Information tab</p> <p>Provides printer, status, and configuration information.</p>	<ul style="list-style-type: none"> ● Device Status: Shows the printer 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 printer 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 Order Supplies in the Other Links area on the left side of the window. ● Event log: Shows a list of all printer events and errors. ● Usage page: Shows a summary of the number of pages the printer has printed, grouped by size and type. ● Diagnostics Page: Provides information about printer calibration, color density, and other parameters. ● Device Information: Shows the printer network name, address, and model information. To change these entries, click Device Information on the Settings tab. ● Control Panel: Shows messages from the printer control panel, such as Ready or Sleep mode on. ● Color Usage Job Log: Shows user color print jobs on a job-by-job basis. ● Print: Allows you to send print jobs to the printer.
<p>Settings tab</p> <p>Provides the ability to configure the printer from your computer.</p>	<ul style="list-style-type: none"> ● Configure Device: Allows you to configure printer settings. This page contains the traditional menus found on printers using a control-panel display. ● E-mail Server: Network only. Used in conjunction with the Alerts page to set up incoming and outgoing e-mail, as well as to set e-mail alerts. ● Alerts: Network only. Allows you to set up to receive e-mail alerts for various printer and supplies events. ● AutoSend: Allows you to configure the printer to send automated e-mails regarding printer 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 printer and assign an asset number to it. Enter the name and e-mail address for the primary contact who will receive information about the printer. ● 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. ● Wake Time: Allows you to set or edit a wake time for the printer. ● Restrict Color: Allows you to set user color print job restrictions. ● Tray Sizes/Types: Allows you to configure trays for various media. <p>NOTE: The Settings tab can be password-protected. If this printer is on a network, always consult with the printer administrator before changing settings on this tab.</p>


Tab or section	Description
<p>Networking tab</p> <p>Provides the ability to change network settings from your computer.</p>	<p>Network administrators can use this tab to control network-related settings for the printer when it is connected to an IP-based network. This tab does not appear if the printer is directly connected to a computer, or if the printer is connected to a network using anything other than an HP Jetdirect print server.</p> <p>NOTE: The Networking tab can be password-protected.</p>
<p>Other links</p> <p>Contains links that connect you to the Internet.</p>	<ul style="list-style-type: none"> ● HP Instant Support™: Connects you to the HP Web site to help you find solutions. This service analyzes your printer error log and configuration information to provide diagnostic and support information specific to your printer. ● Order Supplies: Connects to the HP Web site, in which you can order genuine HP supplies, such as print cartridges and paper. ● Product Support: Connects to the support site for the printer, from which you can search for help regarding general topics. ● Show Me How: Demonstrates how to perform an action. <p>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.</p>

Use HP Easy Printer Care Software

HP Easy Printer Care Software is an application that you can use for the following tasks:

- Check the printer status.
- Check supplies status.
- Set up alerts.
- Gain access to troubleshooting and maintenance tools.

You can use HP Easy Printer Care Software when the printer is directly connected to your computer or when it is connected to a network. You must perform a complete software installation to use HP Easy Printer Care Software.

 **NOTE:** You do not have to have Internet access to open and use HP Easy Printer Care Software. However, if you click a Web-based link, you must have Internet access to go to the site associated with the link.

Supported operating systems

HP Easy Printer Care Software is supported for Windows 2000 and Windows XP.


Open HP Easy Printer Care Software

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

- On the **Start** menu, select **Programs**, select **HP**, and then select **HP Easy Printer Care Software**.
- In the Windows system tray (in the lower righthand corner of the desktop), double-click the HP Easy Printer Care Software icon.
- Double-click the desktop icon.

HP Easy Printer Care Software sections

HP Easy Printer Care Software contains the sections described in the table below.

Section	Description
Overview tab	<ul style="list-style-type: none">• Devices list: Shows the printers that you can select.
Contains basic status information for the printer.	<ul style="list-style-type: none">• Device Status section: Shows printer status information. This section will indicate printer alert conditions, such as an empty print cartridge. It also shows device-identification information, control-panel messages, and print-cartridge levels. After you correct a problem with the printer, click the  button to update the section.• Supplies Status section: Shows detailed supplies status, such as the percentage of toner remaining in the print cartridges and the status of the media that is loaded in each tray.• Supplies Details link: Opens the supplies status page to view more detailed information about printer supplies, ordering information, and recycling information.

Section	Description
<p>Support tab</p> <p>Provides help information and links.</p>	<ul style="list-style-type: none"> Provides device information, including alerts for items needing attention. Provides links to troubleshooting information and tools. Provides links to the HP Web site for registration, support, and for ordering supplies. <p>NOTE: If you use a dial-up connection and did not connect to the Internet when you first opened the HP Easy Printer Care Software, you must connect before you can visit these Web sites.</p>
<p>Supplies Ordering window</p> <p>Provides access to online or e-mail supplies ordering.</p>	<ul style="list-style-type: none"> Ordering list: Shows the supplies that you can order for each printer. If you want to order a certain item, click the Order check box for that item in the supplies list. Shop Online for Supplies button: Opens the HP supplies 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. Print Shopping List button: Prints the information for the supplies that have the Order check box selected. Email Shopping List button: Creates a text list of items that have the Order check box selected. The list can be copied into an e-mail message that you send to your supplier.
<p>Alert Settings window</p> <p>Allows you to configure the printer to automatically notify you of printer issues.</p>	<ul style="list-style-type: none"> Alerts on or off: Activates or deactivates the alerts feature for a certain printer. When alerts appear: Sets when you want alerts to appear—either when you are printing to that particular printer, or anytime there is a printer event. Alert event type: Sets whether you want alerts for only critical errors, or for any error, including continuable errors. Notification type: Sets what type of alert should appear (pop-up message or system tray alert, and e-mail message).
<p>Device List tab</p> <p>Shows information about each printer in the Devices list.</p>	<ul style="list-style-type: none"> Printer information, including printer name, make, and model An icon (if the View as drop-down box is set to Tiles, which is the default setting) Any current alerts for the printer <p>If you click a printer in the list, the HP Easy Printer Care Software opens the Overview tab for that printer.</p> <p>Device List tab information includes the following:</p>
<p>Find Other Printers window</p> <p>Allows you to add more printers to your printer list.</p>	<p>Clicking the Find Other Printers link in the Devices list opens 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 Devices list and then monitor those printers from your computer.</p>

Use the HP Printer Utility for Macintosh

Use the HP Printer Utility to configure and maintain a printer from a Mac OS X V10.2 or V10.3 computer.


Open the HP Printer Utility

Open the HP Printer Utility in Mac OS X V10.2

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 printer that you want to configure, and then click **Utility**.

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

1. In the Dock, click the **Printer Setup Utility** icon.

 **NOTE:** If the **Printer Setup Utility** icon does not appear in the Dock, open the Finder, click **Applications**, click **Utilities**, and then double-click **Printer Setup Utility**.

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

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
Color Cleaning	Prints a cleaning page.
Configuration Page	Prints a configuration page.
Supplies Status	Shows the printer 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 printer.
Upload Fonts	Transfers font files from the computer to the printer.
Firmware Update	Transfers updated firmware files from the computer to the printer.
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 devices, such as a hard disk.
Stored Jobs	Manages print jobs that are stored on the printer hard disk.
Trays Configuration	Changes the default printer tray settings.
IP Settings	Changes the printer network settings and provides access to the embedded Web server.

Item	Description
Additional Settings	Provides access to the embedded Web server.
E-mail Alerts	Configures the printer to send e-mail notices for certain events.

Manage supplies

Using, storing, and monitoring print cartridges can help ensure quality printer output.

Supplies life

The life of the print cartridge depends on usage patterns and the amount of toner that print jobs require. For example, when printing text at 5 percent coverage, an HP print cartridge lasts an average of 4,000 or 6,000 pages, depending on the printer model. (A typical business letter is about 5 percent coverage.)

Cartridge life expectancy is reduced by frequently printing many 1- or 2-page jobs, heavy coverage, and automatic duplexing. At any time, you can verify the life expectancy by checking the print cartridge life. See [Check the print-cartridge life on page 120](#) for more information.

Approximate print-cartridge replacement intervals

The following table lists the estimated replacement intervals for print cartridges and the control-panel messages that indicate when to replace each item.

Printer	Page count	Approximate time period ¹
HP Color LaserJet CP3505 Series printer	6,000 pages (black)	6 months
	6,000 pages (color)	

¹ Approximate life is based on 1,500 pages per month.

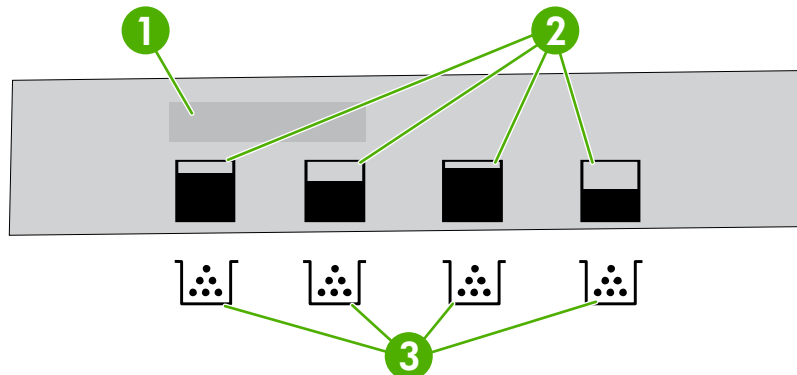
² Approximate average A4-/letter-size page count based on approximately 5% coverage of individual colors.

To order supplies online, go to <http://www.hp.com/support/cljcp3505>.

Check the print-cartridge life

You can check the print-cartridge life using the printer control panel, the embedded Web server, printer software, HP Easy Printer Care Software, or HP Web Jetadmin software. Check the supplies gauge on the printer control panel for approximate supply levels.

Figure 10-1 Printer display



1	Message/Prompt area
2	Supplies gauge
3	Print cartridge colors from left to right: black, yellow, cyan, and magenta

For more precise levels, follow the instructions in the table below to print a supplies status page.

Device	Procedure
Printer control panel	<ol style="list-style-type: none">1. Press Menu.2. Press ▼ to highlight INFORMATION, and then press ✓.3. Press ▼ to highlight PRINT SUPPLIES STATUS PAGE, and then press ✓ to print the supplies status page.
HP Easy Printer Care Software	In the Overview tab, in the Supplies Status section, click Supplies Details to open the supplies status page.
Embedded Web server	<ol style="list-style-type: none">1. In your browser, enter the IP address for the printer home page and press Enter to open the printer status page. See Use the embedded Web server on page 113.2. On the left side of the screen, click Supplies Status to open the supplies status page. <p>NOTE: The IP address is found on the printer Jetdirect page, which is printed with the configuration page. See Information pages on page 110.</p>
HP Web Jetadmin	In HP Web Jetadmin, select the printer device. The device status page shows print cartridge information.

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, and do not touch the surface of the roller.

HP print cartridges

When you use a genuine new HP print cartridge, you can obtain the following supplies information:

- Percentage of supplies remaining
- Estimated number of pages remaining
- Number of pages printed

Non-HP print cartridges

Hewlett-Packard Company cannot recommend use of non-HP print cartridges, either new or remanufactured. Because they are not genuine HP products, HP cannot influence their design or control their quality. Service or repair that is required as a result of using a non-HP print cartridge *will not* be covered under the printer warranty.

If you use a non-HP print cartridge, HP cannot ensure the accuracy of certain features.

If the non-HP print cartridge was sold to you as a genuine HP product, see [HP fraud hotline and Web site on page 122](#).

Print-cartridge authentication

The printer automatically authenticates the print cartridges when the cartridges are inserted into the printer. During authentication, the printer will let you know whether a cartridge is a genuine HP print cartridge.

If the printer control panel message states that this is not a genuine HP print cartridge and you believe you purchased an HP print cartridge, see [HP fraud hotline and Web site on page 122](#).

HP fraud hotline and Web site

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

Your print cartridge might not be a genuine HP 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 orange pull tab is missing, or the packaging differs from HP packaging).

Replace supplies and parts

Carefully follow the guidelines in this section when replacing printer supplies.

Supply replacement guidelines

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

- Sufficient space is required above and in the front of the printer for removing supplies.
- The printer 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 <http://www.hp.com/support/cljcp3505>.

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

Change print cartridges

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

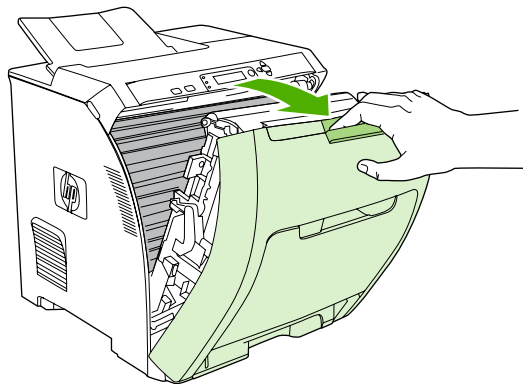
The printer uses four colors and has a different print cartridge for each color: black (K), cyan (C), magenta (M), and yellow (Y).

Replace a print cartridge when the printer control panel displays a **REPLACE <COLOR> CARTRIDGE** message.

📄 **NOTE:** If all of the print cartridges wear out at the same time and you are printing mostly monochrome (black and white), you should change the print mode to **MOSTLY BLACK PAGES**. See [System Setup sub-menu on page 20](#) for more information.

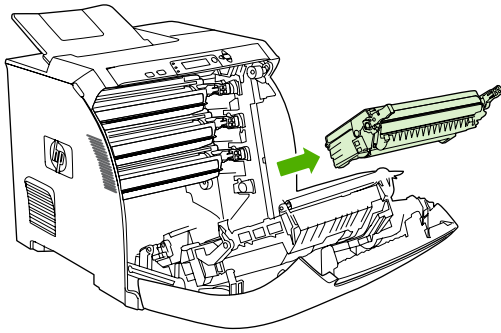
Change a print cartridge

1. Open the front door.

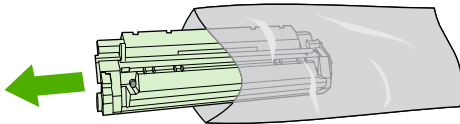


△ **CAUTION:** Do not place anything on the transfer unit and do not touch the transfer unit, which is located on the inside of the front door.

2. Remove the used print cartridge from the printer.

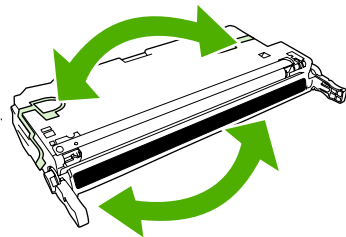


3. Remove the new print cartridge from the bag. Place the used print cartridge in the bag for recycling.

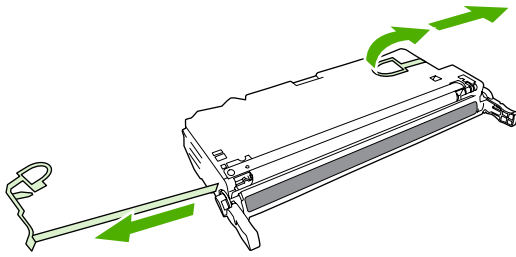


4. Grasp both sides of the print cartridge and distribute the toner by gently rocking the print cartridge from side to side.

