



# HP Sales Central

## HP OfficeJet Pro 9020 All-in-One Printer (1MR78A)

Active as of 3/30/2019



### Overview

A revolutionary smart printer – even for high-volume jobs. Help save time with Smart Tasks shortcuts,<sup>1</sup> rapid speeds, full-ream paper capacity. Print and scan from your phone,<sup>1</sup> and count on seamless connections and enhanced security.<sup>2</sup>

This printer is intended to work only with cartridges that have a new or reused HP chip, and it uses dynamic security measures to block cartridges using a non-HP chip. Periodic firmware updates will maintain the effectiveness of these measures and block cartridges that previously worked. A reused HP chip enables the use of reused, remanufactured, and refilled cartridges. More at:

<http://www.hp.com/learn/ds>

### Best-in-class security,<sup>5</sup> reliable connections

Reduce interruptions with self-healing Wi-Fi™ that keeps you connected.<sup>2</sup>

Get best-in-class security to help protect devices, data, and documents.<sup>5</sup>

Count on chatbot support and helpful notifications with the HP Smart app.<sup>1</sup>

### Freedom to work anywhere

Connect to cloud-based printing with Wi-Fi™ or your cellular network to print from anywhere.<sup>1</sup>

Quickly access and print documents and images on your smartphone, from Dropbox and Google Drive.<sup>1</sup>

Get high-quality scanning to share to Dropbox, Google Drive, email, or the cloud – from virtually anywhere.<sup>1</sup>

### Designed to save you time

Organize documents 50% faster with Smart Tasks<sup>1,7</sup> – first mobile print app that automates scanning tasks.<sup>8</sup>

Create editable, searchable documents scanning from your phone or printer, using Smart Tasks.<sup>1</sup>

Work fast and hands-free with the 35-page auto-feeder. Up to two times faster scanning speeds than 9010 series

### Ordering ink has never been easier

Print more pages and change cartridges less often with Original HP high-yield cartridges.<sup>4</sup>

Create vibrant, professional-quality color graphics, ideal for office use and presentations.

Get rich black text for all your business documents.



### Two-sided. Hands-free. Auto-fed

Work fast and hands-free with the 35-page auto-feeder. Quickly scan both sides of a page at once.



### Create editable, searchable documents

With Smart Tasks in HP Smart app, you can create editable, searchable documents by scanning from your phone or printer.<sup>1</sup>



## Customizable shortcuts on your phone or printer **Print at high volumes with dual-tray capacity**

Eliminate steps in repetitive tasks with customizable shortcuts, using Smart Tasks.<sup>1</sup>

Take on high-volume jobs with confidence, using two 250-sheet paper trays that fit a full ream of paper.



### Ready when you are

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## Specifications

### Functions

Print, copy, scan, fax

### Multitasking supported

Yes

### Print speed black (ISO)

Up to 24 ppm

### Print speed color (ISO)

Up to 20 ppm

### Print speed black (draft, letter)

Up to 39 ppm

### Print speed color (draft, letter)

Up to 39 ppm

### Print speed black (ISO, letter)

Up to 24 ppm<sup>5</sup>1

### Print speed color (ISO)

Up to 20 ppm<sup>5</sup>1

### Print speed duplex (letter)

Up to 15 ipm

### Print speed duplex (letter)

Up to 13 ipm

### First page out black (letter, ready)

As fast as 9 sec

### First page out color (letter, ready)

As fast as 10 sec

### Duty cycle (monthly, letter)

Up to 30,000 pages<sup>7</sup>1

*(Duty cycle is defined as the maximum number of pages per month of imaged output. This value provides a comparison of product robustness in relation to other HP Color InkJet devices.)*

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### Recommended monthly page volume

Up to 2,000 pages

### Number of users

1-5 Users

### Print technology

HP Thermal Inkjet

### Printer drivers included

HP PCL3 GUI

### Print quality black (best)

1200 x 1200 rendered dpi

**Print quality color (best)**

Up to 4800 x 1200 optimized dpi on HP Advance Photo Paper 1200 x 1200 dpi input

**Processor speed**

1.2 GHz

**Print languages**

HP PCL3 GUI

**Display**

2.7" (6.86 cm) Capacitive Touchscreen CGD

**Print colors**

Yes

**Number of print cartridges**

4 (1 each black, cyan, magenta, yellow)

**Automatic paper sensor**

No

**Mac compatible**

Yes

**Printer Management**

Embedded Web Server

**Security management**

SSL/TLS (HTTPS); IPP over TLS; 802.1x Authentication for Ethernet; WPA2-Enterprise; WPA2-Personal; Firewall; Certificates configuration; Control panel lock; Password protect EWS; Unused protocol and service disablement; Syslog; Signed firmware; Administrator settings

**Mobile printing capability**

HP Smart; Apple AirPrint™; Wi-Fi® Direct Printing; Mopria™ Certified<sup>4</sup>1

**Wireless capability**

Yes, built-in WiFi 802.11a/b/g/n

**Connectivity, standard**

1 USB 2.0; 1 Host USB (print from JPEG, TIFF, DPOF 1.1, Exif 2.3, PNG); 1 Ethernet; 1 Wireless 802.11b/g/n; 2 RJ-11 modem ports

**Minimum System Requirements**

Windows 10, 8.1, 8, 7: 1 GHz 32-bit (x86) or 64-bit (x64) processor, 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer

**Minimum System Requirements for Macintosh**

OS X v10.11 El Capitan; macOS Sierra v10.12 (previously OS X); macOS High Sierra v10.13; macOS Mojave v10.14, OS v10.15 Catalina; 1.5 GB HD; Internet access

