



**hp** business inkjet  
3000 • 3000n • 3000dtn





**hp** business inkjet 3000

**hp** business inkjet 3000n

**hp** business inkjet 3000dtn

**user's guide**

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## Index



# 1

# Getting started

Thank you for purchasing this printer. This guide provides information about the following topics:

- Setting up the printer
- Installing and using printer software
- Installing optional accessories
- Setting printer options
- Connecting and using the printer on a network
- Printing on different media types
- Using remote diagnostic tools
- Maintaining the printer
- Solving problems with the printer
- Printer supplies, support, and specifications
- Emulated PostScript printing
- LCD control panel messages

## Additional resources

The following resources provide additional information about the printer:

- **Setup poster**

The setup poster provides illustrated setup information. A printed version of this document is provided with the printer. Also, an electronic version is available as an Adobe® Acrobat® Portable Document Format (PDF) file on the Starter CD.

- **Getting started guide**

The getting started guide provides instructions for setting up the printer, as well as warranty and regulatory information. This guide is provided with the printer in a printed format.

- **Toolbox (Windows only)**

The Toolbox provides status and maintenance information about the printer, as well as step-by-step guidance for printing tasks. (Printer status information is only available if the printer is connected to a network.) For more information, see “[Using the Toolbox.](#)”

- **Printer driver online help (Windows only)**

The online help provides information about using the printer driver.

- **HP Jetdirect Print Server Administrator’s Guide**

This guide provides information for configuring and troubleshooting the HP Jetdirect print server used with this printer. It is available as a PDF file on the Starter CD.

- **Embedded Web server**

The embedded Web server provides configuration, status, and diagnostic information about the printer. It also includes links to hp instant support and myPrintMileage, which are Web-based tools that help you diagnose and solve printer problems, and manage your printing activities and printer supplies more effectively. The embedded Web server can be used from a standard Web browser or from the Toolbox (Windows only).

For more information, see “[Using the embedded Web server.](#)”

- **hp instant support**

**hp instant support** is a Web-based tool that provides you with product-specific services, troubleshooting tips, and information about your printer's ink and media usage. With this information, you can diagnose and solve printer problems, and manage your printing activities and printer supplies more effectively. For more information, see “[Using hp instant support.](#)”

- **World Wide Web**

The following HP websites have the latest printer software, product information, and support information available for the printer.

- <http://www.hp.com/support/businessinkjet3000>
- <http://www.hp.com>

# Printer configurations

This printer is available in the configurations described in this section.

## HP Business Inkjet 3000

The HP Business Inkjet 3000 printer is a four-color Inkjet printer that prints up to 21 pages per minute (ppm) in monochrome (black and white) and 17 ppm in color in Fast mode. The laser-equivalent speed is 10 ppm for monochrome and 8 ppm for color. (Laser-equivalent speed is the print speed that can be expected in relation to the pages-per-minute speed of laser printers.) This configuration of the printer can produce 2400 by 1200 dots per inch (dpi) in Photo mode (using the PCL 6 printer driver for Windows).

- **Trays.** The printer comes with a tray that holds up to 300 sheets of print media, and up to 50 transparencies (Tray 2). It supports letter, legal, executive, JIS executive, A4, JIS B5, and ISO B5 size media. The printer also comes with Tray 1, which provides a straight-through paper path and feeds a single sheet of media at a time.
- **Connectivity.** The printer provides a parallel port and a universal serial bus (USB) port for connectivity. The printer also contains two enhanced input/output (EIO) slots and a standard bidirectional parallel cable interface (IEEE-1284 compliant).
- **Memory.** The printer contains 64 megabytes (MB) of synchronous dynamic random access memory (SDRAM) on the formatter and 24 MB SDRAM on the printer base. To allow for memory expansion, the printer has three DIMM slots that accept 64 or 128 MB RAM each or 4 MB flash DIMMs. This printer can support up to 344 MB of memory (including the 24 MB on the printer base).

## HP Business Inkjet 3000n

The HP Business Inkjet 3000n printer includes the features of the HP Business Inkjet 3000, plus an HP Jetdirect print server. An HP Jetdirect print server allows the printer to be shared in a network environment by connecting the printer directly to the network.

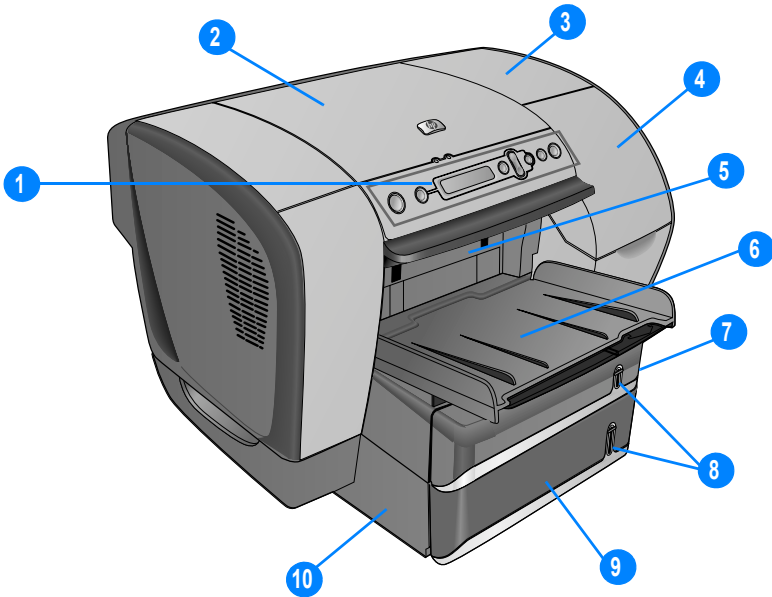
## HP Business Inkjet 3000dtn

The HP Business Inkjet 3000dtn printer includes the features of the HP Business Inkjet 3000n printer, plus a 700-sheet tray (Tray 3) and an auto-duplex unit for automatic 2-sided printing.

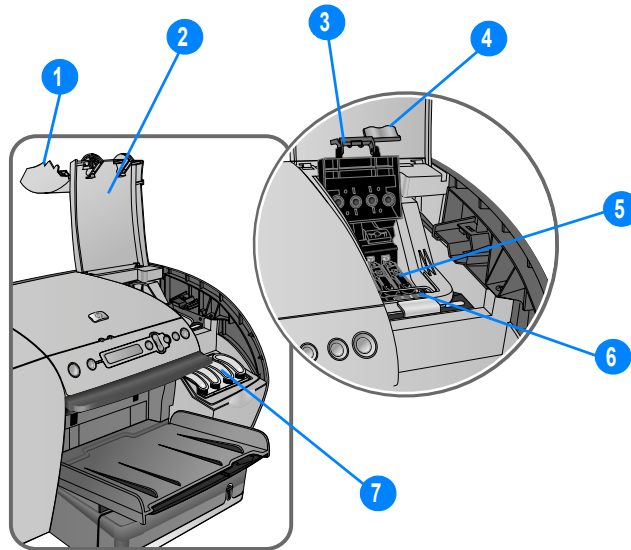


# 2 Setting up

## Understanding printer parts



- 1 LCD control panel
- 2 Top cover
- 3 Printhead cover
- 4 Ink cartridge cover
- 5 Simplex unit or optional auto-duplex unit
- 6 Output bin
- 7 Tray 2
- 8 Media level indicators
- 9 Tray 3 (optional)
- 10 Tray 3 base (holds Tray 3 and supports the printer)



- 1 Ink cartridge cover
- 2 Printhead cover
- 3 Hook (connects to the catch and must be engaged for the printer to operate)
- 4 Printhead latch (provides access for installing or removing printheads from their color-coded sockets)

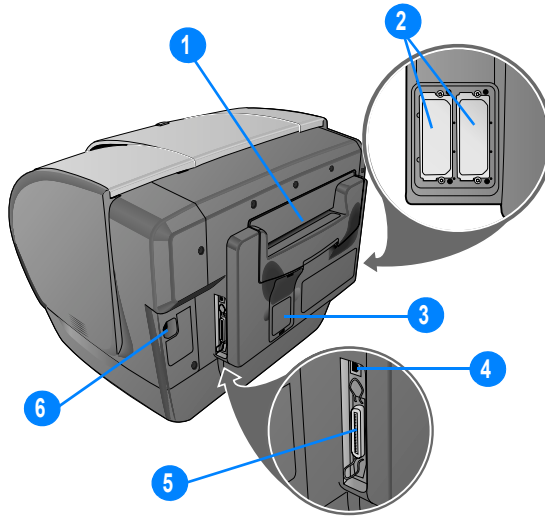
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**Note**

To open the printhead latch, you must turn on the printer.

- 5 Printheads
- 6 Catch (metal bar that secures the hook and engages the printhead latch)
- 7 Ink cartridges





1 Tray 1

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**Note**

The printer comes with a single sheet manual feed unit in the Tray 1 location. You can purchase a multipurpose tray as an optional accessory, which is installed in place of the single sheet manual feed unit in the Tray 1 location. For more information, see [“Multipurpose tray \(100-sheet tray\).”](#)

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- 2 EIO slots (allow EIO accessories to be installed; The HP Business Inkjet 3000n and 3000dtn configurations come with an HP Jetdirect print server in one of these slots)
- 3 DIMM cover
- 4 USB port
- 5 Parallel port
- 6 Power input

# Setting up the printer

To set up the printer, complete the following steps. For illustrated setup information, see the setup poster.

## Step 1: Set up the printer

- 1 Select a location for the printer that is level, sturdy, and can support all corners of the printer, such as a low table. The location should be about 25 cm (10 inches) away from a wall to provide easy access to the rear of the printer for using Tray 1.
- 2 If your printer was shipped with Tray 3 or you purchased Tray 3 as an optional accessory, unpack Tray 3. Otherwise, go on to step 3.
  - a Position Tray 3 in the location where you want to place the printer.
  - b Remove the tape and packing materials from Tray 3, including the foam block located inside the tray.
- 3 Two people should lift the printer. Each person should grasp the printer in the front just under the lip below the LCD control panel, and in the rear by the indentation on either side of Tray 1. Alternately, each person can hold on to the bottom of the printer during lifting.

---

### WARNING!

It is strongly recommended that two people lift or move the printer. The printer is top-heavy and can tip if lifted by only one person. The side of the printer that holds the ink cartridges and printheads is considerably heavier than the other side.

---

### WARNING!

Do not attempt to move the printer by holding on to Tray 2 in the front or Tray 1 in the back. This can damage the printer and might cause you to lose your grip on the printer.

- 4 Move the printer to the prepared location. Be sure that the foam packing cushions are removed from the bottom of the printer. Gently place the printer on the prepared location.

**-Or-**

If installing Tray 3, align the front edge of the printer with the front edge of the Tray 3 base. Gently lower the printer onto the Tray 3 base.

---


**WARNING!**

---

Be careful to keep your fingers and hands clear of the bottom of the printer.

- 5 Remove the tape and packing materials from the printer.

## **Step 2: Connect the power cord and turn on the printer**

- 1 Connect the power cord to the printer and an alternating current (AC) power receptacle.
- 2 Press  (power button) on the LCD control panel to turn on the printer.

For a description of LCD control panel buttons, see “[Understanding the LCD control panel.](#)”

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**WARNING!**












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To prevent electric shock, connect the power cord to a grounded power receptacle only. Use only the power cord included with the printer.

## **Step 3: Set up the LCD control panel for your language (optional)**

When the printer is turned on for the first time, you have the option to set the language for the LCD control panel messages.

### **To select the LCD control panel language**

- 1 Press  (select button) on the LCD control panel.
- 2 Press  (down arrow button) to highlight `CONFIGURE DEVICE`, and then press .
- 3 Press  (down arrow button) to highlight `SYSTEM SETUP`, and then press .
- 4 Press  (down arrow button) to highlight `LANGUAGE`, and then press .
- 5 Press  (down arrow button) or  (up arrow button) to scroll through the language list and highlight the language of your choice.
- 6 Press  (select button) to confirm the language selection.
- 7 Press  (pause/resume button) to return the printer to the `READY` state.

## Step 4: Install the ink cartridges

- 1 Make sure the printer is turned on.
- 2 Lift the ink cartridge cover.
- 3 Remove each ink cartridge from its package.
- 4 Align the colored arrows, and then insert each ink cartridge into its color-coded slot.
- 5 To ensure proper contact, press firmly on the cartridges until they snap into place.

### Note

When replacing ink cartridges, install the new ink cartridges right away. Ink cartridges should not be removed from the printer for long periods of time.

## Step 5: Install the printheads

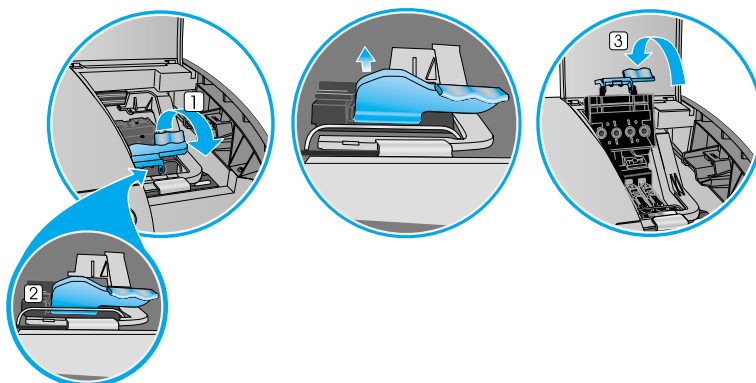
### CAUTION

Before you lift the printhead cover, make sure that the printer is plugged in and turned on. Otherwise, you cannot install the printheads.

- 1 Lift the printhead cover.
- 2 To open the latch, lift it from the rear (item 1 in the graphic) and then pull it forward and down to release the hook from the metal catch (item 2 in the graphic).

### CAUTION

Do not attempt to force open the printhead latch. The printhead carriage will move to the left when the printer is turned on, enabling you to open the latch.



- 3 Lift and push the latch toward the back of the printer (item 3 in the graphic).
- 4 Remove each printhead from its package.
- 5 Remove the protective tape from each printhead.
- 6 Remove the plastic cap from each printhead by pulling down as indicated by the arrow on the cap.
- 7 Insert each printhead into its color-coded slot.

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**Note**

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The color order of the printheads does not correspond with the color order of the ink cartridges.

- 8 Press firmly on each printhead to ensure proper contact after installation.
- 9 Pull the latch all the way forward and down, and engage the catch with the hook (item 2 in the graphic). Push the latch towards the back of the printer. You might have to apply some pressure to close the latch.
- 10 Close the printhead cover and the ink cartridge cover.
- 11 Wait while the printer aligns the printheads. This can take about 20 minutes. When the process is complete, an alignment page prints. If no alignment page prints, check to make sure there is media in the trays.

## **Step 6: Install the printer software and connect the interface cable**

You can install the printer software for local printing or network printing. For local printing, you can connect the printer using a USB cable or a parallel cable.

For more information about using USB or parallel interface connections with your computer, see the documentation that came with your computer.

## Windows printer software components

The printer software for Windows includes the following components:

- **Printer drivers**

Printer drivers access the printer features and allow the computer to communicate with the printer. The following printer drivers can be used with the printer:

- PCL 5c
- PCL 6
- PostScript (PS) level 3 emulation

The following printer drivers are included with the printer.

Operating system*	PCL 5c	PCL 6	PS
Windows 98, Millennium	✓	✓	✓
Windows NT 4.0	✓	✓	✓
Windows 2000	✓	✓	✓
Windows XP 32-bit	✓	✓	✓
Windows XP 64-bit**	✓		✓

\*Printer features vary among printer drivers and operating systems.

\*\*Windows XP 64-bit printer drivers are available only at <http://www.hp.com>.

See the online Help in your printer driver for availability of features.

For more information about printing using the emulated PostScript printer driver, see “[Printing using PostScript emulation.](#)”

- **Toolbox**

The Toolbox provides printer status and maintenance information about the printer. For more information, see “[Using the Toolbox.](#)”

- **Screen fonts**

Screen fonts (also called “printer matching fonts”) are fonts used by the computer that correspond to the fonts in the printer. Adobe PostScript® 3™ screen fonts are also included.

- **Customization Utility**

This utility lets you copy the selected installation options in the printer software onto floppy disks, to a hard drive, or to a network drive.

---

**Note**

Printer installation software for UNIX® (HP-UX, Sun Solaris) networks is available for download at [http://www.hp.com/support/net\\_printing](http://www.hp.com/support/net_printing).