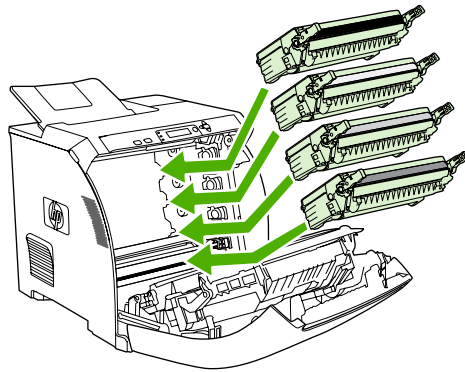
△ **CAUTION:** Do not touch the shutter or the surface of the roller.



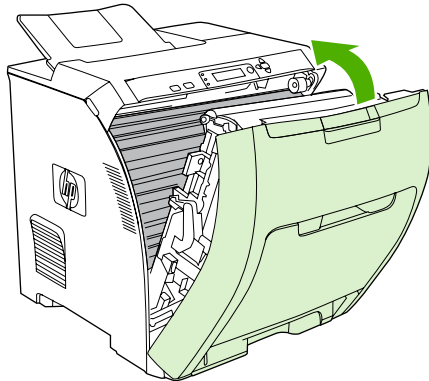
5. Remove the orange shipping locks and the shipping tape attached to the left shipping lock from the new print cartridge. Discard the shipping tape and shipping locks according to local regulations.



6. Align the print cartridge with the tracks inside the printer, and using the handles, insert the print cartridge until it is firmly seated.



7. Firmly close the front door.



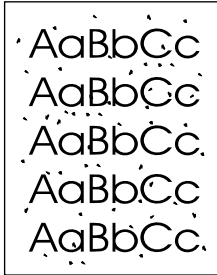
After a short time, the control panel should display **Ready**.

8. Installation is complete. Place the used print cartridge in the box in which the new cartridge arrived. See the enclosed recycling guide for recycling instructions.
9. If you are using a non-HP print cartridge, check the printer control panel for further instructions.

For additional help, see the Web sites listed in [Supply replacement guidelines on page 123](#).


Clean the printer

During the printing process, paper, toner, and dust particles can accumulate inside the printer. Over time, this buildup can cause print-quality problems, such as toner specks or smearing. This printer has a cleaning mode that can correct and prevent these types of problems.



Clean the printer using the printer control panel

1. Press **Menu**.
2. Press **▼** to highlight **CONFIGURE DEVICE**, and then press **✓**.
3. Press **▼** to highlight **PRINT QUALITY**, and then press **✓**.

 **NOTE:** If your printer has an automatic duplexer (HP Color LaserJet CP3505dn and CP3505x), go to step 7.

4. Press **▼** to highlight **CREATE CLEANING PAGE**, and then press **✓**.
5. Remove all paper from tray 1.
6. Remove the cleaning page and load it face-down in tray 1.


 **NOTE:** If you are not still in the menus, navigate to **PRINT QUALITY** using the above instructions.

7. At the printer control panel, press **▼** to highlight **PROCESS CLEANING PAGE**, and then press **✓**.

Manage memory

The HP Color LaserJet CP3505 Series printers have one dual inline memory module (DIMM) slot that supports up to 1 GB RAM. Use the DIMM slot to upgrade the printer with the following items:

- More printer memory: DIMMs are available in 128, 256, 512 MB, and 1GB DDR 2
- Other DIMM-based printer languages and printer options

 **NOTE:** Single in-line memory modules (SIMMs) used on previous HP LaserJet printers are not compatible with the printer.


NOTE: To order DIMMs, see [Supplies and accessories on page 181](#).

You might want to add more memory to the printer if you often print complex graphics or PostScript documents, or if you use many downloaded fonts. Additional memory also allows the printer to print multiple collated copies at the maximum speed.

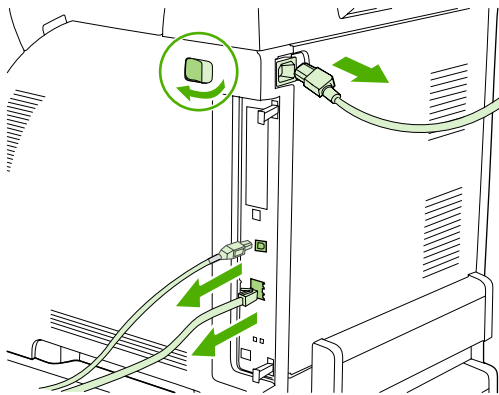
Before ordering additional memory, see how much memory is currently installed by printing a configuration page. See [Information pages on page 110](#).

Install memory DIMMs

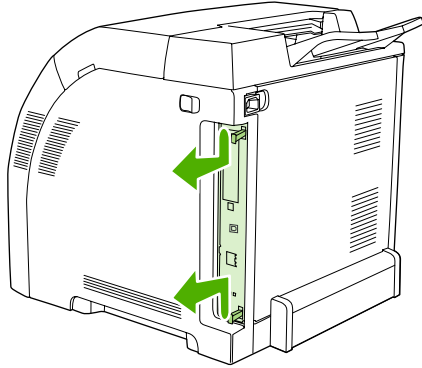
You can install more memory for the printer, and you can also install a font DIMM to allow the printer to print characters for languages such as Chinese or the Cyrillic alphabet.

 **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 printer.

1. Turn the printer off, and then disconnect all power and interface cables.

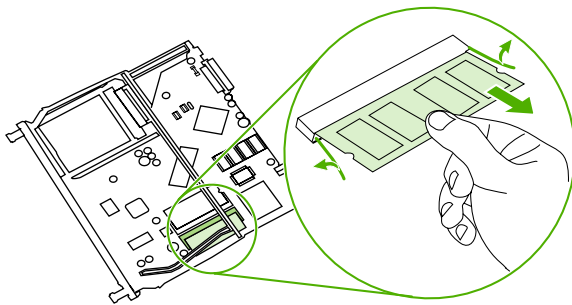


2. On the right side of the printer, gently pull the black tabs together, and then pull the formatter assembly from the printer.

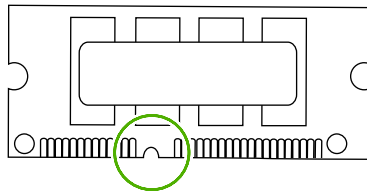


3. Place the formatter board on a clean, flat, grounded surface.

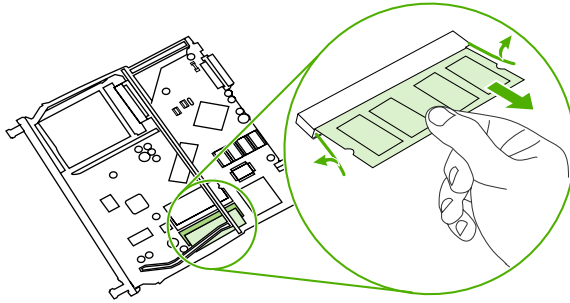
To replace a DIMM that is currently installed, spread the latches apart on each side of the DIMM slot, lift the DIMM up at an angle, and pull it out.



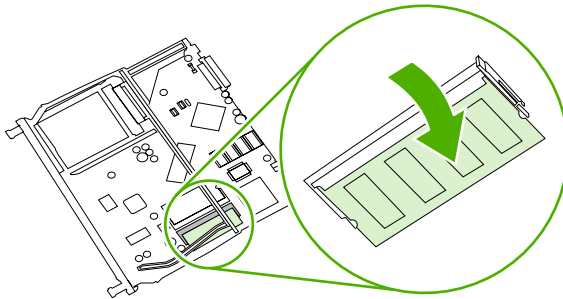
4. Remove the new DIMM from the antistatic package, and then locate the alignment notch on the bottom edge of the DIMM.




5. 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.

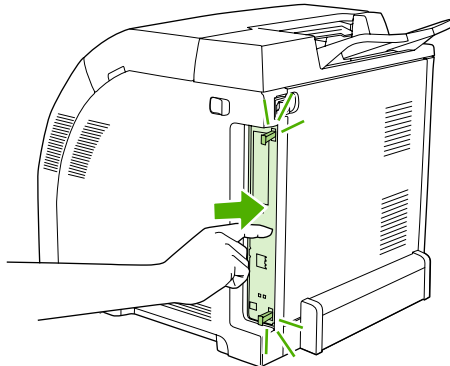


6. Push down on the DIMM until both latches engage the DIMM.



 **NOTE:** If you have difficulty inserting the DIMM, make sure that 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 that you are using the correct DIMM type.

7. Align the edge of the formatter board in the tracks at the top and bottom of the slot, and then slide the board back into the printer. Push the formatter firmly until you hear the formatter latches click into place.



8. Reconnect the power cable and USB or network cable, and then turn on the printer.
9. After installing a memory DIMM, see [Enable memory on page 130](#).

Enable memory

If you installed a memory DIMM, set the printer driver to recognize the newly added memory.

1. On the **Start** menu, point to **Settings**, and click **Printers** or **Printers and Faxes**.
2. Select this printer and select **Properties**.
3. On the **Configure** tab, click **More**.
4. In the **Total Memory** field, type or select the total amount of memory that is now installed.
5. Click **OK**.
6. Go to [Verify the DIMM installation on page 130](#).

Verify the DIMM installation

Verify that the DIMMs are installed correctly and working.

1. Turn the printer on. Check that the printer is in the **Ready** state after the it has gone through the startup sequence. If an error message appears, a DIMM may have been incorrectly installed.
2. Print a configuration page. See [Information pages on page 110](#).
3. Check the Installed Personalities and Options section on the configuration page and compare it with the configuration page printed before the DIMM installation.
4. The DIMM may not be installed correctly. Repeat the installation procedure.

-or-

The DIMM may be defective. Try a new DIMM.

11 Problem solve

- [Basic troubleshooting checklist](#)
- [Control-panel messages](#)
- [Common causes of jams](#)
- [Clear jams](#)
- [Paper-handling problems](#)
- [Diagnostic test pages](#)
- [Printer response problems](#)
- [Printer control-panel problems](#)
- [Color-printing problems](#)
- [Incorrect printer output](#)
- [Macintosh problems](#)
- [Software program problems](#)
- [Print-quality troubleshooting](#)

Basic troubleshooting checklist

If you are experiencing problems with the printer, use the following checklist to identify the cause of the problem:

- Is the printer connected to power?
- Is the printer on?
- Is the printer in the **Ready** state?
- Are all necessary cables connected?
- Do any messages appear on the control panel?
- Are genuine HP supplies installed?
- Were recently replaced print cartridges installed correctly, and was the pull tab on the cartridge removed?


For additional information about installation and setup, see the printer getting started guide.

If you cannot find solutions to printer problems in this guide, go to <http://www.hp.com/support/cljcp3505>

Factors that affect printer 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).

Control-panel messages

Four types of control-panel messages can indicate the status of or problems with the printer.

Message type	Description
Status messages	Status messages reflect the current state of the printer. They inform you of normal printer operation and require no interaction to clear them. They change as the state of the printer changes. Whenever the printer is ready, not busy, and has no pending warning messages, the status message Ready appears if the printer 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 the ✓ button is pressed. Some warning messages are clearable. If CLEARABLE WARNINGS is set to JOB on the printer CONFIGURE DEVICE menu, 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=ON is set on the menus, the printer 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 feature, and the button function takes precedence. For example, pressing the Stop button pauses printing and offers the option to cancel the print job.
Critical-error messages	Critical error messages inform you of a device failure. Some of these messages can be cleared by turning the printer off and then on. These messages are not affected by the AUTO CONTINUE setting. If a critical error persists, service is required.

The following table lists and describes control-panel messages.

Control panel message	Description	Recommended action
10.32.YY UNAUTHORIZED SUPPLY Unauthorized supply in use alternates with For help press ?	A new, non-HP supply has been installed. This message appears until an HP supply is installed or you press ✓.	If you believe you purchased an HP supply, please go to http://www.hp.com/go/anticounterfeit . Service or repairs required as a result of using non-HP supplies are not covered under HP warranty. To continue printing, press ✓. The first pending print job will be cancelled.
10.94.YY REMOVE SHIPPING LOCKS FROM ALL CARTRIDGES	At least one print cartridge still has a shipping lock attached.	<ol style="list-style-type: none"> 1. Remove all the print cartridges and check for orange shipping locks on each end of each cartridge. Remove any shipping locks that remain. 2. Reinstall the print cartridges.
10.XX.YY SUPPLY MEMORY ERROR For help press ?	The printer cannot read or write to at least one print cartridge memory tag, or at least one memory tag is missing.	<ol style="list-style-type: none"> 1. Open the front door. 2. Remove the print cartridges, and then reinstall them. 3. Close the front door. 4. Turn the printer off and then on. 5. If the error persists, contact HP Support.

Control panel message	Description	Recommended action
11.XX INTERNAL CLOCK ERROR alternates with To continue press ✓	The printer's internal clock is not working correctly. Printing can continue, but you are prompted to set the date and time each time you turn the printer on.	Contact HP support.
13.XX.YY DUPLEX JAM INSIDE FRONT DOOR alternates with For help press ?	A jam has occurred inside the front door.	Open the front door and clear the jam. See Clear jams from input trays on page 150. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY DUPLEX PATH JAM FRONT DOOR alternates with For help press ?	A jam has occurred in the duplex output area inside the front door.	Open the front door and clear the jam. See Clear jams from input trays on page 150. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY FUSER JAM INSIDE TOP COVER alternates with For help press ?	A jam has occurred in the fuser.	Open the top cover and clear the jam. CAUTION: The fuser is hot. Wait 10 minutes for it to cool. See Clear jams from input trays on page 150. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY JAM IN TRAY 1 alternates with Clear jam then press ✓	A page is jammed in the multipurpose tray.	Clear the jam, and then press ✓. See Clear jams from input trays on page 150. If the message persists after clearing all pages, contact HP Support.
13.XX.YY JAM IN TRAY 2	A page is jammed in tray 2.	Remove tray 2, clear the jam, and then reinstall tray 2. See Clear jams from input trays on page 150. If the message persists after clearing all pages, contact HP Support.
13.XX.YY JAM IN TRAY X alternates with Clear jam then press ✓	A page is jammed in tray 1 or tray 3.	Clear the jam, and then press ✓. or See Clear jams from input trays on page 150. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY JAM INSIDE FRONT DOOR alternates with For help press ?	A jam has occurred inside the front door.	Press ? for help. or

