



HP Deskjet Ink Advantage 2020hc Printer

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1 How Do I?

Learn how to use your HP Printer

- [Printer parts](#)
- [Load media](#)
- [Replace the cartridges](#)
- [Clear a paper jam](#)

2 Get to know the HP Printer

- [Printer parts](#)
- [On button light](#)
- [Auto Power-Off](#)

Printer parts



| | |
|---|---|
| 1 | Input tray |
| 2 | Paper width guide |
| 3 | On button and light: Press the button to turn the printer on or off. |
| 4 | Output tray |
| 5 | Output tray extender (also referred to as the tray extender) |
| 6 | Cartridge door |
| 7 | Print cartridges |
| 8 | USB port |
| 9 | Power connection: Use only with the power adapter supplied by HP |

On button light

| Light behavior | State of the printer |
|-------------------|--|
| Off | The printer is powered off. |
| Pulsing | Indicates the printer is in Sleep mode. The printer automatically enters Sleep mode after five minutes of inactivity to reduce power usage. |
| Fast blinking | Indicates the cartridge door is open, or an error has occurred such as paper jam, out of paper, or the output tray being closed during a printing job. |
| Blinking steadily | The printer is printing or aligning the print cartridges. |
| On | Printer is on and ready to print. |

Auto Power-Off

Auto Power-Off is automatically enabled by default when you turn on the printer. When Auto Power-Off is enabled, the printer automatically turns off after 2 hours of inactivity to help reduce energy use. You can change the Auto

Power-Off setting in the Printer Software. Once you change the setting, the printer maintains the setting. **Auto Power-Off turns the printer off completely, so you must use the On button to turn the printer back on.**

To change Auto Power-Off setting

1. Click the **HP Deskjet 2020 series** desktop icon to open the Printer Software.

 **NOTE:** You can also access the Printer Software by clicking **Start > All Programs > HP > HP Deskjet 2020 series > HP Deskjet 2020 series**

2. In the Printer Software, click **Print** and then click **Maintain Your Printer** to access the **Printer Toolbox**.
3. In the **Printer Toolbox**, click the **Advanced Settings** tab, and then click the **Change** button. Then the Auto-Off dialog box appears.
4. Select **Never** to disable Auto Power-Off, or select **2 hours** to enable it. Then click the **OK** button.

 **TIP:** Even when Auto Power-Off is disabled, the printer enters Sleep mode after five minutes of inactivity to help reduce energy use.

3 Print

Choose a print job to continue.



[Print documents](#)



[Print photos](#)



[Print envelopes](#)

Print documents

To print from a software application

1. Make sure the output tray is open.
2. Make sure you have paper loaded in the input tray.



See [Load media](#) for more information.

3. From your software application, click the **Print** button.
4. Make sure the product is the selected printer.
5. Click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
6. Select the appropriate options.
 - On **Layout** tab select **Portrait** or **Landscape** orientation.
 - On **Paper/Quality** tab select the appropriate paper type and print quality from the **Media** drop-down list.
 - Click **Advanced** to select the appropriate paper size from the **Paper/Output** list.
7. Click **OK** to close the **Properties** dialog box.
8. Click **Print** or **OK** to begin printing.

 **TIP:** You can print your document on both sides of the paper, instead of just one side. Click on the **Advanced** button on the **Paper/Quality** or **Layout** tab. From the **Pages to Print** drop-down menu select **Print Odd Pages Only**. Click **OK** to print. After the odd numbered pages of the document have been printed, remove the printed pages from the output tray and reload them in the input tray. The blank side should be facing up with the top edge of the paper facing towards the printer. Return to the **Pages to Print** drop-down menu and then select **Print Even Pages Only**. Click **OK** to print.

Print photos

To print a photo on photo paper

1. Make sure the output tray is open.
2. Remove all paper from the input tray, and then load the photo paper with side to be printed on facing up.

 **NOTE:** If the photo paper you are using has perforated tabs, load photo paper so that tabs are on top.



See [Load media](#) for more information.

3. On the **File** menu in your software application, click **Print**.
4. Make sure the product is the selected printer.
5. Click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
6. Click the **Paper/Quality** tab.
7. Select the appropriate options.
 - On **Layout** tab select **Portrait** or **Landscape** orientation.
 - On **Paper/Quality** tab select the appropriate paper type and print quality from the **Media** drop-down list.
 - Click **Advanced** to select the appropriate paper size from the **Paper/Output** list.

 **NOTE:** For maximum dpi resolution, go to the **Paper/Quality** tab and select **Photo Paper, Best Quality** from the **Media** drop-down list. Make sure you are printing in color. Then click the **Advanced** button and select **Yes** from the **Print in Max DPI** drop-down list. For more information, see [Print using the maximum dpi](#).