For more information about using Linux with HP printers, see <http://hp.sourceforge.net>.

For information about using the IBM PostScript 3 emulation printer driver for IBM OS/2, see <http://www.hp.com/support/businessinkjet3000>.

If you are using Windows NT 4.0, Windows 2000, or Windows XP, you must have administrator privileges to install a printer driver.

---

## Macintosh printer software components

The printer software for Macintosh includes the following components:

- **PostScript Printer Description files (PPDs) (Mac OS 8.6 to Mac OS 9.2.2)**

PPDs, in combination with the Apple LaserWriter 8 printer driver, access the printer features and allow the computer to communicate with the printer. An installation program for the PPDs and other software is provided on the Starter CD. Use the Apple LaserWriter 8 printer driver that comes with the computer.

- **Printing Dialog Extensions (PDEs) (Mac OS X)**

PDEs are code plug-ins that provide access to printer features, such as number of copies, print on both sides, and quality settings. An installation program for the PDEs and other software is provided on the Starter CD.

- **HP LaserJet Utility**

The HP LaserJet Utility allows control of features that are not available in the printer driver. Use the illustrated screens to select printer features and complete tasks with the printer, such as the following:

- download files, view fonts, and change many of the printer settings
- check the ink cartridge levels
- configure and set the printer for Internet Protocol (IP) or AppleTalk printing

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### Note

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The HP LaserJet Utility is not supported for the Korean, Japanese, Simplified Chinese, and Traditional Chinese languages.



## Connecting the printer using a USB cable in Windows

Use a USB cable to connect the printer to the computer if the computer has a USB port and is running Windows 98, Windows Millennium Edition (Me), Windows 2000, or Windows XP.

If your computer does not meet these specifications, connect the printer to your computer using a parallel cable.

In most cases, after you install the printer software and connect a printer to the computer, you can install additional printers with USB cables without reinstalling the printing software.

---

### Note

It is recommended that you install the software *before* you connect the printer to the computer.

Do not connect the USB cable until you are prompted by the printer installation software.

---

### Software-first installation

- 1 Start Windows and make sure no other Windows applications are running.
- 2 Insert the Starter CD into the CD-ROM drive. The CD menu runs automatically.

If the CD menu does not run automatically, click **Start**, and then click **Run**. At the command line box, type the letter of your computer's CD-ROM drive followed by `:\SETUP` (for example, type `D:\SETUP`).

- 3 On the CD menu, click **Install Printer Driver**.
- 4 Choose your language, and then click **OK**.
- 5 Follow the instructions on the screen.
- 6 Click **Connected to this computer**, and then click **Next**.
- 7 In the Select Port screen, click **USB**, and then click **Next**.

---

### Note

When connecting the printer using a USB cable, you can install only one of the printer drivers (PCL 5c, PCL 6, or PS) at a time.

---

- 8 Follow the instructions on the screen to complete the installation.
- 9 Connect the USB cable to the computer and the printer. The Found New Hardware wizard appears on the computer screen, and the printer icon is created in the Printers folder.

---

**Note**

If your computer is running Windows 98 or Windows Millennium Edition, the installation program prompts you to restart the computer. Plug in the USB cable only after Windows has restarted. You can also choose to restart the computer at a later time.

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### *Hardware-first installation*

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**Note**

Before you can install the printer software on a computer running Windows XP 64-bit, you must download the printer software from <http://www.hp.com>.

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If you have connected the USB cable to the ports on the computer and the printer before installing the printer software, the Found New Hardware wizard appears on the computer screen.

- 1 In the Found New Hardware wizard, click **Next**.
- 2 Click **Search for the best driver for your device (Recommended)**, and then click **Next**.
- 3 Insert the Starter CD into the CD-ROM drive.  
If the CD menu appears, click **Exit** twice to close the CD menu.
- 4 Select **Specify a location**, click **Browse** to locate the installation files for the operating system the computer is using, and then click **OK**.
  - For Windows 98 and Windows Millennium Edition, use `DRIVERS\<PRINTER DRIVER>\WIN9X_ME\<LANGUAGE>`. For example, `DRIVERS\PCL6\WIN9X_ME\ENGLISH` contains the installation files for the English version of the PCL 6 printer driver.
  - For Windows 2000 and Windows XP, use `DRIVERS\<PRINTER DRIVER>\WIN2K_XP\<LANGUAGE>`. For example, `DRIVERS\PS\WIN2K_XP\ENGLISH` contains the installation files for the English version of the PS 3 printer driver.
- 5 Click **Next**, and then follow the instructions on the screen.
- 6 Click **Next**, and then click **Finish**.
- 7 If you are using Windows 98 or Windows Millennium Edition, complete steps 3 through 6 again to finish the installation.

## Connecting the printer with a USB cable in the Mac OS

### Note

When setting up the printer using a USB cable, install the software first, and then connect the printer to the computer.

- 1 Insert the Starter CD into the CD-ROM drive. The CD menu runs automatically.

If the CD menu does not run automatically, double-click the CD icon on the desktop, and then double-click the ClassicInstaller icon (if you are using Mac OS 8.6 to Mac OS 9.2.2) or the CarbonInstaller icon (if you are using Mac OS X). This icon is located in the Installer:<language> folder of the Starter CD (where <language> is your language preference).

- 2 Follow the instructions on the screen.
- 3 Connect the cable between the ports on the computer and the printer.
- 4 If you are using Mac OS 8.6 to Mac OS 9.2.2, complete steps 5 through 9.

**-Or-**

If you are using Mac OS X or later, complete steps 10 through 13.

### *Mac OS 8.6 to Mac OS 9.2.2*

- 5 Open the Desktop Printer Utility:
  - **Mac OS 8.6 to Mac OS 9.0.x:** On the hard drive, double-click the Desktop Printer Utility icon in the Apple Extras: Apple LaserWriter Software folder.
  - **Mac OS 9.1.x to Mac OS 9.2.2:** On the hard drive, double-click the Desktop Printer Utility icon in the Applications (Mac OS 9): Utilities folder.
- 6 On the pop-up menu, select **LaserWriter8**, select **Printer (USB)** from the list, and then click **OK**.
- 7 In the **PostScript Printer Description (PPD) File** section of the window that appears, click **Auto Setup**.
- 8 Make sure **HP Business Inkjet 3000** is selected and click **Select**.
- 9 Click **Create**. The printer icon appears on the desktop.

## Mac OS X

- 10 Open the Print Center (located in the Applications\Utilities folder), and then click **Add Printer**.
- 11 On the pop-up menu, select **USB**.
- 12 If necessary, select the Zone.
- 13 Select **HP Business Inkjet 3000** from the list, and then click **Add**. A dot appears beside the printer name, indicating that this printer is now the default printer.

## Connecting the printer using a parallel cable in Windows

Use a parallel cable to connect the printer to the computer if the computer has a parallel port and is running Windows 98, Windows Millennium Edition, Windows NT 4.0, Windows 2000, or Windows XP.

- 1 Start Windows and make sure no other Windows applications are running.
- 2 Insert the Starter CD into your CD-ROM drive. The CD menu runs automatically.

If the CD menu does not run automatically, click **Start**, click **Run**, and at the command line box, type the letter of your computer's CD-ROM drive followed by `:\SETUP` (for example, type `D:\SETUP`).

- 3 On the CD menu, click **Install Printer Driver**.
- 4 Choose your language, and then click **OK**.
- 5 Follow the instructions on the screen.
- 6 Click **Connected to this computer**, and then click **Next**.
- 7 Be sure the **Parallel** check box is selected. Use the drop-down menu to select the parallel port to which the printer is connected.

---

### Note

If the **Express Install using HP recommended defaults** check box is selected, the installation program uses default options. If you want to specify the installation options, clear this check box.

- 8 Follow the instructions on the screen to complete the installation.
- 9 Connect the parallel cable to the computer and the printer.

## Connecting the printer using a network connection in Windows

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### Note

When setting up the printer using a network connection, connect the printer to the network first, and then install the software.

- 1 If an HP Jetdirect print server was purchased separately, install it in the printer. The print server must be installed before you install the printer software. For information about installing the HP Jetdirect print server, see [“Installing optional accessories.”](#)

---

### Note

The HP Jetdirect print server is pre-installed in the HP Business Inkjet 3000n and 3000dtn printer configurations.

- 2 Connect the network cable between the HP Jetdirect print server and a network port.
- 3 Start Windows and make sure no other Windows applications are running.
- 4 Insert the Starter CD into the CD-ROM drive. The CD menu runs automatically.

If the CD menu does not run automatically, click **Start**, and then click **Run**. At the command line box, type the letter of your computer's CD-ROM drive followed by `: \SETUP` (for example, type `D:\SETUP`).

- 5 On the CD menu, click **Install Printer Driver**.
- 6 Choose your language, and then click **OK**.
- 7 Follow the instructions on the screen.
- 8 Click **Connected to the network**, and then click **Next**.
- 9 Click **Basic Server or Peer-to-Peer Network Setup**, and then click **Next**.
- 10 Follow the instructions on the screen to complete the installation.

For more information about network configuration, see [“Configuring network connectivity.”](#)

## Connecting the printer with a network (Ethernet) cable in the Mac OS

When connecting the printer to a network in the Mac OS, make sure the HP Jetdirect print server is installed in the printer before you install the printer software. For more information about installing the HP Jetdirect print server, see “[Installing optional accessories.](#)”

- 1 Insert the Starter CD into the CD-ROM drive. The CD menu runs automatically.

If the CD menu does not run automatically, double-click the CD icon on the desktop, and then double-click the ClassicInstaller icon (if you are using Mac OS 8.6 to Mac OS 9.2.2) or the CarbonInstaller icon (if you are using Mac OS X). This icon is located in the Installer:<language> folder of the Starter CD (where <language> is your language preference).

- 2 Follow the instructions on the screen.
- 3 Connect the cable between the ports on the computer and the printer.
- 4 If you are using Mac OS 8.6 to Mac OS 9.2.2, complete steps 5 through 9.

**-Or-**

If you are using Mac OS X, complete steps 10 through 13.

### *Mac OS 8.6 to Mac OS 9.2.2*

- 5 Open the Desktop Printer Utility:
  - **Mac OS 8.6 to Mac OS 9.0.x:** On the hard drive, double-click the Desktop Printer Utility icon in the Apple Extras: Apple LaserWriter Software folder.
  - **Mac OS 9.1.x to Mac OS 9.2.2:** On the hard drive, double-click the Desktop Printer Utility icon in the Applications (Mac OS 9): Utilities folder.
- 6 On the pop-up menu, select **LaserWriter8**, select **Printer (AppleTalk)** from the list, and then click **OK**.
- 7 In the **PostScript Printer Description (PPD) File** section of the window that appears, click **Auto Setup**.
- 8 Make sure **HP Business Inkjet 3000** is selected, and click **Select**.
- 9 Click **Create**. The printer icon appears on the desktop.

## Mac OS X

- 10 Open the Print Center (located in the Applications\Utilities folder), and then click **Add Printer**.
- 11 If you are using an AppleTalk network, on the pop-up menu, select **AppleTalk**.  
**-Or-**  
If you are using an LPR network, on the pop-up menu, select **LPR Printer using IP**, and then type the IP address for the printer.
- 12 If necessary, select the Zone.
- 13 Select **HP Business Inkjet 3000** from the list, and then click **Add**. A blue dot appears beside the printer name, indicating that this printer is now the default printer.

## Step 7: Enable optional accessories in the printer driver

If you have installed an auto-duplex unit, Tray 3, or the multipurpose tray (which is installed in the Tray 1 location), you must enable these optional accessories in the printer driver.

If you are using operating systems other than Windows or Macintosh, you might need to enable optional accessories from the LCD control panel Printing menu. For more information, see "[Printing menu](#)."

### To enable optional accessories in Windows

- 1 Click **Start**, point to **Settings**, and then click **Printers** (Windows 98, Windows Millennium Edition, Windows NT 4.0, and Windows 2000).  
**-Or-**  
Click **Start**, and then click **Printers and Faxes** (Windows XP).
- 2 Right-click the icon for the desired printer driver, and then click **Properties**.
  - **PCL 6:** On the **Configure** tab, select the check boxes for your optional accessories, and then click **OK**.
  - **PCL 5c/PS:** On the **Device Options** tab, click the optional accessories you want to enable, choose **Installed** from the drop-down menu, and then click **OK**.

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#### Note

For information on selecting and loading media for printing, see "[Selecting and loading print media](#)."

## To enable optional accessories in the Mac OS

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### Note

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Mac OS X automatically enables all optional accessories in the printer driver when you install the printer software.

- 1 Click the printer's desktop printer icon.
- 2 On the **Printing** menu, click **Change Setup**.
- 3 On the **Change** pop-up menu, select the optional accessory you want to enable.
- 4 On the **To** pop-up menu, select **Installed**.
- 5 Click **OK**.
- 6 Repeat this procedure for each optional accessory you want to enable.



# 3

## Installing optional accessories

The following accessories are available for the printer.

- [Multipurpose tray \(100-sheet tray\)](#)
- [700-sheet tray \(Tray 3\)](#)
- [Auto-duplex unit](#)
- [HP Jetdirect print server](#)
- [Additional printer memory and font DIMMs](#)

For information about ordering accessories, see [“Ordering supplies and accessories.”](#)

### Multipurpose tray (100-sheet tray)

The multipurpose tray is designed to handle a variety of media types and sizes, including heavy paper and transparencies. The multipurpose tray is recommended if you print often on heavy paper or other special media that requires a straight-through paper path because it can hold up to 100 sheets of media.

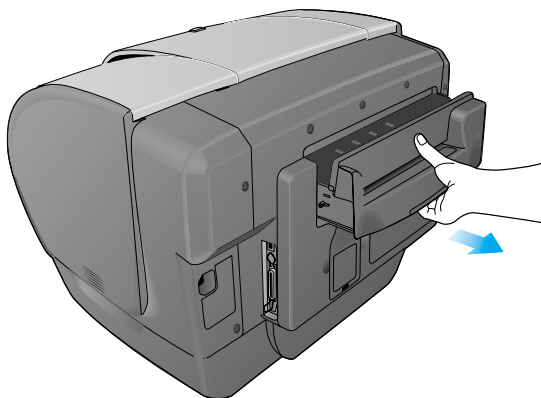
For information about using the multipurpose tray, see [“To load media in the optional multipurpose tray.”](#)

## Installing the optional multipurpose tray

### Note

To install the multipurpose tray, you must first remove the single sheet manual feed unit from the Tray 1 location at the back of the printer.

- 1 Grasp the handle under the single sheet manual feed unit. Firmly pull to remove it from the printer. Keep this item for future use.



- 2 Slide the multipurpose tray into the Tray 1 opening at the back of the printer until it snaps into place.

## 700-sheet tray (Tray 3)

Tray 3 can hold up to 700 sheets of standard weight paper. Tray 3 is recommended if you frequently print multi-page documents or anticipate a high volume of printing.


For information about installing Tray 3, see [“Setting up the printer.”](#)  
For information about using Tray 3, see [“To load media in Tray 2 or optional Tray 3.”](#)

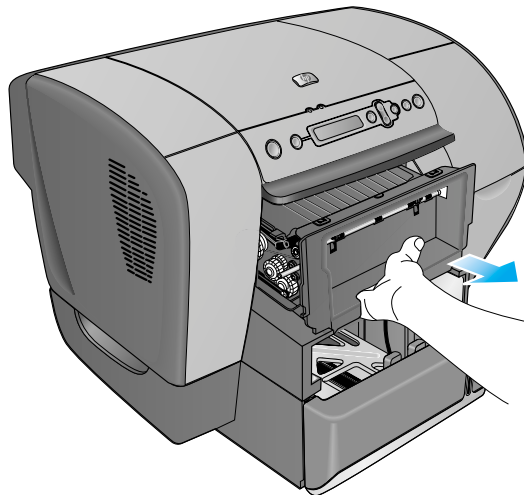
# Auto-duplex unit

The printer can automatically print on both sides of paper with the auto-duplex unit. If your printer does not have an auto-duplex unit, one can be purchased separately. For information about using the auto-duplex unit, see [“Printing on both sides of the page.”](#)

## Installing the auto-duplex unit

Two-sided printing (duplexing) might require additional memory. For more information, see [“Additional printer memory and font DIMMs.”](#)

- 1 Press and hold  (power button) to turn off the printer.
- 2 Grasp the output bin by both sides and pull it straight out of the printer. Do not lift or tilt the output bin while removing it. Set the output bin aside.
- 3 Grasp the handle under the front of Tray 2. Pull out Tray 2 until it catches. Slightly lift up Tray 2, or move the tray counterclockwise, and pull it completely out of the printer. Set Tray 2 aside.
- 4 Grasp the handle under the front of the simplex unit. Avoid touching the star wheels. Pull the simplex unit straight out of the printer, and set it aside. Keep the simplex unit for future use.