**Compatible Operating Systems**

Windows 10, 8.1, 8, 7, Windows Server 2008 R2 64-bit, Windows Server 2008 R2 64-bit (SP1), Windows Server 2012 64-bit, Windows Server 2012 R2 64-bit, Windows Server 2016, Chrome OS

*(Windows XP and Windows Vista not supported)*

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**Compatible Network Operating Systems**

Windows 10, 8.1, 8, 7, OS X v10.11 El Capitan, macOS Sierra v10.12 (previously OS X); macOS High Sierra v10.13, Linux, Chrome OS

**Memory**

512 MB

**Maximum Memory**

512 MB

**Paper handling input, standard**

250-sheet input tray; 250-Sheet Multipurpose Tray; 35-sheet ADF

**Input capacity**

Up to 250 sheets

**Maximum input capacity (sheets)**

Up to 500 sheets

**Paper handling output, standard**

Up to 100 sheets with Smart output management

**Output capacity**

Up to 100 sheets

**Maximum output capacity (sheets)**

Up to 100 sheets

**Finished output handling**

Sheet Feed

**Duplex printing**

Automatic (standard)

**Paper trays, standard**

2

**Paper trays, maximum**

2

**Envelope Feeder**

No

**Maximum Input Capacity (envelopes)**

Up to 30 envelopes

**Media sizes supported**

Tray 1: Letter, Legal. Tray 2: Letter; Legal; Government Legal; Executive; Statement; 3 x 5 in; 4 x 6 in; 5 x 7 in; 13 x 18 cm; 8 x 10 in; 10 x 15 cm; L; Photo 2L; Envelope ( #10, Monarch, 5.5 bar); Card (3 x 5 in, 4 x 6 in, 5 x 8 in)

**Media sizes, custom**

Tray 2: 3 x 5 to 8.5 x 14; 5 x 8.3 to 8.5 x 14 in

**Media types**

Tray 1: Plain Paper. Tray 2: Plain Paper, HP Photo Papers, HP Matte Brochure or Professional Paper, HP Matte Presentation Paper, HP Glossy Brochure or Professional Paper, Other Photo Inkjet Papers, Other Matte Inkjet Papers, Other Glossy Inkjet Papers, Thick Plain Paper, Light/Recycled Plain Paper, HP Tri-fold Brochure Paper, Glossy

**Media weight, recommended**

16 to 28 lb (plain paper); 60 to 75 lb (photo); 20 to 24 lb (envelope); 90 to 110 lb (card)

**Media weight, supported**

16 to 28 lb (plain paper); 60 to 75 lb (photo); 20 to 24 lb (envelope); 90 to 110 lb (card)

**Borderless printing**

Yes, on photo and brochure paper only, up to 8.5 x 11 in (US letter), 210 x 297 mm (A4)

**Scanner type**

Easy slide-off glass, single-pass 2-sided ADF

**Scan file format**

JPG, BMP, TIFF, PDF, RTF, TXT, PNG

**Scan resolution, optical**

Up to 1200 dpi

**Bit depth**

24-bit

**Scan size, maximum**

8.5 x 11.7 in

**Scan size (ADF), maximum**

8.5 x 14 in

**Automatic document feeder capacity**

Standard, 35 sheets

**Digital sending standard features**

Scan-to E-mail; Scan to network folder; Scan to SharePoint; Scan to thumb drive

**File Format Supported**

PDF; TIFF; JPEG

**Scan speed (normal, letter)**

Up to 15 ipm (200 ppi, b&w); Up to 8 ipm (200 ppi, color)

**Copy speed black (draft, letter)**

Up to 39 cpm

**Copy speed color (draft, letter)**

Up to 39 cpm

**Copy speed black (ISO)**

Up to 23 cpm

**Copy speed color (ISO)**

Up to 17 cpm

**Copy resolution (black text)**

Up to 600 dpi

**Copy resolution (black graphics)**

Up to 600 dpi

**Copy resolution (color text and graphics)**

Up to 600 dpi

**Copy reduce / enlarge settings**

25 to 400%

**Copies, maximum**

Up to 99 copies

**Copier settings**

Number of Copies; Two-Sided; Lighter/Darker; HP Copy Fix; ID Copy; Resize; Quality; Paper Size; Paper Type; Collate; Margin Shift; Crop; Copy Preview; Tray Select; Enhancements

**Faxing**

Yes, color

**Fax transmission speed (letter)**

4 sec per page

*(Based on standard ITU-T test image #1 at standard resolution. More complicated pages or higher resolution will take longer and use more memory.)*

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**Fax Modem Speed**

Synaptics Troy modem; data rate up to 33.6 kbps

**Fax memory**

Up to 100 pages

**Fax Resolution Black (best)**

Up to 300 x 300 dpi

**Fax Broadcast Locations**

20

**Fax Speed Dials, Maximum Number**

Up to 99

**Fax Auto Redial**

Yes

**Fax delayed sending**

Yes

**Junk fax barrier**

Yes, requires Caller ID

**Fax Polling**

No

**Fax forwarding**

Yes

**Fax PC Interface Supported**

Yes, PC fax send and archive

**Power**

Input voltage: 100 to 240 VAC (+/- 10%), 50/60 Hz. Not dual voltage, power supply varies by part number

with # Option code identifier.