8. Click **OK** to return to the **Properties** dialog box.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

 **NOTE:** Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing.

Print envelopes

You can load one or more envelopes into the input tray of the HP Printer. Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

 **NOTE:** For specific details on how to format text for printing on envelopes, consult the help files in your word processing software. For best results, consider using a label for the return address on envelopes.

To print envelopes

1. Make sure the output tray is open.
2. Slide the paper guide all the way to the left.

3. Place the envelopes in the right side of the tray. The side to be printed on should face up. The flap should be on the left side.
4. Push the envelopes into the printer until they stop.
5. Slide the paper guide firmly against the edge of the envelopes.



See [Load media](#) for more information.

6. On the **File** menu in your software application, click **Print**.
7. Make sure the product is the selected printer.
8. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
9. Select the appropriate options.
 - On **Paper/Quality** tab, select a **Plain paper** type from the **Media** drop-down list.
 - Click the **Advanced** button, and select the appropriate envelope size from the **Paper Size** drop down menu.
10. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

Tips for print success

To successfully print, the HP cartridges should be functioning properly with sufficient ink, the paper should be loaded correctly, and the product should have the appropriate settings.

Cartridge tips

- Use genuine HP ink cartridges.
- Install both the black and tri-color cartridges correctly.
For more information, see [Replace the cartridges](#).
- Check the estimated ink levels in the cartridges to make sure there is sufficient ink.
For more information, see [Check the estimated ink levels](#).
- For more information, see [Improve print quality](#).

Paper loading tips

- Load a stack of paper (not just one page). All of the paper in the stack should be the same size and type to avoid a paper jam.
- Load paper with side to be printed on facing up.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- For more information, see [Load media](#).

Printer settings tips

- To change print driver settings, click the **HP Deskjet 2020 series** desktop icon to open the Printer Software. In the Printer Software, click **Set Preferences** to access the print driver.



NOTE: You can also access the Printer Software by clicking **Start > All Programs > HP > HP Deskjet 2020 series > HP Deskjet 2020 series**

- On the **Paper/Quality** tab of the print driver, select the appropriate paper type and quality from the **Media** drop-down menu.
- Click the **Advanced** button, and select the appropriate **Paper Size** from the **Paper/Output** drop-down menu.
- You can print your document on both sides of the paper, instead of just one side.



NOTE: Click the **Advanced** button on the **Paper/Quality** or **Layout** tab. From the **Pages to Print** drop-down menu select **Print Odd Pages Only**. Click **OK** to print. After the odd numbered pages of the document have been printed, remove the printed pages from the output tray and reload them in the input tray. The blank side should be facing up with the top edge of the paper facing towards the printer. Return to the **Pages to Print** drop-down menu and then select **Print Even Pages Only**. Click **OK** to print.

Notes

- Genuine HP ink cartridges are designed and tested with HP printers and papers to help you easily produce great results, time after time.



NOTE: HP cannot guarantee the quality or reliability of non-HP supplies. Product service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP ink cartridges, go to:

www.hp.com/go/anticounterfeit

- Ink level warnings and indicators provide estimates for planning purposes only.



NOTE: When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the cartridges until print quality becomes unacceptable.

For more information, see [Check the estimated ink levels](#).

- Print using black ink only.



NOTE: If you want to print a black and white document using black ink only, click the **Advanced** button. From the **Print in Grayscale** drop-down menu select **Black Ink Only**, then click the **OK** button. If you see **Black and White** as an option on the **Paper/Quality** tab or the **Layout** tab, select it.

Print using the maximum dpi

Use maximum dots per inch (dpi) mode to print high-quality, sharp images on photo paper.

See technical specifications for the print resolution of the maximum dpi mode.

Printing in maximum dpi takes longer than printing with other settings and requires a large amount of disk space.

To print in Maximum dpi mode

1. Make sure you have photo paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Paper/Quality** tab.

6. In the **Media** drop-down list, click **Photo Paper, Best Quality**.



NOTE: **Photo Paper, Best Quality** must be selected from the **Media** drop-down list on the **Paper/Quality** tab to enable printing in maximum DPI.

7. Click the **Advanced** button.
8. In the **Printer Features** area, select **Yes** from the **Print in Max DPI** drop-down list.
9. Select the appropriate paper size from the **Paper Size** drop-down list.
10. Click **OK** to close the advanced options.
11. Confirm **Orientation** on **Layout** tab, then click **OK** to print.

4 Paper basics

You can load many different types and sizes of paper in the HP Printer, including letter or A4 paper, photo paper, and envelopes.

This section contains the following topics:

- [Recommended papers for printing](#)
- [Load media](#)

Recommended papers for printing

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing.

Depending on your country/region, some of these papers might not be available.

ColorLok

- HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks, and dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.



HP Advanced Photo Paper

- This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store-processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch) (with or without tabs), 13 x 18 cm (5 x 7 inch), and two finishes - glossy or soft gloss (satin matte). It is acid-free for longer lasting documents.

