

hp LaserJet 3020

hp LaserJet 3030



i n v e n t

start



hp LaserJet 3020 all-in-one

hp LaserJet 3030 all-in-one

User Guide _____

Copyright Information

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The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Part number Q2665-90920

Edition 1, 10/2003

FCC Requirements (United States)

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 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.

Any changes or modifications to the device 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.

This equipment complies with FCC rules, Part 68. On the back of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company. The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following USOC jacks: RJ11C.

An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular

jack which is Part 68 compliant. This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service. If trouble is experienced with this equipment, please see the numbers in the front of this manual for repair and (or) warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved. The following repairs can be done by the customer: Replace any original equipment that came with the device. This includes the print cartridge, the supports for trays and bins, the power cord, and the telephone cord. It is recommended that the customer install an AC surge arrestor in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

Trademark Credits

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All other devices mentioned herein may be trademarks of their respective companies.

Safety Information

WARNING!

Potential Shock Hazard

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

Read and understand all instructions in the electronic User Guide.

Observe all warnings and instructions marked on the device.

Use only a grounded electrical outlet when connecting the HP LaserJet 3020 all-in-one or HP LaserJet 3030 all-in-one to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.

Do not touch the contacts on the end of any of the sockets on the HP LaserJet 3020 all-in-one or HP LaserJet 3030 all-in-one. Replace damaged cords immediately.

Unplug this device from wall outlets before cleaning.

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

Install the device securely on a stable surface.

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

If the device does not operate normally, see the electronic User Guide.

Refer all servicing questions to qualified personnel.

Hewlett-Packard Development Company, L.P.
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Houston, TX 77070

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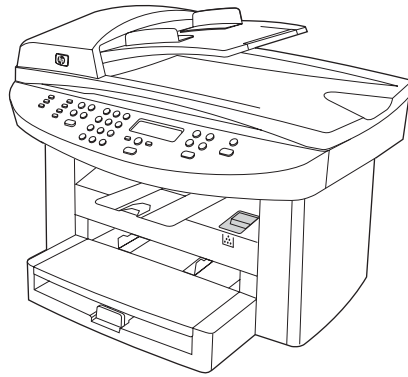
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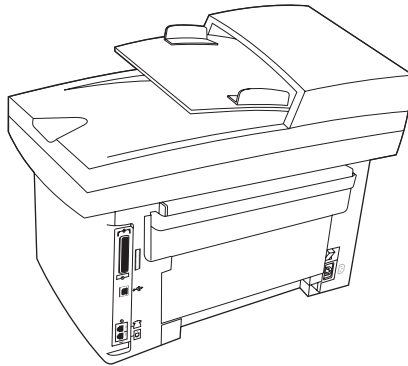
Introduction

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Device overview



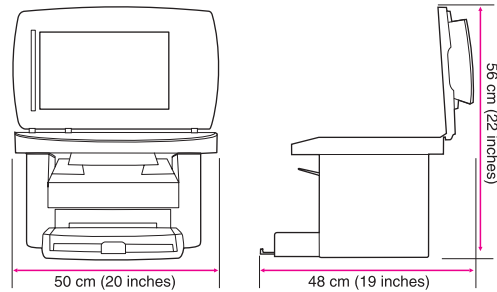
- The HP LaserJet 3020 all-in-one comes with a 150-sheet media input tray, a 10-sheet priority input tray, a 50-sheet automatic document feeder (ADF) input tray, and a flatbed scanner.
- The HP LaserJet 3030 all-in-one includes the same specifications and functionality as the HP LaserJet 3020 all-in-one, plus the fax interface ports.



