Print only

HP LaserJet Pro M102 Printer series

Keep things simple with HP LaserJet Pro powered by JetIntelligence Toner cartridges.

Produce professional documents from a range of mobile devices,[1] and help save energy with a compact laser printer designed for efficiency.

HP LaserJet Pro M102a Printer

HP LaserJet Pro M102w Printer

Designed for efficiency

- Wait less with an HP LaserJet Pro that prints at fast speed of up to 23 pages per minute.[2]
- Grab the documents you need and go. Print first pages in as fast as 7.3 seconds.[7]
- Help save energy with HP Auto-On/Auto-Off Technology.[8]

Mobile printing made simple[11]

- Print from iPhone® and iPad® with AirPrint®, which automatically scales jobs to the correct paper size.[3]
- Print with the ease of sending an email, right from a smartphone, tablet, or notebook, using HP ePrint.[9]
- Print directly from your mobile device to your Wi-Fi Direct® printer—without accessing the company network.[4]
- Send jobs from your smartphone, tablet, or PC to any company printer, using Google Cloud Print™ 2.0.[5]

HP quality—print after print

- Produce sharp text, bold blacks, and crisp graphics with precision black toner.
- Don't be fooled by alternatives that mimic Original HP. Anti-fraud technology can help ensure you're getting the quality you paid for.
- Track remaining pages with print gauge technology, and get more pages than ever with page maximizer technology.
- No delays or mess—quickly replace your cartridges, using auto seal removal and easy-open packaging.

Product walkaround

HP LaserJet Pro M102w Printer

1. LED control panel
2. 100-sheet output bin
3. Hi-Speed USB 2.0 port, access port for optional lock
4. Top cover access to toner cartridges
5. Wi-Fi Direct® printing[1]
6. Built-in wireless networking (802.11b/g/n)[2]
7. 10-sheet priority input tray[3]
8. 150-sheet multipurpose tray (shown open)

Series at a glance

Model	HP LaserJet Pro M102a Printer	HP LaserJet Pro M102w Printer
Product number	G3Q34A	G3Q35A
Wi-Fi Direct® printing and wireless networking	Not available	Yes
10-sheet priority input tray	Not available	Yes
Direct Print Support Capability	USB printing	USB printing, Wi-Fi Direct printing, Wi-Fi printing

HP Services

Downtime can have serious consequences, so HP provides support beyond the standard warranty. You benefit f om reduced risk, maximized uptime, predictable service delivery and no unbudgeted repair costs.

Choose from

Optimized Care (optimum performance and stability)
4 hour Onsite Support, Maintenance Kit Replacement Service, Installation with Network Configu ation Service

Standard Care (high level of uptime)
Next Business Day Onsite Support, Maintenance Kit Replacement Service, Installation with Network Configu ation Service

Basic Care (minimum recommended support)
Next Business Day Onsite Support

4 hr Onsite Support
Onsite support within four hours after a service call received within the coverage window

Next Business Day Onsite Support
Onsite service the next business day after the service call is received

Maintenance Kit Replacement Service
Onsite replacement of your printer's maintenance kit including parts, materials, and labor

Installation with Network Configuration Service
Assembly, network configu ation, and basic administrator familiarization
For more information about HP Care Pack, HP Contractual, or HP Managed Print Services, visit hp.com/go/printservices

Top Features

Help save energy. This efficient HP LaserJet Pro printer delivers documents quickly while helping to keep energy costs low, so you save resources.

Mobile printing is easier than ever with HP. Print with minimal steps from a broad range of mobile devices—smartphones, tablets, and notebooks.[1]

Count on consistent results—Original HP Toner cartridges with JetIntelligence are designed to work flawlessly with this HP LaserJet Pro. Anti-fraud authentication helps protect your business from frustrating quality issues and costly reprints.

Product
G3Q34A HP LaserJet Pro M102a Printer
G3Q35A HP LaserJet Pro M102w Printer

Replacement cartridges
CF217A HP 17A Black Original LaserJet Toner Cartridge (1,600 pages)
CF219A HP 19A Original LaserJet Imaging Drum (12,000 pages)

HP Care Packs
UG086E HP 3 year Care Pack w/Next Day Exchange for LaserJet Printers
UG481E HP 3 year Care Pack w/Onsite Exchange for LaserJet Printers
UG361E HP 3 year Care Pack w/Pickup and Return Support for LaserJet Printers
UG289E HP 3 year Care Pack w/Return to Depot Support for LaserJet Printers

Protect your investment with HP Care Pack. Let HP certified engineers resolve your technical issues.
For more details on HP Care Pack, go to hp.com/go/cpc

Paper
Contact HP via phone: Asia: 65 6253 8500

Solutions
HP Web Jetadmin: hp.com/go/wja
HP Universal Print Driver: hp.com/go/upd
HP Imaging and Printing Security Center: hp.com/go/ipsc