**Power supply type**

Internal (Built-in) Universal Power Supply

**Power consumption**

Up to 30 watts (printing), 5.80 watts (ready), 1.22 watts (sleep), 0.08 watts (manual-Off)<sup>3 1</sup>

**Typical electricity consumption (TEC) number**

0.258 kWh/Week

**Ecolabels**

EPEAT® Silver

**Energy star certified**

Yes

**Operating temperature range**

41 to 104°F

**Recommended operating humidity range**

25 to 75% RH

**Minimum dimensions (W x D x H)**

17.20 x 15.60 x 12.53 in

**Maximum dimensions (W x D x H)**

17.20 x 21.54 x 12.53 in

**Weight**

25.65 lb

**UPC number**

193015033795

**Package dimensions (W x D x H)**

19.53 x 14.84 x 19.25 in

**Package weight**

31.24 lb

**Quantity per pallet**

AMS: 30; EMEA: 24; AP: 24

**Pallet dimensions**

AMS: 48 x 40 x 101.73 in; EMEA: 47.24 x 39.37 x 86.65 in; AP: 48 x 40 x 86.50 in

**Pallet weight**

NA: 986 lb; EMEA/AP: 798 lb

**Country of origin**

Product of Thailand

**What's in the box**

HP OfficeJet Pro 9020 All-in-One Printer  
HP 962 Setup Black Ink Cartridge  
HP 962 Setup Cyan Ink Cartridge  
HP 962 Setup Magenta Ink Cartridge  
HP Setup 962 Yellow Original Ink Cartridge  
No CD Flyer  
Ink Caution Flyer  
Power Cord  
Setup Poster  
Reference Guide  
HP Extra Warranty Flyer

**Cable included**

No, please purchase (USB) cable, and (phone) cord separately

**Replacement cartridges**

HP 962 Black Original Ink Cartridge (~1,000 pages) 3HZ99A; HP 962 Cyan Original Ink Cartridge (~700 pages) 3HZ96A; HP 962 Magenta Original Ink Cartridge (~700 pages) 3HZ97A; HP 962 Yellow Original Ink Cartridge (~700 pages) 3HZ98A; HP 962XL Black Original Ink Cartridge (2,000 pages) 3JA03A; HP 962XL Cyan Original Ink Cartridge (1,600 pages) 3JA00A; HP 962XL Magenta Original Ink Cartridge (1,600 pages) 3JA01A; HP 962XL Yellow Original Ink Cartridge (1,600 pages) 3JA02A; HP 966XL Black Original Ink Cartridge (3,000

pages) 3JA04A. Actual yield varies considerably based on content of printed pages and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>

### Software included

HP Printer Software  
Shop for Supplies Online

### Manufacturer Warranty

One-year limited hardware warranty. Register the HP Care Pack within 60 days of printer purchase to receive HP's 2 Year Next Business Day Exchange Care Pack. For more info please visit us at <http://www.hp.com/go/extendmywarranty>[9]

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### Overview

- 1 Requires the HP Smart app download. For details on local printing requirements see <http://hp.com/go/mobileprinting>.
- 2 Wireless operations are compatible with 2.4 GHz and 5.0 GHz operations only. Learn more at <http://hp.com/go/mobileprinting>. Wi-Fi is a registered trademark of Wi-Fi Alliance®.
- 4 Based on HP 962XL High Yield Black and color Original Ink Cartridges. High-yield ink cartridges not included; purchase separately. For more information, see <http://hp.com/go/learnaboutsupplies>. Less cost per page compared with manufacturer recommended street price and published page yield of standard-yield HP 962 Original Ink Cartridges. Actual pricing may vary.
- 5 Compared to the majority of competing in-class consumer color desktop inkjet all-in-ones <\$299 USD. Keypoint Intelligence - Buyers Lab 2018 research study commissioned by HP based on research survey of printer manufacturers' published specifications, sustainability reports, and press releases as of 12/15/2018 and not confirmed by lab testing. Market share as reported by IDC CYQ3 2018 Hardcopy Peripherals Tracker, 2018Q3 Release. AiO with best in-class security features based on review of published embedded security features of competitive in-class models and defined as offering business-class, multi-point security, including but not limited to: encryption at the level of data, device, network, document; enterprise-class Wi-Fi security; and secure printing. For more details, see <http://www.keypointintelligence.com/HPOfficeJetPro>.
- 7 Based on internal HP testing. Average timing estimate based on: 1) downloaded HP Smart app on mobile device, 2) setting up Smart Tasks shortcut, 3) scanning jobs which have more than 2-3 tasks associated with them (scan to email, save and rename, store to cloud, etc.). Average timing savings comparison based on using printer and desktop scan software to complete similar scanning tasks. Requires the HP Smart app download and supported HP printer. For details on local printing requirements see [hp.com/go/mobileprinting](http://hp.com/go/mobileprinting).
- 8 Compared to the majority of competing in-class consumer color desktop inkjet all-in-ones <\$299 USD. Keypoint Intelligence - Buyers Lab 2018 research study commissioned by HP based on research survey of printer manufacturers' published specifications, sustainability reports and press releases as of 12/15/2018 and not confirmed by lab testing. Market share as reported by IDC CYQ3 2018 Hardcopy Peripherals Tracker, CYQ3 2018 Release. The ability to automate work defined as having the capability to use the OEM mobile print app to create a multistep workflow on mobile device and have a shortcut appear on the app and/or on control panel of printer; and/or use intelligent Optical Character Recognition to name a scanned file based on the first few words of a document. For more details, see <http://www.keypointintelligence.com/HPOfficeJetPro>.