HP Everyday Photo Paper

- Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. It is available in semi-gloss finish in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs). For longer-lasting photos, it is acid-free.

HP Brochure Paper or HP Superior Inkjet Paper

- These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

HP Premium Presentation Paper or HP Professional Paper

- These papers are heavy two-sided matte papers perfect for presentation, proposals, reports, and newsletters. They are heavyweight for an impressive look and feel.

HP Bright White Inkjet Paper

- HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors.

HP Printing Paper

- HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents.

HP Office Paper

- HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos, and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents.

HP Iron-On Transfers

- HP Iron-on Transfers (for color fabrics or for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos.

HP Premium Inkjet Transparency Film

- HP Premium Inkjet Transparency Film make your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.

HP Photo Value Pack

- HP Photo Value Packs conveniently package original HP cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing affordable professional photos with your HP Printer. Original HP inks and HP Advanced Photo Paper have been designed to work together so your photos are long lasting and vivid, print after print. Great for printing out an entire vacation's worth of photos or multiple prints to share.

 **NOTE:** At this time, some portions of the HP Web site are available in English only.

Load media

Load full-size paper

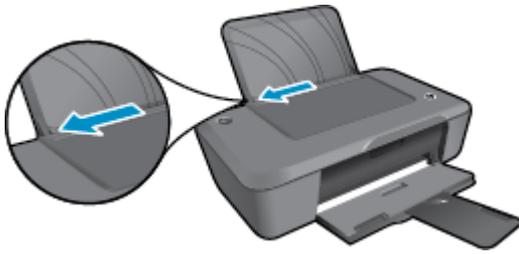
1. Raise the input tray.



2. Lower the output tray and pull out the tray extender.



3. Slide paper-width guide to the left.



4. Load paper.
 - a. Insert stack of paper into the input tray. The side to be printed on should be facing up with short edge down.



- b. Slide stack of paper down until it stops.
- c. Slide paper-width guide to the right until it stops at edge of paper.



Load small-size paper

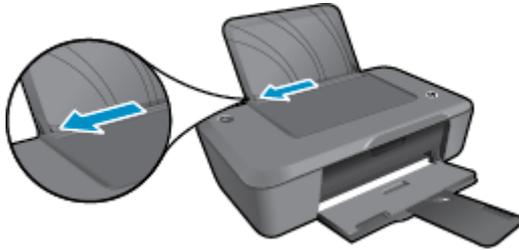
1. Raise the input tray.



2. Lower the output tray and pull out the tray extender.



3. Slide paper-width guide to the left.



4. Load paper.
 - a. Insert stack of photo paper into far-right side of the input tray. The side to be printed on should be facing up with short edge down.
 - b. Slide stack of paper down until it stops.

 **NOTE:** If the photo paper you are using has perforated tabs, load photo paper so that tabs are on top.

- c. Slide paper-width guide to the right until it stops at edge of paper.



Load envelopes

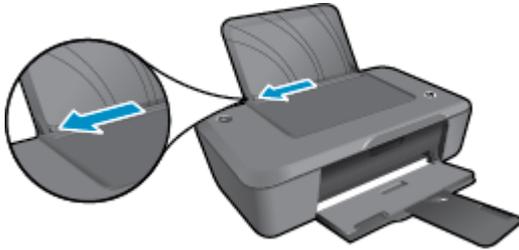
1. Raise the input tray.



2. Lower the output tray and pull out the tray extender.



3. Slide paper-width guide to the left and remove all paper from the input tray.



4. Load envelopes.
 - a. Insert one or more envelopes into far-right side of the input tray. The side to be printed on should face up. The flap should be on the left side and facing down.
 - b. Slide stack of envelopes down until it stops.
 - c. Slide paper-width guide to the right against stack of envelopes until it stops.



5 Work with cartridges

- [Check the estimated ink levels](#)
- [Order ink supplies](#)
- [Replace the cartridges](#)
- [Use single-cartridge mode](#)
- [Cartridge warranty information](#)

Check the estimated ink levels

You can easily check the ink supply level to determine how soon you might need to replace a cartridge. The ink supply level shows an estimate of the amount of ink remaining in the cartridges.

To check the ink levels from the Printer Software

1. Click the **HP Deskjet 2020 series** desktop icon to open the Printer Software.

 **NOTE:** You can also access the Printer Software by clicking **Start > All Programs > HP > HP Deskjet 2020 series > HP Deskjet 2020 series**

2. In the Printer Software, click **Estimated Ink Levels**.

 **NOTE: 1** If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another printer, the ink level indicator might be inaccurate or unavailable.

NOTE: 2 Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not have to replace the cartridges until the print quality is unacceptable.

NOTE: 3 Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the product and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see www.hp.com/go/inkusage.