- 5 Look for the two guides inside the printer. Insert the rails of the auto-duplex unit into these guides. Slide the auto-duplex unit into the printer until it locks into place.

- 6 Insert Tray 2 into the Tray 2 case and push it firmly into the printer until it locks into place.

---

**Note**

If the tray will not close completely when it is reinserted, pull out the tray half-way, and then push it in again until it closes completely.

- 7 Set the output bin on top of Tray 2. Push the output bin into the printer. Be sure that both sides of the output bin snap into place.

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**Note**

You must configure the auto-duplex unit in the printer driver. For more information, see “[Enable optional accessories in the printer driver.](#)”

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## HP Jetdirect print server

Your printer can be shared in a network environment by connecting it directly to the network with an HP Jetdirect print server. An HP Jetdirect print server provides better performance than printing directly from a computer, and it provides flexibility in preparing a location for the printer.

### Installing an HP Jetdirect print server

The HP Jetdirect print server can be used in both client-server and peer-to-peer printing configurations.

---

**Note**

The HP Business Inkjet 3000n and 3000dtn come with an HP Jetdirect print server installed. It is recommended that the printer be shared on a network through the print server.

If you own the HP Business Inkjet 3000n or 3000dtn, skip step 1 and go on to step 2, “[Verify that the printer works.](#)”


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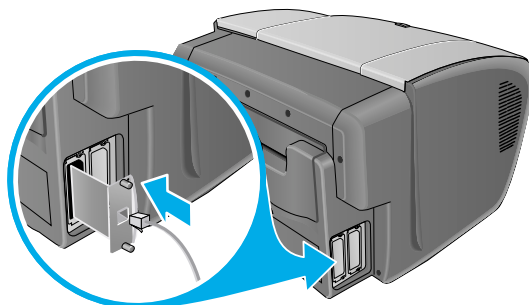
For a list of supported HP Jetdirect print servers, see “[Networking accessories.](#)”

## Step 1: Install the HP Jetdirect print server

### CAUTION

The HP Jetdirect print server contains electronic components that can be damaged by static electricity. To prevent buildup of static electricity, maintain frequent contact with any bare sheet metal surface on the printer. If possible, wear a grounding wrist strap (or similar device). Handle the print server carefully at all times. Avoid touching electronic components or circuit paths.

- 1 Press and hold  (power button) to turn off the printer, and then unplug the power cord.
- 2 Use a Phillips head screwdriver to loosen and remove the two retaining screws holding the cover for the empty EIO slot onto the printer. Remove the cover. You will not need these screws and cover again.
- 3 Firmly insert the HP Jetdirect print server into the EIO slot.



- 4 Insert and tighten the retaining screws that came with the HP Jetdirect print server.
- 5 Connect the network cable to the HP Jetdirect print server.

## Step 2: Verify that the printer works

- 1 Reconnect the power cord and turn on the printer.
- 2 Print a Configuration page.
  - a Press ✓ (select button) on the LCD control panel.
  - b Press ▼ (down arrow button) to highlight INFORMATION, and then press ✓ (select button).
  - c Press ▼ (down arrow button) to highlight PRINT CONFIGURATION, and then press ✓ (select button) to print the configuration page.

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### Note

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Because you have installed an HP Jetdirect print server, two configuration pages print. The HP Jetdirect Configuration page contains setup information (for example, LAN HW ADDRESS) that might be needed for the next step.

If the Configuration page does not print, uninstall and reinstall the print server card to ensure that it is completely seated in the slot.

## Obtaining more information

If you encounter any problems or difficulty printing over a network, see “[Configuring network connectivity](#)” and the following sources.

Document	Description
HP Jetdirect Print Server Administrator's Guide	<p>This guide, included on the Starter CD, provides detailed information about setting up and using your HP Jetdirect print server.</p> <p>It also provides information about the following:</p> <ul style="list-style-type: none"><li>• HP Software Solutions for HP Jetdirect print servers</li><li>• TCP/IP configurations</li><li>• Using LPD (Line Printer Daemon) services on the HP Jetdirect print server</li><li>• FTP printing</li><li>• Configuration page messages and troubleshooting</li><li>• Embedded Web server to access configuration and management pages for the print server and device</li></ul>
Documentation for the operating system and network operating system	<p>This documentation came with your computer or your network operating system. It describes basic network printing common to all network printers.</p>

In addition to these sources, printer information and configuration features are available through HP Web Jetadmin. See “[HP Web Jetadmin](#)” for more information.

For more information about HP Web Jetadmin and other HP network printing software, visit the website [http://www.hp.com/support/net\\_printing](http://www.hp.com/support/net_printing).

# Additional printer memory and font DIMMs

If you often print complex graphics or PostScript emulation documents, or if you print with the optional auto-duplex unit, you might want to add more memory to the printer. You can also install a font DIMM to print languages such as Japanese or Korean.

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**Note**

Adding memory to the printer will allow it to process more complex PostScript emulation and PCL 5c and PCL 6 jobs, but it might not increase processing speed.

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To find out how much memory is installed in the printer, print a configuration page. See [“Printing a Configuration page.”](#)

## EIO hard disk drive

An EIO hard disk drive can be used for print job storage, and to permanently store downloaded fonts and forms in the printer. Unlike standard printer memory, items on the EIO hard disk drive remain in the printer even when the printer is turned off.

For information about ordering an EIO hard disk drive, see [“Memory/storage accessories.”](#) For information about installing and using an EIO hard disk drive, see the documentation provided with the EIO hard disk drive.

## Installing memory and font DIMMs

The printer is shipped with 64 MB of memory on the formatter and 24 MB of memory on the printer base. The printer has three dual inline memory module (DIMM) slots that accept 64 or 128 MB RAM each or 4 MB flash DIMMs. The printer can support up to 344 MB of memory (including the 24 MB on the printer base). This additional memory is available for purchase as an accessory. For more information, see [“Ordering supplies and accessories.”](#)


You can also follow this procedure to install third-party customized solutions.

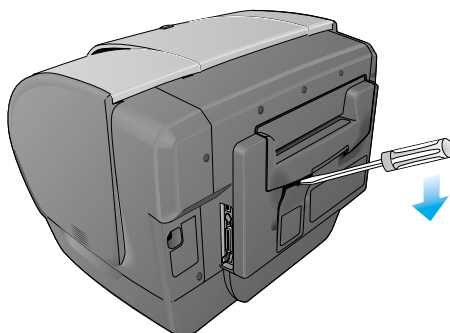


## To install memory and font DIMMs

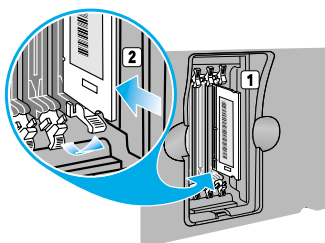
### CAUTION

DIMMs contain electronic components that can be damaged by static electricity. To prevent buildup of static electricity, maintain frequent contact with any bare sheet metal surface on the printer. If possible, wear a grounding wrist strap (or similar device). Handle DIMMs carefully at all times. Avoid touching electronic components or circuit paths.

- 1 If you have not already done so, print a Configuration page to find out how much memory is installed in the printer before adding more memory. See [“Printing a Configuration page.”](#)
- 2 Press and hold  (power button) to turn off the printer.
- 3 Unplug the power cord and disconnect any cables.
- 4 To remove the DIMM cover from the back of the printer, insert a flathead screwdriver into the top slot. Gently push down on the screwdriver's handle with one hand, grasp the cover with the other hand, and remove the cover.



- 5 Remove the DIMM from the antistatic package, and then align the DIMM with an empty DIMM slot.
- 6 On the DIMM slot, push the DIMM locks outward to release the locks.
- 7 Insert the DIMM into the slot (item 1 in the graphic) and press it into the printer until it snaps into the slot (item 2 in the graphic).



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**Note**

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To remove a DIMM, the locks on the DIMM slot must be released by pushing them outwards.

- 8 Replace the cover and gently apply pressure until the cover snaps into place.
- 9 Reattach the power cord and any cables, and then turn on the printer.

## Checking memory installation

Follow this procedure to verify that DIMMs are installed correctly.

### To check memory installation

- 1 Check that **READY** appears on the LCD control panel when the printer is turned on. If an error message appears, a DIMM might have been installed incorrectly.

For information about printer messages, see [“LCD control panel messages.”](#)

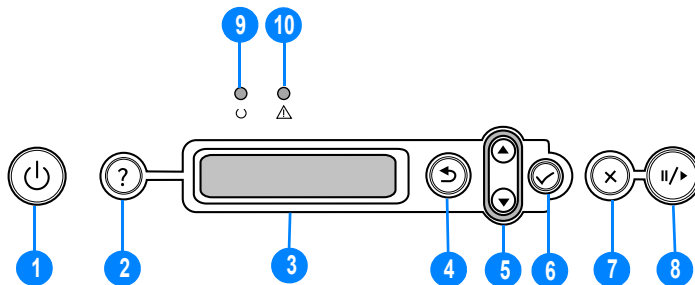
- 2 Print a new Configuration page. Check the memory section on the Configuration page and compare it to the Configuration page printed before the DIMM installation. If the amount of memory has not increased, one of the following problems might have occurred:
  - The DIMM might not be installed correctly. Repeat the installation procedure.
  - The DIMM might be defective. Try a new DIMM.

# 4

## Setting printer options

The LCD control panel allows you to change printer settings, view printer status and printer messages, and diagnose printer problems. Additional menu items can appear in the LCD control panel, depending on the options installed in the printer.

### Understanding the LCD control panel



- 1 Power button (⏻): Turns the printer off and on.
- 2 Help button ( ? ): Provides additional information about printer messages or menus.
- 3 LCD display: Shows status and error messages, as well as ink cartridge levels.
- 4 Back button (⏪): Navigates backward one level in the menus.
- 5 Up (▲) and down (▼) arrow button: Navigates through menu items and increases or decreases numerical values.
- 6 Select button (✓): Selects highlighted menu items. This button also restarts printing after continuable errors.
- 7 Cancel job button (✕): Cancels the current print job. The time it takes to cancel depends on the size of the print job. Press this button only once to cancel the current print job.
- 8 Pause/resume button (||▶): Temporarily stops and restarts printing. This button also exits the menus and exits the LCD control panel help.

- 9 Ready light: Indicates one of three possible states:

**On** — The printer is online and ready to accept print jobs. This state also indicates that the printer may have buffered data that it has finished processing but is waiting to receive more data.

**Off** — The printer is either offline, turned off, or has no data to process.

**Flashing** — The printer is receiving data, or, if the LCD displays the message `PLEASE WAIT`, the printer is attempting to stop printing and go offline.

- 10 Attention light: Indicates one of four possible states:

**On** — A critical error has occurred, and the printer requires attention. A critical-error message usually accompanies this indicator.

**Off** — No conditions exist that require attention. A printer-status message usually accompanies this indicator.

**Flashing quickly** — The printer has encountered an error that requires user attention (such as an open door or a paper jam). An error message usually accompanies this indicator.

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**Note**

For a list of messages that can appear in the LCD control panel display, see “[LCD control panel messages](#).”

## Printing an LCD control panel menu map

You can print a menu map from the LCD control panel.

### To print an LCD control panel menu map

- 1 Press ✓ (select button) on the LCD control panel.
- 2 Press ▼ (down arrow button) to highlight `INFORMATION`, and then press ✓ (select button).
- 3 Press ✓ (select button) to select `PRINT MENU MAP`.

---

**Note**

If the auto-duplex unit is installed and the auto-duplex option is set to `ON` in the LCD control panel, do not remove the page from the printer until both sides are finished printing.

# Changing LCD control panel menu settings

The LCD control panel is one of three ways to set options in the printer. You can also change options using settings in the printer driver and in the applications from which you print. Printer driver and application settings override LCD control panel settings for the current print job. Application settings override default printer driver settings.

Menu items in the LCD control panel are numbered from 1-9. If a menu has more than nine items, the additional items will appear with a letter value from A to Z. However, the numbers and letter values are not included in the procedures in this guide.

Items that have submenus appear with a plus sign (+) next to them. If the second line of a two-line message is not visible, an ellipsis (...) appears at the end of the first line of the message.

For more information about any LCD control panel menu or item, press ? (help button).

---

## Note

If you cannot gain access to a menu or item, it is either not an option for the printer, or you have not enabled the associated higher-level option. When items appear with a padlock symbol next to them, a personal identification number (PIN) is required to change the setting.

---

## To change an LCD control panel setting

- 1 Press ✓ (select button) on the LCD control panel to enter the menus.
- 2 Navigate to the menu or submenu that contains the setting you want to change.
  - Press ▼ (down arrow button) or ▲ (up arrow button) to highlight the desired menu. (Hold down either of these buttons to auto-scroll through the selections.) Press ✓ (select button) to access the desired menu. Repeat this procedure to access submenus.
  - Press ▼ (down arrow button) or ▲ (up arrow button) to highlight the desired setting, and then press ✓ (select button) to save the setting. An asterisk (\*) appears next to the setting in the display, indicating that the new setting is now the default.
- 3 Press ||/▶ (pause/resume button) to exit the menus and return the printer to the READY state. If no key is pressed for 30 seconds, the printer returns automatically to the READY state.

## Retrieve Job menu

This menu displays all stored jobs. You can scroll through the list to find and select a specific job. If the printer has no stored jobs, the LCD control panel displays the message `NO STORED JOBS`.

## Information menu

This menu contains printer information pages that give details about the printer and its configuration. To print an information page, scroll to the desired page and press  $\checkmark$  (select button).

Message	Description
<code>PRINT MENU MAP</code>	This item prints a map of the printer menu structure.
<code>PRINT CONFIGURATION</code>	This item prints a page describing current configuration settings (such as firmware version, model, accessories installed, I/O support, or other details). If an HP Jetdirect print server is installed, a second page will be printed, which displays the settings for the HP Jetdirect print server.
<code>PRINT SUPPLIES STATUS PAGE</code>	This item prints the estimated remaining life (represented in graphical form as a gauge) for the supplies. This item shows ink cartridge serial numbers, the expiration date, maintenance information, and whether ink levels are low. This item also shows printhead serial numbers and printhead health information.
<code>SUPPLIES STATUS</code>	This item displays the supplies status in a scrollable list.
<code>PRINT USAGE PAGE</code>	This item prints a count of all media sizes that have passed through the printer; lists whether they were simplex, duplex, monochrome, or color; and reports the page count.
<code>PRINT DEMO</code>	This item prints a demonstration page.
<code>PRINT FILE DIRECTORY</code>	This item prints the name and directory of files stored on an optional hard disk.

Message	Description
PRINT PCL FONT LIST	This item prints the available PCL fonts.
PRINT PS FONT LIST	This item prints the available PS (emulated PostScript) fonts.

## Paper Handling menu

These settings control the default media-selection options. However, printer driver and software application settings override LCD control panel settings for the current print job.