Control panel message	Description	Recommended action
		See Clear jams from input trays on page 150 . If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY JAM INSIDE TOP COVER alternates with For help press ?	A page is jammed underneath the front cover.	Open the front door and remove any jammed media.
20 INSUFFICIENT MEMORY alternates with For help press ? To continue press ✓	The printer has received more data from the computer than fits in available memory.	<ol style="list-style-type: none"> 1. Press ✓ to continue printing. NOTE: Data will be lost. 2. Reduce the complexity of the print job to avoid this error. 3. Adding memory to the printer may allow printing of more complex pages.
22 EIO X BUFFER OVERFLOW alternates with To continue press ✓	The printer EIO card in slot X has overflowed its I/O buffer during a busy state.	<ol style="list-style-type: none"> 1. Press ✓ to continue printing. NOTE: Data will be lost. 2. If the message persists, contact HP Support.
22 EMBEDDED I/O BUFFER OVERFLOW	The embedded HP Jetdirect print server buffer has overflowed during a busy state.	<ol style="list-style-type: none"> 1. Press ✓ to continue printing. NOTE: A loss of data will occur. 2. If the message persists, contact HP Support.
22 USB I/O BUFFER OVERFLOW alternates with To continue press ✓	The printer's USB buffer has overflowed during a busy state.	<ol style="list-style-type: none"> 1. Press ✓ to continue printing. NOTE: Data will be lost. 2. If the message persists, contact HP Support.
40 EIO X BAD TRANSMISSION alternates with To continue press ✓	A connection with the card in the EIO slot has broken.	<ol style="list-style-type: none"> 1. Press ✓ to continue printing. NOTE: Data will be lost. 2. If the message persists, contact HP Support.
40 EMBEDDED I/O BAD TRANSMISSION alternates with To continue press ✓	The connection with the HP Jetdirect embedded print server has broken.	Press ✓ to continue printing.
41.3 UNEXPECTED SIZE IN TRAY X alternates with LOAD TRAY X <TYPE> <SIZE>	Media is loaded that is longer or shorter in the feed direction than the size configured for the tray.	<ol style="list-style-type: none"> 1. Press ✓ to print from a different tray. 2. To print from the current tray, load the tray with the size and type indicated. <p>Ensure that all trays are configured correctly before printing again. See Configure trays on page 73 for more information.</p>

Control panel message	Description	Recommended action
41.5 UNEXPECTED TYPE IN TRAY X alternates with LOAD TRAY X <TYPE> <SIZE>	The printer senses a different media type than what is configured in the tray.	<ol style="list-style-type: none"> 1. Press ✓ to print from a different tray. 2. To print from the current tray, load the tray with the size and type indicated. <p>Ensure that all trays are configured correctly before printing again. See Configure trays on page 73 for more information.</p>
41.X ERROR alternates with To continue press ✓	A printer error has occurred.	<ol style="list-style-type: none"> 1. Press ✓ to continue or press ? for more information. 2. If the message persists after exiting help, turn the printer off and then on. 3. If the message persists, contact HP Support.
49.XXXXX ERROR alternates with To continue turn off then on	A critical firmware error has occurred.	<ol style="list-style-type: none"> 1. Turn the printer off and then on. 2. If the message persists, contact HP Support.
50.X FUSER ERROR For help press ?	A fuser error has occurred.	<ol style="list-style-type: none"> 1. Turn the printer off. 2. Verify the fuser is installed correctly and fully seated. 3. Turn on the printer. 4. If the message persists, contact HP Support.
51.XY ERROR alternates with To continue turn off then on	A printer error has occurred.	<ol style="list-style-type: none"> 1. Press ✓ to continue. 2. If the message persists, turn the printer off and then on. 3. If the message persists, contact HP Support.
52.XY ERROR alternates with To continue turn off then on	A printer error has occurred.	<ol style="list-style-type: none"> 1. Press ✓ to continue. 2. If the message persists, turn the printer off and then on. 3. If the message persists, contact HP Support.
53.10.01 ERROR UNSUPPORTED RAM	The memory DIMM is not a supported DIMM.	Install a supported DIMM.
54.XX ERROR	A printer command error has occurred.	<ol style="list-style-type: none"> 1. Turn the printer off and then on. 2. If the message persists, contact HP support.
57.XX PRINTER ERROR alternates with To continue turn off then on	A printer fan error has occurred.	<ol style="list-style-type: none"> 1. Turn the printer off and then on. 2. If the message persists, contact HP Support.

Control panel message	Description	Recommended action
59.XY ERROR alternates with To continue turn off then on	A printer motor error has occurred.	<ol style="list-style-type: none"> 1. Turn the printer off and then on. 2. If the message persists, contact HP Support. <p>NOTE: This message might also appear if the transfer unit is missing or incorrectly installed. Ensure that the transfer unit is correctly installed.</p>
62 NO SYSTEM	No system was found.	<ol style="list-style-type: none"> 1. Turn the printer off and then on. 2. If the message persists, contact HP Support.
68.X PERMANENT STORAGE FULL alternates with To continue press ✓	A non-volatile storage device is full. Press ✓ to clear the message. Printing can continue, but unexpected behavior could result. X Description 1 Removable disk (flash or hard) 0 Onboard NVRAM	<ol style="list-style-type: none"> 1. Press ✓ to continue. 2. For 68.0 errors, turn the printer off and then on. 3. If a 68.0 error persists, contact HP Support. 4. For 68.1 errors, use the HP Web Jetadmin software to delete files from the disk drive. 5. For 68.1 errors that persist, contact HP Support.
68.X PERMANENT STORAGE WRITE FAIL alternates with To continue press ✓	A non-volatile storage device is full. Press ✓ to clear the message. Printing can continue, but unexpected behavior could result. X Description 0 Onboard NVRAM 1 Removable disk	<ol style="list-style-type: none"> 1. Press ✓ to continue. 2. If the problem persists, contact HP Support.
68.X STORAGE ERROR SETTINGS CHANGED alternates with To continue press ✓	One or more printer settings that were saved in the non-volatile storage device are invalid and have been reset to the factory default. Press ✓ to clear the message. Printing can continue, but unexpected behavior could result.	<ol style="list-style-type: none"> 1. Press ✓ to continue. 2. Turn the printer off and then on. 3. If the message persists, contact HP Support.
79.XXXX ERROR alternates with To continue turn off then on	A critical hardware error has occurred.	<ol style="list-style-type: none"> 1. Turn the printer off and then on. 2. If the problem persists, contact HP Support.
8X.YYYY EIO ERROR	The EIO accessory card has encountered a critical error.	<ol style="list-style-type: none"> 1. Turn the printer off and then on. 2. If the problem persists, contact HP Support.
8X.YYYY EMBEDDED JETDIRECT ERROR	The HP Jetdirect embedded print server has encountered a critical error.	<ol style="list-style-type: none"> 1. Turn the printer off and then on. 2. If the problem persists, contact HP Support.

Control panel message	Description	Recommended action
<p><Date> <Time></p> <p>To change press ✓</p> <p>To skip, press STOP</p>	<p>The printer has an internal clock that tracks the date and time. You are prompted to set the correct date and time the first time you turn on the printer.</p>	<p>Press ✓ to change the date and time.</p> <p>Press Stop to skip this step. You can set the date and time later by using the SYSTEM SETUP menu.</p> <p>If the prompt appears each time you turn on the printer, the clock is not working correctly. Contact HP support.</p>
<p>Access Denied MENUS LOCKED</p>	<p>The printer administrator has enabled the control-panel security mechanism. You cannot modify control-panel settings in this circumstance. The message disappears after a few seconds, and the printer returns to Ready or BUSY state.</p>	<p>Contact the printer administrator to change settings.</p>
<p>ACTION NOT CURRENTLY AVAILABLE ON TRAY X</p> <p>alternates with</p> <p>Tray size cannot be ANY SIZE/ANY CUSTOM</p>	<p>You are trying to set duplex registration for a tray that is configured for ANY SIZE or ANY CUSTOM. Duplex registration is not available when the tray size is set to either of these settings.</p>	<p>Change the size setting for the tray.</p>
<p>BAD DUPLEXER CONNECTION</p> <p>alternates with</p> <p>To continue turn off then on</p>	<p>The duplexer is not installed correctly.</p>	<p>Turn the printer off and then on to continue.</p>
<p>Calibrating...</p>	<p>The printer is calibrating.</p>	<p>No action necessary.</p>
<p>Canceling... <JOB NAME></p>	<p>The printer is in the process of canceling a job. The message appears while the job is stopped, the paper path is flushed, and any remaining incoming data on the active data channel is received and discarded.</p>	<p>No action necessary.</p>
<p>Checking paper path</p>	<p>The engine is turning the rollers to check for possible jams.</p>	<p>No action necessary.</p>
<p>Checking printer</p>	<p>The engine is performing an internal test.</p>	<p>No action necessary.</p>
<p>CHOSEN PERSONALITY NOT AVAILABLE</p> <p>alternates with</p> <p>To continue press ✓</p>	<p>The printer encountered a request for a personality that did not exist in the printer. The job is cancelled and no pages are printed.</p>	<ol style="list-style-type: none"> 1. Press ✓ to continue. 2. Try a different driver.
<p>CLEANING DISK X% COMPLETE</p> <p>alternates with</p> <p>DO NOT POWER OFF</p>	<p>The memory disk is being cleaned. This process might take up to an hour. During this time, no jobs can be printed.</p>	<p>Do not turn off the printer. Wait for the process to complete.</p> <p>The printer automatically restarts at the end of the cleaning process.</p>
<p>Cleaning...</p>	<p>The printer is processing the cleaning page.</p>	<p>No action necessary.</p>
<p>Clearing event log</p>	<p>This message appears while the event log is cleared. The printer then returns to the SERVICE menu.</p>	<p>No action necessary.</p>

Control panel message	Description	Recommended action
Clearing paper path	The printer jammed or detected misplaced media. The printer is attempting to eject these pages automatically.	No action necessary.
CLOSE TOP COVER AND FRONT DOOR	The top cover and front door need to be closed.	Close the top cover and front door.
CODE CRC ERROR	An error has occurred during a firmware upgrade.	<ol style="list-style-type: none"> 1. Reinstall the firmware. 2. If the problem persists, contact HP Support.
COLOR RFU FAILED	An error has occurred during a firmware upgrade.	<ol style="list-style-type: none"> 1. Reinstall the firmware. 2. If the problem persists, contact HP Support.
Creating...CLEANING PAGE	The printer is generating a cleaning page. The printer returns to the Ready state after the cleaning page is printed.	<ol style="list-style-type: none"> 1. Load the cleaning page into tray 1. 2. Press Menu. 3. Select PRINT QUALITY, and then press ✓. 4. Select PROCESS CLEANING PAGE, and then press ✓.
DATA RECEIVED alternates with Ready	The printer received data and is waiting for a form feed. When the printer receives another file, the message disappears. The printer is paused.	If the printer is waiting for a form feed, press ✓ to continue. If the printer is paused, press Stop to continue.
Event Log Empty	SHOW EVENT LOG was selected from the control panel, and the event log is empty.	No action necessary.
Genuine HP supplies installed	A new HP cartridge has been installed. The printer returns to the Ready state after approximately 10 seconds.	No action necessary.
GENUINE HP SUPPLIES DESIGNED FOR <PROD> alternates with Ready	This genuine HP supply was not designed for this printer and is not supported. The printer can print with this supply, but print quality might be affected.	Replace this supply with a genuine HP supply that is designed for this printer.
Incorrect	The PIN number is incorrect.	Contact the network administrator.
INCORRECT <COLOR> CARTRIDGE alternates with For help press ?	A color cartridge is installed in an incorrect slot.	Press ? for help. or See Change print cartridges on page 123 for more information.
INCORRECT SUPPLIES For status press ✓	Two or more print cartridges are installed in an incorrect slot.	Press ✓ and then press ? for help. or See Replace supplies and parts on page 123 for more information.

Control panel message	Description	Recommended action
INFLATE FAILURE	An error has occurred during a firmware upgrade.	<ol style="list-style-type: none"> 1. Reinstall the firmware. 2. If the problem persists, contact HP Support.
Initializing	This message appears when the printer is turned on and begins initialization.	No action necessary.
Initializing permanent storage	This message appears when the printer is turned on to show that permanent storage is being initialized.	No action necessary.
INSERT OR CLOSE TRAY XX	A tray is open and the printer is trying to print from another tray.	Close the tray indicated so that printing can continue.
INSTALL <COLOR> CARTRIDGE alternates with For help press ?	The cartridge is either not installed or not correctly installed in the printer.	Press ? for help. or See Change print cartridges on page 123 for more information.
INSTALL FUSER For help press ?	The fuser is either not installed or not correctly installed in the printer.	Press ? for help. or Contact HP Customer Support or your authorized HP service provider.
INSTALL SUPPLIES For status press ✓	Two or more cartridges are missing.	Install the missing cartridges. Press ✓ and then press ? for help. or See Supply replacement guidelines on page 123 for more information.
INSUFFICIENT MEMORY TO LOAD FONTS/DATA	This message alternates with the name of the storage device. The storage device does not have enough memory to load the fonts or other data.	Press ✓ to continue printing without using the data. To solve the problem, increase the amount of memory for the device. Press ? for more information.
LOAD TRAY X <TYPE> <SIZE> alternates with For help press ?	Tray X is either empty or configured for a type and size other than that specified in the job. No other tray is available.	Press ? for help. or See Configure trays on page 73 for more information.
LOAD TRAY X <TYPE> <SIZE> alternates with To use another tray press ✓	Tray X is either empty or configured for a type and size other than that specified in the job.	Press ? for help. or Press ✓ to print from another tray. See Configure trays on page 73 for more information.
Loading program X alternates with	Programs and fonts can be stored on the printer file system and are loaded into RAM when the printer is turned on. The number X	No action necessary.

Control panel message	Description	Recommended action
DO NOT POWER OFF	specifies a sequence number indicating the current program being loaded.	
MANUALLY FEED <TYPE> <SIZE> alternates with For help press ?	Tray 1 is empty and no other tray is available.	Load media into tray 1, and press ✓ to continue. Press ? for help. or See Configure trays on page 73 for more information.
MANUALLY FEED <TYPE> <SIZE> alternates with To continue press ✓	Media is in tray 1, but the print job requires a specific type and size that is not currently available.	Press ✓ to print from the tray. or Press ? for help. or See Configure trays on page 73 for more information.
MANUALLY FEED <TYPE> <SIZE> alternates with To use another tray press ✓	No media is in tray 1, and a print job requires a specific type and size that is available in another tray.	Press ✓ to print from another tray. See Configure trays on page 73 for more information. or Press ? for help.
MANUALLY FEED OUTPUT STACK alternates with Then press ✓ to print second sides	The first side of a manual 2-sided print job has been printed and the printer is paused until for the output stack is reinserted.	Take the printed stack out of the output bin and reinsert it in tray 1 to print the second side of the 2-sided print job. Press ✓ to continue.
MEM TEST FAILURE REPLACE DIMM 1	The memory DIMM has failed.	Install a supported memory DIMM.
Moving solenoid alternates with To exit press STOP key	The printer is testing a solenoid.	No action necessary.
NON HP SUPPLY IN USE alternates with Ready	The printer has detected that a non-HP supply is currently installed but ✓ (override) was pressed.	If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit . Service or repairs that are required as a result of using non-HP supplies are not covered under HP warranty.
NON HP SUPPLY INSTALLED alternates with For help press ?	A new, non-HP supply has been installed. This message appears until an HP supply is installed or you press ✓.	If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit . Service or repairs that are required as a result of using non-HP supplies are not covered under HP warranty. To continue printing, press ✓.