Order ink supplies

Before ordering cartridges, locate the correct cartridge number.

Locate the cartridge number on the printer

- ▲ The cartridge number is located inside the cartridge door.



Locate the cartridge number in the Printer Software

1. Click the **HP Deskjet 2020 series** desktop icon to open the Printer Software.

 **NOTE:** You can also access the Printer Software by clicking **Start > All Programs > HP > HP Deskjet 2020 series > HP Deskjet 2020 series**

2. In the Printer Software, click **Shop**, and then click **Shop For Supplies Online**. The correct cartridge number will be automatically displayed when you use this link.

To order genuine HP supplies for the HP Printer, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

 **NOTE:** Ordering cartridges online is not supported in all countries/regions. If it is not available in your country/region, you may still view supplies information and print a list for reference when shopping at a local HP reseller.

Related topics

- [Choose the right cartridges](#)

Choose the right cartridges

HP recommends that you use genuine HP cartridges. Genuine HP cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

Related topics

- [Order ink supplies](#)

Replace the cartridges

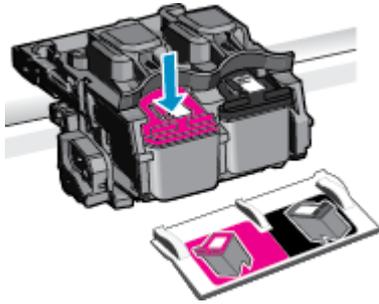
To replace the cartridges

1. Make sure that the power is on.
2. Remove cartridge.
 - a. Open cartridge door.



Wait for print carriage to move to center of the product.

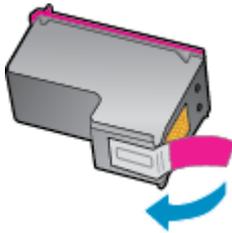
- b. Press down to release cartridge, then remove it from slot.



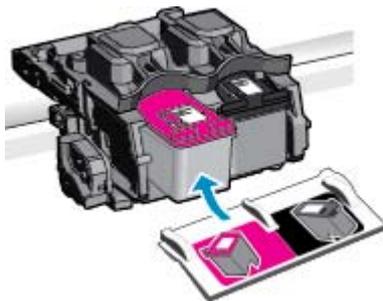
3. Insert new cartridge.
 - a. Remove cartridge from packaging.



- b. Remove plastic tape using pink pull tab.



- c. Match color icons, and then slide cartridge into slot until it clicks into place.



- d. Close cartridge door.



 **NOTE:** The Printer Software prompts you to align the cartridges when you print a document after installing a new cartridge. Follow onscreen instructions to complete aligning the cartridges. Aligning the cartridges ensures high-quality output.

Related topics

- [Choose the right cartridges](#)
- [Order ink supplies](#)

Use single-cartridge mode

Use the single-cartridge mode to operate the HP Printer with only one print cartridge. The single-cartridge mode is initiated when a print cartridge is removed from the print cartridge carriage.

 **NOTE:** When the HP Printer operates in single-cartridge mode, a message is displayed on screen. If the message is displayed and two print cartridges are installed in the product, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the product cannot detect that the print cartridge is installed.

Exit single-cartridge mode

Install two print cartridges in the HP Printer to exit single-cartridge mode.

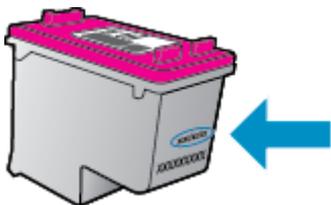
Related topics

- [Replace the cartridges](#)

Cartridge warranty information

The HP cartridge warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the product as indicated:



For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the product.

6 Connectivity

- [USB connection \(non-network connection\)](#)
- [Connect a new printer](#)

USB connection (non-network connection)

The HP Printer supports a rear USB 2.0 High Speed port for connection to a computer.

To connect the product with the USB cable

- ▲ Refer to the setup instructions that came with your product for information on connecting to a computer with a USB cable.

 **NOTE:** Do not connect the USB cable to the product until you are prompted to do so.

If the Printer Software has been installed, the printer will operate as a plug and play device. If the software has not been installed, insert the CD that came with the device and follow the onscreen instructions.

Connect a new printer

If you have already installed the Printer Software on your computer, but have not yet connected your printer, do the following:

To connect a new printer

1. From the computer's start menu select **All Programs** or **Programs**, and then select **HP**.
2. Select **HP Deskjet 2020 series**.
3. Select **Printer Setup & Software**.
4. Select **Connect a new printer**. Follow the onscreen instructions.