Message	Value or Submenu	Description
TRAY 1 SIZE	LETTER LEGAL EXECUTIVE A4 A6 B5<ISO> B5<JIS> ENVELOPE #10 ENVELOPE MONARCH ENVELOPE C5 ENVELOPE DL CUSTOM ANY CUSTOM	This item allows you to select the media size loaded in Tray 1. Default = LETTER

Message	Value or Submenu	Description
TRAY 1 TYPE	PLAIN PHOTO GLOSS PHOTO QUALITY GLOSS PHOTO QUALITY MATT EVERYDAY SEMI GLOSS EVERYDAY MATTE PREMIUM INKJET PREMIUM IJ HEAVY BROCHURE GLOSS BROCHURE MATTE PM PHOTO GLOSS PM+ PHOTO GLOSS PM+ PHOTO MATTE COLORFAST PHOTO PREMIUM TRANSPRNCY PREMIUM+ TRANSPRNCY	This item allows you to select media type loaded in Tray 1. Default = PLAIN
TRAY 2 SIZE	ANY LETTER LEGAL EXECUTIVE A4 B5(JIS) B5(ISO) CUSTOM ANY CUSTOM	This item displays the current size configuration for the tray. Sizes are detected by the printer tray. To use a custom size, load the media in the tray and adjust the length and width guides to fit snugly but gently against the media. Default = LETTER



<b>Message</b>	<b>Value or Submenu</b>	<b>Description</b>
TRAY 2 TYPE	ANY PLAIN PHOTO GLOSS PHOTO QUALITY GLOS PHOTO QUALITY MATT EVERYDAY SEMI GLOS EVERYDAY MATTE PREMIUM INKJET PREMIUM IJ HEAVY BROCHURE GLOSS BROCHURE MATTE PM PHOTO GLOSS PM+ PHOTO GLOSS PM+ PHOTO MATTE COLORFAST PHOTO PREMIUM TRNSPRNCY PREMIUM+ TRNSPRNCY	This item allows you to select the media type loaded in Tray 2. Default = PLAIN
TRAY 3 SIZE	ANY LETTER LEGAL EXECUTIVE A4 B5(JIS) B5(ISO) CUSTOM ANY CUSTOM	This item displays the current size configuration for the tray. Sizes are detected by the printer tray. To use a custom size, load the media in the tray and adjust the length and width guides to fit snugly but gently against the media. This item is displayed only when Tray 3 is installed. Default = LETTER

Message	Value or Submenu	Description
TRAY 3 TYPE	ANY PLAIN PHOTO GLOSS PHOTO QUALITY GLOS PHOTO QUALITY MATT EVERYDAY SEMI GLOS EVERYDAY MATTE PREMIUM INKJET PREMIUM IJ HEAVY BROCHURE GLOSS BROCHURE MATTE PM PHOTO GLOSS PM+ PHOTO GLOSS PM+ PHOTO MATTE COLORFAST PHOTO PREMIUM TRNSPRNCY PREMIUM+ TRNSPRNCY	This item allows you to select media type loaded in Tray 3. This item is displayed only when Tray 3 is installed. Default = PLAIN

# Configure Device menu

Items in this menu affect printer behavior. Configure the printer according to your printing needs.

The Configure Device menu contains several submenus: Printing, Print Quality, System Setup, I/O, and Resets.

## Printing menu

The items in this menu are used when printing from MS-DOS®, UNIX, and Linux. If your computer is running Windows or the Mac OS, configure these settings using the printer driver.

Message	Value or Submenu	Description
COPIES	1 - 32000	This item sets the number of copies to print. Default = 1
DEFAULT PAPER SIZE	LETTER LEGAL EXECUTIVE A4 A6 B5(ISO) B5(JIS) ENVELOPE #10 ENVELOPE MONARCH ENVELOPE C5 ENVELOPE DL CUSTOM ANY CUSTOM	This item allows you to set the default media size. Default = LETTER
DEFAULT CUSTOM PAPER SIZE	UNIT OF MEASURE X DIMENSION Y DIMENSION	This item allows you to set the unit of measurement and dimensions for jobs that have no dimensions. The default paper size (see above) must be set to CUSTOM to use this item. The values can be set independently and apply to any jobs that are sent without dimensions. Default = INCHES

Message	Value or Submenu	Description
DEFAULT PAPER TYPE	ANY PLAIN PHOTO GLOSS PHOTO QUALITY GLO PHOTO QUALITY MATT EVERYDAY SEMI GLO EVERYDAY MATTE PREMIUM INKJET PREMIUM IJ HEAVY BROCHURE GLOS BROCHURE MATTE PM PHOTO GLOS PM+PHOTO GLOSS PM+PHOTO MATTE COLORFAST PHOTO PREMIUM TRNSPRNCY PREMIUM+TRNSPRNCY	This item allows you to set a default media type. Default = PLAIN
DUPLEX	OFF ON	This item appears only when an auto-duplex unit is installed. Set the value to ON to print on both sides (duplex) or OFF to print on one side (simplex) of a sheet of paper. For more information, see <a href="#">“Printing on both sides of the page.”</a> Default = OFF
DUPLEX BINDING	LONG EDGE SHORT EDGE	This item appears only when an auto-duplex unit is installed and the duplex option is on. Choose the binding edge when duplexing (printing on both sides of paper). For more information, see <a href="#">“Printing on both sides of the page.”</a> Default = LONG EDGE
OVERRIDE A4/LETTER	NO YES	This item sets the printer to print an A4 job on letter-size paper when no A4 paper is loaded, or to print a letter-size job on A4 paper when no letter-size paper is loaded. Default = NO

<b>Message</b>	<b>Value or Submenu</b>	<b>Description</b>
MANUAL FEED	OFF ON	This item allows you to feed media manually. Default = OFF
COURIER FONT	REGULAR DARK	This item allows you to select a version of the Courier font. Default = REGULAR
WIDE A4	NO YES	This item allows you to change the printable area of A4 paper so that eighty 10-pitch characters may be printed on a single line. Default = NO
PRINT PS ERRORS	OFF ON	This item allows you to print a list of PS errors. Default = OFF
PCL	FORM LENGTH ORIENTATION FONT SOURCE FONT NUMBER FONT PITCH SYMBOL SET APPEND CR TO LF	This item allows you to configure settings for printer control language (PCL) when using PCL 5c or PCL 6 instead of PostScript (PS) emulation for the printer personality.

## Print Quality menu

This menu allows you to adjust aspects of print quality, including calibration, printhead alignment, and quality level.

Message	Value or Submenu	Description
ALIGN PRINTHEADS	N.A.	This item begins the printhead alignment process.
COLOR CALIBRATION	N.A.	This item begins the color calibration process.
LINEFEED CALIBRATION	N.A.	This item begins the linefeed calibration process.
CLEAN PRINTHEADS	N.A.	This item begins the printhead cleaning process.
REPLACE PRINTHEADS	N.A.	This item moves the printhead carriage to allow users to replace the printheads.
DEFAULT QUALITY LEVEL	DRAFT NORMAL BEST	This item allows you to select the default level for print quality. This setting is used if the print job contains no print-quality selection. Default = NORMAL
NORMAL MODE PRINTING	AUTO SPEED QUALITY	This item allows you to select the type or mode for normal mode printing to produce optimal print output results. SPEED prints at the best possible speed, with less concern for print quality. QUALITY prints at a predetermined quality level with less concern for print speed. AUTO combines speed and quality settings depending on the health of the printhead. Default = AUTO

## System Setup menu

The System Setup menu allows you to make changes to general printer default settings such as PowerSave Time, printer personality (language), and jam recovery.

Message	Value or Submenu	Description
JOB STORAGE LIMIT	1-100	This item allows you to set the maximum number of jobs that can be stored on the printer. (This item appears only if the printer has an optional hard disk installed.) Default = 32
JOB HELD TIMEOUT	OFF 1 HOUR 4 HOURS 1 DAY 1 WEEK	This item allows you to set how long the printer stores a quick copy job, which prints the requested number of copies of the job and stores a copy on the printer's optional hard disk. Additional copies can be printed later. (This item appears only if the printer has an optional hard disk installed.) Default = OFF
TRAY BEHAVIOR	USE REQUESTED TRAY MANUALLY FEED PROMPT	This item allows you to specify the tray-selection behavior. USE REQUESTED TRAY requires the printer to print from only the tray specified. MANUALLY FEED PROMPT requires you to press ✓ (select button) on the LCD control panel before printing begins.
POWERSAVE TIME	2 MINUTE 15 MINUTES 30 MINUTES 60 MINUTES 90 MINUTES 2 HOURS 4 HOURS	This item reduces power consumption when the printer has been inactive for an extended period. Default = 30 MINUTES
PERSONALITY	AUTO PCL PS	This item sets the default personality to automatic switching, PCL, or PostScript emulation. Default = AUTO

<b>Message</b>	<b>Value or Submenu</b>	<b>Description</b>
CLEARABLE WARNINGS	JOB ON	This item allows you to set the length of time that a clearable warning is displayed on the LCD control panel. If JOB is selected, warnings are displayed until the end of the current job. If ON is selected, warnings are displayed until you press ✓ (select button). Default = JOB
AUTO CONTINUE	OFF ON	This item determines printer behavior when the system generates an Auto Continuable error. Default = ON
SUPPLIES LOW	STOP CONTINUE	This item sets the printing action to be taken when the low supplies setting is reached for ink cartridges only. Default = CONTINUE
JAM RECOVERY	OFF ON AUTO	This item determines whether the printer will attempt to reprint pages after a jam. Default = AUTO
RAM DISK	AUTO OFF	This item allows you to enable or disable the RAM disk to store print jobs or printer fonts. This feature is available only if no optional hard disk is installed.
LANGUAGE	A list of available languages appears.	This item sets the default language. Default = ENGLISH



## I/O menu

The I/O menu allows you to make changes to printer interface settings.

Message	Value or Submenu	Description
I/O TIMEOUT	5 - 300	This item sets the length of time (in seconds) that the printer waits for remaining data for a print job. If that time is exceeded, the printer prints the print job. Default = 15
PARALLEL INPUT	HIGH SPEED ADVANCED FUNCTIONS	This item allows you to access two options: HIGH SPEED enables fast parallel port communication with the host. If the printer is connected to an older computer, you may want to disable this option. ADVANCED FUNCTIONS allows you to enable or disable the bi-directional parallel communication. If you disable this option, the host will not receive any messages from the Printer Status and Alerts software.
EIO X	TCP/IP IPX/SPX APPLETALK DLC/LLC LINK SPEED	This item allows you to access submenus for an EIO accessory, such as the HP Jetdirect print server.

## Resets menu

You may need to reset the printer in the following circumstances:

- You want to restore the printer's default settings.
- Communication between the printer and computer has been interrupted.

### CAUTION

When you use the restore factory settings option on this menu, you can lose printer configuration settings.

### Note

This option does not reset an HP Jetdirect print server to its default settings if one is installed in the printer. To reset the HP Jetdirect print server, see "[Resetting the HP Jetdirect print server.](#)"

Message	Value or Submenu	Description
RESTORE FACTORY SETTINGS	N.A.	This item restores all values to the printer's predetermined factory values.
POWERSAVE	OFF ON	This item enables and disables PowerSave. Default = ON

## Diagnostics menu

This menu allows you to test various components of the printer so you can identify and solve problems.

Message	Description
PRINT EVENT LOG	This item prints the last 50 entries in the printer's event log, starting with the most recent event.
SHOW EVENT LOG	This item displays the last 50 events on the LCD control panel, starting with the most recent event.
PAPER PATH TEST	This item tests the paper handling features of the printer. If you have difficulty printing on both sides of the page or printing from one of the trays, run this test to verify that the paper path is working properly.

# Service menu

This menu requires administrator-level access rights. These items should be used by trained service personnel only. When prompted, press ▲ (up arrow button) and ▼ (down arrow button) to enter the PIN, and then press ✓ (select button) to select and confirm the PIN.

Message	Value or Submenu	Description
CLEAR EVENT LOG	N.A.	This item clears all events listed in the Event Log. This feature can be useful when tracking an issue.
TOTAL MONO PAGES	0-9999999	This item is used for tracking the number of pages printed using only black.
TOTAL COLOR PAGES	0-9999999	This item is used for tracking the number of pages printed using any color other than black.
SERIAL NUMBER	Printer serial number	This item displays the printer serial number. The serial number displayed in the LCD control panel should match the serial number tag located on the rear of the printer.
SERVICE ID	Printer service ID number	This item displays a number for printer administrators to reference when contacting customer support.
COLD RESET PAPER	LETTER A4	This item determines the paper size for the default paper size setting in the Printing menu. See <a href="#">"Printing menu"</a> for more information.

# EIO menu

The EIO (enhanced input/output) menu appears only when an EIO device is installed (such as an HP Jetdirect print server). If the printer contains an HP Jetdirect print server, you can configure basic networking parameters using the EIO menu. Network printer administrators can also use HP Web Jetadmin to configure these and other parameters remotely.

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**Note**

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The items available on the menu vary depending on the particular print server that is installed.

Message	Value or Submenu	Description
TCP/IP	ENABLE CONFIGURE METHOD	<p>This item allows you to enable or disable the TCP/IP menu and set the TCP/IP protocol parameters.</p> <p>In the TCP/IP menu, you can specify <code>BOOTP=YES</code> or <code>DHCP=YES</code> for TCP/IP parameters to be automatically configured by a BootP or DHCP server when the printer is turned on.</p> <p>If you specify <code>BOOTP=NO</code> and <code>DHCP=NO</code>, you can manually set the following TCP/IP parameters from the LCD control panel:</p> <ul style="list-style-type: none"><li>• Each byte of the IP address (IP)</li><li>• Subnet Mask (SM)</li><li>• Syslog Server (LG)</li><li>• Default Gateway (GW)</li><li>• Idle Timeout period (default is 270 seconds; 0 disables the timeout)</li></ul> <p>When setting IP numbers, press <b>▲</b> (up arrow button) to increase the number by 1. Press <b>▼</b> (down arrow button) to decrease the number by 1. Press <b>✓</b> (select button) to make your selection.</p>

Message	Value or Submenu	Description
IPX/SPX	ENABLE FRAME TYPE	This item enables the IPX/SPX menu, which you can use to set the IPX/SPX protocol parameters. In the IPX/SPX menu, you can specify the frame type parameter used on your network. The default is AUTO, which automatically sets and limits the frame type to the one detected. For Ethernet cards, frame type selections include EN_8023, EN_II, EN_8022, and EN_SNAP. For Token Ring cards, frame type selections include TR_8022 and TR_SNAP. In the IPX/SPX menu for Token Ring cards, you can also specify NetWare Source Routing parameters, which include SRC_RT=AUTO (default), OFF, SINGLE R, or ALL RT.
APPLETALK	ENABLE	This item allows you to enable or disable the AppleTalk protocol.
DLC/LLC	ENABLE	This item allows you to enable or disable the DLC/LLC protocol.
LINK SPEED	LINK SPEED	This item allows you to manually set the link speed (10 or 100 Mbs).




## Resetting the HP Jetdirect print server

Resetting the HP Jetdirect print server restores the factory default values of the Jetdirect print server.

### Note

When you restore the factory default values for the HP Jetdirect print server, all previously stored EIO settings are lost.

### To reset the HP Jetdirect print server

- 1 Press and hold  (power button) to turn off the printer.
- 2 While holding down both  (select button) and  (pause/resume button) on the LCD control panel, turn on the printer.



# 5

## Configuring network connectivity

You can configure network parameters from the LCD control panel, the embedded Web server, or for most networks, from the HP Web Jetadmin software. For more information about using the embedded Web server, see [“Using the embedded Web server.”](#)

For a complete list of supported networks and for instructions on configuring network parameters, see the *HP Jetdirect Print Server Administrator’s Guide*. This guide is provided on the Starter CD for printers shipped with an HP Jetdirect print server.

### Configuring Novell NetWare frame type parameters

The HP Jetdirect print server automatically selects a NetWare frame type. Select a frame type manually only when the print server selects an incorrect frame type. To identify the frame type chosen by the HP Jetdirect print server, print a configuration page from the LCD control panel. See [“Printing a Configuration page.”](#)

The following frame types are supported:

- Ethernet\_802.3
- Ethernet\_II
- Ethernet\_802.2
- Ethernet\_SNAP

## To set the Novell NetWare frame type

- 1 Press ✓ (select button) on the LCD control panel to enter the menus.
- 2 Press ▼ (down arrow button) to highlight CONFIGURE DEVICE, and then press ✓ (select button).
- 3 Press ▼ (down arrow button) to highlight I/O, and then press ✓ (select button).
- 4 Press ▼ (down arrow button) to highlight EIO X (where X = 1 or 2), and then press ✓ (select button).
- 5 Press ▼ (down arrow button) to highlight IPX/SPX, and then press ✓ (select button).
- 6 Press ▼ (down arrow button) to highlight FRAME TYPE, and then press ✓ (select button).
- 7 Press ▼ (down arrow button) to highlight the desired frame type, and then press ✓ (select button).
- 8 To return to the READY state, press ||/▶ (pause/resume button).