HP LaserJet Pro M102 Printer series

Model	HP LaserJet Pro M102a Printer	HP LaserJet Pro M102w Printer
Product number	G3Q34A	G3Q35A
Functions	Print Only	
Print		
Duplex print options	Manual Duplex	
Print speed[9]	**Black (normal, A4)** Up to 22 ppm; **Black (normal, A4)** Up to 23 ppm; **Black (Landscape, A5)** Up to 35 ppm	
First page out[11]	**Black (A4, ready)** As fast as 7.3 sec; **Black (A4, sleep)** As fast as 8.1 sec	
Print resolution	**Black (best)** Up to 600 x 600 dpi, HP FastRes 1200 (1200 dpi quality); **Black (normal)** Up to 600 x 400 dpi, HP FastRes 600 (600 dpi quality)	
Print resolution technology	HP FastRes 600, HP FastRes 1200	
Print cartridges number	1 Black	
Standard print languages	we support: PCLmS, URF, PWG	
Printer management	HP Printer Assistant (UDC); HP Device Toolbox; HP Utility (Mac)	
Connectivity		
Standard connectivity	1 Hi-Speed USB 2.0	1 Hi-Speed USB 2.0; Wireless
Mobile print capability	No	Apple AirPrint™; HP ePrint; Google Cloud Print 2.0; Mopria-certified; Wi-Fi Direct
Network ready	No	Standard (Wi-Fi 802.11b/g/n)
Wireless capability	No	Standard (Wi-Fi 802.11b/g/n)
Memory	**Standard** 128 MB	
Processor speed	600 MHz	
Duty cycle (monthly)[12]	Up to 10,000 pages; Recommended monthly page volume[13] 150 to 1,500	
Paper handling		
Input	150-sheet input tray	150-sheet input tray, 10-sheet priority tray
Output	100-sheet output tray	
Media type	Paper (laser, plain, photo, rough, vellum), envelopes, labels, cardstock, postcards	
Media weight	60 to 163 g/m²	
Media sizes custom	76 x 127 to 216 x 356 mm	
Dimensions (W x D x H)[2]	364.7 x 247.3 x 190.6 mm	
Weight	4.7 kg	
What´s in the box[1]	HP LaserJet Pro M102a Printer; HP Black LaserJet Toner Cartridge ~700 pages; HP LaserJet Imaging Drum ~12,000 pages; Getting Started Guide, Setup Poster, Support flyer; Warranty Guide, flyer, errata in some countries; Printer documentation and software on CD-ROM; Software drivers and documentation on CD-ROMs; CDs containing software and electronic documentation; Power cord; USB cable (AP only)	HP LaserJet Pro M102w Printer; HP Black LaserJet Toner Cartridge ~700 pages; HP LaserJet Imaging Drum ~12,000 pages; Getting Started Guide, Setup Poster, Support flyer; Warranty Guide, flyer, errata in some countries; Printer documentation and software on CD-ROM; Software drivers and documentation on CD-ROMs; CDs containing software and electronic documentation; Power cord USB cable
Warranty features	one year limited warranty	
Systems		
Compatible operating systems[15]	Windows 10, 8.1, 8, 7: 32-bit or 64-bit, 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explore; Windows Vista: (32-bit only) 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer 8 Windows XP SP3 or higher (32-bit only): any Intel Pentium II, Celeron or 233 MHz compatible processor, 850 MB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer 8; Apple® OS X El Capitan (v10.11) OS X Yosemite (v10.10) OS X Mavericks (v10.9); 1 GB HD; Internet required; USB; Linux (For more information, see http://hplipopensource.com/hplip-web/index.html)	
Minimum system requirements	**PC** Windows 10, 8.1, 8, 7: 32-bit or 64-bit, 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer; Windows Vista: (32-bit only), 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer 8; Windows XP SP3 or higher (32-bit only): any Intel Pentium II, Celeron or 233 MHz compatible processor, 850 MB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer 8 **Mac** Apple OS X El Capitan (v10.11), Yosemite (v10.10), Mavericks (v10.9); 1 GB HD; Internet required; USB	
Control panel	Button LED	
Display	LED	
Power	**Power supply type** Internal; **Power supply required** 110-volt input voltage: 110 to 127 VAC (+/- 10%), 60 Hz/50 Hz, 4.6 A; 220-volt input voltage: 220 to 240 VAC (+/- 10%), 60 Hz/50 Hz, 2.7 A; **Power consumption[4]:** 380 watts (active printing), 1.7 watts (ready), 0.5 watts (sleep), 0.06 watts (Auto Off/Wake on USB, enabled at shipment), 0.06 watts (Auto-off/Manual-on), 0.06 (Manual Off); **Typical Electricity Consumption number[5]** BA: 0.566 kWh/Week; ES: 0.568 kWh/Week	
Software included	Windows OS: HP Software Installer; HP Software Uninstaller (exclude Win8+); HP PCLmS Printer Driver; HP Device Experience (DXP); HP Web Services Assist (HP Connected); Device Setup & Software; Online user manuals, HP Printer Assistant; HP Product Improvement Study; Mac OS: Welcome Screen, (Directs users to HP.com or OS App Source for LaserJet Software)	
Acoustics	**Acoustic Power Emissions:** 6.5 dB; **Acoustic Power Emissions (ready):** 2.7 B(A); **Acoustic Pressure Emissions Bystander (active, printing):** 51 dB(A); **Acoustic Pressure Emissions Bystander (ready):** 17 dB(A)	
Environmental ranges	**Operating Temperature Range:** 15 to 32.5º C; **Recommended Operating Temperature:** 17.5 to 25º C; **Non-operating Humidity Range:** 10 to 90% RH; **Operating Humidity Range:** 10 to 80% RH; **Recommended Operating Humidity Range:** 30 to 70% RH	