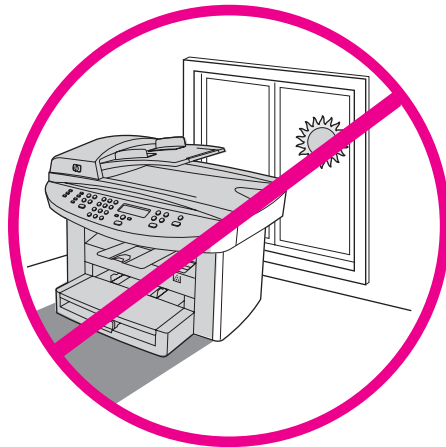
The HP LaserJet 3020 all-in-one and the HP LaserJet 3030 all-in-one also include parallel and universal serial bus (USB) interface ports, and 32 megabytes (MB) of random-access memory (RAM).

Preparing the location

Place the device on a sturdy, level surface in a well-ventilated area. Make sure that there is enough space around the device so that the air vents are not blocked.

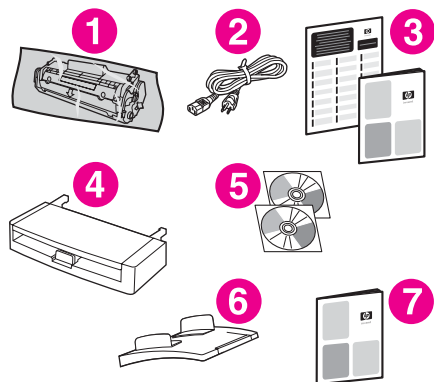


Do not place the device in direct sunlight or in an area that has abrupt temperature and humidity changes. The recommended ranges are 15 degrees to 32.5 degrees C (59 degrees to 90.5 degrees F) and 10 percent to 80 percent relative humidity.

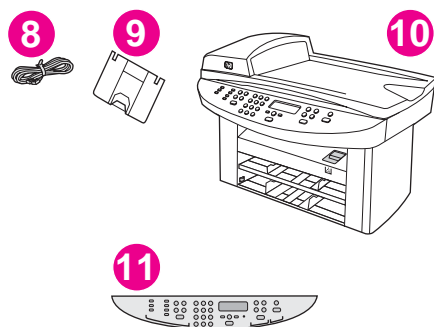


Package contents

Hardware and software



1. print cartridge
2. power cord
3. Start Guide and support flyer
4. media input tray
5. CD-ROMs containing the device software and electronic User Guide
6. automatic document feeder (ADF) input tray
7. Fax Guide (HP LaserJet 3030 all-in-one only)



8. fax cord (HP LaserJet 3030 all-in-one only)
9. output bin support
10. HP LaserJet 3020 all-in-one **or** HP LaserJet 3030 all-in-one
11. control-panel faceplate (if not already installed).

Note

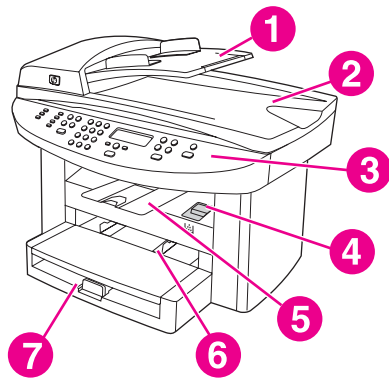
The parallel cable and USB device cable (A/B) are not included.

Documentation

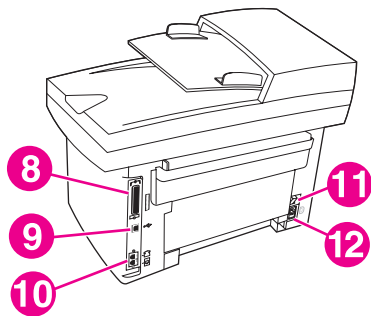
The package contains the following documents:

- Start Guide, for initial setup and configuration instructions
- Fax Guide, for fax configuration and operation instructions (HP LaserJet 3030 all-in-one only)
- electronic User Guide on the device CD-ROMs, for extra information and troubleshooting
- Toolbox software Help, for instructions about operating the device through the software

Locating the device parts



1. ADF input tray
2. flatbed scanner lid and ADF output bin
3. control panel
4. print-cartridge-door release
5. output bin
6. priority input tray
7. media input tray