## Configuring TCP/IP parameters

You can use the LCD control panel to configure the following TCP/IP parameters:

- Usage of BOOTP or DHCP for configuration parameters
- IP address (4 bytes)
- Subnet mask (4 bytes)
- Default gateway (4 bytes)
- Syslog server
- Idle TCP/IP connection timeout (in seconds)



## To manually access TCP/IP parameters

- 1 Press ✓ (select button) on the LCD control panel to enter the menu.
- 2 Press ▼ (down arrow button) to highlight CONFIGURE DEVICE, and then press ✓ (select button).
- 3 Press ▼ (down arrow button) to highlight I/O, and then press ✓ (select button).
- 4 Press ▼ (down arrow button) to highlight EIO X (where X = 1 or 2), and then press ✓ (select button).
- 5 Press ▼ (down arrow button) to select the parameter you want to configure, and then press ✓ (select button).
- 6 Press ▼ (down arrow button) or ▲ (up arrow button) to highlight the option you want to select, and then press ✓ (select button).
- 7 To configure other parameters, press ⬅ (back button) repeatedly to return to the CONFIGURE DEVICE menu, and then repeat steps 1 through 6.

**-Or-**

To return to the READY state, press ||▶ (pause/resume button).

- 8 Repeat steps 3-7 to configure other parameters.

## Setting the link speed

By factory default, the link speed is set to AUTO. Use the following procedure to set a specific speed and communication mode.

### To set the link speed

- 1 Press ✓ (select button) on the LCD control panel to enter the menu.
- 2 Press ▼ (down arrow button) to highlight CONFIGURE DEVICE, and then press ✓ (select button).
- 3 Press ▼ (down arrow button) to highlight I/O, and then press ✓ (select button).
- 4 Press ▼ (down arrow button) to highlight EIO X (where X = 1 or 2), and then press ✓ (select button).
- 5 Press ▼ (down arrow button) to highlight LINK SPEED, and then press ✓ (select button).

- 6 Press ▼ (down arrow button) or ▲ (up arrow button) to highlight the desired link speed, and then press ✓ (select button).
- 7 To return to the READY state, press ||/▶ (pause/resume button).

## Disabling network protocols (optional)

By factory default, all supported network protocols are enabled. Disabling unused protocols has the following benefits:

- It decreases printer-generated network traffic.
- It prevents unauthorized users from printing to the printer.
- It provides only pertinent information on the configuration page.
- It allows the LCD control panel to display protocol-specific error and warning messages.

### To disable network protocols

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#### Note

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Do not disable the IPX/SPX protocol if Windows 98, Windows NT, Windows Millennium Edition, Windows 2000, or Windows XP users will be printing to the printer.

- 1 Press ✓ (select button) on the LCD control panel to enter the menus.
- 2 Press ▼ (down arrow button) to highlight CONFIGURE DEVICE, and then press ✓ (select button).
- 3 Press ▼ (down arrow button) to highlight I/O, and then press ✓ (select button).
- 4 Press ▼ (down arrow button) to highlight EIO X (where X = 1 or 2), and then press ✓ (select button).
- 5 Press ▼ (down arrow button) to highlight the network protocol you want to disable, and then press ✓ (select button).
- 6 Press ▼ (down arrow button) to highlight ENABLE, and then press ✓ (select button).
- 7 Press ▼ (down arrow button) to highlight OFF, and then press ✓ (select button).
- 8 Press ||/▶ (pause/resume button) to return to the READY state.

# 6 Selecting and using print media

## Media and paper-handling specifications

### Supported media types

The following table lists the types of media that are compatible with the printer and shows which media can be used with the printer's paper trays and accessories.

#### CAUTION

Some media, such as transparencies and photo paper, can be used with only the printer trays. Using this media in the auto-duplex unit can cause jams and might damage the printer.

For information about ordering HP media, see [“Ordering supplies and accessories.”](#)

Media	Tray 1	Tray 2	Tray 3	Auto-duplex unit
Everyday paper	✓	✓	✓	✓
<ul style="list-style-type: none"><li>• HP Multipurpose Paper</li><li>• HP Printing Paper</li><li>• HP Office Paper</li><li>• HP Office Recycled Paper</li></ul>				
Business communication paper	✓	✓	✓	✓
<ul style="list-style-type: none"><li>• HP Premium Inkjet Paper (not supported by the auto-duplex unit)</li><li>• HP Professional Brochure and Flyer Paper</li><li>• HP Premium Inkjet Heavyweight Paper</li></ul>				

<b>Media</b>	<b>Tray 1</b>	<b>Tray 2</b>	<b>Tray 3</b>	<b>Auto-duplex unit</b>
Presentation paper	✓	✓	✓	
<ul style="list-style-type: none"> <li>● HP Premium Inkjet Transparency Film</li> <li>● HP Premium Plus Inkjet Transparency Film</li> </ul>				
Photo paper	✓	✓	✓	
<ul style="list-style-type: none"> <li>● HP Premium Plus Photo Paper</li> <li>● HP Premium Photo Paper</li> <li>● HP Photo Paper</li> <li>● HP Colorfast Photo Paper</li> <li>● HP Everyday Photo Paper*</li> <li>● HP Photo Quality Inkjet Paper*</li> </ul>				

\*HP Everyday Photo Paper is available in some countries/regions as HP Photo Quality Paper. HP Everyday Photo Paper and HP Photo Quality Inkjet Paper are supported by the auto-duplex unit.

## Supported media sizes

The following table lists the sizes of media that are compatible with the printer and shows which sizes can be used with the printer's paper trays and accessories.

### CAUTION

Some media, such as envelopes and cards, can be used with only Tray 1. Using this media in Tray 2, Tray 3, or the auto-duplex unit can cause jams and might damage the printer and auto-duplex unit.

## Standard media sizes

Media	Tray 1	Tray 2	Tray 3	Auto-duplex unit
<b>Standard paper sizes</b>	✓	✓	✓	✓
• U.S. Letter (216 by 279 mm; 8.5 by 11 inches)				
• U.S. Legal (216 by 356 mm; 8.5 by 14 inches)				
• U.S. Executive (184 by 267 mm; 7.25 by 10.5 inches)				
• A4 (210 by 297 mm; 8.3 by 11.7 inches)				
• JIS Executive (216 by 330 mm; 8.5 by 13 inches)				
• JIS B5 (182 by 257 mm; 7.2 by 10.1 inches)				
• ISO B5* (176 by 250 mm; 6.9 by 9.9 inches) *ISO B5 is not supported by Tray 3.				
<b>Envelopes</b>	✓			
• COM10 Envelope (105 by 241 mm; 4.1 by 9.5 inches)				
• DL Envelope (110 by 220 mm; 4.3 by 8.6 inches)				
• C5 Envelope (162 by 229 mm; 6.4 by 9 inches)				
• Monarch Envelope (98 by 191 mm; 3.9 by 7.5 inches)				

Media	Tray 1	Tray 2	Tray 3	Auto-duplex unit
<b>Cards</b>	✓			
<ul style="list-style-type: none"> <li>● Index cards <ul style="list-style-type: none"> <li>● 102 by 152 mm; 4 by 6 inches</li> <li>● 127 by 203 mm; 5 by 8 inches</li> </ul> </li> <li>● U.S. Postcard (89 by 140 mm; 3.5 by 5.5 inches)</li> <li>● A6 card (105 by 148 mm; 4.1 by 5.8 inches)</li> </ul>				
<b>Custom-size media</b>	✓	✓	✓	✓
<ul style="list-style-type: none"> <li>● Tray 1 (176 by 250 mm up to 216 by 356 mm; 6.9 by 9.8 inches up to 8.5 by 14 inches)</li> <li>● Tray 2 and the auto-duplex unit (176 by 250 mm up to 216 by 356 mm; 6.9 by 9.8 inches up to 8.5 by 14 inches)</li> <li>● Tray 3 (182 by 257 mm up to 216 by 356 mm; 7.2 by 9.8 inches up to 8.5 by 14 inches)</li> </ul>				

## Media handling

Tray or bin	Size or type of paper	Weight	Dimensions	Capacity
Tray 1*	Paper	60 to 105 g/m <sup>2</sup> (16 to 28 lb bond)	89 by 140 mm (3.5 by 5.5 inches) to 216 by 356 mm (8.5 by 14 inches)	Single sheet
	Transparencies	See note below table		
	Envelopes	75 to 90 g/m <sup>2</sup> (20 to 24 lb bond envelope)		
	Cards	110 to 199 g/m <sup>2</sup> (29 to 53 lb Index)		
	Photo paper	See note below table		
Tray 2	Paper	60 to 105 g/m <sup>2</sup> (16 to 28 lb plain bond)	176 by 250 mm (6.9 by 9.8 inches) to 216 by 356 mm (8.5 by 14 inches)	Up to 300 (30-mm or 1.2-inch stack) of plain paper
	Transparencies	See note below table		Up to 50 sheets

Tray or bin	Size or type of paper	Weight	Dimensions	Capacity
Tray 3	Paper	60 to 105 g/m <sup>2</sup> (16 to 28 lb plain bond)	182 by 257 mm (7.2 by 10.1 inches) to	Up to 700 sheets (80-mm or 3.2-inch stack)
	Transparencies	See note below table	216 by 356 mm (8.5 by 14 inches)	Up to 50 sheets
Auto-duplex unit	Paper <ul style="list-style-type: none"> <li>• U.S. Letter</li> <li>• U.S. Legal</li> <li>• U.S. Executive</li> <li>• JIS Executive</li> <li>• A4</li> <li>• JIS B5</li> <li>• ISO B5</li> </ul>	60 to 105 g/m <sup>2</sup> (16 to 28 lb bond)	176 by 250 mm (6.9 by 9.8 inches) to 216 by 356 mm (8.5 by 14 inches)	See note below table
Output bin	All supported media	See note below table	See note below table	Up to 300 sheets plain paper (text printing)

### Note

Use only recommended HP media. For more information, see "[Supported media types.](#)"

\*If you are using the optional multipurpose tray in the Tray 1 location, this tray is designed to perform best using plain paper of weight 60 to 105 g/m<sup>2</sup> (16 to 28 lb plain bond), with a maximum stack height of 100 sheets (11-mm or 0.43-inch stack) of plain paper. It can use the same size media as the single sheet manual feed unit that was originally installed in the Tray 1 location.

This tray provides a straight-through paper path that can handle card stock of weight 105 to 210 g/m<sup>2</sup> (28 to 56 lb bond), with a maximum stack height of 10 envelopes or cards. It can also hold up to 20 sheets of photo paper or transparencies.

# Selecting and loading print media

By default, Tray 2 is designed to support standard media sizes such as letter and A4, up to 216 by 356 mm (8.5 by 14 inches). Tray 3 supports the same standard media sizes, excluding ISO B5 and smaller media. Tray 1 is designed to support media from 89 by 140 mm (3.5 by 5.5 inches) up to 216 by 356 mm (8.5 by 14 inches). However, you can load any supported size or type of standard media. Trays 2 and 3 have automatic media size detection. (However, these trays cannot automatically detect media *type*.)

For information about configuring paper trays, see “[Configuring trays](#).” For a description of media you can use with the printer, see “[Supported media types](#)” and “[Supported media sizes](#).”

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## CAUTION

Loading media that is too heavy for a tray, or loading certain types of special media (such as envelopes, cards, or heavy media) in Tray 3 can cause jams and might damage the printer. For a list of media you can use with these trays, see “[Media and paper-handling specifications](#).”

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## Tips for loading media

- The default size for all trays is 216 by 279 mm (8.5 by 11 inches).
- For Tray 2 and Tray 3, insert media face-down with the short edge of the paper facing the rear of the printer. To print horizontally (landscape orientation), select landscape or short-edge print orientation in your software application.
- When loading Tray 1, position the media face-up with the left edge of the media against the left edge of the tray. For preprinted forms and letterhead, load the media with the top edge feeding into the printer first.
- If you purchased the optional multipurpose tray, which is installed in the Tray 1 location, position the media face-up against the right edge of the tray first, and then slide the media down into the tray. Load the media print-side up. For preprinted forms and letterhead, load the media with the top edge feeding into the printer first.
- To prevent jams, load only one type of media at a time into a tray. Also, when adding media, always remove the existing media and realign the media width and length guides to fit the new media. For more information about avoiding media jams, see “[Tips for avoiding jams](#).”
- Always use media that conforms to the printer specifications. For more information about types of media that can be used with the printer, see “[Media and paper-handling specifications](#).”



- Do not use paper that is heavily textured or does not accept ink well. This type of paper can cause poorly filled graphics or text.
- The document margins must match or exceed a margin setting of 4 mm (0.13 inch).

## Configuring trays

When you print a document, you can allow the printer to select the tray for the print job, or you can select a specific tray in the printer driver for the print job. These settings are available in the **Source** drop-down menu in Windows printer drivers and the **All pages from** pop-up menu in the Mac OS printer driver.

If you do not select a tray in the printer driver, the printer automatically selects a tray based on the media sizes configured in the printer—either in the LCD control panel for Tray 1 or by the length and width guides in Tray 2 or Tray 3. If neither the media type nor the media size settings have been changed from the default settings, the printer draws A4/letter from Tray 1. For Tray 2 and Tray 3, the printer looks for the default type, and uses the media width and media length guide settings to determine the media size.

For information about configuring media sizes and types for trays, see [“To set media size and type in the LCD control panel.”](#)

## Loading Tray 1

Use Tray 1 for printing envelopes, cards, custom size media, and heavy media up to 0.52 mm (0.02 inch) thick. Tray 1 provides a straight-through paper path that allows the printer to handle heavy or thick media. A straight-through paper path does not force the media to curve or bend as it travels through the printer.

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### Note

If you have purchased the optional multipurpose tray, remove the single sheet feed unit from the Tray 1 location and install the multipurpose tray. To use the multipurpose tray, see [“To load media in the optional multipurpose tray”](#) or [“To print on envelopes and cards using the optional multipurpose tray”](#) for more information.

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## To load Tray 1 manually

- 1 In the printer driver, select **Manual Feed** as the media source, and then select the type of media.
- 2 When the LCD control panel displays `MANUALLY LOAD [TYPE]` `[SIZE]`, insert a single sheet of media of the correct size and type. Position the media with the short edge of the paper feeding into the printer and the long edge against the left side of the tray. The media should be face-up. (When using the multipurpose tray, which is installed in the Tray 1 location, load the media against the right edge of the tray, when viewing the tray from the front of the printer.)  
  
For envelopes, insert a single envelope with the short edge of the envelope feeding into the printer, the flap facing down, and the stamp corner against the left side of the tray.
- 3 Push the media into the printer until you feel some resistance. Take care not to force media into the feed slot.
- 4 After each sheet prints, the printer prompts you to load another sheet of media. Load media as needed until the printer finishes printing.

Other print jobs will not continue until the Tray 1 job is finished.

## To load media in the optional multipurpose tray

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### Note

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A multipurpose tray is available as an optional accessory. This multipurpose tray is installed in the Tray 1 location in place of the single sheet manual feed unit that came installed with the printer.

- 1 Pull out the tray extension lengthwise until it clicks into place. This extends the tray to support media up to A4 length, or 297 mm (11.68 inches). The tray extension also serves as the media length guide.
- 2 Push in the lever on the width guide and slide it to its outermost position.  
  
The tray has a maximum capacity of up to 100 sheets of 75 g/m<sup>2</sup> (20 lb. bond) media or an equivalent stack height of 11 mm (.43 inch). The *print-side* of the media must be *face-up*. For transparencies, the white strip must feed into the printer first.
- 3 To properly align media, place the stack against the left edge of the tray, and then slide the media down to rest in the tray. Do not overload the tray.

---

**Note**

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For more information about other media you can use with the printer, see [“Selecting and using print media.”](#)

- 4 Push in the lever on the media width guide and slide it until it fits snugly but gently against the media. Gently push down the tray extension until it fits snugly but gently against the media. Be careful that the tray extension does not cause the media to bend or sag.

You must configure the media size and type for the tray. For more information, see [“To set media size and type in the LCD control panel.”](#)

## To load media in Tray 2 or optional Tray 3

---

**Note**

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For information about printing from Tray 1, see [“Loading Tray 1.”](#)

- 1 Grasp the handle under the front of the tray, and then slowly pull the tray out until it stops. Do not pull the tray completely out of the printer.
- 2 Push in the lever on the media length guide and media width guide and slide them to their outermost positions.
- 3 Place up to 300 sheets of media (up to 34 mm or 1.2 inches, stacked) into Tray 2, or up to 700 sheets of media (up to 80 mm or 3.2 inches, stacked) into optional Tray 3. Be sure the media does not exceed the maximum stack height as indicated on the labels in each tray.