Control panel message	Description	Recommended action
ORDER <COLOR> CARTRIDGE alternates with Ready	The identified print cartridge is nearing the end of its useful life. The printer is ready and will print for the estimated number of pages indicated.	Order the identified print cartridge. Printing will continue until REPLACE <COLOR> CARTRIDGE appears. NOTE: Estimated pages remaining is based upon historical page coverage with this supply. See Supplies and accessories on page 181 for more information. NOTE: To prevent this message from appearing, in the SYSTEM SETUP menu, set ORDER AT to 0%.
ORDER SUPPLIES alternates with Ready	More than one supply item is low.	<ol style="list-style-type: none"> 1. Press ✓ to identify which supplies should be ordered. 2. Order the supplies. Printing can continue until REPLACE SUPPLIES appears. or Press ? for help. See Supplies and accessories on page 181 for more information.
PAPER PATH JAM FRONT DOOR alternates with For help press ?	A page is jammed in the paper path.	Open the front door and remove any jammed media.
Paused alternates with To return to Ready press the STOP key	The printer has paused.	Press Stop to resume printing.
Performing upgrade	A firmware upgrade is in process.	No action necessary. Do not turn off the printer.
Performing... PAPER PATH TEST	The printer is performing a paper-path test.	No action necessary.
PRINTING STOPPED To continue press ✓	This message appears when a Print/Stop test runs and the time expires.	Press ✓ to continue printing.
Printing... CONFIGURATION	The printer is generating the configuration page. The printer will return to the Ready state when the page has printed.	No action necessary.
Printing... DEMO PAGE	The printer is generating the demo page. The printer will return to the Ready state when the page has printed.	No action necessary.
Printing... DIAGNOSTICS PAGE	The printer is generating the diagnostics page. The printer will return to the Ready state when the page has printed.	No action necessary.
Printing... EVENT LOG	The printer is generating the event log page. The printer will return to the Ready state when the page has printed.	No action necessary.

Control panel message	Description	Recommended action
Printing... FILE DIRECTORY	The printer is generating the mass storage directory page. The printer will return to the Ready state when the page has printed.	No action necessary.
Printing... FONT LIST	The printer is generating either the PCL or PS personality typeface list. The printer will return to the Ready state when the page has printed.	No action necessary.
Printing... MENU MAP	The printer is generating the printer menu map. The printer will return to the Ready state when the page has printed.	No action necessary.
Printing... PQ troubleshooting	The printer is generating the print quality troubleshooting pages. The printer will return to the Ready state when the pages are printed.	Follow the instructions on the printed pages.
Printing... REGISTRATION PAGE	The printer is generating the registration page. The printer will return to the SET REGISTRATION menu when the page has printed.	Follow the instructions on the printed pages.
Printing... RGB SAMPLES	The printer is generating the RGB samples page. The printer will return to the Ready state when the page has printed.	No action necessary.
Printing... SUPPLIES STATUS	The printer is generating the supplies status page. The printer will return to the Ready state when the page has printed.	No action necessary.
Printing... USAGE PAGE	The printer is generating the usage page. The printer will return to the online Ready state when the page has printed.	No action necessary.
PROCESSING DUPLEX JOB alternates with Do not grab paper until job completes	During duplex printing, the paper emerges for a short time before it is pulled back into the printer.	Do not pick up pages until they come to rest in the output bin.
Processing...	The printer is currently processing a job but is not yet picking pages. When the media begins to move, this message is replaced by a message that indicates which tray the job is being printed from.	No action necessary.
Processing... from tray<X>	The printer is actively processing a job from the designated tray.	No action necessary.
RAM DISK DEVICE FAILURE alternates with Ready To clear press ✓	The RAM disk has failed.	<ol style="list-style-type: none"> 1. Printing can continue for jobs that do not require the RAM disk. 2. To remove this message from the display, press ✓.
RAM DISK FILE OPERATION FAILED alternates with Ready To clear press ✓	The printer received a PJL file system command that attempted to perform an illogical operation (for example, to download a file to a non-existent directory).	<ol style="list-style-type: none"> 1. Printing can continue. 2. To remove this message from the display, press ✓. 3. If the message reappears, there might be a problem with the software program.

Control panel message	Description	Recommended action
RAM DISK FILE SYSTEM IS FULL alternates with Ready To clear press ✓	The printer received a PJL file system command to store something on the file system, but the file system is full.	<ol style="list-style-type: none"> 1. Use HP Web Jetadmin software to delete files from the RAM disk memory and try again. 2. To remove this message from the display, press ✓.
RAM DISK IS WRITE PROTECTED alternates with Ready To clear press ✓	The file system is protected and no new files can be written to it.	<ol style="list-style-type: none"> 1. To enable writing to the RAM disk memory, use HP Web Jetadmin to turn off write protection. 2. To remove this message from the display, press ✓.
RAM DISK X Initializing alternates with DO NOT POWER OFF	The new RAM disk installed in slot X is initializing.	No action necessary.
Receiving upgrade	A firmware upgrade is in progress.	Do not turn the printer off until the printer returns to Ready .
REMOVE ALL PRINT CARTRIDGES alternates with To exit press STOP key	The printer is performing a component test.	Remove all print cartridges. After diagnostics are complete, reinstall all print cartridges.
REMOVE AT LEAST ONE PRINT CARTRIDGE alternates with To exit press STOP key	The printer is performing a disable cartridge check or component test.	Remove one print cartridge. After the test is complete, reinstall the print cartridge.
REPLACE <COLOR> CARTRIDGE alternates with For help press ?	The print cartridge has reached its end of life. Printing will not continue until the cartridge is replaced.	Press ? for help. See Change print cartridges on page 123 or Replace supplies and parts on page 123 for more information. See Supplies and accessories on page 181 for more information.
REPLACE <COLOR> CARTRIDGE alternates with To continue press ✓.	The print cartridge is nearing the end of its useful life and the REPLACE SUPPLIES setting in SYSTEM SETUP is set to STOP AT LOW . To override, press ✓.	<ol style="list-style-type: none"> 1. Order the print cartridge. 2. Press ✓ to continue. or Press ? for help. See Supplies and accessories on page 181 for more information.
REPLACE SUPPLIES alternates with For status press ✓	At least two print cartridges are out and need to be replaced.	<ol style="list-style-type: none"> 1. Press ✓ to identify which supplies should be replaced. 2. Press ? for help. See Replace supplies and parts on page 123 for more information.

Control panel message	Description	Recommended action
		See Supplies and accessories on page 181 for more information.
REPLACE SUPPLIES alternates with To continue press ✓	More than one supply item is low, and the REPLACE SUPPLIES setting in SYSTEM SETUP is set to STOP AT LOW .	<ol style="list-style-type: none"> 1. Press Menu and navigate to the SUPPLIES STATUS menu in order to identify which supplies should be ordered. 2. Order the supplies. 3. Press ✓ to continue printing. See Supplies and accessories on page 181 for more information.
REPLACE SUPPLIES Override in use alternates with Ready	At least one print cartridge is out, but printing is continuing. Print-quality problems might occur.	<ol style="list-style-type: none"> 1. Press ✓ to identify which supplies should be ordered. 2. Order the identified supplies. See Supplies and accessories on page 181 for more information.
REPLACE SUPPLIES Using black only alternates with Ready	At least one color print cartridge is out. Printing can continue, but only the black cartridge is being used.	<ol style="list-style-type: none"> 1. Press ✓ to identify which supplies should be ordered. 2. Order the identified supplies. See Supplies and accessories on page 181 for more information.
Request accepted please wait	The printer has accepted a request to print an internal page, but the current job must finish printing before the internal page will print.	No action necessary.
Resend upgrade	The firmware upgrade was not successful.	Attempt the upgrade again.
Restoring factory settings	The printer is restoring factory settings.	No action necessary.
Restoring...	The printer is restoring settings.	No action necessary.
RESTRICTED FROM PRINTING IN COLOR alternates with Ready	The message appears when the printer is set to COLOR IF ALLOWED and you or your software program are not authorized to print in color.	Get your network administrator to set the user or program permissions that will allow you to print in color.
RFU LOAD ERROR	An error has occurred during a firmware upgrade.	<ol style="list-style-type: none"> 1. Reinstall the firmware. 2. If the problem persists, contact HP Support.
Rotating <COLOR> motor alternates with To exit press STOP key	A component test is in progress; the component selected is <color> Cartridge motor .	Press Stop to stop this test.
Rotating motor alternates with To exit press STOP key	The printer is testing a motor.	Press Stop to stop this test.

Control panel message	Description	Recommended action
SANITIZING DISK X% COMPLETE alternates with DO NOT POWER OFF	The memory disk is being sanitized. This process might take up to an hour. During this time, no jobs can be printed.	Do not turn off the printer. Wait for the process to complete. The printer automatically restarts at the end of the sanitation process.
Setting saved	A menu selection has been saved.	No action necessary.
SIZE MISMATCH IN TRAY XX alternates with Ready	The tray is loaded with a media size that is different than the size for which the tray is configured. Printing can continue from other trays, but not from this one.	<ol style="list-style-type: none"> 1. Make sure the media guides are adjusted correctly. 2. In the PAPER HANDLING menu, configure the tray for the correct size.
Sleep mode on	The printer is in the sleep mode. Any button press or the receipt of data clears sleep mode.	No action necessary. The printer automatically exits sleep mode.
STANDARD TOP BIN FULL alternates with Remove all paper from bin	The output bin is full. Printing cannot continue.	Empty the output bin. Printing resumes automatically.
Tray X <TYPE> <SIZE> alternates with To change size or type press ✓	The printer is reporting the current configuration of tray X.	No action necessary. Press ↵ to clear the message. Press ✓ to change the type or size. See Configure trays on page 73 for more information.
TRAY XX EMPTY <TYPE> <SIZE> alternates with Ready	The tray is empty, but the current print job does not require this tray.	Fill the tray. The message indicates the type and size of media for which the tray is currently configured.
TRAY XX OPEN For help press ? alternates with Ready	The tray is open, but printing can continue.	Close the tray.
TRAY XX OPEN OR EMPTY alternates with Ready	The tray is open or empty, but the current print job does not require this tray.	Close or fill the tray.
TYPE MISMATCH IN TRAY XX alternates with Ready	The tray is loaded with a media type that is different than the type for which the tray is configured. Printing can continue from other trays, but not from this one.	In the PAPER HANDLING menu, configure the tray for the correct type.
Unauthorized supply in use alternates with Ready	The printer has detected that a non-HP supply is currently installed and ✓ (override) was pressed.	If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit . Service or repairs required as a result of using non-HP supplies are not covered under HP warranty.

Control panel message	Description	Recommended action
USB ACCESSORY ERROR	The printer has detected too much current on the USB storage accessory.	<ol style="list-style-type: none"> 1. Turn the printer off. 2. Remove the USB storage accessory. 3. Replace the USB storage accessory. 4. Turn the printer on.
USB Storage <X> initializing	The USB storage device is initializing.	No action necessary.
USB Storage <X> not functional	The USB storage device is not working.	Replace the USB storage device.
USB STORAGE DEVICE FAILURE alternates with Ready To clear press ✓	The USB storage device has failed.	<ol style="list-style-type: none"> 1. Printing can continue for jobs that do not require the storage device. 2. To remove this message from the display, press ✓. 3. If the message persists, turn the printer off, remove and re-install the storage device, and then turn the printer on. 4. If the message persists, replace the storage device.
USB STORAGE FILE OPERATION FAILED alternates with Ready To clear press ✓	The printer received a PJL file system command that attempted to perform an illogical operation (for example, to download a file to a nonexistent directory).	<ol style="list-style-type: none"> 1. Printing can continue. 2. To remove this message from the display, press ✓. 3. If the message reappears, a problem might exist in the software program.
USB STORAGE FILE SYSTEM IS FULL alternates with Ready To clear press ✓	The printer received a PJL file system command that attempted to store something on the file system but was unsuccessful because the file system is full.	<ol style="list-style-type: none"> 1. Use HP Web Jetadmin software to delete files from the storage device, and then try again. 2. To remove this message from the display, press ✓.
USB STORAGE IS WRITE PROTECTED alternates with Ready To clear press ✓	The file system is protected and no new files can be written to it.	<ol style="list-style-type: none"> 1. To enable writing to the storage device, use HP Web Jetadmin to turn off write protection. 2. To remove this message from the display, turn the printer off and then on.
USB STORAGE X REMOVED	The USB storage accessory was removed while the printer was turned on.	<ol style="list-style-type: none"> 1. Turn the printer off. 2. To continue using the USB storage accessory, reinstall it. 3. Turn the printer on.
USE TRAY X <TYPE> <SIZE>	The printer is offering a selection of alternate media to use for the print job.	<ol style="list-style-type: none"> 1. Use ▲ and ▼ to highlight a different size or type, and then press ✓ to select the size or type. 2. Press ↶ to return to the previous size or type. <p>See Configure trays on page 73 for more information.</p>

Common causes of jams

Common causes of jams¹

Cause	Solution
The media does not meet specifications.	Use only media that meets HP specifications. See Supported paper and print media sizes on page 61 .
A component is installed incorrectly.	Verify that all print cartridges, the transfer unit, and the fuser are correctly installed.
You are using media that has already passed through a printer or copier.	Do not use media that has been previously printed on or copied.
An input tray is loaded incorrectly.	Remove any excess media from the input tray. Make sure that the stack is below the maximum stack height mark in the tray. See Configure trays on page 73 .
The media is skewed.	The input-tray guides are not adjusted correctly. Adjust them so they hold the stack firmly in place without bending it.
The media is binding or sticking together.	Remove the media, flex it, rotate it 180 degrees, or flip it over. Reload the media into the input tray. NOTE: Do not fan paper. Fanning can create static electricity, which can cause paper to stick together.
The media is removed before it settles into the output bin.	Reset the printer. Wait until the page completely settles in the output bin before removing it.
During 2-sided printing, you removed the paper before the second side of the document was printed.	Reset the printer and print the document again. Wait until the page completely settles in the output bin before removing it.
The media is in poor condition.	Replace the media.
The internal rollers from tray 2 or tray 3 are not picking up the media.	Remove the top sheet of media. If the media is heavier than 163 g/m ² (43 lb), it might not be picked from the tray.
The media has rough or jagged edges.	Replace the media.
The media is perforated or embossed.	Perforated or embossed media does not separate easily. Feed single sheets from tray 1.
Printer supply items have reached the end of their useful life.	Check the printer control panel for messages prompting you to replace supplies, or print a supplies status page to verify the remaining life of the supplies. See Replace supplies and parts on page 123 .
Paper was not stored correctly.	Replace the paper in the trays. Paper should be stored in the original packaging in a controlled environment.

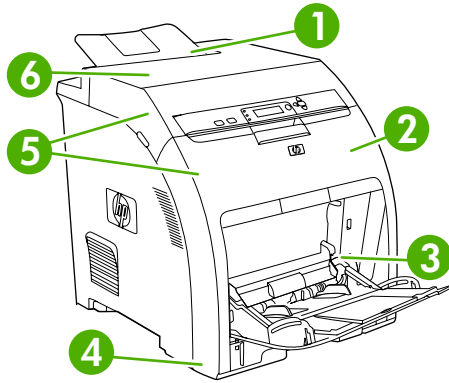
¹ If the printer still continues to jam, contact HP Customer Support or your authorized HP service provider.

Clear jams

Jam locations

Use this illustration to troubleshoot jams in the printer. For instructions to clear jams, see [Clear jams from input trays on page 150](#).

Figure 11-1 Jam locations (printer shown without optional tray 3)




1	Output bin
2	Paper path
3	Tray 1
4	Trays 2 or 3
5	Duplex path (for 2-sided printing)
6	Fuser

Jam recovery

This printer automatically provides jam recovery, a feature that you can use to set whether the printer should attempt to automatically reprint jammed pages.

- **AUTO** instructs the printer to attempt to reprint jammed pages.
- **OFF** instructs the printer not to attempt to reprint jammed pages.