### Specifications

- 3 Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty.
- 4 Wireless performance is dependent upon physical environment and distance from the access point. Wireless operations are compatible with 2.4 GHz routers only; excludes wireless direct. Wireless direct may require driver or apps be installed and connected on wireless-enabled mobile device or PC. Wireless functionality may vary by computer and mobile operating systems, see <http://hpconnected.com>. Separately purchased data plans or usage fees may apply. Print times and connection speeds may vary. AirPrint supports OS X v10.11 El Capitan and devices running iOS 4.2 or later and requires the printer be connected to the same network as your OS X or iOS device. AirPrint, the AirPrint Logo, iPad, iPhone, and iPod touch are trademarks of Apple® Inc. Windows is a trademark of the Microsoft group of companies.
- 5 Speed specifications have been updated to reflect current industry testing methods.
- 7 HP recommends that the number of printed pages per month be within the stated range for optimum device performance, based on factors including supplies replacement

## Detailed Specifications

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**Acoustic power emissions (active copy)**

6.9 B(A) (copying at 15 ppm with ADF running)

**Acoustic power emissions (active scan)**

6.0 B(A)

**Acoustic power emissions (active, printing)**

7.0 B(A) (printing at 21 ppm)

**Acoustic power emissions (ready)**

2.6 B(A)

**Acoustic pressure emissions**

64 dB(A) (printing at 21 ppm)

**Additional information about HP**

<http://www.hp.com>

**Additional information about HP in the countries**

[hp.com](http://hp.com)

**Auto fax reduction supported**

Yes

**Automatic document feeder capacity**

Standard, 35 sheets

**Automatic paper sensor**

No

**Bit depth**

24-bit

**Borderless printing**

Yes, on photo and brochure paper only, up to 8.5 x 11 in (US letter), 210 x 297 mm (A4)

**Bottom margin (A4)**

3.3 mm

**Cable included**

No, please purchase (USB) cable, and (phone) cord separately

**Camera phone description**

Direct photo printing from camera phones with HP Smart app, AirPrint™, Wireless Direct

**Camera phone supported**

Yes

**Color copy capability**

Yes

**Color scanning**

Yes

**Color(s) of printing supplies**

Black, cyan, magenta, yellow

**Compatible Network Operating Systems**

Windows 10, 8.1, 8, 7, OS X v10.11 El Capitan, macOS Sierra v10.12 (previously OS X); macOS High Sierra v10.13, Linux, Chrome OS

**Compatible Operating Systems**

Windows 10, 8.1, 8, 7, Windows Server 2008 R2 64-bit, Windows Server 2008 R2 64-bit (SP1), Windows Server 2012 64-bit, Windows Server 2012 R2 64-bit, Windows Server 2016, Chrome OS

**Connectivity, standard**

1 USB 2.0; 1 Host USB (print from JPEG, TIFF, DPOF 1.1, Exif 2.3, PNG); 1 Ethernet; 1 Wireless 802.11b/g/n; 2 RJ-11 modem ports

**Control panel**

2.7" (6.86 cm) touchscreen control panel with CGD (color graphic display); 3 buttons: (home, help, back)



**Copier settings**

Number of Copies; Two-Sided; Lighter/Darker; HP Copy Fix; ID Copy; Resize; Quality; Paper Size; Paper Type; Collate; Margin Shift; Crop; Copy Preview; Tray Select; Enhancements

**Copies, maximum**

Up to 99 copies

**Copy reduce / enlarge settings**

25 to 400%

**Copy resolution (black graphics)**

Up to 600 dpi

**Copy resolution (black text)**

Up to 600 dpi

**Copy resolution (color text and graphics)**

Up to 600 dpi

**Copy speed black (best, A4)**

Up to 5 cpm

**Copy speed black (best, letter)**

Up to 5 cpm

**Copy speed black (draft, letter)**

Up to 39 cpm

**Copy speed black (ISO)**

Up to 23 cpm

**Copy Speed Black (maximum, A4)**

Up to 39 cpm

**Copy speed color (best, A4)**

Up to 4 cpm

**Copy speed color (best, letter)**

Up to 4 cpm

**Copy speed color (draft, letter)**

Up to 39 cpm

**Copy speed color (ISO)**

Up to 17 cpm

**Copy Speed Color (maximum, A4)**

Up to 39 cpm

**Count of cartons per pallet layer**

AMS/AP :6; EMEA: 6

**Count of layers in pallet**

AMS: 5; EMEA/AP: 4

**Country of origin**

Product of Thailand

**Datasheet photo 1**

Publication photos/1MR78A.jpg

**Digital sending standard features**

Scan-to E-mail; Scan to network folder; Scan to SharePoint; Scan to thumb drive

**Dimension(W x D x H) Footnote Number**

[1]

**Dimensions with trays up (W x D x H)**

437 x 421.8 x 318.3 mm

**Display**

2.7" (6.86 cm) Capacitive Touchscreen CGD

**Distinctive ring detection supported**

Yes

**Duplex ADF scanning**

Yes

**Duplex printing**

Automatic (standard)

**Duty cycle (monthly, A4)**

Up to 30,000 pages

**Duty cycle (monthly, letter)**

Up to 30,000 pages

**Duty cycle footnote number**

[7]

**Duty cycle note**

Duty cycle is defined as the maximum number of pages per month of imaged output. This value provides a comparison of product robustness in relation to other HP Color InkJet devices.

**Dynamic security**

Dynamic security enabled printer

**Ecolabels**

EPEAT® Silver

**Electromagnetic compatibility**

CISPR 32:2012/EN 55032:2012 Class B; CISPR 24:2010/EN 55024:2010; EN 61000-3-2:2014; EN 61000-3-3:2013; FCC CFR 47 Part 15 Class B (USA); ICES - 003, Issue 6 Class B (Canada); EN 301 489-1 (V2.1.1:2017), EN 301 489-17 (V3.1.1 2017)

**Energy savings feature technology**

Schedule On and Schedule Off

**Energy star certified**

Yes

**Enhanced scanning resolution**

Up to 1200 dpi

**Envelope Feeder**

No

**Fax Auto Redial**

Yes

**Fax Broadcast Locations**

20

**Fax delayed sending**

Yes

**Fax forwarding**

Yes

**Fax memory**

Up to 100 pages

**Fax Memory Note**

Based on standard ITU-T test image #1 at standard resolution. More complicated pages or higher resolution will take longer and use more memory.