If printing on transparencies, load a maximum of 50 transparencies into each tray, with the white strip face-up and toward the printer.

- 4 Push the media as far back into the tray as it will go. Make sure the print-side of the media is facing down. Do not exceed the maximum stack height as indicated on the yellow label inside the tray on the right side.

---

**Note**

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If you are printing a two-sided (duplex) print job on preprinted forms, letterhead, or 3-hole punched media, the media must be loaded differently. See [“Printing on both sides of the page”](#) for more information.

- 5 Push in the lever on the media length guide and media width guide and slide them until they fit snugly but gently against the media.
- 6 Insert the tray into the printer until it closes completely.

The printer can automatically detect some media sizes. When the printer detects the media size, only one size will appear in the TRAY 2 SIZE and TRAY 3 SIZE options. If the size displayed in the LCD control panel does not match the media you loaded in the tray, open the tray and make sure the media sits as far in as possible. Adjust the media width and length guides so they fit snugly but gently against the media stack. Close the tray.

If the media size displayed in the LCD control panel still does not match the size in the tray, the media must be loaded as a custom size.

If you are loading custom size media, you must configure the size in the LCD control panel. Also, if you are printing on media that does not match the media type setting for the tray, you must configure the media type in the LCD control panel. For more information, see [“To set media size and type in the LCD control panel.”](#)

## To set media size and type in the LCD control panel

- 1 Press ✓ (select button) to enter the menus.
- 2 Press ▼ (down arrow button) to highlight PAPER HANDLING, and then press ✓ (select button).
- 3 Press ✓ (select button) to select TRAY X SIZE (where X = 1, 2, or 3).

---

### Note

If the printer has the multipurpose tray installed, the multipurpose tray functions as Tray 1.

- 4 Press ▼ (down arrow button) or ▲ (up arrow button) to scroll through the media size list and highlight the desired media size.
- 5 Press ✓ (select button) to confirm the selection.
- 6 Press ▼ (down arrow button) to highlight TRAY X TYPE, and then press ✓ (select button).
- 7 Press ▼ (down arrow button) or ▲ (up arrow button) to scroll through the media type list and highlight the desired media type.
- 8 Press ✓ (select button) to confirm the selection.
- 9 Press II/▶ (pause/resume button) to return the printer to the READY state.

---

### Note

If you do not set all of the tray size and type settings, the printer prompts you to set the remaining options when you print a document.

# Using the printer driver

## Changing printer settings in Windows

You can change printer settings from the LCD control panel, from the printer driver, and from a software application.

---

### Note

Settings in a software application always take precedence over settings in the printer driver or the LCD control panel.

If you want to set printing options for only a particular software application, change the settings from the application. After you close the application, the printer settings will return to the defaults configured in the printer driver.

To change printer settings from a software application, on the **File** menu, click **Print**, and then click **Setup** or **Properties**.

If you want to set printing options for all software applications you use on the computer, change the default settings in the printer driver.

## To change settings in the printer driver

- 1 From the Windows desktop, click **Start**, point to **Settings**, and then click **Printers** (Windows 98, Windows Millennium Edition, Windows NT 4.0, and Windows 2000).

**-Or-**

Click **Start**, and then click **Printers and Faxes** (Windows XP).

- 2 Right-click the printer icon, and then choose the option for your operating system:
  - For Windows 98 and Windows Millennium Edition, click **Properties**.
  - For Windows NT 4.0, click **Document Defaults** or **Properties**.
  - For Windows 2000 and Windows XP, click **Printing Preferences** or **Properties**.
- 3 Change the desired settings, and then click **OK**.

---

### Note

For additional information, go to <http://www.hp.com/support/businessinkjet3000>.

## Changing printer settings in the Mac OS

You can change printer settings in the LCD control panel or from the **Page Setup** and **Print** dialog boxes in the Mac OS. Settings in the Mac OS override settings in the LCD control panel.

You can also select the default printer. The default printer is the one that is used if you choose the **Print** command without first specifying which printer you want to use with an application. The default printer should be the printer that you use most often.

For more information about using the Mac OS to change printer settings, see the Mac Help on your computer. For information about using the LCD control panel, see "[Setting printer options.](#)"

### To change page setup settings

- 1 Open the document you want to print.
- 2 On the **File** menu, click **Page Setup**.
- 3 From the **Format for** pop-up menu, select the printer for which you want to format the document, and then change the desired settings (such as selecting the type of media and setting custom page sizes).
- 4 On the **Paper** pop-up menu (Mac OS 8.6 to Mac OS 9.2.2) or the **Paper Size** pop-up menu (Mac OS X), select the media size on which you want to print.
- 5 Click **OK**.

### To change print settings

- 1 Open the document you want to print.
- 2 On the **File** menu, click **Print**.
- 3 Select the location of the media or the type of media on which you want to print:
  - **Mac OS 8.6 to Mac OS 9.2.2:** On the pop-up menu, click **All pages from**, and then select the media source or the media type.
  - **Mac OS X:** On the pop-up menu, select **Paper Feed**, and click **All pages from**. On the pop-up menu, select the media source or the media type.
- 4 Change the desired settings (such as selecting a source for the print job and choosing print quality modes).
- 5 Click **Print**.

## Printing using the printer drivers

In most situations, you will probably print documents using the printer driver. Although specific options vary depending on the software application you are using, you can usually gain access to the printer driver by clicking **File**, and then **Print** in the software application.

For more information about printer driver features, see the printer driver online help. For more information about printing from a specific software application, see the documentation for the software application.

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### Note

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For information about printing from a Macintosh computer, see [“Changing printer settings in the Mac OS.”](#)

### To print using the PCL 5c printer driver

- 1 On the **File** menu, click **Print**.
- 2 On the **Name** drop-down menu, select the PCL 5c printer driver, and then click **Properties** or **Setup**. (The options might be different for your application.)
- 3 On the **Source is** drop-down menu, select the location of the media on which you want to print.
  - If the media type and media size you want to print have been configured in the LCD control panel, select **Auto Select**. The printer automatically selects the appropriate tray for the media. For information about configuring the paper type and paper size settings in the LCD control panel, see [“To set media size and type in the LCD control panel.”](#)
  - If you want to print an envelope, card, or other special media using Tray 1, select **Manual Feed**, and then follow the instructions in the LCD control panel. For information about loading Tray 1, see [“Loading Tray 1.”](#)
  - If you want to print from a specific tray, select **Tray 1, Tray 2, or Tray 3**.
- 4 On the **Type is** drop-down menu, select the type of media you want to print.
- 5 Click the **Paper** tab.
- 6 On the **Print Quality** drop-down menu, select a print mode.
- 7 Change other print settings, if necessary, and then click **OK**.
- 8 Click **Print**.

## To print using the PCL 6 printer driver

- 1 On the **File** menu, click **Print**.
- 2 On the **Name** drop-down menu, select the PCL 6 printer driver, and then click **Properties** or **Setup**. (The options might be different for your application.)
- 3 On the **Size is** drop-down menu, select the media size on which you want to print.
- 4 On the **Type is** drop-down menu, select the type of media on which you want to print.
- 5 On the **Source is** drop-down menu, select the location of the media want to print.
  - If the media type you want to print has been configured in the LCD control panel, select **Auto Select**. The printer automatically selects the appropriate tray for the media. For information about configuring the media type settings in the LCD control panel, see [“To set media size and type in the LCD control panel.”](#)
  - If you want to print an envelope, card, or other special media using Tray 1, select **Manual Feed**, and then follow the instructions in the LCD control panel. For information about loading Tray 1, see [“Loading Tray 1.”](#)
  - If you want to print from a specific tray, select **Tray 1**, **Tray 2**, or **Tray 3**.
- 6 On the **Paper** tab, click a print mode in the **Print Quality** section.
- 7 Change other print settings, if necessary, and then click **OK**.
- 8 Click **Print**.



## To print using the emulated PostScript printer driver

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### Note

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For more information about printing using the emulated PostScript printer driver, see [“Printing using PostScript emulation.”](#)

- 1 On the **File** menu, click **Print**.
- 2 On the **Name** drop-down menu, select the emulated PostScript (PS) printer driver, and then click **Properties** or **Setup**. (The options might be different for your application.)
- 3 Select the type of media on which you want to print:
  - **Windows 98 and Windows Millennium Edition:** Click **More Options**. On the **Paper type** drop-down menu, select the media type.
  - **Windows NT 4.0:** On the **Advanced** tab, select **Media** on the upper scrolling menu. In the **Change Media Settings** menu, select the media type.
  - **Windows 2000 and Windows XP:** On the **Paper/Quality** tab, on the **Type is** drop-down menu, select the media type on which you want to print.
- 4 On the **Source is** drop-down menu, select the location of the media on which you want to print.

This menu is located on the **Paper** tab for Windows 98 and Windows Millennium Edition, the **Advanced** tab for Windows NT 4.0, or the **Paper/Quality** tab for Windows 2000 and Windows XP.

- If the paper type on which you want to print has been configured in the LCD control panel, select **AutoSelect Tray** in Windows 98 and Windows Millennium Edition, or **Automatically Select** in Windows NT 4.0, Windows 2000, and Windows XP. The printer automatically selects the appropriate tray for the media. For information about configuring the media type settings in the LCD control panel, see [“To set media size and type in the LCD control panel.”](#)
- If you want to print an envelope, card, or other special media using Tray 1, select **Manual Feed**, and then follow the instructions on the LCD control panel. For information about loading Tray 1, see [“Loading Tray 1.”](#)
- If you want to print to a specific tray, select **Tray 1**, **Tray 2**, or **Tray 3**.

- 5 Select a print mode for the print job:
  - **Windows 98 and Windows Millennium Edition:** On the **Device Options** tab, on the **Printer** features list, select **Print Quality**. On the **Change setting for** drop-down menu, select the print mode.
  - **Windows NT 4.0:** In the upper scrolling menu of the **Advanced** tab, expand **Document Options**, and then expand **Printer Features**. On the **Change 'Print Quality' Setting** menu, select the print mode.
  - **Windows 2000 and Windows XP:** On the **Paper/Quality** tab, on the **Print Quality** drop-down menu, select the print mode.
- 6 Change other print settings, if necessary, and then click **OK**.
- 7 Click **Print**.

## Printing on special media

In addition to printing on plain paper, you can print on special media, including the following types:

- envelopes and cards
- transparencies
- heavy paper (including coated media and photo paper)
- custom size media

---

### Note

For best results, load special media in Tray 1. For more information, see [“Printing on special media.”](#)

Select the media type, the print quality, and the media source in the printer driver.

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For information about supported media types and sizes, see [“Selecting and loading print media.”](#)

## Printing on envelopes and cards

Use Tray 1 to print envelopes and cards. If the optional multipurpose tray is installed in the Tray 1 location, you can load up to 10 envelopes or 10 cards.

---

### Note

If your software application supports printing envelopes or cards, follow the application's instructions to print the envelope or card.

---

### To print on envelopes and cards using Tray 1

- 1 In the printer driver, select **Manual Feed** as the media source, and then select the envelope or card size.

---

### Note

For more information about configuring settings in the printer driver, see [“Using the printer driver.”](#)

---

- 2 Print the document.
- 3 When the LCD control panel displays `MANUALLY LOAD [TYPE] [SIZE]`, insert one envelope or card of the correct size and type along the left side of Tray 1. Envelopes should be placed with the flap facing down and the stamp corner against the left side of the tray. For more information, see [“Loading Tray 1.”](#)
- 4 After each item prints, the printer prompts you to load another envelope or card. Load envelopes or cards as needed until the printer finishes printing.

### To print on envelopes and cards using the optional multipurpose tray

---

### Note

The optional multipurpose tray is installed in the Tray 1 location.

- 1 Insert up to 10 envelopes or cards into the multipurpose tray, and position them against the right side of the tray. Envelopes should be placed with the flap facing down and the stamp corner against the right side of the tray.

For more information about loading media, see [“Selecting and loading print media.”](#)

- 2 In the printer driver, select **Tray 1** as the media source, and then select the envelope or card size.
- 3 Print the document.

## Printing on transparencies

When printing on transparencies, use the following guidelines:

- Use Tray 1 to print on transparencies. If the optional multipurpose tray is not installed in the Tray 1 location and you want to print multiple transparencies, use Tray 2 or Tray 3.
- Load a maximum of 50 transparencies in Tray 2 or Tray 3, and up to 20 transparencies in Tray 1 if the optional multipurpose tray is installed in the Tray 1 location. (Be sure the media does not exceed the maximum stack height as indicated on the labels in each tray.) Load a single transparency at a time if the single sheet manual feed unit is installed in the Tray 1 location.
- Handle transparencies using the edges. Oils from your fingers can cause print quality problems.
- Use HP Premium Inkjet Transparency Film or HP Premium Plus Inkjet Transparency Film, which is specifically designed to work with your printer, or use other transparencies designed to work with HP Inkjet printers. For information about ordering transparencies, see [“Ordering supplies and accessories.”](#)

### Printing transparencies one at a time

To print a single transparency, use Tray 1. For instructions, see [“To load Tray 1 manually.”](#)

### To print multiple transparencies

- 1 Load a maximum of 20 transparencies into the optional multipurpose tray with the rough side up and the white strip feeding into the printer first.

If the optional multipurpose tray is not installed, use Tray 2 or Tray 3 with the transparencies facing rough-side down and the white strip pointing forward into the tray. Load no more than 50 transparencies in Tray 2 or Tray 3. Be sure the media does not exceed the maximum stack height as indicated on the labels in each tray.

For more information about loading media, see [“Selecting and loading print media.”](#)

- 2 In the printer driver, select **Tray 1**, **Tray 2**, or **Tray 3** as the media source, and then select **HP Premium Transparency** as the media type.

For more information about configuring settings in the printer driver, see [“Using the printer driver.”](#)

- 3 Print the document.

## Printing on heavy media

When printing on heavy media (up to 0.52 mm or 0.02 inch thick), use Tray 1. It provides a straight-through paper path that allows the printer to handle heavy or thick media without bending or curling the media.

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### CAUTION

Do not use media that is heavier than the media specification recommended for this printer. Doing so can cause misfeeds, jams, reduced print quality, and excessive mechanical wear. See [“Selecting and loading print media.”](#)

---

## To print on heavy media using Tray 1

- 1 In the printer driver, select **Manual Feed** as the media source, select the appropriate media type, and then print the document.  
  
For more information about configuring settings in the printer driver, see [“Using the printer driver.”](#)
- 2 When the LCD control panel displays `MANUALLY LOAD [TYPE] [SIZE]`, insert one sheet of media into Tray 1. Make sure the sheet is facing up and is against the left edge of the tray.  
  
For more information, see [“Loading Tray 1.”](#)
- 3 If you are printing more than one page, insert another sheet of media when prompted by the LCD control panel.

## To print on heavy media using the optional multipurpose tray

---

### Note

The optional multipurpose tray is installed in the Tray 1 location.

- 1 Load the media face-up in the tray. Position the media against the right edge of the tray, and then slide the media down into the tray.  
  
For more information, see [“To load media in the optional multipurpose tray.”](#)
- 2 In the printer driver, select **Tray 1** as the media source, and then select the appropriate media type.
- 3 Print the document.

## Printing on custom size media

- Use Tray 1 when printing on paper that is 89 by 140 mm (3.5 by 5.5 inches) to 216 by 356 mm (8.5 by 14 inches).
- Use the optional multipurpose tray (if installed) when printing on paper that is 89 by 140 mm (3.5 by 5.5 inches) to 216 by 356 mm (8.5 by 14 inches).
- Use Tray 2 when printing on paper that is 176 by 250 mm (6.9 by 9.8 inches) to 216 by 356 mm (8.5 by 14 inches).
- Use optional Tray 3 when printing on paper that is 182 by 250 mm (7.2 by 9.9 inches) to 216 by 356 mm (8.5 by 14 inches).
- Use Tray 2, Tray 3, or the optional multipurpose tray (which is installed in the Tray 1 location) when printing multiple sheets of custom size media.
- If your application supports custom size media, set the media size in the application before creating and printing the document. If your application does not support custom size media, set the size in the printer driver, create the document, and then print it. (You might need to reformat existing documents to print them correctly on custom paper sizes.)

### To print custom size media using Tray 1

- 1 In the printer driver, select **Manual Feed** as the media source, either select or create a custom size, and then print the document.

