



# HP OfficeJet Pro 9020e All-in-One Printer series

Save time with Shortcuts,<sup>1,5</sup> and get one-pass, two-sided scanning and ink savings.<sup>4</sup>

Count on fast print speeds up to 24 ppm<sup>7</sup>, single-pass two-sided copy/scan, automatic two-sided printing, and an extra-large 500-sheet paper tray. Choose HP+ at setup to receive up to 6 months of printing included and an extra year of HP customer support.<sup>6</sup>



## Designed to save you time



Time saving

- Eliminate steps in repetitive tasks, using Shortcuts.<sup>1</sup> Scan to the cloud, email, and more – in a tap.<sup>1</sup>
- Work fast and hands-free with the 35-page auto-feeder. Get automatic two-sided printing.
- Take control of print, scan, copy, and fax jobs with tap-and-swipe ease, using the color touchscreen.
- Easily print, scan, and copy from your phone, using HP Smart app.<sup>1</sup>



Ink

## Never run out of ink with Instant Ink<sup>8</sup>

- Enroll to Instant Ink to get ink, plus hassle-free delivery and recycling while saving up to 50%.<sup>4</sup>
- Change or cancel any time.<sup>11</sup>

## HP+ Printing made brilliantly simple



HP AIO Remote

- With HP+, get connected cloud that automatically detects and fixes connectivity issues.<sup>10</sup>
- Never run out of ink and save up to 50% with Instant Ink.<sup>4,8</sup> 6 months trial with HP+.<sup>6</sup>
- With HP+, get advanced HP Smart app solutions such as easy multi-paged documents scanning from your phone.<sup>1</sup>
- HP+ requires HP account, internet connection, and exclusive use of Original HP Ink cartridges to operate.

## Enhanced security, reliable connections



Printer security settings

- Reduce interruptions with self-healing Wi-Fi™ that keeps you connected.<sup>2</sup>
- Get security essentials to help maintain privacy and control.
- Count on chatbot support and helpful notifications with the HP Smart app.<sup>1</sup>
- Easily share resources – access and print with wireless and Ethernet networking.<sup>2</sup>

This is an HP+ enabled printer. Choose HP+ at product setup to activate benefits. HP+ requires an HP account, ongoing connection to the internet, and exclusive use of Original HP Ink cartridges for the life of the printer. More at: <http://www.hp.com/plus-faq>. This printer is intended to work only with cartridges that have new or reused HP electronic circuitry, and it uses dynamic security measures to block cartridges using modified or non-HP circuitry. Periodic firmware updates will maintain the effectiveness of these measures and block cartridges that previously worked. Reused HP electronic circuitry enables the use of reused, remanufactured, and refilled cartridges. More at: <http://www.hp.com/learn/ds>

## Footnotes

<sup>1</sup> Requires the HP Smart app download. For details on local printing requirements see <http://www.hp.com/go/mobileprinting>. Certain features/software are available in English language only, and differ between desktop and mobile applications. Instant Ink subscription may be required. Instant Ink not available in all countries. See details at [www.hpinstantink.com](http://www.hpinstantink.com). Internet access required and must be purchased separately. HP account required for full functionality. List of supported operating systems available in app stores. Fax capabilities are for sending a fax only, and may require additional purchase. For more information, see <http://www.hp.com/go/mobile-fax>.

<sup>2</sup> Wireless operations are compatible with 2.4 GHz and 5.0 GHz operations only. Learn more at <http://www.hp.com/go/mobileprinting>. Wi-Fi is a registered trademark of Wi-Fi Alliance®.

<sup>3</sup> Based on internal HP testing. Average timing estimate based on: 1) downloaded HP Smart app on mobile or desktop device, 2) setting up Shortcuts, 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 <http://www.hp.com/go/mobileprinting>.

<sup>4</sup> Based on monthly subscription cost of Instant Ink 700-page plans without purchase of additional sets of pages compared to cost per page to print ISO/IEC 24711 pages on most in-class, traditional A4 color inkjet cartridge printers & MFPs using original standard capacity cartridges priced for: Australia <299 AUD; New Zealand <349 NZD; Canada <399 CAD & United States <399 USD. Sale prices not considered for this study. HP Ink Advantage printers excluded due to non-standard hardware & supplies model. Buyers Lab July 2020 study commissioned by HP, based on publicly available information as of June 1, 2020. Printers selected by market share in IDC Quarterly Hardcopy Peripherals Tracker - Final Historical 2020Q1. For details: <http://www.keypointintelligence.com/HPInstantInk>.