**Fax Modem Speed**

Synaptics Troy modem; data rate up to 33.6 kbps

**Fax PC Interface Supported**

Yes, PC fax send and archive

**Fax phone features**

Color fax; auto reduction; No answer redial; speed dial; group speed dial; Junk fax blocker; Fax forwarding (black only); distinctive ring; delayed send (black only); scan and fax; PC fax send and Fax to PC; Fax volume (off/soft/loud); CID

**Fax Polling**

No

**Fax resolution black**

203 x 196 dpi, 256 levels of gray

**Fax Resolution Black (best)**

Up to 300 x 300 dpi

**Fax resolution color (fine)**

200 x 200 dpi

**Fax resolution color (standard)**

200 x 200 dpi

**Fax smart software features**

Digital Fax - Fax to PC is available with Windows (Please use: Visit <http://www.hp.com/support> to download the latest software.)

**Fax Speed Dials, Maximum Number**

Up to 99

**Fax telephone mode supported**

No

**Fax Transmission Speed**

4 sec per page

**Fax transmission speed (letter)**

4 sec per page

**Fax Transmission Speed Note**

Based on standard ITU-T test image #1 at standard resolution. More complicated pages or higher resolution will take longer and use more memory.

**Faxing**

Yes, color

**Faxing options (ADF)**

Two-sided

**File Format Supported**

PDF; TIFF; JPEG

**Finished output handling**

Sheet Feed

**First copy out black (letter)**

As fast as 7 sec

**First copy out color (letter)**

As fast as 9 sec

**First page out black (A4, ready)**

As fast as 9 sec

**First page out black (letter, ready)**

As fast as 9 sec

**First page out color (A4, ready)**

As fast as 10 sec

**First page out color (letter, ready)**

As fast as 10 sec

**First page out footnote number**

[6]

**Functions**

Print, copy, scan, fax

**Geographic availability**

WW

**HP Real Life technologies™**

Default=OFF

**Image legal disclaimer**

Product image may differ from actual product

**Image scaling or enlargement range**

25 to 400%

**Ink types**

Pigment-based (black and color)

**Input capacity**

Up to 250 sheets

**Junk fax barrier**

Yes, requires Caller ID

**Left margin (A4)**

3.3 mm

**Legal disclaimer**

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**Levels of grayscale**

256

**Mac compatible**

Yes

**Manufacturer Warranty**

One-year limited hardware warranty. Register the HP Care Pack within 60 days of printer purchase to receive HP's 2 Year Next Business Day Exchange Care Pack. For more info please visit us at <http://www.hp.com/go/extendmywarranty>[9]

**Maximum dimensions (W x D x H)**

17.20 x 21.54 x 12.53 in

**Maximum dimensions (W x D x H)**

437 x 547 x 318.3 mm

**Maximum input capacity (10x15cm photos)**

Up to 50 sheets

**Maximum input capacity (4x6 photo)**

Up to 50 sheets

**Maximum input capacity (cards)**

Up to 50 sheets

**Maximum Input Capacity (envelopes)**

Up to 30 envelopes

**Maximum input capacity (labels)**

Up to 50 sheets

**Maximum input capacity (photo paper)**

Up to 50 sheets

**Maximum input capacity (sheets)**

Up to 500 sheets

**Maximum Memory**

512 MB

**Maximum output capacity (cards)**

Up to 30 sheets

**Maximum output capacity (envelopes)**

Up to 10 envelopes

**Maximum output capacity (labels)**

Up to 30 sheets

**Maximum output capacity (photo paper)**

Up to 30 sheets

**Maximum output capacity (sheets)**

Up to 100 sheets

**Maximum print area**

216 x 356 mm (Legal)

**Media size, tray 1**

A4

**Media size, tray 2**

A4; A5; A6; B5 (JIS); Envelope (DL, C5, C6, Chou #3, Chou #4); Card (Hagaki, Ofuku Hagaki)

**Media sizes supported**

A4, A5, A6, B5(JIS), Card (A4, Hagaki, Ofuku Hagaki); Photo (13 x 18 cm, 10 x 15 cm); Envelope (A2, C5, C6, DL, Chou #3, Chou #4); 8.5 x 13 in

**Media sizes supported**

Tray 1: Letter, Legal. Tray 2: Letter; Legal; Government Legal; Executive; Statement; 3 x 5 in; 4 x 6 in; 5 x 7 in; 13 x 18 cm; 8 x 10 in; 10 x 15 cm; L; Photo 2L; Envelope( #10, Monarch, 5.5 bar); Card (3 x 5 in, 4 x 6 in, 5 x 8 in)

**Media sizes supported, key**

10 x 15 cm; A4; Envelopes

**Media sizes supported, key**

4 x 6 in; Letter; Legal; Envelopes

**Media sizes, custom**

Tray 1: N/A. Tray 2: 76.2 x 127 to 215.9 x 355.6 mm

**Media sizes, custom**

Tray 2: 3 x 5 to 8.5 x 14; 5 x 8.3 to 8.5 x 14 in

**Media types**

Tray 1: Plain Paper. Tray 2: Plain Paper, HP Photo Papers, HP Matte Brochure or Professional Paper, HP Matte Presentation Paper, HP Glossy Brochure or Professional Paper, Other Photo Inkjet Papers, Other Matte Inkjet Papers, Other Glossy Inkjet Papers, Thick Plain Paper, Light/Recycled Plain Paper, HP Tri-fold Brochure Paper, Glossy

**Media weight, recommended**

16 to 28 lb (plain paper); 60 to 75 lb (photo); 20 to 24 lb (envelope); 90 to 110 lb (card)