For more information about configuring settings in the printer driver, see [“Using the printer driver.”](#)

- 2 When the LCD control panel displays `LOAD TRAY 1 [TYPE]` `[SIZE]`, insert one sheet of media into Tray 1. For more information, see [“Loading Tray 1.”](#)
- 3 If you are printing more than one page, insert another sheet of media when prompted by the printer.

### To print custom size media from Tray 2, Tray 3, or the optional multipurpose tray

---

#### Note

The optional multipurpose tray is installed in the Tray 1 location.

- 1 Load the media in the tray.  
For more information, see [“Selecting and loading print media.”](#)
- 2 In the printer driver, select **Tray 1**, **Tray 2**, or **Tray 3** as the media source, and then either select or create a custom size.
- 3 Print the document.

## Printing on both sides of the page

The printer can automatically print on both sides of media with an optional auto-duplex unit.

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### Note

Make sure the auto-duplex unit has been configured in the printer driver you are using. For more information, see “[Enable optional accessories in the printer driver.](#)”

---

## Guidelines for printing on both sides of a page

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### Note

When automatically printing on both sides of a page, one side of the page is printed first. To print the second side, the page must partially exit the printer to be flipped. Do not attempt to remove the page from the printer until both sides have finished printing.

- The auto-duplex unit supports U.S. Letter, U.S. Legal, U.S. Executive, JIS Executive, A4, JIS B5, ISO B5, and custom size media from 176 by 250 mm (6.9 by 9.9 inches) up to 216 by 356 mm (8.5 by 14 inches).
- Do not print on both sides of transparencies, envelopes, index cards, or paper lighter than 60 g/m<sup>2</sup> (16 lb bond) or heavier than 105 g/m<sup>2</sup> (28 lb bond). Jams might occur with these types of media. However, double-sided special media made exclusively by HP can be used with the auto-duplex unit.
- To print on both sides of a page, make the selection from the software application or printer driver. (For Windows, see the printer driver online help. For the Mac OS, see the Mac Help on your computer.)
- If you do not use the printer driver that came with the printer, you might need turn on the **DUPLEX** setting in the LCD control panel. (From the **CONFIGURE DEVICE** menu, select the **PRINTING** menu, select **DUPLEX**, and then select **ON**.) You can also set the layout options from the **DUPLEX BINDING** item.
- Several kinds of media require a specific orientation when you print on both sides of a page, such as letterhead, preprinted media, and media with watermarks and prepunched holes. For Tray 1, load the media with the front side facing up. For Tray 2 and optional Tray 3, load the media with the front side facing down. The media will be face-up in the output bin after printing.
- If you attempt to print on both sides of a page *without* an auto-duplex unit installed, the printer prints the document on one side of the page.

# Layout options

The four orientation options for printing on both sides of a page are shown below. These options can be selected from the printer driver or from the LCD control panel's PRINTING menu. (Select the DUPLEX BINDING setting, and from the PCL menu, select ORIENTATION.) For information about using the LCD control panel, see "Printing menu."

---

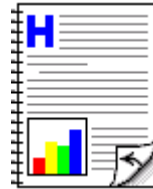
**Note**

---

For Macintosh, in the **Page Setup** dialog box, select portrait or landscape orientation.

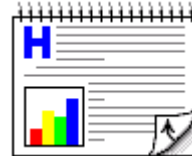
### Long-edge portrait

This is the default printer setting, and the most common layout used, with every printed image oriented right side up. Facing pages are read from top to bottom on the left page, then from top to bottom on the right page.



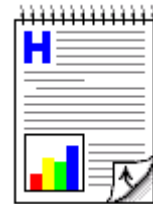
### Long-edge landscape

This layout is often used in accounting, data processing, and spreadsheet applications. Every other printed image is oriented upside-down. Facing pages are read continuously from top to bottom. When using the PCL printer driver on a computer that runs Windows, select "Flip Pages Up."



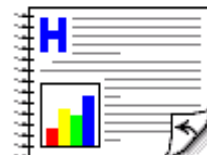
### Short-edge portrait

This layout is often used with clipboards. Every other printed image is oriented upside-down. Facing pages are read continuously from top to bottom. When using the PCL printer driver on a computer that runs Windows, select "Flip Pages Up."



### Short-edge landscape

Each printed image is oriented right side up. Facing pages are read from top to bottom on the left page, then from top to bottom on the right page.





# 7 Using remote diagnostics tools

## Using the Toolbox

The Toolbox provides status and maintenance information about your printer. In addition, the Toolbox gives you step-by-step guidance for basic printing tasks and provides help for solving problems. The Toolbox is available for Windows only.

The Toolbox has two tabs: the **Printer Status** tab and the **Information** tab.

---

### Note

Status information is only available if the printer is connected to a network.

To monitor a printer on a shared port (for example, \\portname\printername) from a client machine, the Toolbox must be running on the server machine.

## Printer Status

The **Printer Status** tab displays ink levels and the printer status. Your computer must be connected to a network in order to display the status. The drop-down list displays the currently selected printer. The status window displays the printer's status.

The **Ink Cartridge Information** window displays status information about the installed cartridges.

The **Preferences** button lets you select Toolbox message preferences.

## Ink Cartridge Information

The **Ink Cartridge Information** window displays the part number and expiration date for each cartridge. The **Order Information** button in this window displays information on ordering replacement cartridges for your printer.

## Preferences

Use the **Preferences** dialog box to select which Toolbox messages appear. You can specify whether you want to be notified by an audio alert when an error occurs, as well as the types of error messages you want to see, such as those messages about media and hardware.

## Information

Use the **Information** tab to register the printer and gain access to help information for using the printer, troubleshooting, and contacting HP support. If the printer is connected to a network, you can also gain access to myPrintMileage and hp instant support, and you can display printer hardware and ink cartridge health information. You can also display the embedded Web server by clicking **Launch**.

## Printer Information

- To learn more about your printing patterns, such as the types and sizes of print jobs, ink cartridge usage, and media usage, click **myPrintMileage**. This information is also available through the embedded Web server.
- To display information about the condition of each printhead, click **Printhead Health**.
- To display hardware information such as the printer model number and service ID number, click **Printer Hardware**.

## Help

- To use a collection of dynamic Web resources that provide customized problem-solving information and tips, click **hp instant support**. For more information about hp instant support, see [“hp instant support.”](#)
- To register your printer, click **Register Your Printer** and follow the instructions on the screen.
- To get general, step-by-step instructions for completing printer tasks, click **How Do I?**
- To get general, step-by-step help with common printer problems, click **Troubleshooting**.
- To find out how to contact HP support and get information about your printer, click **Contact HP**.

# Using the embedded Web server

The printer comes with an embedded Web server. When the printer is connected to a network, the embedded Web server is automatically available.

The embedded Web server allows you to view printer and network status and to manage printing functions from your computer instead of from the LCD control panel. Using a standard Web browser, this remote management tool allows you to do the following:

- view printer control status information
- view supplies status and order new supplies
- view the usage and event log
- receive notification of printer and supplies events
- configure the printer, events, and security information
- view and change network configuration
- perform printer diagnostics
- view and print internal pages

## System requirements

To use the embedded Web server, you must have the following:

- a TCP/IP-based network
- a Web browser installed on your computer, either Netscape Navigator 4.7x or Microsoft Internet Explorer 5.0x and above

You can open and use the embedded Web server without being connected to the Internet, however, some features will not be available.

---

### Note

The embedded Web server can be accessed from any operating system that supports the TCP/IP protocol and a Web browser. The embedded Web server does not support IPX/SPX-based network printer connections and cannot be accessed with a parallel cable or USB cable.

You cannot view the embedded Web server pages from outside a firewall.

---

## Gaining access to the embedded Web server

You can gain access to the embedded Web server in the following ways:

- **From the Toolbox (Windows only)**

Launch the embedded Web server from the **Information** tab in the Toolbox. The default Web browser for the computer opens and displays the embedded Web server information.

- **From a Web browser**

In a supported Web browser on your computer, type the IP address assigned to the printer. For example, if the printer's IP address is 123.123.123.123, you would type `http://123.123.123.123` into your Web browser.

The printer IP address is listed on the Configuration page. For more information, see "[Printing a Configuration page.](#)"

After you gain access to the embedded Web server, you can bookmark it so that you can return to it quickly in the future.

## Embedded Web server pages

The embedded Web server has three tabs that contain detailed information about the printer, including links to e-services.

- [Information](#)
- [Settings](#)
- [Networking](#)

### Information

The Information pages of the embedded Web server provide a summary of the configuration and status of the printer and its supplies.

#### *Device Status*

- **Device Status**

This section displays the current status of the printer. This section also displays control panel buttons. Clicking these buttons is equivalent to physically pushing the buttons on the printer.

- **Supplies**

This section shows the life remaining of ink cartridges, with 0 percent representing a supply that is empty. This section also provides supplies part numbers. To order new supplies, click **Order Supplies** on the left side of the window. To visit any website, you must have Internet access.

- **Media**

This section displays information about the installed trays, including the type and size of media loaded and each tray's status. To change the tray settings, click **Change Settings**.

## *Configuration Page*

- **Device Information**

This section displays information about the printer, such as the model and serial number for the printer, the version number of the firmware, and the amount of memory installed.

- **Installed Personalities and Options**

This section displays the version number of the printer's installed personalities, installed DIMMs and other storage devices, and printer security information.

- **Memory**

This section displays the total amount of memory available for the printer, including the amount of driver workspace memory.

- **Paper Trays and Options**

This section displays the default media size for each installed tray, and the total media capacity for each tray. It also shows whether an auto-duplex unit is installed in the printer.

## *Supplies Status*

This page displays gauges that indicate the remaining ink levels for each ink cartridge. It also provides supplies part numbers, the expiration date for ink cartridges, and printhead health. You can also find information on and links for ordering replacement supplies and recycling used supplies.

## *Event Log*

This page shows the most recent events and errors in the printer event log. The most recent item appears at the top of the list.

## *Usage Page*

- **Identification**

This section displays the printer serial number, product name, and service ID. If the network administrator has assigned a name or asset number to the printer, these items are also displayed.

- **Usage Tools**

This section shows how much of each media size has been used by the printer, and simplex and duplex totals for each media size. It also lists how much ink has been used.

## **Settings**

The Settings pages of the embedded Web server allow you to configure the printer from your computer. These pages can be password protected.

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**Note**

Always consult with your network administrator before changing the printer configuration.

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## *Configure Device*

The Configure Device page displays the menus available in the printer's LCD control panel, except the service menu options. From the Configure Device page, network administrators can perform configuration functions from a computer instead of from the LCD control panel.

## Alerts

The Alerts pages allow you to set up the printer to send out e-mail notifications when certain printer events occur.

- **Notification Distribution Lists**

This section allows you to add the e-mail addresses of the people who will receive electronic notification of printer events, such as ink supplies and media path events. You are provided with e-mail lists, which you can rename as needed.

- If the printer has an optional hard disk installed, you can have up to four lists of 20 e-mail addresses each.
- Without an optional hard disk, you can have two lists with one e-mail address in each list.

In addition, this page lets you configure the outgoing e-mail server settings that the embedded Web server uses when sending e-mail notification of printer events.

- **Select Events**

This section allows you to select which types of printer events will prompt e-mail notifications for each e-mail list. Click the type of printer event to set the threshold or condition under which an e-mail notification is sent. For example, for the Cartridge Low event, you can set the threshold to 20 percent. This means that e-mail notifications are sent to the e-mail lists you specified when an ink cartridge has 20 percent of its ink supply remaining.

## Email

- **Outgoing Mail**

This section allows you to set the outgoing mail values for e-mail alerts.

- **Incoming Mail**

This section allows you to set the incoming mail values to enable remote requests and commands sent to the printer.

## *AutoSend*

AutoSend is a feature that can help you understand your printing patterns. When you enable AutoSend, usage information is sent to HP. Hewlett-Packard uses the information sent by AutoSend in two Web-based tools: hp instant support and myPrintMileage:

- With hp instant support, you can get troubleshooting tips to help diagnose and solve printer problems, or prevent some problems from occurring at all.
- With myPrintMileage, you can estimate the amount of ink and paper you use each month. This information can help you manage your printing activities and supplies more effectively.

Hewlett-Packard respects the privacy of your printer information. Information sent by AutoSend is managed following the guidelines outlined in the Hewlett-Packard Online Privacy Statement (<http://www.hp.com/country/us/eng/privacy.htm>).

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### **Note**

To use AutoSend, you must first configure your e-mail settings in the embedded Web server.

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## *Security*

This section configures the password information and other security settings for the embedded Web server and e-mail alerts. This information should be configured by the network administrator only.

## *Other Links*

This page allows you to add additional links to the embedded Web server.

## *Device Information*

This page allows you to set the printer information displayed on the Configuration page of the embedded Web server. This includes the printer description, asset number, company name, and company contact person for the printer.

## *Language*

This page allows you to configure the language settings for the embedded Web server.

## *Time Services*

This page allows you to define a network time server that the printer will use to synchronize its internal clock.



## Networking

The Networking pages of the embedded Web server allow the network administrator to configure the HP Jetdirect print server for the printer. This tab will not appear if the printer is connected to a network using anything other than an HP Jetdirect print server card.

Refer to the online help and to the *HP Jetdirect Print Server Administrator's Guide* for more information. This guide is located on the Starter CD.

## Other links

The following e-services are available from each embedded Web server page. You must have an Internet connection to use these e-services.

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### Note

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If you use a dial-up connection and did not connect when you first opened the embedded Web server, you must connect before you can visit these websites. Connecting might require you to close the embedded Web server and reopen it.

- **hp instant support**

hp instant support is a Web-based tool that provides you with product-specific services, troubleshooting tips, and information about your printer's ink and media usage. With this information, you can diagnose and solve printer problems, and manage your printing activities and printer supplies more effectively.

To use this tool, detailed information, such as serial number, error conditions, and status, is sent to HP. For more information about hp instant support, see "[hp instant support](#)."

- **myPrintMileage**

myPrintMileage is a Web-based tool included with your printer that helps you manage your printing activities and printer supplies more effectively. When you enable myPrintMileage, information about your printer, such as the serial number and error conditions, is sent to HP.

- **Order Supplies**

This page shows the remaining life of the different ink supplies and the links to the HP website for ordering supplies, such as ink cartridges and print media.

# hp instant support

hp instant support is a Web-based tool that provides you product-specific services, troubleshooting tips, and information about your printer's ink and media usage. With this information, you can diagnose and solve printer problems, and manage your printing activities and printer supplies more effectively.

hp instant support provides the following information about your printer:

- **Notification of printer driver and firmware updates**

When a firmware or driver update for your printer is available on the HP website, a message appears on the hp instant support homepage. Click the link within the message to go directly to the printer drivers downloads section of the HP website.

- **Resolutions for specific printer errors**

hp instant support provides immediate access to information that can help you resolve error messages specific to your printer. To see a description of the problem, as well as recommendations for solving or preventing the problem, click the link within the message. To see a list of past printer errors, click **alerts** on the left side of the hp instant support page.

- **Managing ink and media usage (myPrintMileage)**

myPrintMileage helps you manage your printing activities and printer supplies. This tool tracks your printer usage information to help you plan the purchase of supplies.

- **Obtaining support services**

HP offers a variety of support services that can help you maintain your printer. hp instant support creates a list of the support services available for your printer. To learn more about these services or to purchase a service, click the appropriate link.

- **Easy access to troubleshooting tips**

To help you quickly resolve printer problems or prevent some problems from happening, hp instant support provides tips that are customized for your printer.

## Using hp instant support

You can use hp instant support from the Toolbox (if the computer is running Windows and the printer is connected to a network) or embedded Web server.

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### Note

Because Web pages used to display hp instant support (as well as myPrintMileage) are dynamically created, creating a bookmark or favorite for these Web pages and connecting using this bookmark or favorite will not display the most current information. Instead, connect from the embedded Web server or from the Toolbox.

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## To launch hp instant support from the Toolbox (Windows only)

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### Note

To launch hp instant support from the Toolbox, the printer must be connected to a network.

- 1 Open the Toolbox.
- 2 On the **Information** tab, click **hp instant support**.

The default Web browser opens and displays the current hp instant support information for your printer.

## To launch hp instant support from the embedded Web server

- 1 Open a Web browser and type the IP address for the printer in the address box.
- 2 In the Other Links section of any embedded Web server page, click **hp instant support**.