 **NOTE:** During the recovery process, the printer might reprint pages that were printed before the jam occurred. Be sure to remove any duplicated pages.

To improve print speed and increase memory resources, you might want to disable the jam recovery.

Turn off jam recovery

1. Press **Menu**.
2. Press **▼** to highlight **CONFIGURE DEVICE**, and then press **✓**.
3. Press **▼** to highlight **SYSTEM SETUP**, and then press **✓**.
4. Press **▼** to highlight **JAM RECOVERY**, and then press **✓**.

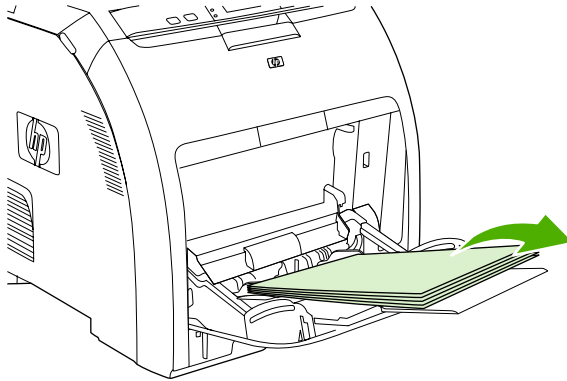
5. Press ▼ to highlight **OFF**, and then press ✓.
6. Press **Menu** to return to the **Ready** state.

Clear jams from input trays

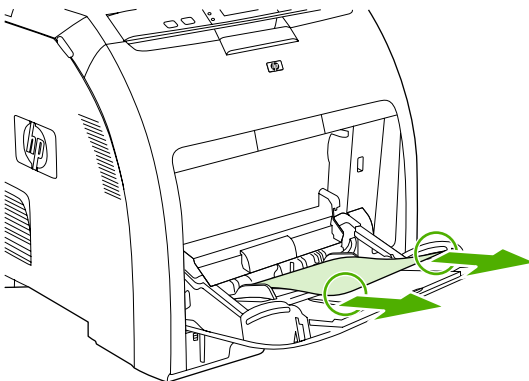
Procedures in the following sections correspond with a jam message that might appear on the control panel.

Tray 1

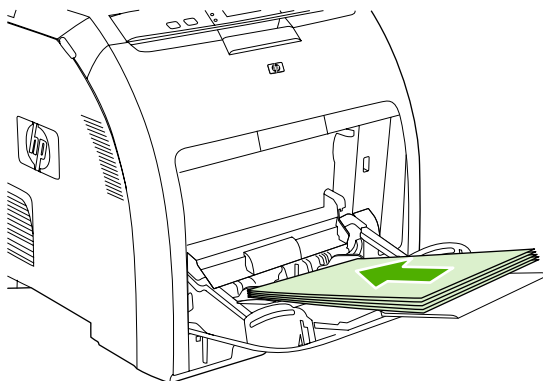
1. Remove the media from the tray.



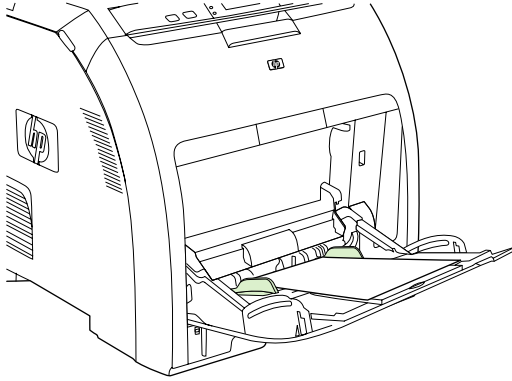
2. Grasp the jammed sheet by both corners and pull.



3. Place the media stack in tray 1.



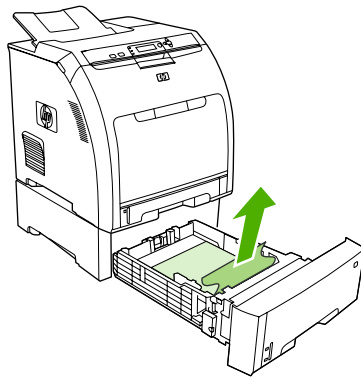
4. Confirm that the media guides are against the stack without bending it and that the stack does not extend above the fill tabs.



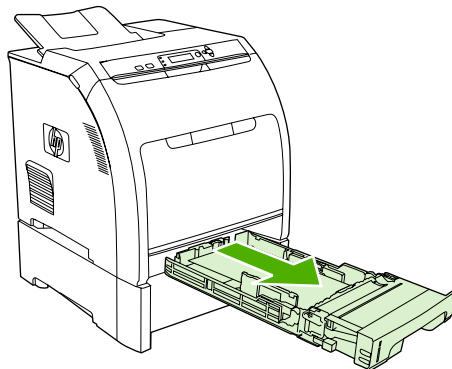
5. Press ✓ to resume printing.

Tray 2 or tray 3

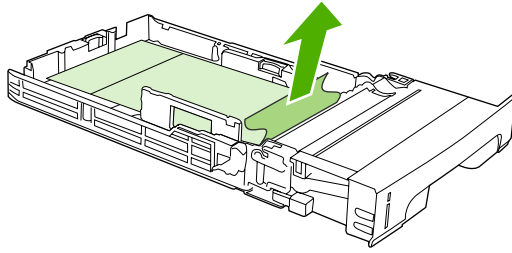
1. If the optional tray 3 is installed, pull it out and place it on a flat surface. If the jammed sheet is visible, remove it.



2. If the sheet is not visible, check inside the printer at the top of the tray opening. Remove any jammed media.
3. Pull out tray 2 and place it on a flat surface.



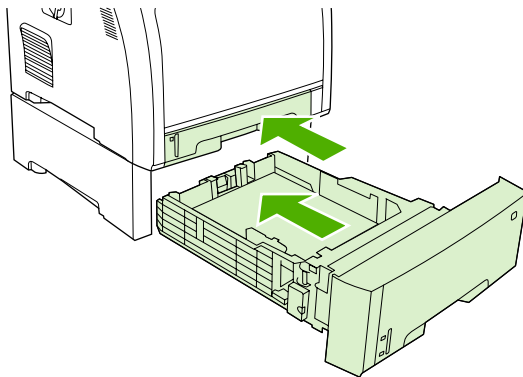
4. If the jammed sheet is visible, remove it.




5. If the sheet is not visible, check inside the printer at the top of the tray opening. Remove any jammed media.




6. Replace tray 2 and optional tray 3.



 **NOTE:** Use tray 1 when printing on heavier paper.

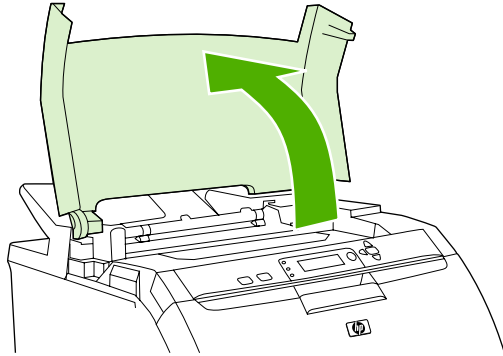
7. Press ✓ to resume printing.

 **NOTE:** When printing from tray 2, printing resumes automatically.

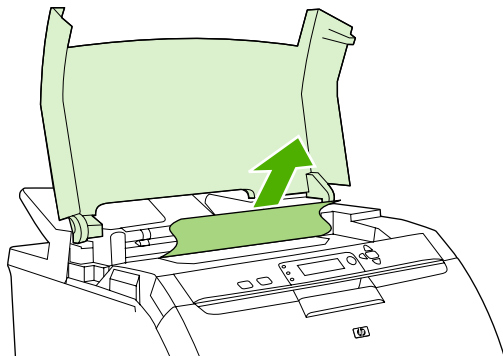
Clear jams from inside the product

Fuser area (top cover)

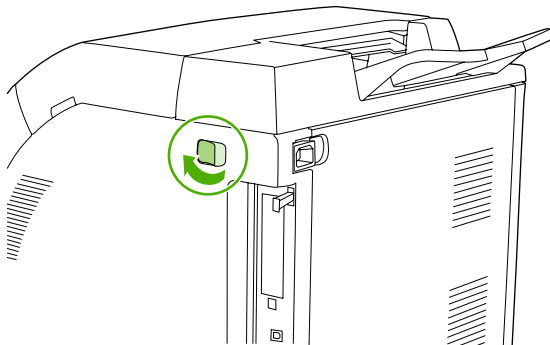
1. Open the top cover.



2. If the jammed sheet is visible, remove it and then close the top cover.

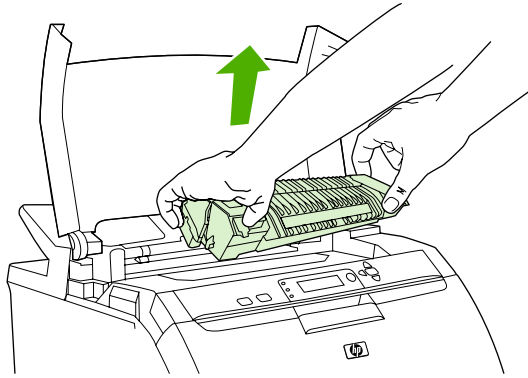


3. If the sheet is not visible, turn off the printer.



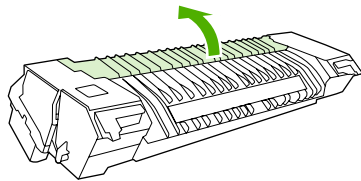
⚠ WARNING! The fuser will be hot. Wait 10 minutes before proceeding.

4. Place your thumbs on the fuser latches, squeeze the latches, and pull up on the fuser to remove it.



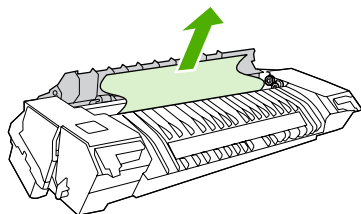
5. On the fuser, lift the shutter door.

△ **CAUTION:** Do not open the shutter door while the fuser is in the printer.

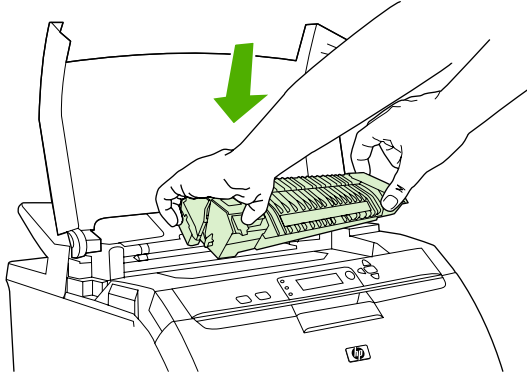


6. Remove any jammed sheets.

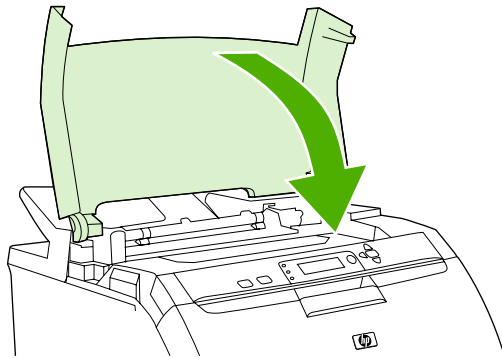
📄 **NOTE:** If the sheet tears, make sure that all fragments are removed before you resume printing.



7. Hold the fuser with your thumbs on the latches, and then push both sides of the fuser into the printer. Press the fuser down until it clicks into place.

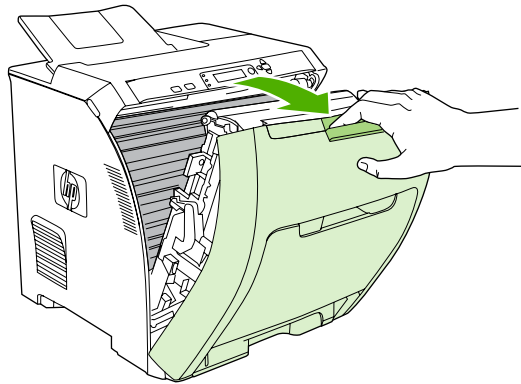


8. Close the top cover and then turn on the printer.



Front door

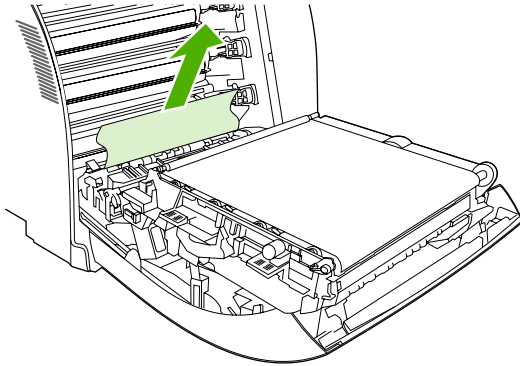
1. Open the front door.



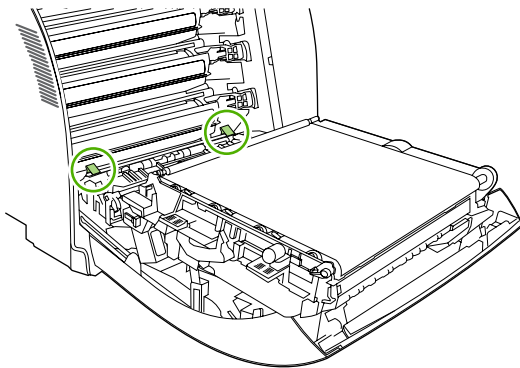
CAUTION: Do not place anything on the transfer unit. Do not touch the top of the transfer unit or the contacts on the left side of it.

NOTE: If the sheet tears, make sure that all fragments are removed before resuming printing.

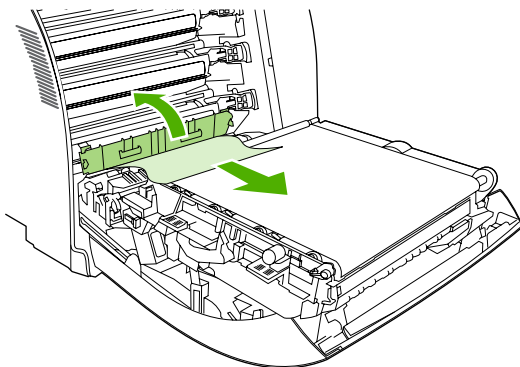
2. Remove any visible media.




3. Locate the green registration-plate tabs that are below the bottom print cartridge.

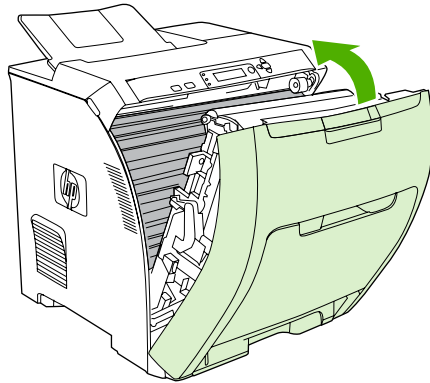


4. Press the tabs, and then lift the registration plate. Remove any jammed media, and then return the registration plate to its closed position.




