

## HP M102w

# HP LaserJet Pro M102w Wireless Laser Printer User Manual

Model: M102w | Brand: HP

## INTRODUCTION

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This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your HP LaserJet Pro M102w Wireless Laser Printer. Designed for efficiency, this compact monochrome laser printer offers reliable printing for small offices and home businesses, with convenient mobile printing capabilities.

## WHAT'S IN THE BOX

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Upon unboxing your HP LaserJet Pro M102w Printer, verify that all the following components are included:

- HP LaserJet Pro M102w Printer
- HP Black LaserJet Toner Cartridge (~700 pages)
- HP LaserJet Imaging Drum (~12,000 pages)
- Getting Started Guide (GSG)
- Setup Poster
- Support flyer
- Warranty Guide
- Printer documentation and software on CD-ROMs
- Power cord
- USB cable

## SETUP

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Follow these steps to set up your HP LaserJet Pro M102w printer for the first time.

1. **Unpack the Printer:** Carefully remove the printer from its packaging. Remove all packing materials, tapes, and protective films from the exterior and interior of the printer.
2. **Connect Power:** Connect the power cord to the printer and then to a grounded electrical outlet. Do not connect the

USB cable yet if you plan to use a USB connection.

3. **Install the Toner Cartridge:** Open the toner access door. Remove the new toner cartridge from its packaging and gently shake it to distribute the toner. Insert the cartridge into the printer until it clicks into place. Close the access door.
4. **Load Paper:** Extend the input tray and load plain paper into it. Adjust the paper guides to fit the paper size.
5. **Install Software and Drivers:**
  - **For USB Connection:** Insert the provided CD-ROM into your computer's drive and follow the on-screen instructions to install the printer software and drivers. Connect the USB cable when prompted.
  - **For Wireless Connection:** It is recommended to download the latest drivers and HP Smart app from the official HP website. The HP Smart app facilitates easy device setup and wireless configuration. Follow the app's instructions to connect your printer to your Wi-Fi network.
6. **Perform a Test Print:** After software installation, print a test page to confirm the printer is functioning correctly.