**Media weight, recommended**

60 to 105 g/m<sup>2</sup> (plain); 220 to 280 g/m<sup>2</sup> (photo); 75 to 90 g/m<sup>2</sup> (envelope); 163 to 200 g/m<sup>2</sup> (card)

**Media weight, supported**

16 to 28 lb (plain paper); 60 to 75 lb (photo); 20 to 24 lb (envelope); 90 to 110 lb (card)

**Media weight, supported**

60 to 105 g/m<sup>2</sup> (plain); 220 to 280 g/m<sup>2</sup> (photo); 75 to 90 g/m<sup>2</sup> (envelope); 163 to 200 g/m<sup>2</sup> (card)

**Memory**

512 MB

**Minimum dimensions (W x D x H)**

17.20 x 15.60 x 12.53 in

**Minimum dimensions (W x D x H)**

437 x 396.3 x 318.3 mm

**Minimum System Requirements**

Windows 10, 8.1, 8, 7: 1 GHz 32-bit (x86) or 64-bit (x64) processor, 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer

**Minimum System Requirements for Macintosh**

OS X v10.11 El Capitan; macOS Sierra v10.12 (previously OS X); macOS High Sierra v10.13; macOS Mojave v10.14, OS v10.15 Catalina; 1.5 GB HD; Internet access

**Mobile printing capability**

HP Smart; Apple AirPrint™; Wi-Fi® Direct Printing; Mopria™ Certified

**Mobile printing capability footnote number**

[4]

**Multitasking supported**

Yes

**Network capabilities**

Yes, via built-in Ethernet; Wireless 802.11a/b/g/n

**Network protocols, supported**

9100, LPR, SNMP, SLP, Internet Printing Protocol (IPP), WS-Print, Wireless

**Number of print cartridges**

4 (1 each black, cyan, magenta, yellow)

**Number of users**

1-5 Users

**Operating altitude**

10,000 ft

**Operating altitude**

3,000 m

**Operating humidity range**

20 to 80% RH

**Operating system (supported note)**

Windows XP and Windows Vista not supported

**Operating temperature range**

41 to 104°F

**Operating temperature range**

5 to 40°C

**Orderable supplies**

HP 962 Black Original Ink Cartridge (~1,000 pages) 3HZ99A; HP 962 Cyan Original Ink Cartridge (~700 pages) 3HZ96A; HP 962 Magenta Original Ink Cartridge (~700 pages) 3HZ97A; HP 962 Yellow Original Ink Cartridge (~700 pages) 3HZ98A; HP 962XL Black Original Ink Cartridge (2,000 pages) 3JA03A; HP 962XL Cyan Original Ink Cartridge (1,600 pages) 3JA00A; HP 962XL Magenta Original Ink Cartridge (1,600 pages) 3JA01A; HP 962XL Yellow Original Ink Cartridge (1,600 pages) 3JA02A; HP 966XL Black Original Ink Cartridge (3,000 pages) 3JA04A. Actual yield varies considerably based on content of printed pages and other factors. For details see <http://www.hp.com/go/learnaboutesupplies>

**Output capacity**

Up to 100 sheets

**Output file format**

PDF; TIFF; JPEG (scan to Thumbdrive)

**Package dimensions (W x D x H)**

19.53 x 14.84 x 19.25 in

**Package dimensions (W x D x H)**

496 x 377 x 489 mm

**Package weight**

14.2 kg

**Package weight**

31.24 lb

**Page yield (set-up/inbox cartridges)**

~1100 pages black, ~525 pages cyan, magenta, yellow composite yield

**Pallet dimensions**

AMS: 48 x 40 x 101.73 in; EMEA: 47.24 x 39.37 x 86.65 in; AP: 48 x 40 x 86.50 in

**Pallet dimensions (W x D x H)**

AMS: 1220 x 1014 x 2584 mm; EMEA: 1200 x 1000 x 2200 mm; AP: 1219 x 1016 x 2197 mm

**Pallet weight**

NA: 986 lb; EMEA/AP: 798 lb

**Pallet weight**

NA:448 kg; EMEA/AP: 363 kg

**Paper handling input, standard**

250-sheet input tray; 250-Sheet Multipurpose Tray; 35-sheet ADF

**Paper handling output, standard**

Up to 100 sheets with Smart output management

**Paper trays, maximum**

**Paper trays, standard**

2

**Plug and play**

Auto Wireless Connect

**Power**

Input voltage: 100 to 240 VAC (+/- 10%), 50/60 Hz. Not dual voltage, power supply varies by part number with # Option code identifier.

**Power consumption**

Up to 30 watts (printing), 5.80 watts (ready), 1.22 watts (sleep), 0.08 watts (manual-Off)

**Power consumption footnote number**

[3]

**Power supply type**

Internal (Built-in) Universal Power Supply

**Print colors**

Yes

**Print colors maximum**

4

**Print head nozzles**

Total Print Head nozzles: 6272

**Print heads**

4 (1 each black, cyan, magenta, yellow)

**Print languages**

HP PCL3 GUI

**Print quality black (best)**

1200 x 1200 rendered dpi

**Print quality color (best)**

Up to 4800 x 1200 optimized dpi on HP Advance Photo Paper 1200 x 1200 dpi input

**Print Resolution Technologies**

HP Thermal Inkjet

**Print speed**

Print speed up to 24 ppm (black) and 20 ppm (color)

**Print speed (A4/letter) footnote number**

[5]