 **NOTE:** If the sheet tears, make sure that all fragments are removed before resuming printing.

5. Close the front door.

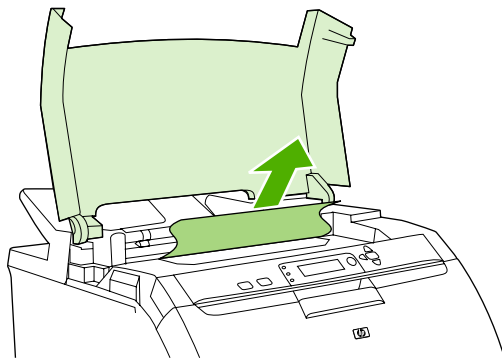


Clear jams from the duplexer

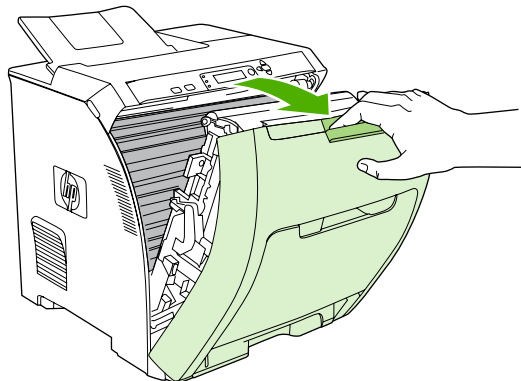
 **NOTE:** This issue occurs only in models that provide automatic 2-sided printing.

1. Turn off the printer, and open the top cover.

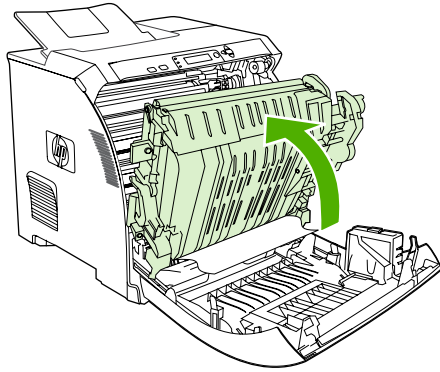
If any media is visible, remove it.



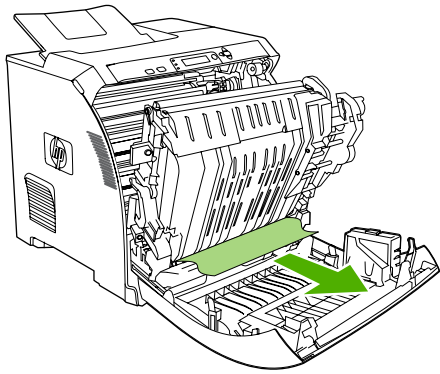
2. Open the front door.



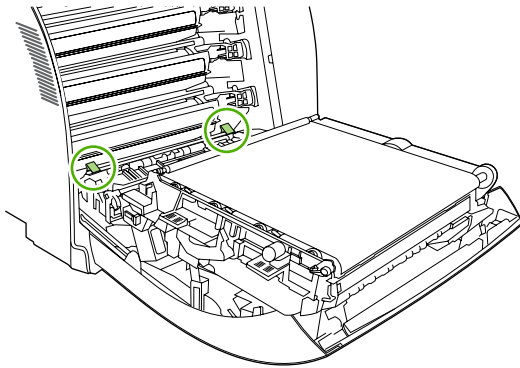
3. Rotate the transfer unit up and away from the front door.



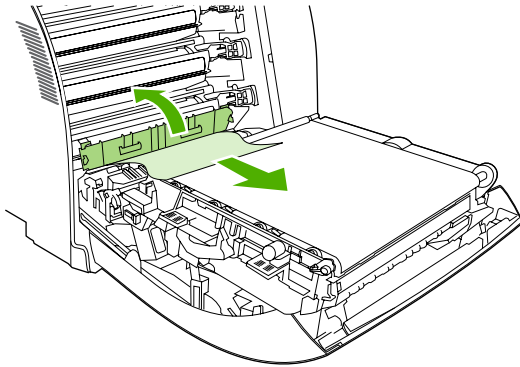
4. Remove any jammed sheets from under the transfer unit.



5. Locate the green registration-plate tabs that are below the bottom print cartridge.

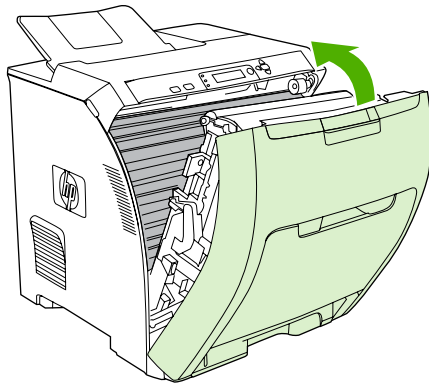


6. Press the tabs, and then lift the registration plate. Remove any jammed media, and then return the registration plate to its closed position.



 **NOTE:** If the sheet tears, make sure that all fragments are removed before resuming printing.

7. Close the front door and then turn on the printer.



Paper-handling problems

Use only media that meets the specifications outlined in the *HP LaserJet Printer Family Print Media Specification Guide*. For ordering information, see [Supplies and accessories on page 181](#).

For paper specifications for this printer, see [Supported paper and print media sizes on page 61](#).

Printer feeds multiple sheets

Cause	Solution
The tray is overfilled.	Remove excess media from the tray.
The paper exceeds the maximum stack-height indicator mark in the tray (trays 2 or 3).	Open the tray and verify that the media stack is below the maximum stack-height mark.
The paper is sticking together.	Remove the media, flex it, rotate it 180 degrees, or flip it over, and then reload it into the tray. NOTE: Do not fan paper. Fanning can create static electricity, which can cause paper to stick together.
The media does not meet the specifications for this printer.	Use only media that meets HP paper specifications for this printer. See Supported paper and print media sizes on page 61 .
Paper is being used in a high-humidity environment.	Use another type of paper.

Printer feeds incorrect page size

Cause	Solution
The correct size paper is not loaded in the tray.	Load the correct size paper in the tray.
The correct size of media is not selected in the software program or printer driver.	Confirm that the settings in the program and printer driver are appropriate, because the program settings override the printer-driver and control-panel settings, and the printer-driver settings override the control-panel settings.
The correct size or media for tray 1 is not selected on the printer control panel.	At the control panel, select the correct size for tray 1.
The media size is not configured correctly for the tray.	Print a configuration page or use the control panel to determine the size for which the tray is configured.

Printer pulls from an incorrect tray

Cause	Solution
You are using a driver for a different printer.	Use a driver for this printer.
The specified tray is empty.	Load media in the specified tray.
The tray behavior for the requested tray is set to FIRST in the SYSTEM SETUP submenu of the CONFIGURE DEVICE menu.	Change the setting to EXCLUSIVELY .

Printer pulls from an incorrect tray

Cause	Solution
The media size is not configured correctly for the tray.	Print a configuration page or use the control panel to determine the size for which the tray is configured.
The USE REQUESTED TRAY setting on the printer control panel is set to EXCLUSIVELY , and the requested tray is empty. The printer will not use another tray.	Load media in the requested tray. or Change the setting from EXCLUSIVELY to FIRST on the CONFIGURE DEVICE menu. The printer can use the media in other trays if none is loaded in the specified tray.

Media does not feed automatically

Cause	Solution
Manual feed is selected in the software program.	Load tray 1, or, if the tray is loaded, press ✓.
The correct size of media is not loaded.	Load the correct size.
The tray is empty.	Load media into the tray.
Media from a previous jam has not been completely removed.	Open the printer and remove any media that is in the paper path. Closely inspect the fuser area for jams. See Clear jams on page 149 .
The media size is not configured correctly for the tray.	Print a configuration page or use the control panel to determine the size for which the tray is configured.
The guides in the tray are not against the media stack.	Verify that the guides are touching the stack.
The manual-feed prompt is set to ALWAYS . The printer 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 printer prompts for manual feed only when the tray is empty.
The USE REQUESTED TRAY setting on the printer control panel is set to EXCLUSIVELY , and the requested tray is empty. The printer will not use another tray.	Load the requested tray. or Change the setting from EXCLUSIVELY to FIRST on the CONFIGURE DEVICE menu. The printer can use other trays if no media is loaded in the specified tray.

Media does not feed from trays 2 and 3

Cause	Solution
Manual feed or tray 1 is selected in the software program.	Load tray 1, or, if the tray is loaded, press ✓.
The correct size of media is not loaded.	Load the correct size.
The tray is empty.	Load the tray.
The correct media type for the tray is not selected on the printer control panel.	At the printer control panel, select the correct type for the tray.

Media does not feed from trays 2 and 3

Cause	Solution
Media from a previous jam has not been completely removed.	Open the printer and remove any media that is in the paper path. Closely inspect the fuser area for jams. See Clear jams on page 149 .
Tray 3 (500-sheet paper feeder) does not appear as a tray option.	Tray 3 appears as an option only if it is installed. Verify that tray 3 is correctly installed and that the printer driver has been configured to recognize tray 3.
Tray 3 is incorrectly installed.	Print a configuration page to confirm that tray 3 is installed. If not, verify that the optional 500-sheet feeder assembly is correctly attached to the printer.
The media size is not configured correctly for the tray.	Print a configuration page or use the control panel to determine the size for which the tray is configured.
The guides in the tray are not against the media stack.	Verify that the guides are touching the stack.
The USE REQUESTED TRAY setting on the printer control panel is set to EXCLUSIVELY , and the requested tray is empty. The printer will not use another tray.	Change the setting from EXCLUSIVELY , or load the requested tray.

Transparencies or glossy paper will not feed

Cause	Solution
Transparencies that do not meet HP specifications might have been loaded.	Use transparencies designed for HP Color LaserJet printers.
The correct media type is not specified in the software or printer driver.	Verify that the correct type is selected in the software or printer driver.
The tray is overfilled.	Remove excess media from the tray. Make sure the stack is below the maximum stack height mark in tray 2 or 3. Do not exceed the maximum stack height for tray 1.
Media in another tray is the same size as the transparencies, and the printer is defaulting to the other tray.	Make sure that the tray that contains the transparencies or glossy paper is selected in the software program or printer driver. Use the printer control panel to configure the tray to the type that is loaded. See Configure trays on page 73 .
The tray that contains the transparencies or glossy paper is not configured correctly for type.	Make sure that the tray that contains the transparencies or glossy paper is selected in the software program or printer driver. Use the printer control panel to configure the tray to the type that is loaded. See Configure trays on page 73 .

Envelopes jam or will not feed into the printer

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. See Understand paper and print media use on page 60 for more information.
Envelopes are sealing because the moisture content is too high.	Try using different envelopes. Store envelopes in a controlled environment.

Envelopes jam or will not feed into the printer

Cause	Solution
The envelope orientation is incorrect.	Verify that the envelope is loaded correctly. See Configure trays on page 73 .
This printer does not support the envelopes.	See Supported paper and print media sizes on page 61 or the <i>HP LaserJet Printer Family Print Media Specification Guide</i> .
Tray 1 is configured for a size other than envelopes.	Configure tray 1 size for envelopes.

Output is curled or wrinkled

Cause	Solution
The media does not meet the specifications for this printer.	Use only media that meets the HP paper specifications for this printer. See Supported paper and print media sizes on page 61 .
The media is damaged or in poor condition.	Remove the media from the tray and load media that is in good condition.
The printer 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.
The media was not stored correctly and may have absorbed moisture.	Remove the media and replace it with media from a fresh, unopened package.
The media has poorly cut edges.	Remove the media, flex it, rotate it 180 degrees, or turn it over, and then reload it into the tray. Do not fan paper. If the problem persists, replace the paper.
The specific media type was not configured for the tray or selected in the software.	Configure the software for the media (see the software documentation). Configure the tray for the media. See Configure trays on page 73 .
The media was used previously.	Do not reuse media.

Printer will not perform duplexing (2-sided printing) or duplexes incorrectly

Cause	Solution
You are trying to perform 2-sided printing on unsupported paper.	Verify that the paper is supported for 2-sided printing. See Supported paper and print media sizes on page 61 .
The printer driver is not set up for 2-sided printing.	Configure the printer driver for 2-sided printing.
The first page is printing on the back of preprinted forms or letterhead.	For tray 1, load the letterhead paper first-side-down, bottom first. For tray 2 or tray 3, load the letterhead paper first-side-up, top edge toward the back of the tray. See Print on both sides of the paper (duplex printing) on page 95 for more information.

Printer will not perform duplexing (2-sided printing) or duplexes incorrectly

Cause	Solution
The printer model does not support automatic 2-sided printing.	The HP Color LaserJet CP3505 and CP3505n printers do not support automatic 2-sided printing.
The printer configuration is not set for duplexing.	Run the automatic configuration feature: <ol style="list-style-type: none">1. On the Windows taskbar, click Start, click Settings, and then click Printers.<ul style="list-style-type: none">◦ For Windows 2000 and Windows XP, click Start, and then click Printers.2. Select the printer.3. In the File menu, click Properties.4. Click the Device Settings tab or the Configure tab.5. Under Installable Options, click Automatic Configuration.6. Click Update Now.

Printing is only on one side even when 2-sided (duplex) is selected

Cause	Solution
Manual 2-sided printing is not enabled.	Configure the printer driver to enable manual 2-sided printing.
The paper size that is selected does not support 2-sided (duplex) printing.	Load and select a size and type of paper that supports automatic 2-sided printing.

Diagnostic test pages

From the printer control panel, you can print information pages that can help you diagnose printer problems.

Page	Description
Paper-path-test page	<p>The paper-path-test page is useful for testing the printer paper handling features. You can define the paper path that you want to test by selecting the source and other available options.</p> <ol style="list-style-type: none">1. Press Menu.2. Press ▼ to highlight DIAGNOSTICS, and then press ✓.3. Press ▼ to highlight PAPER PATH TEST, and then press ✓. <p>The message Performing... PAPER PATH TEST appears on the control-panel display until the printer finishes the paper-path test. The printer returns to the Ready state after printing the paper-path-test page.</p>
Registration page	<p>The registration page prints a horizontal arrow and a vertical arrow that show how far from center an image can be printed on the page. Set registration values for a tray to center images on the back and front of a page. Setting the registration also allows edge-to-edge printing to be set to within approximately 2 mm (0.08 inch) of all edges of the paper. Image placement varies slightly for each tray. Perform the registration procedure for each tray.</p> <ol style="list-style-type: none">1. Press Menu.2. Press ▼ to highlight CONFIGURE DEVICE, and then press ✓.3. Press ▼ to highlight PRINT QUALITY, and then press ✓.4. Press ▼ to highlight SET REGISTRATION, and then press ✓.5. Press ▼ to highlight SOURCE, and then press ✓.6. Press ▼ or ▲ to highlight a tray, and then press ✓.7. Press ▼ to highlight PRINT TEST PAGE, and then press ✓.8. Follow the instructions on the printed page.
Event log	<p>The event log lists the printer events, including jams, service errors, and other conditions.</p> <ol style="list-style-type: none">1. Press Menu.2. Press ▼ to highlight DIAGNOSTICS, and then press ✓.3. Press ▼ to highlight PRINT EVENT LOG, and then press ✓. <p>The message Printing... EVENT LOG appears on the control-panel display until the printer finishes printing the event log. The printer returns to the Ready state after printing the event log.</p>
Diagnostics page	<p>This page provides information about printer calibration, color density, and other parameters.</p> <ol style="list-style-type: none">1. Press Menu.2. Press ▼ to highlight DIAGNOSTICS, and then press ✓.3. Press ▼ to highlight PRINT DIAGNOSTICS PAGE, and then press ✓.
Print-quality troubleshooting page	<p>See Print-quality-troubleshooting pages on page 179.</p>

Printer response problems

The control-panel display is blank

Cause	Solution
The printer power button is in the off position.	Verify that the printer is on. Fans may run while the printer is in standby mode (off).
The printer memory DIMMs are defective or installed incorrectly.	Verify that the printer memory DIMMs are correctly installed and are not defective.
The power cord is not firmly plugged into both the printer and the power receptacle.	Turn off the printer and then disconnect and reconnect the power cord. Turn the printer on.
The line voltage is incorrect.	Connect the printer to a correct voltage source, as specified on the power rating label on the back of the printer.
The power cord is damaged or worn.	Replace the power cord.
The power source receptacle is not working correctly.	Connect the printer to a different power receptacle.
The formatter might not be installed correctly.	Remove the formatter assembly. To reinstall it, align the formatter board in the tracks at the top and bottom of the slot, and then slide the board back into the printer. Push the formatter until you hear the formatter latches click into place.