8. parallel port
9. USB port
10. fax interface ports (HP LaserJet 3030 all-in-one only)
11. power switch
12. power socket

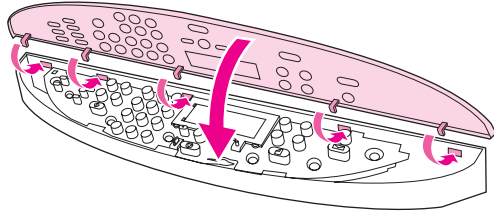
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Setting up your device

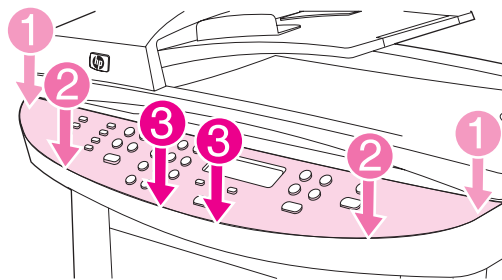
- [Installing the control panel faceplate \(if not already installed\)](#)
- [Installing the media input tray](#)
- [Installing the automatic document feeder \(ADF\) input tray](#)
- [Installing the print cartridge](#)
- [Connecting the power cord](#)
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- [Congratulations](#)

Installing the control panel faceplate (if not already installed)

1. Align the hooks on the top of the faceplate with the slots on the device.



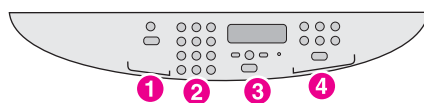
2. Press the far ends of the faceplate onto the device. Continue to press while moving your hands toward the center of the faceplate until it snaps into place.



Note

Make sure that the faceplate is aligned correctly and is not pressing any buttons.

The HP LaserJet 3020 all-in-one control panel includes the following controls:

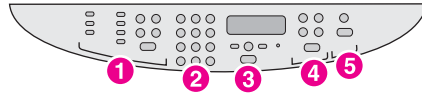


1. scan controls
2. alphanumeric buttons

3. menu and cancel controls

4. copy controls

The HP LaserJet 3030 all-in-one control panel includes the following controls:



1. fax controls

2. alphanumeric buttons

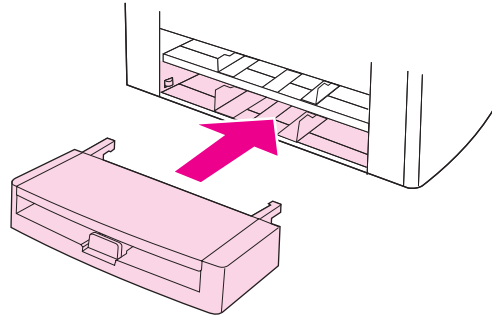
3. menu and cancel controls

4. copy controls

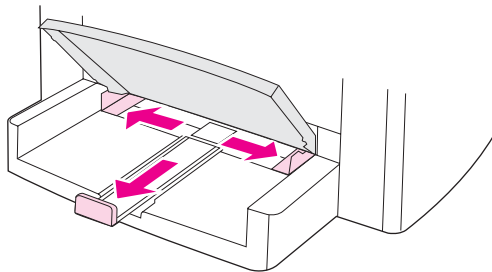
5. scan controls

Installing the media input tray

1. Slide the tray in until it fits securely.
2. Remove any shipping tape inside and outside of the tray.



3. Open the top of the media input tray.
4. Slide out the media guides.
5. Pull out the long-media support.

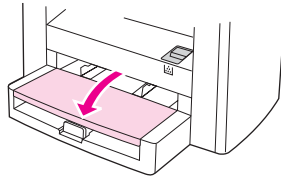
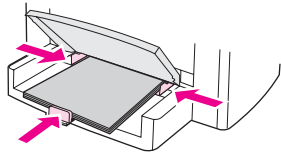