<sup>5</sup> Instant Ink sign up required. Instant Ink not available in all countries. Subject to monthly page limit of plan selected. Must complete Instant Ink sign up within 7 days of setting up the printer with the HP-recommended setup process as indicated in the instructions that came with your printer. Use of in-box ink cartridge is included in period of offer. One offer redeemable per printer. Offer with Instant Ink subject to change after 10.31.2021. Offer cannot be redeemed for cash. Setup Offer may be combined with other offers; see terms and conditions of the offer for more details. Requires a valid credit/debit card, an email address, and Internet connection to printer. Unless service is cancelled within the promotional period online at [www.hpinstantink.com](http://www.hpinstantink.com), a monthly service fee, based on the plan chosen, plus tax and overage fees will be charged to your credit/debit card. Customer will be charged for any overage fees and applicable taxes at the end of each month in the promotional period. See additional offer information available during online sign-up process. For service details, see [www.hpinstantink.com](http://www.hpinstantink.com).

<sup>6</sup> Measured using ISO/IEC 24734, excludes first set of test documents. For more information see <http://www.hp.com/go/printerclaims>. Exact speed varies depending on the system configuration, host OS, port-monitor, software application, driver, and document complexity.

<sup>7</sup> Based on plan usage, Internet connection to eligible HP printer, valid credit/debit card, email address, and delivery service in your geographic area.

<sup>8</sup> Improved printer connectivity utilizing Smart Driver and Print/Scan Doctor technology in the HP+ system, versus HP consumer printers without HP+.

<sup>9</sup> Change or cancel your plan at any time online. If you decide to cancel your HP Instant Ink plan you can go back to using HP Original Standard or XL cartridges. Plan upgrades are effective immediately and the charges will be applied retrospectively or in the next billing cycle, depending on user choice. Plan downgrades and cancellations are effective after the last day of the current billing period. For full details go to <http://www.instantink.hpconnected.com/terms>.