Footnotes

[1] App or software and HP ePrint account registration also may be required. Some features require purchase of an optional accessory. Learn more at http://www.hp.com/go/mobileprinting
[2] Printing speed measured using ISO/IEC 24734 and excludes first set of test documents. Exact speed varies depending on the system configuration, software application, driver, and document complexity. Learn more at hp.com/go/printerclaims.
[3] Mobile device must have iOS v7.0 or higher. Learn more at http://www.hp.com/go/mobileprinting
[4] Feature is supported on select printers. Mobile device needs to be connected directly to the signal of a Wi-Fi Direct® supported MFP or printer prior to printing. Depending on mobile device, an app or driver also may be required. For details, see hp.com/go/mobileprinting. Wi-Fi Direct is a registered trademark of Wi-Fi Alliance®.
[5] Requires Google Cloud Print™ registration and Google account. Learn more at http://www.hp.com/go/mobileprinting
[6] Speed comparison is between HP LaserJet Pro and predecessor HP printers and MFPs and is based on published specifications. Speed measured using ISO/IEC 24734. Exact speed varies depending on the system configuration, software application, driver, and document complexity. Learn more at hp.com/go/printerclaims.
[7] Measured using ISO/IEC 17629. Exact speed varies depending on the system configuration, software application, driver, and document complexity. Learn more at hp.com/go/printerclaims.
[8] HP Auto-On/Auto-Off Technology capabilities are subject to printer and settings.
[9] Printer requires ePrint account registration. App or software may be required. Learn more at http://www.hp.com/go/mobileprinting
[10] As compared with cartridge gauges for HP predecessor products.
[11] Features are all applicable to selected printer model.

Product Walkaround disclaimers

[1] Wi-Fi Direct® printing is not available with the HP LaserJet Pro M102a model. Mobile device needs to be connected directly to the signal of a Wi-Fi Direct® supported MFP or printer prior to printing. Depending on mobile device, an app or driver may also be required. For details, see hp.com/go/mobileprinting. Wi-Fi Direct is a registered trademark of Wi-Fi Alliance®.
[2] Wireless networking is not available with the HP LaserJet Pro M102a model. Wireless performance is dependent on physical environment and distance from access point, and may be limited during active VPN connections.
[3] Features vary by model; see Speaker notes, above.

Technical specification disclaimers

[1] HP Introductory Black LaserJet Toner Cartridge (~700 pages), HP Original LaserJet Imaging Drum (~12,000 pages). Actual yields vary considerably based on images printed and other factors. For details see http://www.hp.com/go/learnaboutsupplies.
[2] The Dimension is in Box situation, not in Operation.
[3] No CRG
[4] 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. Power consumption values typically based on measurement of 115 V device.
[5] 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. Energy Star value typically based on measurement of 115 V device.
[6] Based on the BA TEC method with the following possible exceptions: 1 minute or less sleep delay setting, Wi-Fi disabled.
[7] Declared yield value in accordance with ISO/IEC 19752 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see http://www.hp.com/go/learnaboutsupplies.
[9] 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, software application, driver, and document complexity.
[10] Measured using ISO 24734 Feature Test, A5 Landscape Feed. Speed may vary based on content, PC, media orientation, and media type.
[11] Measured using ISO/IEC 17629. For more information see http://www.hp.com/go/printerclaims. Exact speed varies depending on the system configuration, software application, driver, and document complexity.
[12] 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 LaserJet or HP Color LaserJet devices, and enables appropriate deployment of printers and MFPs to satisfy the demands of connected individuals or groups.
[13] 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 intervals and device life over an extended warranty period.
[14] HP SureSupply alerts you when your print cartridge is running low and helps you purchase online or locally through HP or a participating retailer. Only available with Original HP supplies; Internet access required. To learn more, visit http://www.hp.com/go/SureSupply.
[15] Not supportingWindows XP (64-bit) and Windows Vista (64-bit); Not all "Compatible Operating Systems" are supported with INBOX software; Full solution software available only for Windows 7 and newer; Legacy Windows Operation Systems (XP, Vista, and equivalent servers) get print drivers only; For Windows Server 2003 32-bit and 2008 32-bit and 64-bit, 2008 R2 64-bit, 2012 64-bit, 2012 R2 64-bit only print driver is installed; Windows RT OS for Tablets (32- & 64-bit) uses a simplified HP print driver built into the RT OS; Linux systems use in-OS HPLIP software

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