

HP Color LaserJet CM2320 MFP Series
Service Manual



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Book Descriptions:

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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.

Product features Product wall around ENWW 1 HP Color LaserJet CM2320 MFP HP Color LaserJet CM 2320 MFP Fax Model HP Color LaserJet CM2320 MFP MemoryCard Model. HP Color LaserJet CM2320 MFP, plus V.34 fax modem and 8 megabyte MB flash fax storage memory. Two RJ11 fax phone line ports. Color graphics display HP Color LaserJet CM2320 MFP Fax Model, plus. Automatic two-sided duplex printing, fax receiving, and copying. Four memory card slots. Additional 250-sheet input tray tray 3 included. 2 Chapter 1 Product basics ENWW Prints up to 20 ppm letter or 19 ppm A4. Print quality 1,200 dots per inch dpi with ImageREt 2400 text and graphics. Adjustable settings to optimize print quality. The HP UltraPrecise print cartridge has a finer toner formulation that provides sharper text and graphics. Copy Includes ADF that allows faster, more efficient copy jobs with multiple-page documents. Memory card slots HP Color LaserJet CM2320 MFP MemoryCard Model only Supports a variety of memory cards. Fast printing performance, built-in Intellifont and TrueType scaling technologies, and advanced imaging capabilities are benefits of the PCL 6 printer language. Interface connections. Economical printing. Nup printing printing more than one page on a sheet. Two-sided printing using the automatic duplexer. Supplies A supplies status page that displays the amount of life remaining in the print cartridge. Noshake cartridge design. Authentication for HP print cartridges. Enabled supplies ordering capability. Accessibility Online user guide that is compatible with text screenreaders. Print cartridges can be installed and removed by using one hand. <http://elevresotel.com/incesu/tema/upload/canon-speedlite-430ex-ii-flash-manual.xml>

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All doors and covers can be opened by using one hand. ENWW Product features 3 HP Color LaserJet CM2320 MFP Fax Model and HP Color LaserJet CM2320 MFP Memory Card Model control panel. Control panel menus ENWW 7 Use these buttons to select and confirm menu choices. Cancel button. Use this button to cancel the current menu selection. Setup button. Access the main Setup menu. Back button. Go back to the previous menu. 3 Copy Menu button. Access the Copy menu. Start Copy Black button. Perform a black and white copy operation. Start Copy Color button. Perform a color copy operation. 4 Scan Menu button. Access the scan menu. Start Scan button. Perform a scan operation. 8 Chapter 2 Control panel ENWW Access the fax menu. Start Fax button. Initiate a fax from the control panel. 3 Alphabetic buttons. Use the alphanumeric buttons to type data into the product control panel display and dial telephone numbers for faxing. 4 OK button and navigation arrows. Use these buttons to select and confirm menu choices. Cancel button. Use this button to cancel the current menu selection. Setup button. Access the main Setup

menu. Back button. Go back to the previous menu. 5 Copy Menu button. Access the Copy menu. Perform a black and white copy operation. Perform a color copy operation. 6 Scan Menu button. Access the scan menu. Start Scan button. Perform a scan operation. 7 Email Menu button HP Color LaserJet CM2320 MFP Fax Model only. Access the email menu. Start Email button HP Color LaserJet CM2320 MFP Fax Model only. Start a scan to email. Photo Menu button HP Color LaserJet CM2320 MFP MemoryCard Model only. Access the photo menu. Start Photo button HP Color LaserJet CM2320 MFP MemoryCard Model only. Print the selected photos from the memory card. <http://gargscitechglass.com/konadnew/userfiles/canon-speedlite-430ex-repair-manual.xml>

ENWW HP Color LaserJet CM2320 MFP Fax Model and HP Color LaserJet CM2320 MFP MemoryCard Model control panel 9 Controlpanel Setup menu These sub menus are available from the controlpanel main Setup menu. See Information pages on page 168. Table 21 Copy setup menu