## Technical specifications

<b>Functions</b>	Print, copy, scan, fax
<b>Print</b>	
Duplex printing	Automatic (standard)
Print speed <sup>5</sup>	<b>Black (A4, normal):</b> Up to 24 ppm; <b>Color (A4, normal):</b> Up to 20 ppm; <b>Black (A4, duplex):</b> Up to 15 ppm; <b>Color (A4, duplex):</b> Up to 13 ppm; <b>Black (A4, draft):</b> Up to 39 ppm; <b>Color (A4, draft):</b> Up to 39 ppm; <b>Black (ISO):</b> Up to 24 ppm; <b>Color (ISO):</b> Up to 20 ppm
First page out <sup>6</sup>	<b>Black (A4, ready):</b> As fast as 9 sec; <b>Color (A4, ready):</b> As fast as 10 sec
Print technology	HP Thermal Inkjet
Print resolution	<b>Black (best):</b> 1200 x 1200 rendered dpi; <b>Color (best):</b> Up to 4800 x 1200 optimized dpi on HP Advance Photo Paper 1200 x 1200 dpi input
Print resolution technology	HP Thermal Inkjet
Print cartridges number	4 (1 each black, cyan, magenta, yellow)
Standard print languages	HP PCL3 GUI
Printer management	Embedded Web Server
<b>Scan</b>	
Scan speed	<b>Normal (A4):</b> Up to 15 ipm (200 ppi, b&w); Up to 8 ipm (200 ppi, color); <b>Duplex (A4):</b> Up to 15 ipm (200 ppi, b&w); up to 6 ipm (200 ppi, color)
Scanner specifications	<b>Scanner type:</b> Easy slide-off glass, single-pass 2-sided ADF; <b>Scan technology:</b> Contact Image Sensor (CIS); <b>Scan input modes:</b> Front-panel scan, copy, HP Software, EWS, Mobile apps; <b>Duplex ADF scanning:</b> Yes; <b>Scan size maximum (ADF):</b> 215.9 x 355.6 mm; <b>Scan size maximum (flatbed):</b> 215.9 x 297 mm; <b>Optical scan resolution:</b> Up to 1200 dpi; <b>Enhanced Scan Resolution:</b> Up to 1200 dpi; <b>Hardware resolution:</b> Up to 1200 x 1200 dpi
Scan file format	JPG, BMP, TIFF, PDF, RTF, TXT, PNG
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
<b>Copy</b>	
Copy speed	<b>Black (A4, best):</b> Up to 5 cpm; <b>Color (A4, best):</b> Up to 4 cpm; <b>Black (ISO):</b> Up to 23 cpm; <b>Color (ISO):</b> Up to 17 cpm
First copy out	<b>Black (letter, ready):</b> As fast as 7 sec; <b>Color (letter, ready):</b> As fast as 9 sec
Copier specifications	<b>Copier settings:</b> 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; <b>Maximum number of copies:</b> Up to 99 copies; <b>Copy resolution:</b> Up to 600 dpi
<b>Fax</b>	
Fax speed	4 sec per page / 4 sec per page
Fax specifications	<b>Fax memory:</b> Up to 100 pages; <b>Fax resolution:</b> Up to 300 x 300 dpi; <b>Auto fax reduction supported:</b> Yes; <b>Auto-redialing:</b> Yes; <b>Fax delayed sending:</b> Yes; <b>Distinctive ring detection supported:</b> Yes; <b>Fax forwarding supported:</b> Yes; <b>Junk barrier supported:</b> Yes, requires Caller ID; <b>Maximum speed dialing numbers:</b> Up to 99; <b>PC interface supported:</b> Yes, PC fax send and archive; <b>Fax polling supported:</b> No
Fax smart software features	Digital Fax - Fax to PC is available with Windows (Please use: Visit <a href="http://www.hp.com/support">http://www.hp.com/support</a> to download the latest software.)
<b>Connectivity</b>	
Standard connectivity	1 USB 2.0; 1 Host USB; 1 Ethernet; 1 Wireless 802.11a/b/g/n; 2 RJ-11 modem ports
Mobile printing capability <sup>4</sup>	Chrome OS; HP Smart app; Apple AirPrint™; Wi-Fi® Direct Printing; Mopria™ Certified
Wireless capability	Yes, built-in WiFi 802.11a/b/g/n
Network capabilities	Yes, via built-in Ethernet; Wireless 802.11a/b/g/n
<b>Memory</b>	<b>Standard:</b> 512 MB; <b>Maximum:</b> 512 MB
<b>Processor speed</b>	1.2 GHz
<b>Paper handling</b>	
Duty cycle (monthly)	<b>Duty cycle (monthly, A4):</b> Up to 30,000 pages; <b>Recommended monthly page volume:</b> Up to 2000
Input capacity	250-sheet input tray; 250-Sheet Multipurpose Tray; 35-sheet ADF
Output capacity	Up to 100 sheets with Smart output management
Number of paper trays	<b>Standard:</b> 2; <b>Maximum:</b> 2
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	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 size	<b>Custom (metric):</b> Tray 1: N/A. Tray 2: 76.2 x 127 to 215.9 x 355.6 mm; <b>Supported (metric):</b> 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
Printer dimensions (W x D x H) <sup>1</sup>	437 x 396.3 x 318.3 mm
Printer weight	11.66 kg
<b>What's in the box<sup>8</sup></b>	HP OfficeJet Pro 9020e All-in-One Printer; HP 965 Setup Black Ink Cartridge; HP 965 Setup Cyan Ink Cartridge; HP 965 Setup Magenta Ink Cartridge; HP Setup 965 Yellow Original Ink Cartridge; Regulatory Flyer; Ink Caution Flyer; Power Cord; Setup Poster; Reference Guide [For more information about fill and yield, see <a href="http://www.hp.com/go/learnaboutsupplies">http://www.hp.com/go/learnaboutsupplies</a> ]
<b>Warranty</b>	One-year limited hardware warranty; 24-hour, 7 days a week Web support; business hour phone support within warranty period.
<b>Systems</b>	
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
Minimum system requirements	<b>Windows:</b> Windows 10, 7: 32-bit or 64-bit; 2 GB available hard disk space, Internet connection, Internet Explorer.; <b>Mac:</b> macOS v10.14 Mojave, macOS v10.15 Catalina, macOS v11 Big Sur; 2 GB HD; Internet required
<b>Security management</b>	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
<b>Control panel</b>	2.7" (6.86 cm) touchscreen control panel with CGD (color graphic display); 3 buttons: (home, help, back)
<b>Display</b>	2.7" (6.86 cm) Capacitive Touchscreen CGD
<b>Power<sup>3</sup></b>	<b>Requirements:</b> Input voltage: 100 to 240 VAC (+/- 10%), 50/60 Hz; <b>Consumption:</b> Up to 30 watts (printing), 5.80 watts (ready), 1.22 watts (sleep), 0.08 watts (manual-Off); <b>Typical Electricity Consumption (TEC):</b> 0.258 kWh/Week; <b>Power supply type:</b> Internal (Built-in) Universal Power Supply
<b>Operating environment</b>	<b>Operating temperature range:</b> 5 to 40°C; <b>Recommended operating temperature range:</b> 15 to 32°C <b>Operating humidity range:</b> 20 to 80% RH; <b>Recommended operating humidity range:</b> 25 to 75% RH
<b>Acoustics</b>	<b>Acoustic power emissions:</b> 7.0 B(A) (printing at 21 ppm); <b>Acoustic power emissions (ready):</b> 2.6 B(A);
<b>Safety approvals and requirements</b>	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
<b>Supported network protocols</b>	9100, LPR, SNMP, SLP, Internet Printing Protocol (IPP), WS-Print, Wireless