6. Place the media in the media input tray, and then adjust the media guides until they are flush with the media.

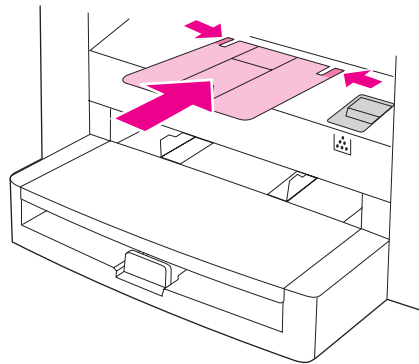
Note

Do not fan the media before placing it in the tray.

7. Close the top of the media input tray.

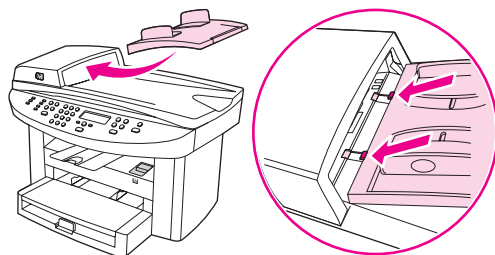


8. Install the output bin support.



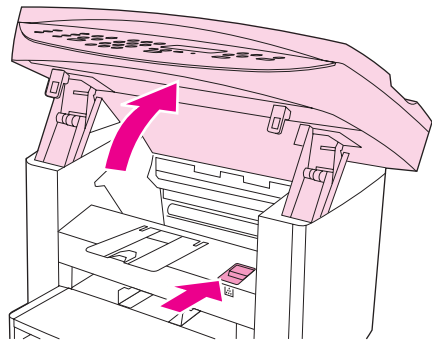
Installing the automatic document feeder (ADF) input tray

1. Align the two tabs on the input tray with the two grooves in the ADF lid.
2. Slide the tray into the grooves until the tray snaps into place.

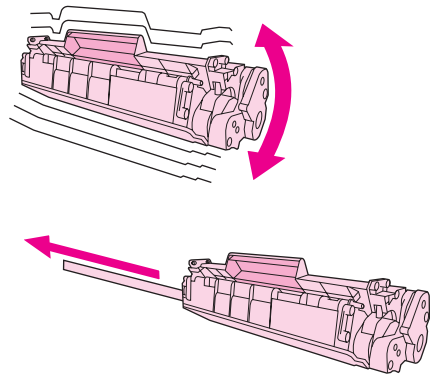


Installing the print cartridge

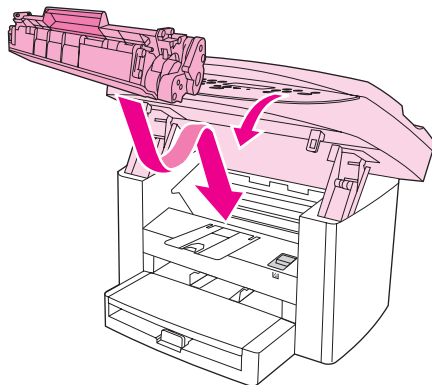
1. Press the print-cartridge-door release to open the print-cartridge door.



2. Remove the print cartridge from its packaging, and then shake the cartridge five or six times.
3. Remove the sealing tape from the cartridge.



4. Hold the print cartridge by the handle and insert the cartridge as shown.
5. Close the print-cartridge door. Press down until it latches completely.



CAUTION

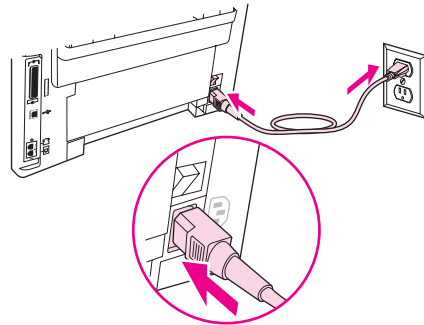
If toner gets on your clothing, wipe the toner off with a clean cloth, wash the items in cold water, and air dry. Using hot water or heat from a dryer will set the toner in the fabric.