Menu item	Submenu item	Description	Default	Optimize	Auto Select	Mixed	Printed	Picture
Photograph	Text	Sets the default copy quality.	Default	number of copies	Range	199	Sets the default number of copies.	Default
Tray	Select	Auto select	Tray 1	Tray 2	Tray 3	if the tray is installed	Sets the default input paper tray.	Default
2 Sided	photo card models only	1 to 1 sided	1 to 2 sided	2 to 2 sided	2 to 1 sided	Sets the default input scan format and the default output format.	Default	Copy
Draft	On Off	Sets the default draft mode option.	Default	Multipage	On Off	Sets the default multipage flatbed copy option.	Table 21	Copy setup menu continued

ENWW Controlpanel menus 11 Possible values range from 1 to 11 with 6 being the default no change value. Contrast The default contrast setting for copies. Possible values range from 1 to 11 with 6 being the default no change value. Sharpen The default sharpen setting for copies. Possible values range from 1 to 11 with 6 being the default no change value. Background Removal The default background removal setting for copies. Possible values range from 1 to 11 with 6 being the default no change value. Color Balance The default color balance setting for copies. Possible values range from 1 to 11 with 6 being the default no change value. Values can be set for each of the following settings. Red Green Blue Grayness The default grayness setting for copies. Restore defaults Sets all customized copy settings to the factory default values. Table 22 Reports menu

Menu Item	Submenu item	Submenu item	Description
Demo page	Prints	a page that demonstrates print quality.	Menu structure
Prints	a controlpanel menu layout map.		

Configuration report Prints a list of all the product settings. Includes network information when the product is connected to the network. Supplies status page Prints the printcartridge status. Includes the following information. Approximate pages remaining. Serial number Number of pages printed Network report Displays status for. Network hardware configuration. Network statistics Usage page Displays the number of pages printed, faxed, copied, and scanned by the product. Table 21 Copy setup menu continued 12 Chapter 2 Control panel ENWW PS font list Prints a list of all installed PS fonts. PCL6 font list Prints a list of all installed PCL 6 fonts. Possible values range from 1 to 11 with 6 being the default no change value. Default number of copies The default number of copies setting for photos. Possible values range from 1 to 99. Follow the onscreen prompts and select the appropriate response for each question using the arrow keys. Table 22 Reports menu continued ENWW Controlpanel menus 13 The following options are available. Automatic The product automatically answers an incoming call on the configured number of rings. TAM A telephone answering machine TAM is attached to the Aux phone port of the product. If the call is a fax call, the product handles the call as usual. If the call is a voice call, an audible synthesized ring is generated to alert the user of an incoming voice call. Manual The user must press the Start Fax button or use an extension phone to make the product answer the incoming call. Rings to answer Range of 19 Sets the number of rings that must occur before the fax modem answers. Distinctive Ring All Rings Single Double Triple Double and Triple Allows a user to have two or three phone numbers on a single line, each with a different ring pattern on a phone system with distinctive ringing service. All Rings The product answers any calls that come through the telephone line.

<http://www.diamondsinthemaking.com/content/bosch-kdn-49-manual>

Single The product answers any calls that produce a singlering pattern. Double The product answers any calls that produce a doublering pattern. Triple The product answers any calls that produce a triplering pattern. Double and Triple The product answers any calls that produce a doublering or triplering pattern. Dial Prefix On Off Specifies a prefix number that must be dialed when sending faxes from the product. Table 24 Fax setup menu fax models only continued 14 Chapter 2 Control panel ENWW Higher resolution images have more dots per inch dpi, so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller. Fit to page On Off Shrinks faxes that are larger than Letter size or A4size so that they can fit onto a Letter size or A4size page. If this feature is set to Off, faxes larger than Letter or A4 will print on multiple pages. Default glass size Letter A4 Sets the default paper size for documents being scanned from the flatbed scanner. Dialing Mode Tone Pulse Sets whether the product should use tone or pulse dialing. Redial if busy On Off Sets whether or not the product should attempt to redial if the line is busy. Redial if no answer On Off Sets whether the product should attempt to dial if the recipient fax number does not answer. Redial Comm. Error On Off Sets whether the product should attempt to redial the recipient fax number if a communication error occurs. Table 24 Fax setup menu fax models only continued ENWW Controlpanel menus 15 Billing codes On Off Enables the use of billing codes when set to On. A prompt will appear that asks you to enter the billing code for an outgoing fax. Extension Phone On Off When this feature is enabled, the user can press the 123 buttons on the extension phone to cause the product to answer an incoming fax call.