The control-panel display is difficult to read

Cause	Solution
The contrast is too high or too low for the office environment.	Adjust the contrast on the control-panel display. See Set the Display Brightness feature on page 28 .

The printer is on, but nothing prints

Cause	Solution
The printer Ready indicator light is not lit.	Press Stop to return the printer to the Ready state.
The top cover is not closed.	Close the top cover firmly.
The Data indicator light is flashing.	The printer is probably continuing to receive data. Wait for the Data indicator to stop flashing.
REPLACE <COLOR> CARTRIDGE appears on the control-panel display.	Replace the specified print cartridge.
A printer message other than Ready appears on the printer control panel.	See Control-panel messages on page 133 .
The parallel port might have an MS-DOS timeout error.	Add a MODE command to the AUTOEXEC.BAT file. See the MS-DOS manual for additional information.
The PS (PostScript emulation) personality is not selected.	Select PS or AUTO for the printer language. See Change control-panel configuration settings on page 26 .
The correct driver is not selected in the software program or printer driver.	Select the PS driver in the software program or printer driver.
The printer is not configured correctly.	See Change control-panel configuration settings on page 26 .

The printer is on, but nothing prints

Cause	Solution
The computer port is not configured or is not working correctly.	Connect another peripheral to this port to verify that the port is working.
The printer has not been correctly named for the network or for a Macintosh.	For Macintosh, use the appropriate utility to name the printer on the network. From the Chooser, select the AppleTalk zone and the printer.

The printer is on but is not receiving data

Cause	Solution
The printer Ready indicator light is not lit.	Press Stop to return the printer to the Ready state.
The front door is not closed.	Close the front door firmly.
A printer message other than Ready appears on the printer control panel.	See Control-panel messages on page 133 .
The interface cable is not correct for this configuration.	Select the correct interface cable for your configuration. See USB configuration on page 54 .
The interface cable is not securely connected to both the printer and the computer.	Disconnect and reconnect the interface cable.
The printer is not configured correctly.	See Change control-panel configuration settings on page 26 .
The interface configurations shown on the printer configuration page do not match those on the host computer.	Configure the printer to match the computer configuration.
The computer is not working correctly.	Try using a program that you know works correctly to check the computer. Or, if the printer is connected through the parallel port, open MS-DOS and type <code>Dir>Prn</code> at the MS-DOS command prompt.
The computer port that the printer is connected to is not configured or is not working correctly.	Connect another peripheral to this port to verify that the port is working.
The printer has not been correctly named for the network or Macintosh.	For Macintosh, use the appropriate utility to name the printer on the network. From the Chooser, select the AppleTalk zone and the printer.

Cannot select the printer from the computer

Cause	Solution
If you are using a switch box, the printer might not be selected for the computer.	Select the correct printer through the switch box.
The printer Ready indicator light is not lit.	Press Stop to return the printer to the Ready state.
A printer message other than Ready appears on the printer control panel.	See Control-panel messages on page 133 .
The correct printer driver is not installed in the computer.	Install the correct printer driver.
The correct printer and port are not selected on the computer.	Select the correct printer and port.

Cannot select the printer from the computer

Cause**Solution**

The network is not configured correctly for this printer.

Use the network software to verify the printer network configuration, or consult with the network administrator.

The power receptacle is not working correctly.

Connect the printer to a different power receptacle.

A message appears that 2-sided printing is not available for the type and size selected

Cause**Solution**

The selected paper is not supported for automatic 2-sided printing.

Make sure manual 2-sided printing is enabled.

Printer control-panel problems

The following table lists common printer control-panel problems and suggested solutions for resolving them.

When powering up the printer for the first time, the control panel remains blank.

Cause	Solution
The formatter became disconnected during shipment.	<ol style="list-style-type: none">1. Turn off the printer.2. The formatter cover has a black lever at the top and bottom. While pushing the top black lever down and the bottom black lever up, use the levers to pull the formatter partially out.3. Push in the formatter until the black levers click into a secured position.4. Turn on the printer. <p>If the problem persists, go to http://www.hp.com/support/cljcp3505</p>

Control-panel settings do not work correctly

Cause	Solution
The printer control-panel display is blank, even when the fan is running.	Fans might run while the printer is in standby mode (off). Press the printer power button to turn on the printer.
Printer settings in the software program or printer driver differ from the printer control-panel settings.	Confirm that the settings in the program and printer driver are appropriate. The program settings override the printer-driver and control-panel settings, and the printer-driver settings override the control-panel settings.
Control-panel settings were not correctly saved.	Reselect the control-panel settings, and then press ✓. An asterisk (*) should appear to the right of the setting.
The Data indicator light is lit, and no pages are printing.	Buffered data remains in the printer. Press ✓ to print the buffered data by using current control-panel settings. Then, the new control-panel settings can take effect.
If the printer is on a network, another user might have changed printer control-panel settings.	Consult the network administrator to coordinate changes to printer control-panel settings.

Unable to select tray 3 (optional 500-sheet paper feeder)

Cause	Solution
Tray 3 does not appear as an input tray option on the configuration page or on the control panel.	Tray 3 appears as an option only if it is installed. Verify that tray 3 is installed correctly.
Tray 3 does not appear as an option in the printer driver.	Verify that the printer driver configuration recognizes tray 3. See the printer driver Help to set up and configure additional trays.

Color-printing problems

Printing black instead of color

Cause	Solution
Grayscale is selected in the software program or printer driver.	In the software program or printer driver, select Color mode instead of Grayscale or Monochrome mode.
The correct printer driver is not selected in your software program.	Select the correct printer driver.
No color appears on the configuration page.	Contact HP support.
The control-panel setting for COLOR SUPPLY OUT is set to AUTOCONTINUE BLACK , and one of the color print cartridges is out. The printer continues to print in black only.	Replace the color print cartridge.
The control-panel setting for RESTRICT COLOR USE is set to DISABLE COLOR , or it is set to COLOR IF ALLOWED and you do not have permission to print in color.	Change the control-panel setting to ENABLE COLOR .

Incorrect hues print

Cause	Solution
The media does not meet the specifications for this printer.	See the <i>HP LaserJet Printer Family Print Media Specification Guide</i> . Go to http://www.hp.com/support/cljcp3505 for <i>HP LaserJet Printer Family Print Media Specification Guide</i> ordering information. When you connect, select Manuals .
The printer operates in excessively humid or dry conditions.	Verify that the printer environment is within humidity specifications. Store the print media in the same environment as the printer. Calibrate the printer. See Print Quality sub-menu on page 19 . NOTE: For more information about color-quality problems see Print-quality troubleshooting on page 178 .

A color is missing

Cause	Solution
The HP print cartridge is defective.	Replace the cartridge.

Inconsistent colors print after installing a print cartridge

Cause	Solution
New print cartridges sometimes require printing several pages before they deliver consistent print quality.	Try printing approximately 50 pages with the new cartridge, and then try the print job again.
Another print cartridge might be low.	Check the supplies gauge on the control panel or print a supplies status page. See Information pages on page 110 .

Inconsistent colors print after installing a print cartridge

Cause	Solution
The printer might need calibration.	Calibrate the printer. See Calibrate the printer on page 180 .
The print cartridge might be a refilled cartridge.	Use a genuine HP print cartridge. See Supplies and accessories on page 181 .

Printed colors do not match screen colors

Cause	Solution
Extremely light screen colors are not being printed.	The software program might interpret extremely light colors as white. If so, avoid using extremely light colors.
Extremely dark screen colors print in black.	The software program might interpret extremely dark colors as black. If so, avoid using extremely dark colors.
The printer might need calibration.	Calibrate the printer. See Calibrate the printer on page 180 .
The colors on the computer screen differ from the printer output.	<ol style="list-style-type: none">1. On the printer driver Color tab, in the Color Options section, select Manual.2. Click Settings.3. In Manual Color Options, in the Color Options section, select Default (sRGB) for each object.4. Click OK to finish. <p>NOTE: Several factors can influence your ability to match printed colors to those on your screen: paper, overhead lighting, software programs, operating system palettes, monitors, and video cards and drivers. See Color on page 101.</p>

Incorrect printer output

Printer output problems

Incorrect fonts print

Cause	Solution
The font has not been correctly selected in the software program.	Reselect the font in the software program.
The font is not available to the printer.	Download the font to the printer or use another font. (In Windows, the driver does this automatically.)
The correct printer driver is not selected.	Select the correct printer driver.
The font might be correct, but the characters appear blurry because the colors are not aligned correctly.	Perform a full printer calibration. See Calibrate the printer on page 180 .

Cannot print all characters in a symbol set

Cause	Solution
The correct font is not selected.	Select the correct font.
The correct symbol set is not selected.	Select the correct symbol set.
The software program does not support the selected character or symbol set.	Use a font that supports the character or symbol.

Text drifts between pages

Cause	Solution
The software program is not resetting the printer to the top of the page.	See the software documentation or the <i>PCL/PJL Technical Reference Package</i> for specific information.

Characters are erratic or missing, or the printout is interrupted

Cause	Solution
The interface cable is of poor quality.	Try using a different, higher quality, IEEE-compliant interface cable.
The interface cable is loose.	Disconnect and reconnect the interface cable.
The interface cable is damaged or bad.	Try using a different interface cable.
The power cable is loose.	Disconnect and reconnect the power cable.
You are attempting to print a PCL job, but the printer is configured for PS.	From the printer control panel, select the correct printer personality and then resend the print job.
You are attempting to print a PS job, but the printer is configured for PCL.	From the printer control panel, select the correct printer personality and then resend the print job.

Partial printout

Cause	Solution
A memory-error message appears on the printer control panel.	<ol style="list-style-type: none">1. Increase printer memory by deleting unneeded downloaded fonts, style sheets, and macros from the printer memory. or2. Add more memory to the printer.
The file that you are printing contains errors.	<p>Check the software program to verify that the file does not contain errors.</p> <ol style="list-style-type: none">1. From within the same program, print another file that you know is error-free. or2. Print the file from another program.

Smears, vertical lines, toner specks, or repetitive marks appear on printouts

Cause	Solution
The printer needs to be cleaned.	Clean the printer. See Clean the printer on page 126 . If the problem persists, see Print-quality troubleshooting on page 178 .

Guidelines for printing with different fonts

- The 80 internal fonts are available in PostScript Emulation (PS) and PCL mode.
- To conserve printer memory, download only those fonts that are needed.
- If you require several downloaded fonts, consider installing additional printer memory.

Some software programs automatically download fonts at the beginning of each print job. It might be possible to configure those programs to download only soft fonts that are not already resident in the printer.

Macintosh problems

This section lists problems that can occur when using Mac OS X.

The printer driver is not listed in the Print Center or Printer Setup Utility.

Cause	Solution
The printer software might not have been installed or was installed incorrectly.	Make sure that the printer PPD file is in the following hard-drive folder: <code>Library/Printers/PPDs/Contents/Resources/<lang>.lproj</code> , where <code><lang></code> 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 PPD file is corrupt.	Delete the PPD file from the following hard-drive folder: <code>Library/Printers/PPDs/Contents/Resources/<lang>.lproj</code> , where <code><lang></code> is the two-letter language code for the language that you are using. Reinstall the software. See the getting started guide for instructions.

The printer name, IP address, or Rendezvous host name does not appear in the printer list in the Print Center or Printer Setup Utility.

Cause	Solution
The printer might not be ready.	Make sure that the cables are connected correctly, the printer 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 is selected, depending on the type of connection.
The wrong printer name, IP address, or Rendezvous host name is being used.	Print a configuration page. Verify that the printer name, IP address, or Rendezvous host name on the configuration page matches the printer 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 with a high-quality cable.

The printer driver does not automatically set up your selected printer in the Print Center or Printer Setup Utility.

Cause	Solution
The printer might not be ready.	Make sure that the cables are connected correctly, the printer 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 printer software might not have been installed or was installed incorrectly.	Make sure that the printer PPD file is in the following hard-drive folder: <code>Library/Printers/PPDs/Contents/Resources/<lang>.lproj</code> , where <code><lang></code> 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 printer driver does not automatically set up your selected printer in the Print Center or Printer Setup Utility.

Cause	Solution
The PPD file is corrupt.	Delete the PPD file from the following hard-drive folder: <code>Library/Printers/PPDs/Contents/Resources/<lang>.lproj</code> , 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 with a high-quality cable.

A print job was not sent to the printer that you wanted.

Cause	Solution
The print queue might be stopped.	Restart the print queue. Open print monitor and select Start Jobs .
The wrong printer name, IP address, or Rendezvous host name is being used.	Print a configuration page. Verify that the printer name, IP address, or Rendezvous host name on the configuration page matches the printer name, IP address, or Rendezvous host name in the Print Center or Printer Setup Utility.

An EPS file prints with incorrect fonts.

Cause	Solution
This problem occurs with some programs.	<ul style="list-style-type: none">Try downloading the fonts that are contained in the EPS file to the printer 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 printers is not installed.	When adding a third-party USB card, you might need the Apple USB Adapter Card Support software. The most current version of this software is available from the Apple Web site.

When connected with a USB cable, the printer 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 <ul style="list-style-type: none">Check that your Macintosh supports USB and has the appropriate USB software from Apple.Verify that your Macintosh operating system is Mac OS X V10.2 or later.

When connected with a USB cable, the printer does not appear in the Print Center or Printer Setup Utility after the driver is selected.

Cause

Solution

Hardware troubleshooting

- Check that the printer 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.

Software program problems

Cannot change system selections

Cause	Solution
The printer control panel locks out system software changes.	Contact the network administrator.
The software program does not support system changes.	See the software program documentation.
The correct printer driver is not loaded.	Load the correct printer driver.
The correct program driver is not loaded.	Load the correct program driver.

Cannot select a font from the software

Cause	Solution
The font is not available to the software program.	See the software program documentation.

Cannot select colors

Cause	Solution
The software program does not support color.	See the software documentation.
Color mode is not selected in the software program or printer driver.	Select Color mode instead of Grayscale or Monochrome mode.
The correct printer driver is not loaded.	Load the correct printer driver.