Note

Hewlett-Packard Company cannot recommend using non-HP print cartridges, whether they are new, refilled, or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality.

Connecting the power cord

1. Connect the power cord to the power socket on the back of the device.
2. Connect the other end of the power cord to a grounded alternating current (AC) outlet.



Note

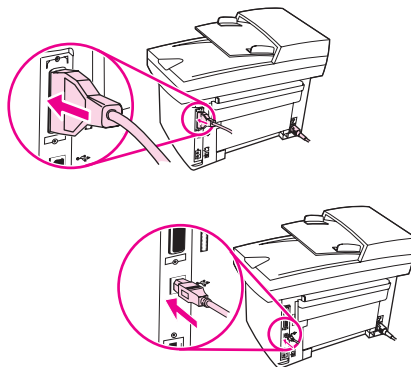
Use only the power cord that came with the device.

Connecting a printer cable to the device

Note

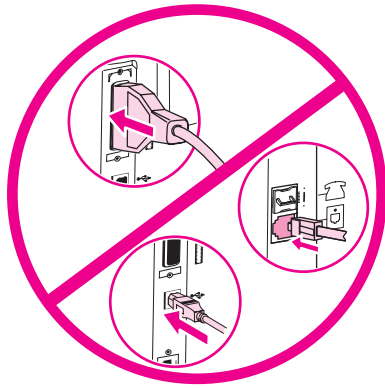
If you are using the device as a standalone fax machine or copier, go to the next section.

1. Locate the cable ports on the back of the device.
2. Connect the parallel or USB device cable (A/B) to the correct port.



Note


Do not connect the cable to a computer or a network at this time.

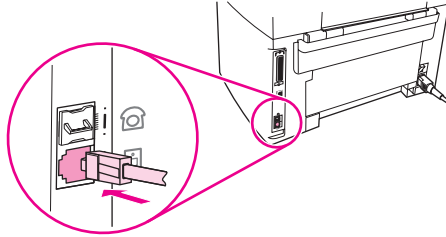


Connecting to a telephone line (HP LaserJet 3030 all-in-one only)

Note

If you are not using the device fax functionality, go to the next section.

1. Locate the fax interface ports on the back of the device.
2. Connect the included fax cord to the device "line" port (the port that is marked with a  icon).



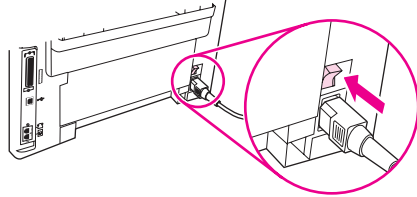
3. Connect the fax cord to a telephone jack.

Note

Use only the fax cord that came with the device. For more information about faxing, see the Fax Guide (HP LaserJet 3030 all-in-one only).

Turning on the device

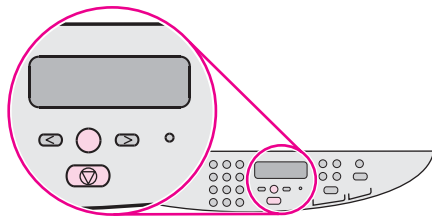
Turn on the device by pressing the power button next to the power socket on the back of the device.



Tip: If the device has no power and no lights are lit on the control panel, make sure that the power cord is attached securely to both the device and a power outlet. Also, if the power cord is connected to a power strip, make sure that the power strip is switched on, or connect the device directly to a wall outlet to test the power strip.

Setting the control panel display language and location (if necessary)

If prompted by the control panel, select your language and location information. Follow the instructions on the control panel.

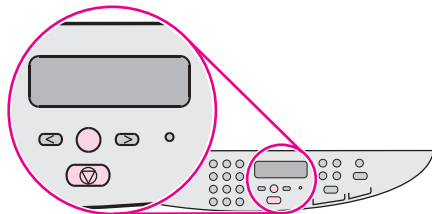


Note

The device automatically turns off and then turns on after you select the location.