<http://ag4fw.com/images/bt-equinox-1200-manual.pdf>

Stamp faxes On Off Sets product to add the date, time, senders phone number, and page number to each page of the faxes that this product receives. Private receive On Off Setting Private receive to On requires the user to have set a password in product security. After the password is set, the following options are set. Private receive is turned on. All old faxes are deleted from memory. Fax forwarding set to Off and is not allowed to be changed. All incoming faxes are stored in memory. Fax Number Confirmation On Off Verify that a fax number is valid by entering it a second time. Allow Fax Reprint On Off Sets whether all received faxes stored in available memory can be reprinted. Print Duplex duplex models only On Off Sets whether all received faxes are printed using both sides of the paper. Fax Speed FastV.34 Medium V.17 SlowV.29 Increases or decreases the allowed fax communication speed. Table 25 System setup menu Menu Item Submenu item Submenu item Description Language List of available controlpanel display languages. Sets the language in which the control panel displays messages and product reports. Table 24 Fax setup menu fax models only continued 16 Chapter 2 Control panel ENWW Default paper type Lists available media types. Sets the type for printing internal reports or any print job that does not specify a type. Tray 1 Paper type Paper size Sets the default size and type for tray 1. Paper out action Wait forever Cancel Override Determines how the product reacts when a print job requires a media size or type that is unavailable or when a specified tray is empty. Select Wait forever to make the product wait until the correct media is loaded. Select Override to print on a different size paper after a specified delay. Select Cancel to automatically cancel the print job after a specified delay. If either Override or Cancel is chosen, the control panel prompts for the number of seconds to delay.

<http://futurepointtech.com/images/bt-featureline-compact-manual.pdf>

Use the arrow keys to either decrease the time or increase the time up to 3600 seconds. Print quality Calibrate Color Calibrate Now After Power On Perform a Color Pane Registration CPR and density calibration. Select Calibrate Now to perform an immediate calibration. Cartridge low threshold Range of 120 Sets the percentage at which the control panel generates a lowtoner

message. Replace supplies Stop at Out Override out Sets how the product reacts when it detects that the print cartridge is out. Color supply out Stop printing Continue black Sets how the product should react when it detects that a color cartridge is empty. Select Stop printing to stop all printing until the cartridge is replaced, or select Continue black to continue printing in black monochrome mode. Adjust Alignment photo card models only Print Test Page Print out a tray-specific sheet of instructions and a test page with a border that can be used to estimate the adjustment needed to center the printed image on the page. Adjust Tray 1 After printing the test page, use the options in the Adjust Tray 1 menu to calibrate the tray. The following settings can be adjusted for Tray 1. X1 Shift Y Shift Table 25 System setup menu continued ENWW Controlpanel menus 17 Product security On Off Sets the product security feature. When the setting is set to On, you must set a personal identification number PIN. Courier font Regular Dark Sets Courier font values. Table 26 Service menu Menu item Submenu item Submenu item Description Fax Service Clear saved faxes Clear all faxes in memory. These include any received faxes including nonprinted, nonsent PC upload, and non forwarded faxes, unsent faxes including delayed faxes, and any printed faxes that are still in memory. Deleted faxes cannot be recovered. For each deleted item, the fax activity log is updated.

Run Fax Test Perform a fax test to verify that the phone cord is plugged in the correct outlet and that there is a signal on the phone line. A fax test report is printed indicating the results. Print T. 30 trace Now Never If error At end of call Prints or schedules a report that is used to troubleshoot fax transmission issues. Error correction On Off The error correction mode allows the sending device to retransmit data if it detects an error signal. The default setting is on. Fax Service Log The fax service log prints out the last 40 entries in the fax log. Cleaning mode Cleans the product when specks or other marks appear Table 25 System setup menu continued 18 Chapter 2 Control panel ENWW The cleaning process removes dust and excess toner from the paper path. When selected, the product prompts you to load plain Letter or A4 paper in tray 1. Press OK to begin the cleaning process. Wait until the process completes. Discard the page that prints. PowerSave Time Off 1 minute 15 minutes 30 minutes 1 hour 2 hours 4 hours Specify the amount of idle time before the product enters sleep mode. USB speed High Full Sets the USB speed. Less paper curl On Off When printed pages are consistently curled, this option sets the product to a mode that reduces curl. The default setting is Off. Archive print On Off When printing pages that will be stored for a long time, this option sets the product to a mode that reduces toner smearing and dusting. Restore defaults Sets all customized settings to the factory default values. Manual requires you to manually configure the IP address, subnet mask, and default gateway. The control panel prompts you to specify values for each address section. Use the arrow buttons to increase or decrease the value. Press OK to accept the value and move the cursor to the next field. Table 26 Service menu continued ENWW Controlpanel menus 19 After all three addresses are set, the product automatically restarts.