7 Solve a problem

This section contains the following topics:

- [Improve print quality](#)
- [Clear a paper jam](#)
- [Unable to print](#)
- [HP support](#)

Improve print quality

1. Make sure you are using genuine HP cartridges.
2. Check the print properties to make sure you have selected the appropriate paper type and print quality from the **Media** drop-down list. In the Printer Software, click **Print** and then click **Set Preferences** to access the print properties.
3. Check the estimated ink levels to determine if the cartridges are low on ink. For more information, see [Check the estimated ink levels](#). If the print cartridges are low on ink, consider replacing them.
4. Align the printer cartridges.

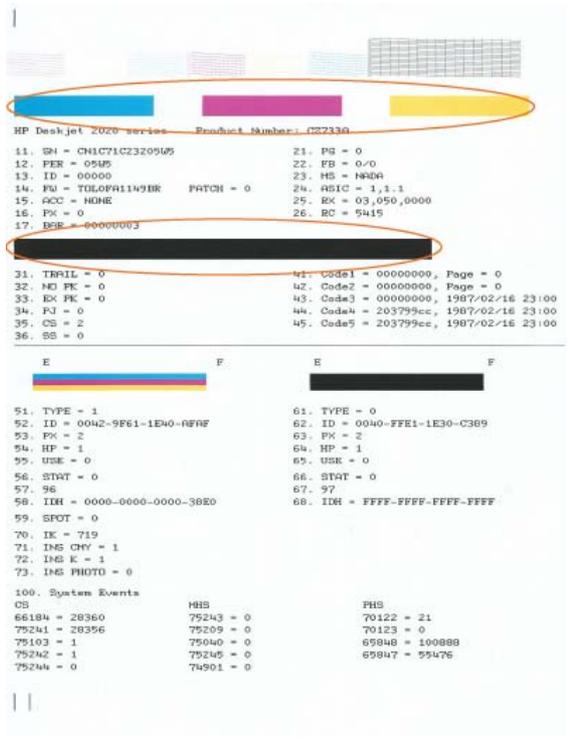
 **NOTE:** Aligning the cartridges ensures high-quality output. The Printer Software prompts you to align the cartridges every time you install a new cartridge. If you remove and reinstall the same print cartridge, the Printer Software will not prompt you to align the print cartridges. The HP Printer remembers the alignment values for that print cartridge, so you do not need to realign the print cartridges.

To align the cartridges from the Printer Software

- a. Load letter or A4 unused plain white paper into the input tray.
 - b. In the Printer Software, click **Print** and then click **Maintain Your Printer** to access the **Printer Toolbox**.
 - c. The **Printer Toolbox** appears.
 - d. Click the **Device Services** tab, and then click **Align Ink Cartridges**. The product prints an alignment sheet.
5. Print a diagnostics page if the cartridges are not low on ink.

To print a diagnostics page

- a. Load letter or A4 unused plain white paper into the input tray.
- b. In the Printer Software, click **Print** and then click **Maintain Your Printer** to access the **Printer Toolbox**.
- c. Click the **Device Reports** tab, and then click **Print Diagnostic Information** to print a diagnostics page. Review the blue, magenta, yellow, and black boxes on the diagnostics page. If you are seeing streaks in the color and black boxes, or no ink in portions of the boxes, then automatically clean the cartridges.



- Clean the print cartridges automatically, if the diagnostic page shows streaks or missing portions of the color and black boxes.

To clean the cartridges automatically

- Load letter or A4 unused plain white paper into the input tray.
- In the Printer Software, click **Print** and then click **Maintain Your Printer** to access the **Printer Toolbox**.
- Click the **Device Services** tab, and then click **Clean Ink Cartridges**. Follow the onscreen instructions.

If the above solutions do not resolve the problem, [click here for more online troubleshooting](#).

Clear a paper jam

To clear a paper jam

- Locate the paper jam

Input tray

- If the paper jam is located near the back input tray, pull the paper gently out of the input tray.



Output tray

- If the paper jam is located near the front output tray, pull the paper gently out of the output tray.

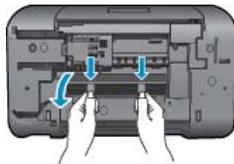


- You may need to open the carriage door and slide the print carriage to the left to access the paper jam. Then gently pull the paper out.

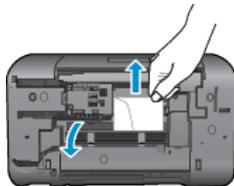


Inside of printer

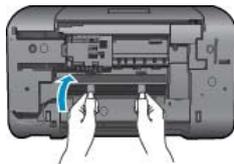
- If the paper jam is located inside the printer, open the cleanout door located on the bottom of the printer. Press tabs on both sides of the cleanout door.



- Remove jammed paper.



- Close the cleanout door. Gently push the door towards the printer until both latches snap into place.



2. Click the **HP Deskjet 2020 series** desktop icon to open the Printer Software.

 **NOTE:** You can also access the Printer Software by clicking **Start > All Programs > HP > HP Deskjet 2020 series > HP Deskjet 2020 series**

3. From the Printer Software, click **See What's Printing** to open the print queue, and then select **Resume** from the **Document** menu to continue the current job.