Printer driver does not recognize tray 3 or the 2-sided printing accessory

Cause	Solution
The printer driver has not been configured to recognize tray 3 or the 2-sided printing accessory.	See the printer driver online Help for instructions to configure the driver to recognize printer accessories.
The accessory might not be installed.	Verify that the accessory is installed correctly.

Print-quality troubleshooting

If you are experiencing problems with print quality, the following sections might help you identify the cause of the problem.


Print-quality problems associated with media

Some print-quality problems arise from the use of inappropriate media.

- Use media that meets HP paper specifications. See [Supported paper and print media sizes on page 61](#).
- The surface of the media is too smooth. Use paper that meets HP paper specifications. See [Supported paper and print media sizes on page 61](#).
- The moisture content is uneven, too high, or too low. Use media from a different source or from an unopened ream.
- Some areas of the media reject toner. Use media from a different source or from an unopened ream.
- The letterhead you are using is printed on rough paper. Use a smoother, xerographic paper. If this solves your problem, ask the supplier of your letterhead to use paper that meets the specifications for this printer. See [Supported paper and print media sizes on page 61](#).
- The paper is excessively rough. Use a smoother, xerographic paper.
- The driver setting is incorrect. To change the media type setting, see [Type and Size on page 87](#).
- The media that you are using is too heavy for the media type setting that you selected, and the toner is not fusing to the media.

Overhead transparency defects

Overhead transparencies can display the same image-quality problems as other types of media and also defects that are specific to printing on transparencies. Also, because transparencies are pliable in the print path, the paper-handling components can mark their surface.

 **NOTE:** Allow transparencies to cool for at least 30 seconds before handling them.

- In the printer driver **Paper** tab, select **Transparency** as the paper type. Also, make sure that the tray is correctly configured for transparencies.
- Make sure that the transparencies meet the specifications for this printer. See [Supported paper and print media sizes on page 61](#).
- The transparencies are not designed for correct toner adhesion. Use only transparencies that are designed for HP Color LaserJet printers.
- Handle transparencies by the edges. Oil from fingers can cause spots and smudges.
- Small, random, dark areas on the trailing edge of solid-fill pages might result when transparencies stick together in the output bin. Try printing the job in smaller batches.

- If printed colors look wrong when printed, select different colors in the software program or printer driver.
- If you are using a reflective overhead projector with the printed transparencies, use a standard overhead projector instead.

Print-quality problems associated with the environment

If the printer is operating in excessively humid or dry conditions, verify that the printing environment is within specifications. See the printer getting started guide for operating-environment specifications.


Print quality problems associated with jams

Make sure that all sheets are cleared from the paper path. See [Jam recovery on page 149](#).

- If the printer recently jammed, print two to three pages to clean the printer.
- If the sheets do not pass through the fuser, which causes image defects on subsequent documents, print two to three pages to clean the printer. However, if the problem persists, see [Print-quality-troubleshooting pages on page 179](#).

Print-quality problems associated with toner buildup inside the printer

Over time, toner and other particles can collect inside the printer. This buildup can cause the following print-quality problems:

 **NOTE:** To help reduce toner buildup, always configure the media type in the tray to match the media type that you are using. Printing on media that is a different type than the configuration setting can cause excess toner buildup.

- Marks at even intervals on the printed side of the page
- Toner that smears easily
- Toner specs on the page
- Vertical streaks or bands on the page

To correct these types of problems, clean the printer. See [Clean the printer on page 126](#).

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 **▼** to highlight **DIAGNOSTICS**, and then press **✓**.
3. Press **▼** to highlight **PQ TROUBLESHOOTING**, and then press **✓** to print the pages.

The printer returns to the **Ready** state after printing the print-quality-troubleshooting pages. If you see print-quality defects on the print-quality-troubleshooting pages, calibrate the printer. See [Calibrate the printer on page 180](#). If defects continue to appear, go to <http://www.hp.com/go/printquality/cljcp3505>

Calibrate the printer

Calibration is a printer function that optimizes print quality. If you experience any print-quality problems, calibrate the printer.

1. Press **Menu**.
2. Press ▼ to highlight **CONFIGURE DEVICE**, and then press ✓.
3. Press ▼ to highlight **PRINT QUALITY**, and then press ✓.
4. Press ▼ to highlight **FULL CALIBRATE NOW**, and then press ✓.

A Supplies and accessories

- To order supplies in the U.S., go to <http://www.hp.com/sbso/product/supplies>.
- To order supplies worldwide, go to <http://www.hp.com/ghp/buyonline.html>.
- To order supplies in Canada, go to <http://www.hp.ca/catalog/supplies>.
- To order supplies in Europe, go to <http://www.hp.com/go/supplies>.
- To order supplies in Asia-Pacific, go to <http://www.hp.com/paper/>.
- To order accessories, go to <http://www.hp.com/go/accessories>.

Parts and supplies

Spare parts and supplies for this printer will be available for at least five years after production has stopped.

The table below lists available supplies and accessories for the HP Color LaserJet CP3505 printers.

Table A-1 Supplies, accessories, and part numbers

Part	Part number	Type/size
Memory upgrades (DIMMs)	CC409A	Synchronous 128 MB DDR2 SDRAM DIMM
	CC410A	Synchronous 256 MB DDR2 SDRAM DIMM
	CC411A	Synchronous 512 MB DDR2 SDRAM DIMM
	CC412A	Synchronous 1 GB DDR2 SDRAM DIMM
Accessories	Q5958A	Optional 500-sheet paper feeder (tray 3)
Internal (EIO) connectivity	J6073A/G	HP Jetdirect high-performance hard disk (20 GB)
	J7989A	HP Jetdirect 620n print server (10/100base-TX Ethernet)
	J7960A	HP Jetdirect 625n print server (10/100/1000T Ethernet)
External (EX) connectivity	J6035D	HP Jetdirect print server (fast Ethernet, 10/100base-TX, USB 1.1)
	J7942A	HP Jetdirect en3700 print server (fast Ethernet, full feature set, 10/100base-TX, USB 2.0)
	J7951A	HP Jetdirect ew2400 wired/wireless print server (fast Ethernet, value feature set, USB 2.0)
	J7988G	HP Jetdirect en1700 USB 2.0 print server
Printer supplies	Q6470A	Black print cartridge
	Q7581A	Cyan print cartridge
	Q7582A	Yellow print cartridge
	Q7583A	Magenta print cartridge
Cables	C6518A	USB 2.0 printer cable (2-meter [6.5-foot] standard)
Reference materials	5851-1468	<i>HP LaserJet Printer Family Print Media Specification Guide</i>
	5021-0337	<i>PCL/PJL Technical Reference Package</i>

For downloadable versions, go to <http://www.hp.com/support/cljcp3505>. When connected, select **Manuals**.

Ordering by using the embedded Web server

Use the following steps to order printing supplies directly through the embedded Web server (see [Use the embedded Web server on page 113](#)).

1. In the Web browser on the computer, type the IP address for the printer. The printer status window appears. Or, go to the URL provided in the alert e-mail.
2. If asked to provide a password, type the password.
3. On the left side of the **Device Configuration** window, click **Order Supplies**. This provides the URL where you can purchase supplies and view supplies information, including part numbers and printer information.
4. Select the part numbers you want to order and follow the onscreen instructions.

B Service and support

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP Color LaserJet CP3505 Series Printer	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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HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

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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.

Limited warranty for print cartridges and image drums

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

This warranty does not apply to print cartridges 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 Image Fuser Kit and Image Transfer 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.

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Customer support

Get telephone support, free during your warranty period, for your country/region

Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/.

Have the product name, serial number, date of purchase, and problem description ready.

Get 24-hour Internet support

<http://www.hp.com/support/cljcp3505>

Get support for products used with a Macintosh computer

www.hp.com/go/macosex

Download software utilities, drivers, and electronic information

http://www.hp.com/go/cljcp3505_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

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 a selection of response times.

Next-day on-site 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.

Extended warranty

HP SupportPack provides coverage for the HP hardware product and all HP-supplied internal components. The hardware maintenance covers a 1 to 3 year period from date of the HP product purchase. The customer must purchase HP SupportPack within the stated factory warranty. For more information, contact the HP Customer Care Service and Support group.

Repack the printer

If your printer needs to be moved or shipped to another location, perform the following procedure to repack the printer.

-
- △ **CAUTION:** Shipping damage as a result of inadequate packing is the customer's responsibility. The printer must remain upright during shipment.
-

Repack the printer

-
- △ **CAUTION:** It is *extremely important* to remove the print cartridges before shipping the printer. Print cartridges left in the printer during shipping will leak and entirely cover the printer engine and other parts with toner.

To prevent damage to the print cartridge, avoid touching the roller, and store the print cartridge in its original packing material or so that it is not exposed to light.

1. Remove all four print cartridges and ship separately.
2. Remove optional tray 3 and ship the tray separately.
3. Use the original shipping container and packing material, if possible. If you have already disposed of the printer packing material, contact a local mailing service for information about repacking the printer. HP recommends insuring the equipment for shipment.

C Printer specifications

The printer specifications provide information about the size and weight, amount of power needed and used, and noise output of the printer. The specifications also describe how the different operating modes affect power consumption, heat output, and noise output.

Physical specifications

Table C-1 Physical dimensions for the HP Color LaserJet CP3505 printers

Product	Height	Depth	Width	Weight ¹
Base model	400 mm (15.7 in)	450 mm (17.7 in)	400 mm (15.7 in)	20.3 kg (44.8 lbs)
Base model plus duplexer	423 mm (16.7 in)	450 mm (17.7 in)	400 mm (15.7 in)	21.5 kg (47.4 lbs)
Base model plus optional tray 3	540 mm (21.3 in)	450 mm (17.7 in)	400 mm (15.7 in)	25.4 kg (56 lbs)
Base model plus duplexer and optional tray 3	563 mm (22.2 in)	450 mm (17.7 in)	400 mm (15.7 in)	26.6 kg (58.6 lbs)

¹ Printer weight does not include print cartridges.

Electrical specifications

⚠ WARNING! Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This may damage the printer and void the product warranty.

Table C-2 Electrical specifications for the HP Color LaserJet CP3505 printers

Item	110-volt models	220-volt models
Power requirements	100 to 127 V (+/-10%)	220 to 240 V (+/-10%)
	50 to 60 Hz (+/-2 Hz)	50 to 60 Hz (+/-2 Hz)
Minimum recommended circuit capacity	6.5 A	3.5 A

Power-consumption specifications

Table C-3 Power consumption (average, in watts)¹

Product Model	Printing ²	Ready ³	Sleep ⁴	Off	Heat output-Ready (BTU/hour) ⁵
HP Color LaserJet CP3505	437	48	15	0.5	162
HP Color LaserJet CP3505n	437	48	15	0.5	162
HP Color LaserJet CP3505dn	437	48	15	0.5	162
HP Color LaserJet CP3505x	407	46	15	0.7	162


¹ The power consumption reflects the highest values measured for color and monochrome printing when using standard voltages.

² Printing speed is 20 ppm for letter-size media and 21 ppm for A4-size media.

³ The default activation time from ready mode to sleep mode is 30 minutes.

⁴ The recovery time from sleep mode to the start of printing is 6 seconds.

⁵ Maximum heat dissipation for all models in ready mode is 171 BTU per hour.


 **NOTE:** These values are subject to change.

Acoustic specifications

Table C-4 Acoustic emissions for theHP Color LaserJet CP3505 printers

Sound power level	Declared per ISO 9296
Printing (20 ppm) ¹	$L_{WA_d} = 6.4$ Bels (A) [64 dB (A)]
Ready	$L_{WA_d} = 5.4$ Bels (A) [54 dB (A)]
Sound pressure level: bystander position	Declared per ISO 9296
Printing (20 ppm) ¹	$L_{pAm} = 50$ dB (A)
Ready	$L_{pAm} = 40$ dB (A)


¹ The printing speed is 20 ppm for letter-size media and 21 ppm for A4-size media.

 **NOTE:** These values are subject to change.

Operating-environment specifications

Table C-5 Operating environment specifications

Environment	Recommended	Allowed
Temperature	17 to 25° C (62.6 to 77° F)	10 to 27° C (50 to 81° F)
Humidity	20 to 60% relative humidity (RH)	10 to 70% RH
Altitude	Not applicable	0 to 2600 m (0 to 8530 ft)

 **NOTE:** These values are subject to change.

D Regulatory information


This section contains the following regulatory information:

- [FCC statement](#)
- [Environmental stewardship](#)
- [Declaration of conformity](#)
- [Country/region specific statements](#)

FCC statement

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 stewardship

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 (O₃).

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

Toner consumption

EconoMode uses less toner, which might extend the life of the print cartridge.

Paper use

This product's manual/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 (two to eight cartridges)

1. Package each HP LaserJet print cartridge in its original box and bag.
2. Tape up to eight single boxes together using strapping or packaging tape (up to 70 lbs).
3. Use a single pre-paid shipping label.

OR

1. Use your own suitable box, or request a free bulk collection box from the <http://www.hp.com/recycle> or 1-800-340-2445 (holds up to eight 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 <http://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 <http://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-US 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 printer supply item) or visit <http://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 does not contain added mercury.

This HP product contains a battery that might require special handling at end-of-life. The batteries contained in or supplied by Hewlett-Packard for this product include the following:

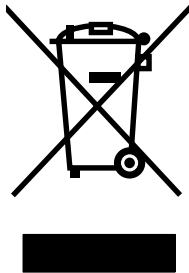
HP Color LaserJet CP3505 printers
Type: carbon monofluoride lithium battery BR1632
Weight: (1.5 g)
Location: On formatter board
User-removable: No



廢電池請回收

For recycling information, you can go to <http://www.hp.com/recycle>, or contact your local authorities or the Electronics Industries Alliance: <http://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
Manufacturer's Address: 11311 Chinden Boulevard,
Boise, Idaho 83714-1021, USA

declares, that the product

Product Names:³⁾ HP Color LaserJet CP3505 Series printers
Regulatory Model:²⁾ BOISB-0504-00

Including

Product Options: Q5985A – Optional 500 Sheet Input Tray
ALL
Print Cartridges: Q6470A, Q7581A, Q7582A, Q7583A

conforms to the following Product Specifications:

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

EMC: CISPR22:2005 / EN55022:2006 - Class B¹⁾
EN 61000-3-2:2000
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 89/336/EEC and the Low Voltage Directive 73/23/EEC, 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, these products are assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

3) CLJ3600 series and CLJ3800 series are similar in design, but using various interface boards.

Boise, Idaho 83713, USA

February 1, 2007

For Regulatory Topics only, contact:

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

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

Country/region specific 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 A requirements.

« Conforme la classe A des normes canadiennes de compatibilit lectromagntiques. « 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A情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

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)

A급 기기 (업무용 정보통신기기)

이 기기는 업무용으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는 이 점을 주의하시기 바라며, 만약 잘못판매 또는 구입하였을 때에는 가정용으로 교환하시기 바랍니다.

EMI statement (Taiwan)

警告使用者：

這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

Laser statement for Finland

Luokan 1 laserlaite

Klass 1 Laser Apparat

HP Color LaserJet CP3505, CP3505n, CP3505dn, CP3505x, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakotelointi estää lasersäteiden 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.

WARNING !

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 CP3505, CP3505n, CP3505dn, CP3505x - 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.

WARNING !

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen. Tiedot laitteessa käytettävän laseriodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W 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
复印机组件	X	0	0	0	0	0
控制面板	0	X	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

3046

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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