Memory Card memory card products only On Off Enables or disables the use of the memory card slots. Network services IPv4 IPv6 DHCPv6 Sets whether the product will use either IPv4, IPv6, or DHCPv6 protocol. Show IP address Yes No Sets whether the product displays the IP address on the control panel. Link speed Automatic Default 10T Full 10T Half 100TX Full 100TX Half Sets the link speed manually if needed. After setting the link speed, the product automatically restarts. Restore defaults Resets all network configurations to their factory defaults. Function specific menus The product features function-specific menus for faxing, copying, scanning, and managing photos on a memory card. To access these menus, press the Fax Menu Copy Menu Scan Menu or Photo Menu buttons respectively. These are the features supported by the function-specific menus. Use the Fax menu to perform basic fax functions such as sending a fax or editing the phone book, reprinting faxes that were previously printed, or printing faxes that are stored in memory. Use the Copy menu to access basic copy functions and customize the copy output. Use

the Scan menu to display a list of preconfigured folders and e-mail destinations to select from. Use the Email menu HP Color LaserJet CM 2320 MFP Fax Model only to send e-mail. Use the Photo menu HP Color LaserJet CM 2320 MFP Memory Card Model only to display a list of photo options for a valid inserted memory card. Table 27 Network configuration menu continued 20 Chapter 2 Control panel ENWW On-screen prompts guide the process. Redial Redial the last fax number and resend. Send fax later Allows a fax to be sent at a later time and date. Fax Job status Displays pending fax jobs, and allows you to cancel pending fax jobs. Fax Resolution Standard Fine Super fine Photo Temporarily change the resolution of outgoing faxes.

The resolution resets to default after 2 minutes of idle fax scan time. Receive Print faxes Prints stored faxes when the private receive feature is on. This menu item appears only when the private receive feature is turned on. Block junk faxes Add number Delete number Delete All Entries Junk Fax list Modifies the junk fax list. The junk fax list can contain up to 30 numbers. When the product receives a call from one of the junk fax numbers, it deletes the incoming fax. It also logs the junk fax in the activity log along with job accounting information. Reprint faxes Prints the received faxes stored in available memory. Forward fax On Off Sets product to send all received faxes to another fax machine. Polling receive Allows the product to call another fax machine that has polling send enabled. ENWW Controlpanel menus 21 Individual Setup Edits the fax phone book speed dials and groupdial entries. The product supports up to 120 phone book entries, which can be either individual or group entries. Group setup Delete entry Delete a specific phone book entry. Delete All Entries Delete all entries in the phone book Phone Book report Print a list of all the individual and group dial entries in the phone book. Table 28 Fax Menu continued 22 Chapter 2 Control panel ENWW Include first page On Off Sets whether or not the product includes a thumbnail image of the first page of the fax on the report. Fax Error Report Every error Send Error Receive Error Never Sets whether or not the product prints a report after a failed sending or receiving job. Last Call Report Prints a detailed report of the last fax operation, either sent or received. Fax Activity log Print log now Auto Log Print Print log now Prints a list of the faxes that have been sent from or received by this product. Auto Log Print Select On to automatically print a report after every fax job. Select Off to turn off the automatic print feature.