**Print speed black (best, A4)**

Up to 24 ppm

**Print speed black (best, letter)**

Up to 24 ppm

**Print speed black (draft, A4)**

Up to 39 ppm

**Print speed black (draft, letter)**

Up to 39 ppm

**Print speed black (ISO)**

Up to 24 ppm

**Print speed black (ISO, A4)**

Up to 24 ppm

**Print speed black (ISO, letter)**

Up to 24 ppm

**Print speed color (draft, 10x15 photo)**

As fast as 39 sec

**Print speed color (draft, 4x6 photo)**

As fast as 39 sec

**Print speed color (draft, A4)**

Up to 39 ppm

**Print speed color (draft, letter)**

Up to 39 ppm

**Print Speed Color (ISO)**

Up to 20 ppm

**Print speed duplex (A4)**

Up to 13 ipm

**Print speed duplex (A4)**

Up to 15 ipm

**Print speed duplex (letter)**

Up to 13 ipm

**Print speed duplex (letter)**

Up to 15 ipm

**Print technology**

HP Thermal Inkjet

**Print Technology**

Ink

**Printer drivers included**

HP PCL3 GUI

**Printer Management**

Embedded Web Server

**Printer smart software features**

Orientation: Portrait/Landscape; Print on Both Sides: None/Flip on Long Edge/Flip on Short Edge; Page Order: Front to Back/Back to Front; Pages per Sheet: 1, 2, 4, 6, 9, 16; Quality Settings: Draft/Normal/Best; Printing Shortcuts; Print in Grayscale: Off/High Quality Grayscale/Black Ink Only; Pages per Sheet Layout: Right then Down/Down then Right/Left then Down/Down then Left; Print in Max DPI: No/Yes; HP Real Life Technologies: Off/On; Booklet: None/Booklet-Left Binding/Booklet-Right Binding; Pages to Print: Print All Pages/Print Odd Pages Only/Print Even Pages Only; Borderless Printing: Off/On; Page Borders: Off/On

**Processor speed**

1.2 GHz

**Product color**

Light Basalt

**Product logos**

Energy Star; USB Hi-Speed Certified; "Works with Windows 10" logo; "Wireless; Print; Fax; Scan; Copy"; ePrint logo; AirPrint™; Ethernet; 2-sided print; 4 individual inks; Mopria™-certified, WiFi certified, MFi, Works with Apple iBeacon, Works with Alexa, Works with the Google Assistant, Download on the App Store, Get it on Google Play, Get it from Microsoft, Bluetooth Smart

**Quantity per pallet**

AMS: 30; EMEA: 24; AP: 24

**Recommended Macintosh system requirements**

OS X v10.11 El Capitan; macOS Sierra v10.12 (previously OS X); macOS High Sierra v10.13; macOS Mojave v10.14, OS v10.15 Catalina; 1.5 GB HD; Internet access

**Recommended monthly page volume**

Up to 2,000 pages

**Recommended operating humidity range**

25 to 75% RH

**Recommended operating temperature range**

15 to 32°C

**Recommended operating temperature range**

59 to 90°F

**Replacement cartridges**

HP 962 Black Original Ink Cartridge (~1,000 pages) 3HZ99A; HP 962 Cyan Original Ink Cartridge (~700 pages) 3HZ96A; HP 962 Magenta Original Ink Cartridge (~700 pages) 3HZ97A; HP 962 Yellow Original Ink Cartridge



(~700 pages) 3HZ98A; HP 962XL Black Original Ink Cartridge (2,000 pages) 3JA03A; HP 962XL Cyan Original Ink Cartridge (1,600 pages) 3JA00A; HP 962XL Magenta Original Ink Cartridge (1,600 pages) 3JA01A; HP 962XL Yellow Original Ink Cartridge (1,600 pages) 3JA02A; HP 966XL Black Original Ink Cartridge (3,000 pages) 3JA04A. Actual yield varies considerably based on content of printed pages and other factors. For details see <http://www.hp.com/go/learnaboutsupplies>

**Resolution (black and white, standard mode)**

203 x 98 dpi

**Resolution (black photo grayscale)**

203 x 196 dpi

**Right margin (A4)**

3.3 mm

**RMN number**

SNPRC-1803-01

**Safety**

IEC 60950-1:2005 (2nd Edition) Am1:2009 + Am2:2013/EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013; IEC62368-1:2014 (2nd Edition)/EN62368-1:2014+A11:2017; UL 62368-1: 2nd Edition; German GS; Russia EAC; China CCC; Taiwan BSMI

**Scan file format**

JPG, BMP, TIFF, PDF, RTF, TXT, PNG

**Scan input modes**

Front-panel scan, copy, HP Software, EWS, Mobile apps

**Scan resolution, hardware**

Up to 1200 x 1200 dpi

**Scan resolution, optical**

Up to 1200 dpi

**Scan size (ADF), maximum**

215.9 x 355.6 mm

**Scan size (ADF), maximum**

8.5 x 14 in

**Scan size (ADF), minimum**

127 x 127 mm

**Scan size (ADF), minimum**

5 x 5 in

**Scan size, maximum**

215.9 x 297 mm

**Scan size, maximum**

8.5 x 11.7 in

**Scan speed (normal, A4)**

Up to 15 ipm (200 ppi, b&w); Up to 8 ipm (200 ppi, color)

**Scan speed (normal, letter)**

Up to 15 ipm (200 ppi, b&w); Up to 8 ipm (200 ppi, color)

**Scan speed duplex (normal, A4)**

Up to 15 ipm (200 ppi, b&w); up to 6 ipm (200 ppi, color)

**Scan speed duplex (normal, letter)**

Up to 15 ipm (200 ppi, b&w); up to 6 ipm (200 ppi, color)

**Scan technology**

Contact Image Sensor (CIS)

**Scanner advanced features**

OCR (Optical Character Recognition); Smart Taks shortcuts: 1-click customizable scan to cloud destinations, email, and print, create editable, searchable documents by scanning from phone or printer; Smart Tasks destinations: Dropbox, Google Drive, One drive, email recipients, print; Scan both sides of page at once