If the above solutions do not resolve the problem, [click here for more online troubleshooting](#).

Prevent paper jams

- Do not overfill the input tray.
- Remove printed papers from the output tray frequently.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.

Unable to print

If you are having trouble printing, you can download the HP Print Diagnostic Utility, which can troubleshoot this issue for you automatically. To get the utility, click the following link:

[Take me to the HP Printing Diagnostic Utility download page.](#)

 **NOTE:** The HP Print Diagnostic Utility is supported for Windows only, and may not be available in all languages.

Resolve print issues

Make sure that the printer is turned on and that there is paper in the tray. If you are still unable to print, try the following in order:

1. Check for error messages and resolve.
2. Disconnect and reconnect the USB cable.
3. Verify that the product is not paused or offline.

To verify that the product is not paused or offline

- a. Depending upon your operating system, do one of the following:
 - **Windows 7:** From the Windows **Start** menu, click **Devices and Printers**. Right-click the icon for your product and select **See what's printing** to open the print queue.
 - **Windows Vista:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers**. Double-click the icon for your product to open the print queue.
 - **Windows XP:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers and Faxes**. Double-click the icon for your product to open the print queue.
- b. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
- c. If you made any changes, try to print again.
4. Verify that the product is set as the default printer.

To verify that the product is set as the default printer

- a. Depending upon your operating system, do one of the following:
 - **Windows 7:** From the Windows **Start** menu, click **Devices and Printers**.
 - **Windows Vista:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers**.
 - **Windows XP:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers and Faxes**.
- b. Make sure the correct product is set as the default printer. The default printer has a check mark in a black or green circle next to it.
- c. If the wrong product is set as the default printer, right-click the correct product and select **Set as Default Printer**.
- d. Try using your product again.

- Restart the print spooler.

To restart the print spooler

- Depending upon your operating system, do one of the following:

Windows 7

- From the Windows **Start** menu, click **Control Panel, System and Security**, and then **Administrative Tools**.
- Double-click **Services**. The Services window appears.
- Right-click the **Print Spooler**, and then click **Properties**.
- On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.
- If the service is not already running, under **Service status**, click **Start**, and then click **OK**.

Windows Vista

- From the Windows **Start** menu, click **Control Panel, System and Maintenance, Administrative Tools**.
- Double-click **Services**. The Services window appears.
- Right-click the **Print Spooler service**, and then click **Properties**.
- On the **General** tab, next to **Startup type**, make sure that **Automatic** is selected.
- If the service is not already running, under **Service status**, click **Start**, and then click **OK**.

Windows XP

- From the Windows **Start** menu, right click **My Computer**.
 - Click **Manage**, and then click **Services and Applications**.
 - Double-click **Services**, and then select **Print Spooler**.
 - Right-click **Print Spooler**, and click **Restart** to restart the service.
- Make sure the correct product is set as the default printer.
The default printer has a check mark in a black or green circle next to it.
 - If the wrong product is set as the default printer, right-click the correct product and select **Set as Default Printer**.
 - Try using your product again.
- Restart the computer.
 - Clear the print queue

To clear the print queue

- Depending upon your operating system, do one of the following:
 - Windows 7:** From the Windows **Start** menu, click **Devices and Printers**. Right-click the icon for your product and select **See what's printing** to open the print queue.
 - Windows Vista:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers**. Double-click the icon for your product to open the print queue.
 - Windows XP:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers and Faxes**. Double-click the icon for your product to open the print queue.
- On the **Printer** menu, click **Cancel All Documents** or **Purge Print Document**, and then click **Yes** to confirm.
- If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.
- Check the print queue again to make sure it is clear, and then try to print again.

If the above solutions do not resolve the problem, [click here for more online troubleshooting](#).

Clear the print carriage

Remove any objects, such as paper, that are blocking the print carriage.

 **NOTE:** Do not use any tools or other devices to remove jammed paper. Always use caution when removing jammed paper from inside the product.

Prepare the trays

Open output tray

- ▲ Output tray must be open to begin printing.



Close cartridge door

- ▲ Cartridge door must be closed to begin printing.



[Click here to go online for more information.](#)

HP support

- [Register the product](#)
- [Support process](#)
- [HP support by phone](#)
- [Additional warranty options](#)

Register the product

By taking just a few quick minutes to register, you can enjoy quicker service, more efficient support, and product support alerts. If you did not register your printer while installing the software, you can register now at <http://www.register.hp.com>.

Support process

If you have a problem, follow these steps:

1. Check the documentation that came with the product.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date product information and expert assistance and includes the following features:
 - Fast access to qualified online support specialists
 - Software and driver updates for the product
 - Valuable product and troubleshooting information for common problems
 - Proactive product updates, support alerts, and HP newsletters that are available when you register the product
3. Call HP support. Support options and availability vary by product, country/region, and language.