Printing a configuration report

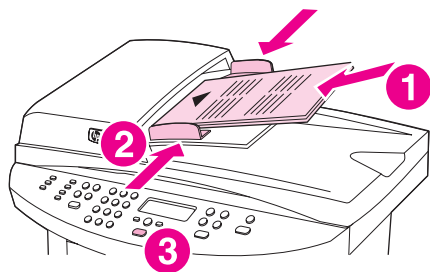
1. Press **MENU/ENTER**.
2. Press the **<** or the **>** button to select **Reports**, and then press **MENU/ENTER**.
3. Press the **<** or the **>** button to select **Config report**, and then press **MENU/ENTER**.



Tip: If the page that prints is totally blank, remove the print cartridge, make sure that the sealing tape is removed (see "Installing the print cartridge"), reinstall the print cartridge, and then try printing the page again.

Testing the copier by using the automatic document feeder (ADF) input tray

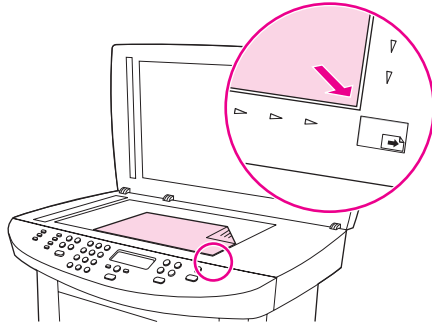
1. Load the configuration report that you just printed print-side up into the ADF input tray.
2. Adjust the media guides to sit against the page.
3. Verify that the original is loaded print-side up, and then press **START/COPY**.



Tip: If the copy job produces a blank page, make sure that the original is loaded print-side up and that no jams exist in the ADF and paper path. For information about removing jams and other troubleshooting tips, see the electronic User Guide on the device CD-ROMs.

Testing the copier by using the flatbed scanner

1. Open the scanner lid, place the configuration report print-side down on the flatbed scanner, and then close the scanner lid.
2. Press **START/COPY**.



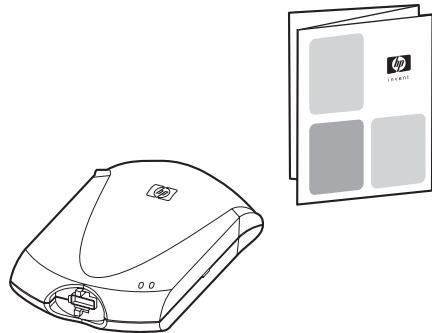
Tip: If the copy job produces a blank page, make sure that the original is loaded print-side down on the flatbed scanner and that no jams exist in the paper path. For information about removing jams and other troubleshooting tips, see the electronic User Guide on the device CD-ROMs.

Completing your device setup

- If you are using the device as a standalone copier, the setup is complete.
- If you are using the device as a standalone fax (HP LaserJet 3030 all-in-one only), see the Fax Guide to set the fax header and complete the device setup. The Fax Guide also includes troubleshooting tips.
- If you are connecting the device to a network, see "Connecting to a network".
- If you are connecting the device directly to a computer, see "Connecting to a computer".
- If you are using all of the device functionality, see the Fax Guide to set up the fax (HP LaserJet 3030 all-in-one only), and then see "Connecting to a network" (network connection) or "Connecting to a computer" (computer connection) in this Start Guide.

Connecting to a network

If you want to connect the device to a network, see the instructions that are included with the HP print server (which is not included with the HP LaserJet all-in-one). After completing the instructions, see "Connecting to a computer".