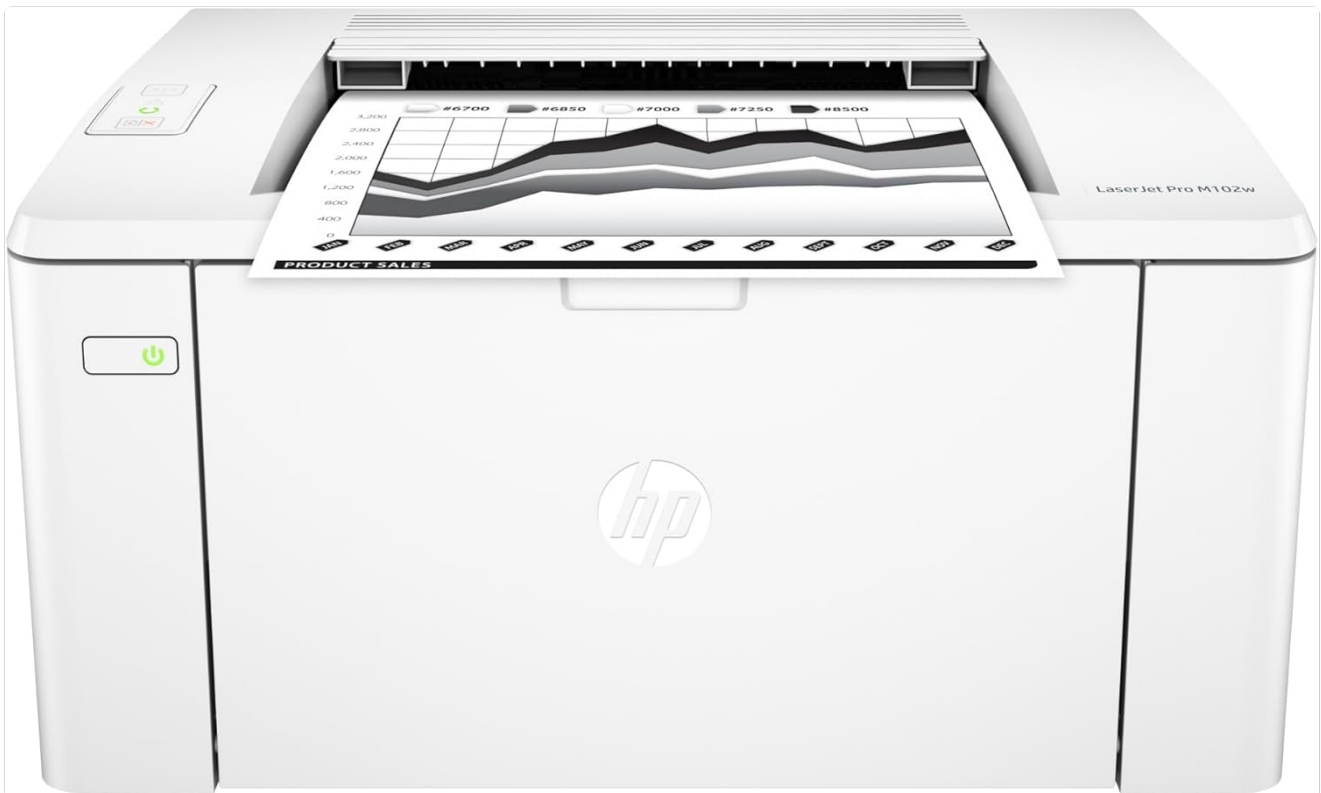


Image: The HP LaserJet Pro M102w printer, showcasing its compact design and a document being printed from the output tray.

## OPERATING THE PRINTER

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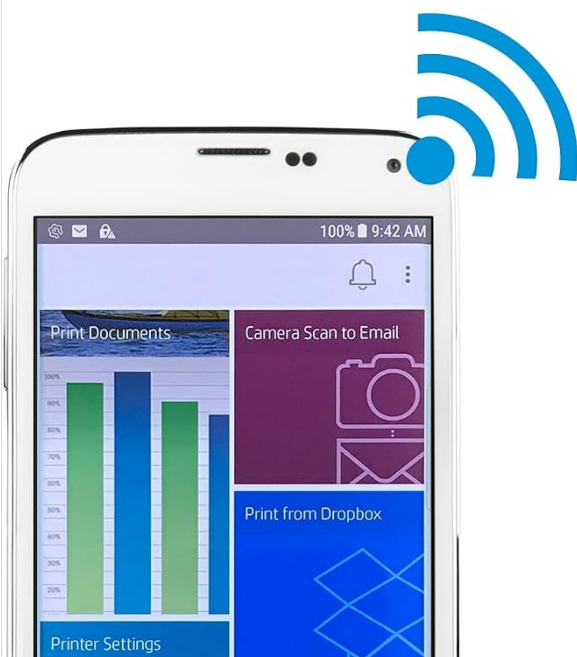
The HP LaserJet Pro M102w is designed for straightforward operation, offering various printing methods and energy-saving features.

### Printing from a Computer

Once the printer drivers are installed, you can print documents from any application on your computer. Select 'Print' from your application's menu, choose the HP LaserJet Pro M102w, and adjust settings as needed before confirming the print job.

### Mobile Printing with HP Smart App

The HP Smart app allows you to print and scan directly from your smartphone or tablet. It supports printing from cloud services such as iCloud, Google Drive, and Dropbox. Ensure your mobile device and printer are connected to the same wireless network.



Scan and print from  
the cloud using  
HP Smart app on  
your mobile device

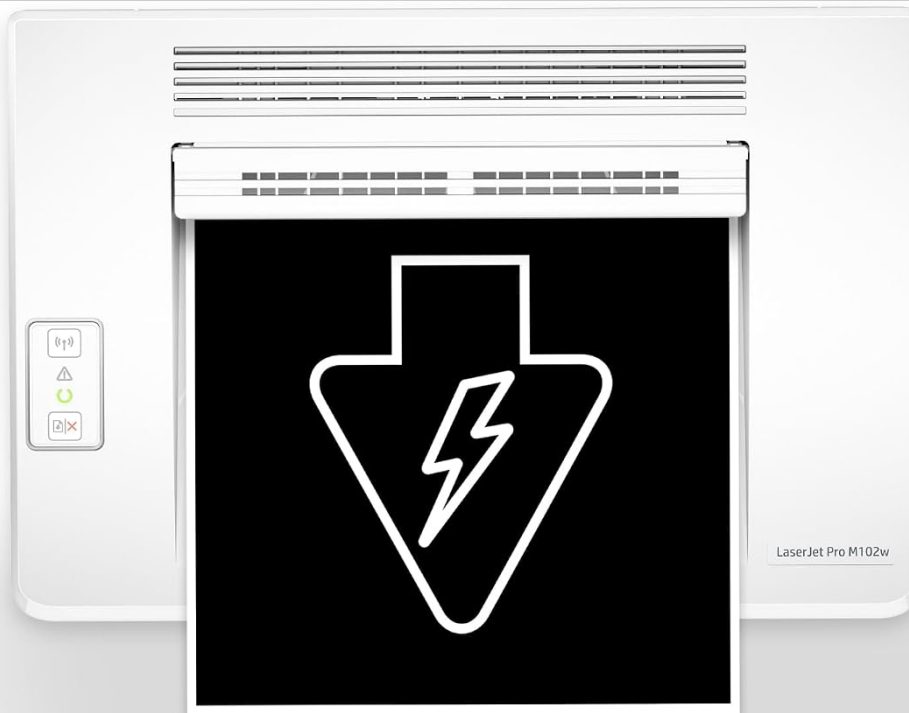
Image: A smartphone screen showing the HP Smart app interface, indicating its capability to scan and print from the cloud using a mobile device.