**Scanner type**

Easy slide-off glass, single-pass 2-sided ADF

**Security management**

SSL/TLS (HTTPS); IPP over TLS; 802.1x Authentication for Ethernet; WPA2-Enterprise; WPA2-Personal; Firewall; Certificates configuration; Control panel lock; Password protect EWS; Unused protocol and service disablement; Syslog; Signed firmware; Administrator settings

**Send to email capability**

Yes

**Service & support features**

HP Support Center (Online Web support); Print Scan Doctor

**Service & support options**

Free telephone support for basic setup, installation, and troubleshooting in North America, Europe, and Asia Pacific during warranty; Optional HP Supportpack for 4-hour response during standard business hours; Optional HP Supportpack for 24 hours a day, 7 days a week; Optional HP Supportpack for Comprehensive Technical Support

**Software included**

HP Printer Software, Shop for Supplies Online

**Standard input capacity (cards)**

Up to 50 sheets

**Standard input capacity (envelopes)**

Up to 30 sheets

**Standard input capacity (legal)**

Up to 250 sheets

**Standard input capacity (secondary tray)**

Up to 250 sheets

**Standard media sizes (duplex)**

A4; B5; Not supported for borderless photo

**Standard media sizes (duplex, imperial)**

Letter; executive; Not supported for borderless photo

**Standard output capacity (cards)**

Up to 30 cards

**Standard output capacity (envelopes)**

Up to 10 envelopes

**Standard output capacity (labels)**

Up to 30 sheets

**Standard output capacity (legal)**

Up to 100 sheets

**Storage altitude**

15,000 ft

**Storage altitude**

4,500 m

**Storage temperature range**

-40 to 140°F

**Storage temperature range**

-40 to 60°C

**System requirements, recommended**

Windows 10, 8.1, 8, 7: 1 GHz 32-bit (x86) or 64-bit (x64) processor, 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer

**Target user and print volume**

For teams up to 5 users; Prints up to 2,000 pages/month

**Tariff numbers**

NA: 8443310000; EMEA: 8443310000; AP: 84433131

**Tech spec footnote**

[1] Dimensions vary as per configuration

**Tech spec footnote**

[2] Weight varies as per configuration

**Tech spec footnote**

[3] Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty.

**Tech spec footnote**

[4] Wireless performance is dependent upon physical environment and distance from the access point. Wireless operations are compatible with 2.4 GHz routers only; excludes wireless direct. Wireless direct may require driver or apps be installed and connected on wireless-enabled mobile device or PC. Wireless functionality may vary by computer and mobile operating systems, see <http://hpconnected.com>. Separately purchased data plans or usage fees may apply. Print times and connection speeds may vary. AirPrint supports OS X v10.11 El Capitan and devices running iOS 4.2 or later and requires the printer be connected to the same network as your OS X or iOS device. AirPrint, the AirPrint Logo, iPad, iPhone, and iPod touch are trademarks of Apple® Inc. Windows is a trademark of the Microsoft group of companies.

**Tech spec footnote**

[5] Speed specifications have been updated to reflect current industry testing methods.

**Tech spec footnote**

[6] Either after first page or after first set of ISO test pages. For details see <http://www.hp.com/go/printerclaims>

**Tech spec footnote**

[7] HP recommends that the number of printed pages per month be within the stated range for optimum device performance, based on factors including supplies replacement

**Tech spec footnote**

[8] For more information about page yields for replacement cartridges see <http://hp.com/go/learnaboutesupplies> for setup cartridges click on Setup supplies link on the same page.

**Tech spec footnote**

[9] Not available in all locations.

**Technology logo, print 1**

Publication logos/AMS\_EnergyStar.jpg

**Technology logo, print 2**

Publication logos/AMS\_windows\_10.jpg

**Technology logo, print 3**

Publication logos/AMS\_mac\_hires.jpg

**Technology logo, print 4**

Publication logos/AMS\_Mopria.jpg

**Technology logo, print 5**

Publication logos/HPSmartApp\_AMS.jpg

**Technology logo, print 6**

Publication logos/AMS\_WiFi.jpg

**Technology logo, print 7**

Publication logos/AMS Alexa.jpg

**Technology logo, print 8**

Publication logos/AMS Google Assistant.jpg

**Telecom compliance (fax capability)**

USA: TIA-968-B-3, TIA-1096-A; Canada: IC CS-03 Part 1 Issue 9 Am5, Mar 2016 and IC CS-03, Part 8 Issue 9 Am5, Mar 2016; EU: ES 203 021-2, ES 203 021-3; EU: Radio Equipment Directive 2014/53/EU; Mexico (SCT); Brazil (ANATEL); Argentina (CNC); South Africa (ICASA)

**Telephone handset supported**

No

**Top key features**

35-sheet ADF; Front-facing USB printing; Scan to email; Two-sided printing

**Top margin (A4)**

3.3 mm

**Twain version**

Version 2.1

**Typical electricity consumption (TEC) number**

0.258 kWh/Week

**UNSPSC code**

43212110

**UPC number**

193015033795

**Weight**

11.66 kg

**Weight**

25.65 lb

**Weight (imperial) footnote number**

[2]

**What is in the box footnote number**

[8]

**What's in the box**

HP OfficeJet Pro 9020 All-in-One Printer; HP 962 Setup Black Ink Cartridge; HP 962 Setup Cyan Ink Cartridge; HP 962 Setup Magenta Ink Cartridge; HP Setup 962 Yellow Original Ink Cartridge; No CD Flyer; Ink Caution Flyer; Power Cord; Setup Poster; Reference Guide; HP Extra Warranty Flyer

**Wireless capability**

Yes, built-in WiFi 802.11a/b/g/n

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