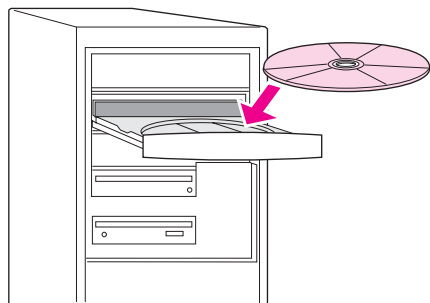
Connecting to a computer

Note

To install the software for Macintosh, see "Installing the Macintosh software (OS 9.x to OS X)".

1. Close all programs that are running on the computer.
2. Insert the software CD-ROM into the CD drive.

If the installation program does not begin automatically, click **Start**, click **Run**, click **Browse**, select the HPSetup.exe file on the CD, and then click **OK**.

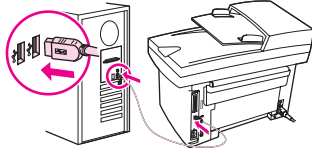
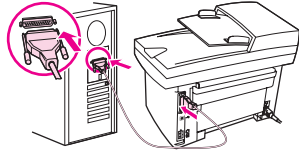


Note

You must have administrative privileges to install the software for Windows NT 4.0 service pack 3, Windows XP, or Windows 2000.

3. Select **Install HP LaserJet software**.
4. In the Printer Connection Wizard, select a connection type.

5. The software prompts you to connect the device to a computer. Connect the parallel or USB device cable (A/B) from the device to the correct computer port or the network.



6. Select the **Typical** installation type, and then follow the instructions to install the software.

Using the Toolbox

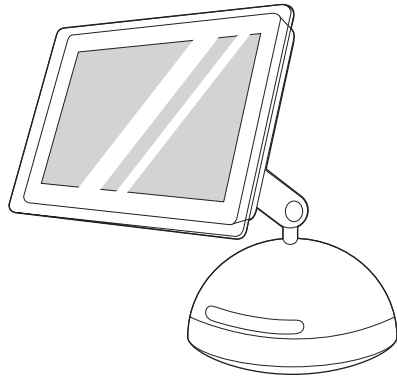
Note

The Toolbox does not support Macintosh operating systems.

1. On the computer, click **Start**, and then click **Programs**.
2. Click **HP LaserJet all-in-one**, and then click **hp Toolbox** to open the Toolbox.

The Toolbox is a Web page that opens in a Web browser and provides access to the product management and troubleshooting tools, embedded Web server, and product documentation. Use the Toolbox to perform many device functions from your computer, and then go to "Testing the software installation".

Installing the Macintosh software (OS 9.x to OS X)



1. Connect the USB device cable (A/B) to the Macintosh.
2. Close all of the programs that are running on the computer.
3. Insert the software CD-ROM into the CD drive.
4. In the CD folder, double-click the **HP All-in-One Installer** icon.
5. Follow the onscreen instructions, and then click **Install**.
6. When prompted, restart the computer.
7. When the HP All-in-One Setup Assistant starts, follow the instructions.

Testing the software installation

Print a page from any program to make sure that the software is correctly installed. If the installation failed, reinstall the software. If the reinstallation fails, see <http://www.hp.com/support/lj3020> or <http://www.hp.com/support/lj3030> or the support flyer for more information.

Registering the device

Register your HP LaserJet 3020 or HP LaserJet 3030 device now to receive these free benefits and get the most from your HP product:

- Gain access to support and services
- Receive notification of driver updates
- Manage your profile and register your products

You can register your device at <http://www.hp.com/go/register> . Hewlett-Packard and its subsidiaries respect your privacy and are committed to protecting it. Please see the HP privacy statement at the registration website.

Getting support information

For customer support, see the support flyer or see <http://www.hp.com/support/lj3020> or <http://www.hp.com/support/lj3030> .

Congratulations

The device is ready to use. See the Toolbox (Windows 98, Millennium Edition (ME), 2000, or XP only) to open the electronic User Guide and to use the tools to solve problems. The Toolbox lets you adjust the device settings from your computer.

The electronic User Guide is located on the software CD-ROM.



i n v e n t

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Q2665-90920