Phone Book report Prints a list of the speed dials that have been set up for this product. Junk Fax list Prints a list of phone numbers that are blocked from sending faxes to this product. Billing report Prints a list of billing codes that have been used for outgoing faxes. This report shows how many sent faxes were billed to each code. This menu item appears only when the billing codes feature is turned on. All fax reports Prints all fax-related reports. Table 29 Photo Menu Menu item Submenu item Description View View photos on the memory card. Use the arrow buttons to navigate through the photos. Table 28 Fax Menu continued ENWW Controlpanel menus 23 Options Proof Sheet Print proof sheet Scan proof sheet Print a proof sheet or scan a proof sheet. The proof sheet is a page of thumbnails 20 per page generated from a valid memory card. A marked proof sheet can then be scanned and the selected images are printed at full size. Rotate Photo Rotate a photo stored on a memory card. Slideshow View a slideshow of the photos on a memory card. Table 29 Photo Menu continued 24 Chapter 2 Control panel ENWW Copy Paper Specify the paper type for the copies. MultiPage Copy Copy multiple pages. Copy Collation Specify the copy collation Tray Select Select the tray to copy from. Copy 2Sided Copy multiple sides and print duplex. Copy Draft Specify the print quality for copies. Image Adjustment Lightness Contrast Sharpen Background Color Balance Grayness Adjust the settings for image quality in a copy. Table 210 Copy Menu continued ENWW Controlpanel menus 25 Supported operating systems for Windows. Supported printer drivers for Windows. HP Universal Print Driver UPD. Select the correct printer driver for Windows. Priority for print settings. Change printerdriver settings for Windows. Software installation types for Windows. Remove software for Windows. Supported utilities for Windows.

Software for other operating systems ENWW 27 Windows XP 32 bit. Windows Vista 32 bit and 64bit Print and scan driver. Windows XP 64 bit. PCL 5 UPD PCL 6 HP postscript level 3 emulation The printer drivers include online Help that has instructions for common printing tasks and also describes the buttons, checkboxes, and dropdown lists that are in the printer driver. NOT E The version of PCL 5 that is used in this product is identical to the version of PCL 5 that is used in the HP Universal Print Driver UPD for Windows. It installs and operates in the same manner as previous versions of PCL 5, and it does not require any special configuration. It is built on proven HP print driver technology and has been tested thoroughly and used with many software programs. It is a powerful solution that performs consistently over time. The HP UPD communicates directly with each HP product, gathers configuration information, and then customizes the user interface to show the product's unique, available features. It automatically enables features that are available for the product, such as two-sided printing and stapling, so you do not need to enable them manually. Use this mode if you are installing the driver from a CD for a single computer. When installed with this mode, UPD operates like traditional printer drivers. If you use this mode, you must install UPD separately for each computer. 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 HP PS Universal driver for printing from postscript level 2 emulation needs, or for postscript flash font support. 30 Chapter 3 Software for Windows ENWW 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 To change the default settings for all print jobs To change the device configuration settings 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. 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. Rightclick the driver icon, and then select Printing Preferences. 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. Rightclick the driver icon, and then select Properties. 3. Click the Device Settings tab.

ENWW Priority for print settings 3 1 Recommended. Installs the full software solution. Express. Installs the print and scan drivers only. There is an express option for USB-connected products and another express option for network-connected products. Remove software for Windows 1. Click Start, and then click All Programs. 2. Click HP, and then click HP Color LaserJet CM2320 MFP Series. 3. Click Uninstall HP Color LaserJet CM2320 MFP Series, and then follow the onscreen instructions to remove the software. Supported utilities for Windows HP ToolboxFX The HP ToolboxFX 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 HP ToolboxFX is installed during the recommended software installation from the product CDROM. For more information, see View

the HP ToolboxFX on page 170. 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 168.

For a complete explanation of the features and functionality of the embedded Web server, see Embedded Web server on page 180. 32 Chapter 3 Software for Windows ENWW Other Windows components and utilities. Software installer — automates the printing system installation. Online Web registration. HP Customer Participation Program. HP Update Photosmart Essentials. HP Solution Center. ENWW Software for other operating systems 33 Software for Macintosh. Use features in the Macintosh printer driver ENWW 35 Mac OS X v10.3, v10.4 and later NOTE For Mac OS v10.4 and later, PPC and Intel Core Processor Macs are supported. 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.

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