## Wi-Fi Direct Printing

For direct connection without a network, you can use Wi-Fi Direct. This feature allows your mobile device to connect directly to the printer. Consult the printer's documentation or the HP Smart app for instructions on enabling and connecting via Wi-Fi Direct.

## Energy Efficiency

The HP LaserJet Pro M102w incorporates HP Auto-On/Auto-Off Technology, which intelligently turns the printer on when needed and off when not in use, helping to conserve energy.



Energy efficient



Image: The HP LaserJet Pro M102w printer with a prominent energy bolt icon, highlighting its energy-efficient design.

## MAINTENANCE

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Regular maintenance ensures optimal performance and longevity of your printer.

### Toner Cartridge Replacement

When the print quality degrades or the printer indicates low toner, it's time to replace the toner cartridge. The HP LaserJet Pro M102w uses HP 17A Black LaserJet Toner Cartridges. Replacement is hassle-free with auto seal removal and easy-open packaging.

1. Open the toner access door on the front of the printer.
2. Grasp the handle of the old toner cartridge and pull it straight out of the printer.
3. Unpack the new toner cartridge. Gently rock the cartridge to distribute the toner.
4. Insert the new cartridge into the printer until it is firmly seated.
5. Close the toner access door.



Image: An HP 17A Black LaserJet Toner Cartridge, highlighting its JetIntelligence technology for high volume page yield.

## General Cleaning

Periodically wipe the exterior of the printer with a soft, damp, lint-free cloth. Do not use abrasive cleaners or solvents. Refer to the full user guide for instructions on cleaning internal components if necessary.

## TROUBLESHOOTING

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This section addresses common issues you might encounter with your HP LaserJet Pro M102w printer.

- **Printer Not Responding/Offline:**

- Ensure the printer is powered on and the power cord is securely connected.
- Check the USB cable connection if using a wired setup.
- For wireless connections, verify that the printer is connected to your Wi-Fi network and that your computer/device is on the same network. Restarting your router, printer, and computer can often resolve connectivity issues.
- In your computer's printer settings, ensure the HP LaserJet Pro M102w is set as the default printer and is not showing as 'Offline'. You may need to remove and re-add the printer in your operating system's settings.

- **Poor Print Quality:**

- Check the toner cartridge level. Replace if low or empty.
- Ensure you are using genuine HP toner cartridges.
- Verify that the paper type loaded matches the settings in your print driver.
- Perform a cleaning cycle or print a diagnostic page through the printer software to identify any internal issues.

- **Paper Jams:**

- Turn off the printer and unplug it.
- Carefully open all access doors and remove any jammed paper, pulling in the direction of the paper path to avoid tearing.
- Ensure paper is loaded correctly in the input tray and that paper guides are adjusted to the paper size.
- Avoid overfilling the paper tray.

- **Printer Not Printing from Mobile Device:**

- Confirm both the mobile device and printer are connected to the same Wi-Fi network.
- Ensure the HP Smart app is updated to the latest version.
- Restart the printer and your mobile device.

## SPECIFICATIONS

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Detailed technical specifications for the HP LaserJet Pro M102w Wireless Laser Printer.

Feature	Specification
Model Name	G3Q35A#BGJ
Printing Technology	Laser
Printer Output	Monochrome
Connectivity Technology	USB, Wi-Fi
Max Print Speed Monochrome	23 ppm (pages per minute)
Maximum Black and White Print Resolution	600 dpi
Maximum Media Size	8.5 x 14 inch
Sheet Size Support	3 x 5 to 8.5 x 14, Letter, Legal, Envelope
Max Input Sheet Capacity	160 sheets
Output Sheet Capacity	160 sheets
Duplex Printing	Manual
Compatible Devices	PC, Mac
Item Weight	10.36 pounds
Product Dimensions	14.36"D x 18.37"W x 13.09"H

Feature	Specification
Special Features	Cloud print enabled, Compact design, Energy Star, HP Auto-On/Auto-Off Technology, LED control panel, Network-Ready
Controller Type	Amazon Alexa, Vera
Control Method	Voice
Specific Uses For Product	Home, small to medium business

## WARRANTY AND SUPPORT

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Your HP LaserJet Pro M102w printer comes with a limited hardware warranty.

- **Warranty:** The product includes a one-year limited hardware warranty.
- **Support:** Free HP Web support is available 24 hours a day, 7 days a week. For detailed support options, including drivers, software, and troubleshooting guides, visit the official HP support website.

*Legal Disclaimer:* Damage to the product must be reported within 10 days of delivery time. All products are selected and shipped by manufacturer part numbers. Please refer to the manufacturer's website for accurate descriptions of each manufacturer part number.