### Technical specifications disclaimers

<sup>1</sup> Dimensions vary as per configuration

<sup>2</sup> Weight varies as per configuration

<sup>3</sup> Power requirements are based on the country/region where the printer is sold. Do not connect operating voltages. This will damage the printer and void the product warranty.

<sup>4</sup> 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://hp.com/connected>. 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.

<sup>5</sup> Speed specifications have been updated to reflect current industry testing methods.

<sup>6</sup> Either after first page or after first set of 50 test pages. For details see <http://www.hp.com/go/printerclaims>

<sup>7</sup> 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

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

<sup>9</sup> Program availability varies. For more information, visit <http://hp.com/recycle>.

### To learn more, visit [hp.com](http://hp.com)

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## Ordering information

Number	Description
226Y2D	HP OfficeJet Pro 9020e All-in-One Printer
<b>Supplies and Media</b>	
Number	Description
3JA77AA	HP 965 Cyan Original Ink Cartridge
3JA78AA	HP 965 Magenta Original Ink Cartridge
3JA79AA	HP 965 Yellow Original Ink Cartridge
3JA80AA	HP 965 Black Original Ink Cartridge
3JA81AA	HP 965XL High Yield Cyan Original Ink Cartridge
3JA82AA	HP 965XL High Yield Magenta Original Ink Cartridge
3JA83AA	HP 965XL High Yield Yellow Original Ink Cartridge
3JA84AA	HP 965XL High Yield Black Original Ink Cartridge
3JA85AA	HP 969XL High Yield Black Original Ink Cartridge
3VK91A	HP Professional Multi-use Glossy FSC Papers 180 gsm-150 sht/A4/210 x 297 mm
9RR51A	HP Advanced Glossy FCS Photo Paper-20 sht/A4/210 x 297 mm
CG065A	HP Iron-on Transfers-12 sht/A4/210 x 297 mm
Contact HP via phone: Asia: 65 6253 8500	
<b>HP Care Packs</b>	
Number	Description
UG075E	HP 3 year Care Pack Next Business Day Exch OJ Pro Printer - M SVC
UG470E	HP 3 year Care Pack Onsite Exch OJ Pro Printer - M SVC
UG248E	HP 3 year Care Pack Return OJ-OJ pro printer - M Svc
UG350E	HP 3 year Care Pack Pickup Rtn OJ Pro Printer - M SVC
UGN05E	HP Installation w/Network Consumer Printer SVC
Protect your investment with HP Care Pack. Let HP certified engineers resolve your technical issues. For more details on HP Care Pack, go to <a href="http://hp.com/go/cpc">hp.com/go/cpc</a>	
<b>HP Inc. offices</b>	
Australia (613) 13 10 47 <a href="http://hp.com.au">hp.com.au</a> New Zealand (09) 0800 449 553 <a href="http://hp.co.nz">hp.co.nz</a>	