HP support by phone

Phone support options and availability vary by product, country/region, and language.

This section contains the following topics:

- [Phone support period](#)
- [Placing a call](#)
- [Support phone numbers](#)
- [After the phone support period](#)

Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

Placing a call

Call HP support while you are in front of the computer and the product. Be prepared to provide the following information:

- Product name (HP Deskjet Ink Advantage 2020hc Printer)
- Product number (located inside the cartridge door)



- Serial number (located on the back or bottom of the product)
- Messages that appear when the situation occurs
- Answers to these questions:
 - Has this situation happened before?
 - Can you re-create it?
 - Did you add any new hardware or software to your computer at about the time that this situation began?
 - Did anything else occur prior to this situation (such as a thunderstorm, product was moved, etc.)?

Support phone numbers

For the most current HP list of telephone support numbers and call costs information, see www.hp.com/support.

After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: www.hp.com/support. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

Additional warranty options

Extended service plans are available for the HP Printer at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

8 Technical information

The technical specifications and international regulatory information for the HP Printer are provided in this section. For additional specifications, see the printed documentation that came with the HP Printer.

This section contains the following topics:

- [Notice](#)
- [Specifications](#)
- [Environmental product stewardship program](#)
- [Regulatory notices](#)

Notice

Hewlett-Packard Company notices

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Intel and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

Adobe® is a trademark of Adobe Systems Incorporated.

Specifications

Technical specifications for the HP Printer are provided in this section. For more technical specifications, see the Product Data Sheet at www.hp.com/support.

System requirements

Software and system requirements are located in the Readme file.

For information about future operating system releases and support, visit the HP online support Web site at www.hp.com/support.

Environmental specifications

- Recommended operating temperature range: 15 °C to 32 °C (59 °F to 90 °F)
- Allowable operating temperature range: 5 °C to 40 °C (41 °F to 104 °F)
- Humidity: 15% to 80% RH non-condensing; 28 °C maximum dewpoint
- Non-operating (Storage) temperature range: -40 °C to 60 °C (-40 °F to 140 °F)
- In the presence of high electromagnetic fields, it is possible the output from the HP Printer may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

Input tray capacity

Plain paper sheets (80 g/m² [20lb]): Up to 50

Envelopes: Up to 5

Index cards: Up to 20

Photo paper sheets: Up to 20

Output tray capacity

Plain paper sheets (80 g/m² [20lb]): Up to 30

Envelopes: Up to 5

Index cards: Up to 10

Photo paper sheets: Up to 10

Paper size

For a complete list of supported media sizes, see the printer software.

Paper weights

Plain Paper: 64 to 90 g/m² (16 to 24 lb)

Envelopes: 75 to 90 g/m² (20 to 24 lb)

Cards: Up to 200 g/m² (110-lb index maximum)

Photo Paper: Up to 280 g/m² (75 lb)

Print specifications

- Print speeds vary according to the complexity of the document
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI

Print resolution**Draft mode**

- Color Input/Black Render: 300x300dpi
- Output (Black/Color): Automatic

Normal mode

- Color Input/Black Render: 600x300dpi
- Output (Black/Color): Automatic

Plain-Best mode

- Color Input/Black Render: 600x600dpi
- Output: 600x1200dpi (Black), Automatic (Color)

Photo-Best mode

- Color Input/Black Render: 600x600dpi
- Output (Black/Color): Automatic

Max DPI mode

- Color Input/Black Render: 1200x1200dpi
- Output: Automatic (Black), 4800x1200 optimized dpi (Color)

Power specifications**0957-2286**

- Input voltage: 100-240Vac (+/- 10%)
- Input frequency: 50/60 Hz (+/- 3Hz)

0957-2290

- Input voltage: 200-240Vac (+/- 10%)
- Input frequency: 50/60 Hz (+/- 3Hz)

 **NOTE:** Use only with the power adapter supplied by HP.

Cartridge yield

Visit www.hp.com/go/learnaboutsupplies for more information on estimated cartridge yields.

Acoustic information

If you have Internet access, you can get acoustic information from the HP Web site. Go to: www.hp.com/support.

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP's Commitment to the Environment Web site at:

www.hp.com/hpinfo/globalcitizenship/environment/index.html

This section contains the following topics:

- [Eco-Tips](#)
- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Power consumption](#)
- [Sleep mode](#)
- [Disposal of waste equipment by users in private households in the European Union](#)
- [Chemical substances](#)
- [Toxic and hazardous substance table \(China\)](#)
- [Restriction of hazardous substance \(Ukraine\)](#)

Eco-Tips

HP is committed to helping customers reduce their environmental footprint. HP has provided the Eco-Tips below to help you focus on ways to assess and reduce the impact of your printing choices. In addition to specific features in this product, please visit the HP Eco Solutions website for more information on HP's environmental initiatives.

www.hp.com/hpinfo/globalcitizenship/environment/

Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

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 product life.

Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

www.hp.com/go/msds

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

Power consumption

Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



Additional ENERGY STAR qualified imaging product model information is listed at: www.hp.com/go/energystar

Sleep mode

- Power usage is reduced while in Sleep mode.
- After initial setup of printer, the printer will enter Sleep mode after five minutes of inactivity.
- The time to Sleep mode cannot be changed.

Toxic and hazardous substance 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》 | | | | | | |
| 零件描述 | 有毒有害物质和元素 | | | | | |
| | 铅 | 汞 | 镉 | 六价铬 | 多溴联苯 | 多溴联苯醚 |
| 外壳和托盘* | 0 | 0 | 0 | 0 | 0 | 0 |
| 电线* | 0 | 0 | 0 | 0 | 0 | 0 |
| 印刷电路板* | X | 0 | 0 | 0 | 0 | 0 |
| 打印系统* | X | 0 | 0 | 0 | 0 | 0 |
| 显示器* | X | 0 | 0 | 0 | 0 | 0 |
| 喷墨打印机墨盒* | 0 | 0 | 0 | 0 | 0 | 0 |
| 驱动光盘* | X | 0 | 0 | 0 | 0 | 0 |
| 扫描仪* | X | X | 0 | 0 | 0 | 0 |
| 网络配件* | X | 0 | 0 | 0 | 0 | 0 |
| 电池板* | X | 0 | 0 | 0 | 0 | 0 |
| 自动双面打印系统* | 0 | 0 | 0 | 0 | 0 | 0 |
| 外部电源* | X | 0 | 0 | 0 | 0 | 0 |

0: 指此部件的所有均一材质中包含的这种有毒有害物质, 含量低于SJ/T11363-2006 的限制
X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质, 含量高于SJ/T11363-2006 的限制
注: 环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件
*以上只适用于使用这些部件的产品

Restriction of hazardous substance (Ukraine)

Технічний регламент щодо обмеження використання небезпечних речовин (Україна)

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

Regulatory notices

The HP Printer meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- [Regulatory model identification number](#)
- [FCC statement](#)
- [Notice to users in Korea](#)
- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Notice to users in Japan about the power cord](#)
- [European Union Regulatory Notice](#)

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-1223. This regulatory number should not be confused with the marketing name (HP Deskjet Ink Advantage 2020hc Printer, etc.) or product numbers (CZ733A, etc.).

FCC statement

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

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 and, if not installed and used in accordance with the instructions, 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 the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, contact:

Manager of Corporate Product Regulations
Hewlett-Packard Company
3000 Hanover Street
Palo Alto, Ca 94304
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

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.

Notice to users in Korea

| | |
|------------------------|--|
| B 급 기기 (가정용 방송통신기기) | 이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다. |
|------------------------|--|

VCCI (Class B) compliance statement for users in Japan

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

Notice to users in Japan about the power cord

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。

European Union Regulatory Notice

Products bearing the CE marking comply with the following EU Directives:

- Low Voltage Directive 2006/95/EC
- EMC Directive 2004/108/EC
- Ecodesign Directive 2009/125/EC, where applicable

CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

If this product has telecommunications functionality, it also complies with the essential requirements of the following EU Directive:

- R&TTE Directive 1999/5/EC

Compliance with these directives implies conformity to applicable harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family and available (in English only) either within the product documentation or at the following web site: www.hp.com/go/certificates (type the product number in the search field).

The compliance is indicated by one of the following conformity markings placed on the product:

| | |
|---|---|
|  | <p>For non-telecommunications products and for EU harmonized telecommunications products, such as Bluetooth® within power class below 10mW.</p> |
|  | <p>For EU non-harmonized telecommunications products (If applicable, a 4-digit notified body number is inserted between CE and !).</p> |

Please refer to the regulatory label provided on the product.

The telecommunications functionality of this product may be used in the following EU and EFTA countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

The telephone connector (not available for all products) is intended for connection to analogue telephone networks.

Products with wireless LAN devices

- Some countries may have specific obligations or special requirements about the operation of Wireless LAN networks such as indoor use only or restrictions of the channels available. Please make sure that the country settings of the wireless network are correct.

France

- For 2.4-GHz Wireless LAN operation of this product, certain restrictions apply: This product may be used indoors for the entire 2400-MHz to 2483.5-MHz frequency band (channels 1 to 13). For outdoor use, only the 2400-MHz to 2454-MHz frequency band (channels 1 to 7) may be used. For the latest requirements, see www.arcep.fr.

The point of contact for regulatory matters is:

Hewlett-Packard GmbH, Dept./MS: HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, GERMANY

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