## Security and privacy

To use this tool, detailed information, such as serial number, error conditions, and status, is sent to HP. Hewlett-Packard respects your privacy and manages this information according to the guidelines outlined in the Hewlett-Packard Online Privacy Statement (<http://www.hp.com/country/us/eng/privacy.htm>).

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### Note

To view all the data that is sent to Hewlett-Packard, select **Source** (for Internet Explorer) or **Page Source** (for Netscape) from the View menu in your Web browser.

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# HP Web Jetadmin

HP Web Jetadmin is a web-based system administration tool that allows remote installation and management of networked peripherals from a Web browser. It enables network administrators to configure network printers, manage printer features, and monitor printer status, including levels for printer supplies.

HP Web Jetadmin is available only if the printer is connected to an IP-based network. This browser-based software can be installed on one of the following supported platforms:

- Windows NT 4.0 or Windows 2000
- HP-UX
- Sun Solaris
- Red Hat Linux
- SuSE Linux

To download HP Web Jetadmin software, go to <http://www.hp.com/go/webjetadmin>.

# 8

# Troubleshooting and maintaining the printer

## General troubleshooting tips

If you have problems with the printer or have trouble printing, try the following troubleshooting tips to help diagnose and solve the problems:

- Print a Configuration page and a Supplies Status page. These pages can help diagnose printer problems. See “[Printing a Configuration page](#)” and “[Printing a Supplies Status page](#).”
- Check for problems by using the printer’s embedded Web server (if the printer is connected to a network). For more information, see “[Using the embedded Web server](#).”
- Complete the quick checkup steps listed below.

### Quick checkup

The following steps can help you diagnose and solve printer problems.

#### Step 1: Check the power

Make sure the power cord is connected firmly to the printer and to a working power receptacle. Make sure the printer is turned on.

#### Step 2: Check the print media

Make sure media is loaded correctly in the tray and that media is not jammed in the printer.

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
#### Note

The media level indicator on the front of optional Tray 3 is accurate only when the printer is turned on.

For information about loading media, see “[Selecting and loading print media](#).” For information about clearing and preventing jams, see “[Media jams](#).”

### Step 3: Check the LCD control panel and Attention light

The printer displays two general types of error messages:

Error message type	Example	Solution
Error messages showing common printer errors	REPLACE [COLOR] CARTRIDGE	See <a href="#">“LCD control panel messages.”</a>
Messages showing error codes	XX.XXXX SERVICE ERROR	The printer might have a hardware problem. Press and hold  (power button) to turn off the printer, wait a few seconds, and then turn it on again. In most situations, this action solves the problem. If the message persists, your printer might need service. Write down the error code, and then go to <a href="#">hp instant support</a> to learn more about possible causes for the message. See <a href="#">“hp instant support.”</a>

If the Attention light on the LCD control panel is flashing and the printer does not print, lift the printhead cover and make sure the printhead latch is properly secured.

For more information on the Attention light, see [“Understanding the LCD control panel.”](#)

### Step 4: Check the ink cartridges and printheads

Make sure all four ink cartridges and printheads are properly installed and that the protective tape covering the ink nozzles has been removed. Make sure the ink cartridges are not empty.

For information about maintaining ink cartridges and printheads, see [“Replacing ink cartridges and printheads”](#) and [“Maintaining the printheads.”](#)

### Step 5: Check the printer setup

Make sure the printer is selected as the current or default printer. If your computer is running Windows, make sure that **Pause Printing** is not selected. (From the desktop click **Start**, select **Settings**, and then click **Printers**. Right-click the printer and make sure a check does not appear next to **Pause Printing**.)

For more information about checking printer settings, see the online Help for your computer's operating system, or the documentation that came with your computer.

## **Step 6: Check the print settings**

Make sure the print settings (such as media type, media size, margins, and color) in the printer driver are correct. Also, check the settings in the **Page Setup** dialog box (typically available by selecting **Page Setup** from the **File** menu in a software application).

## **Step 7: Check the USB or parallel port on your computer (if applicable)**

Make sure your printer is connected directly to the USB or parallel port. Do not share the port with other devices, such as a Zip drive.

For information about connecting the printer to the USB or parallel port on your computer, see "[Install the printer software and connect the interface cable.](#)"

## **Step 8: Check the network setup (if applicable)**

Make sure that your printer is properly set up in the network environment.

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### **Note**

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If the printer is connected to a network, you can use the printer's embedded Web server to check the network setup.

For more information about using the embedded Web server, see "[Using the embedded Web server.](#)"

For information about setting up and using the printer on a network, see "[Configuring network connectivity.](#)" Also, see the *HP Jetdirect Print Server Administrator's Guide* on the Starter CD.

# Printing a Configuration page



Item	Description
1	<b>Printer Information:</b> Shows general printer information, such as firmware version number, model name, and memory installed.
2	<b>Event Log:</b> Shows the number of entries in use, maximum number of entries, and the last three events on the LCD control panel, starting with the most recent.
3	<b>Installed Personalities and Options:</b> Shows the printer languages (personalities) in use, and contents of the printer's DIMM slots and EIO slots.
4	<b>Memory:</b> Shows amount of RAM and Automatic Resource Saving information.
5	<b>Security:</b> Shows whether the LCD control panel is locked and whether a password is enabled.
6	<b>Paper Trays and Options:</b> Shows the printer's installed trays and their media type and size settings.



## To print a Configuration page

- 1 Press ✓ (select button) on the LCD control panel.
- 2 Press ▼ (down arrow button) to highlight INFORMATION, and then press ✓ (select button).
- 3 Press ▼ (down arrow button) to highlight PRINT CONFIGURATION, and then press ✓ (select button) to print the Configuration page.

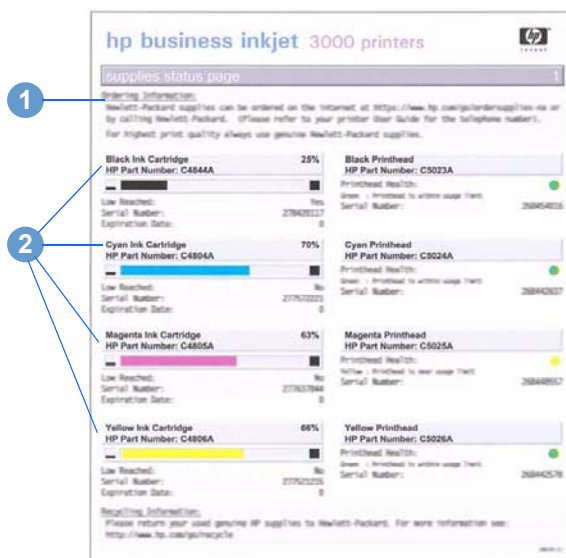
### Note

If an HP Jetdirect print server is installed, two pages print. If the auto-duplex unit is installed and the auto-duplex option is set to ON in the LCD control panel, do not remove the page from the printer until both sides are finished printing.

## Printing a Supplies Status page

### Note

The information on the Supplies Status page is useful for monitoring supplies and ordering new supplies.



### Item Description

- 1 **Ordering Information:** Shows the website address for ordering supplies, and where to locate phone numbers for ordering supplies from HP.
- 2 **Supplies Status Information:** Shows the estimated remaining life (represented in graphical form as a gauge) for the supplies. This item shows ink cartridge serial numbers, the expiration date, maintenance information, and whether ink levels are low. It also shows printhead serial numbers and printhead health information.

## To print a Supplies Status page

- 1 Press ✓ (select button) on the LCD control panel.
- 2 Press ▼ (down arrow button) to highlight INFORMATION, and then press ✓ (select button).
- 3 Press ▼ (down arrow button) to highlight PRINT SUPPLIES STATUS PAGE, and then press ✓ (select button) to print the Supplies Status page.

## Solving advanced printer problems

The following information provides solutions to advanced problems you might encounter with the printer. To use this information, locate the problem you are encountering, and then follow the instructions for solving the problem.

### Problems with the printer

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#### Note

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If the printer is used on a network, see the *HP Jetdirect Print Server Administrator's Guide* on the Starter CD.

### The printer is not responding

- **Check the printer LCD control panel for error messages**

For a list of printer error messages, see "[LCD control panel messages](#)."

- **Check the printer setup**

Make sure the ink cartridges, printheads, and print media are loaded correctly. Also make sure that the printer cable is firmly connected from the printer to your computer and that the power cord is connected from your printer to the power receptacle.

Ensure that the correct port (LPT<sub>x</sub>, where "x" is the port number) is selected and that the printer is connected directly to your computer. If your printer is connected to a switch box, complete one of the following tasks, and then try printing again:


- Make sure that you have selected the correct switch.
- Connect the printer directly to the computer without the switch box.

- **Check the power**

If the printer is turned on:

Make sure your printer is selected as the current or default printer. For information about setting the default printer, see the online Help for your computer's operating system.

If the printer is not turned on:

Press  (power button) on the printer. After a brief printer startup, you should see a steady green light (the Ready light) on the LCD control panel.

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**Note**

If you tried to print when the printer was turned off, an alert message should have appeared on your computer. If the printer was off and you did not see a message when you tried to print, the printer setup might be incorrect. Uninstall the printer software by running the uninstaller program in the printer's program group or the Add/Remove Programs utility (Windows) or by selecting the uninstall option in the Installer (Mac OS). Then reinstall the software that came with your printer.

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
## The printer Attention light blinks

This indicates an event that requires user intervention or an error has occurred. For example, a printer cover might not be closed properly, or the carriage might be jammed.

- **Check the LCD control panel**

If the message shows a printer error, see "[LCD control panel messages](#)." Follow the recommended actions to resolve the error.

- **Restart the printer**

If the LCD control panel displays the message `XX.XXXX SERVICE ERROR`, the printer might have a hardware problem. Press and hold  (power button) to turn off the printer. Wait a few seconds, and then turn it on again. In most situations, this action solves the problem. If the message persists, your printer might need service. Write down the error code, and then go to [hp instant support](#) to learn more about possible causes for the message. See "[hp instant support](#)" for more information.

## The printer Ready light turns off while the printer is turned on

The printer is offline and the LCD control panel displays the message `PAUSED`

Press `||/▶` (pause/resume button) on the printer. The printer resumes printing the current job or returns to the `READY` state.

## The printer shuts down unexpectedly

### Check the power

Make sure the power cord is connected firmly to the printer and to a working power receptacle, and that the printer is turned on.

The Ready light on the LCD control panel should be green. Press and hold `⏻` (power button) to turn off the printer, and then turn it on again.

## Nothing is printed

- **Be patient**

Complex documents that contain many fonts, graphics, and color photos take longer to begin printing. The LCD control panel displays the message `PROCESSING JOB` and the Ready light blinks when the printer is processing information to be printed.

- **Check the power**

Make sure the power cord is connected firmly to the printer and to a working outlet, and that the printer is turned on. The LCD control panel should display some message and the Ready light should be green. Press and hold `⏻` (power button) to turn off the printer, and then turn it on again.

- **Check the interface cable**

Make sure the interface cable (USB, parallel, or network) is connected properly.

- **Check the print media**

Make sure media is loaded correctly in the tray and that the print media is not jammed in the printer. For more information about loading media, see [“Selecting and loading print media.”](#)

- **Try printing a Demo page**

- 1 Press ✓ (select button) on the LCD control panel.
- 2 Press ▼ (down arrow button) to highlight INFORMATION, and then press ✓ (select button).
- 3 Press ▼ (down arrow button) to highlight PRINT DEMO, and then press ✓ (select button) to print the Demo page.

- **Check the printer setup**

Make sure the printer is selected as the current or default printer. For information about setting the default printer, see the online Help for your computer's operating system.

Also, if your computer is running Windows, make sure that **Pause Printing** is not selected.

- 1 Click **Start**, point to **Settings**, and then click **Printers** (Windows 98, Windows Millennium Edition, Windows NT 4.0, and Windows 2000).

**-Or-**

- 1 Click **Start**, and then click **Printers and Faxes** (Windows XP).
- 2 Right-click the printer icon you want to check, and then make sure that **Pause Printing** is not selected.

- **The print to file option is selected in the printer driver**

If **Print to File** is selected in the printer driver, the print job will not print.

#### **Windows**

In the printer driver, check that the **Print to File** option is not selected. From the software application, on the **File** menu, click **Print**. Make sure the **Print to File** option is not selected.

#### **Macintosh**

On the main pop-up menu in the **Print** dialog box, make sure the **Print to file** option is not selected.

- **Check the network setup**

Make sure that your printer is properly set up in the network environment. For information about setting up and using the printer on a network, see "[Configuring network connectivity](#)." Also, see the *HP Jetdirect Print Server Administrator's Guide* on the Starter CD.

## Printer takes a long time to print a job

- **Check your system configuration**

Make sure your computer meets the designated system requirements. Although the printer is designed to function with a computer that meets the minimum system requirements, printer performance is optimized with a computer that meets the recommended system requirements.

For information about system requirements, see "[Printer specifications](#)."

- **Make sure the computer has sufficient hard-disk space**

If you are printing graphics-intensive files, make sure you have enough hard-disk space.

- **Make sure the port setting configuration in the computer is set to ECP (Windows 98 only)**

See the computer's manual for information on how to change your port setting, or contact your computer manufacturer.

- **Make sure the computer has enough resources available (Windows only)**

If less than 80 percent of the computer resources are available, printing could be significantly slower.

To make more computer resources available, close all unused applications and resend your print job. If necessary, restart your system, and then resend your print job.

# Printing problems

## A blank page is printed

- **Check the LCD control panel for error messages**

For a list of error messages, see [“LCD control panel messages.”](#)

- **Check the printheads for tape**

Make sure you have removed the printhead protective tape from each ink nozzle.

- **Check the printer setup**

Make sure your printer is selected as the current or default printer. For information about setting the default printer, see the online Help for your computer’s operating system.

- **Check the parallel port on your computer (Windows only)**

If you are using a parallel interface connection, make sure the printer is connected directly to the parallel port. Do not share the port with other devices, such as a Zip drive.

## Placement of the text or graphics is wrong

- **Make sure the media size or orientation settings are correct**

Make sure the media size and page orientation selected in the software application match the settings in the printer driver.

- **Make sure the media is loaded correctly**

If everything on the page is slanted or skewed, check the following:

- Make sure the media width and length guides fit snugly but gently against the edges of the stack.
- If the optional multipurpose tray is installed in the Tray 1 location, make sure that no more than 100 sheets of media or 20 transparencies (up to 11 mm or 0.43 inch, stacked) are loaded in the tray.
- For Tray 2, make sure that no more than 300 sheets of media (up to 30 mm or 1.2 inches, stacked) are loaded in the tray. Tray 2 can hold a maximum of 50 transparencies.
- For optional Tray 3, make sure that no more than 700 sheets of media (up to 70 mm or 2.8 inches, stacked) are loaded in the tray. Tray 3 can hold a maximum of 50 transparencies.

For more information about loading media, see [“Selecting and loading print media.”](#)

- **Make sure the margin settings are correct**

If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer. For more information about printer margins, see the table of minimum margins in “[Tips for loading media.](#)”

## **Text or graphics are cut off at the edges of a page**

- **Make sure the orientation settings are correct**

The page orientation selected might not be correct for the document you are printing. See “[Changing printer settings in Windows](#)” for instructions about changing print settings.

- **Make sure the margin settings are correct**

If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer. The document margins must match or exceed a margin setting of 4 mm (0.13 inch).

- **Make sure the content fits on the page**

Content that is cut off might be outside the printable area. Or, the size of the document you are printing is larger than the media size in the main tray.

Check if the layout of the document you are trying to print will fit on a media size supported by the printer, and then load the correct media size. Make sure to select the correct page orientation.

- **Make sure the media is loaded correctly**

Make sure the media width and length guides fit snugly but gently against the edges of the stack. Also, make sure that the correct page orientation is selected.

For more information about loading media, see “[Selecting and loading print media.](#)”

For more information about changing print settings, see “[Changing printer settings in Windows.](#)”

- **The software application cannot interpret print settings properly**

On the Starter CD, check the readme file for known software conflicts. Otherwise, check your software application manual, or contact the software manufacturer for more specific help for this problem.



## The wrong fonts are printed

- **Make sure that fonts are used correctly in the document**

Make sure you correctly apply the font you want to use. For example, in a graphics application, place the words in the desired size; do not enlarge by dragging and sizing.

- **Make sure the font is available in your computer**

The fonts used in the document might not match the fonts currently available in your computer or the type of font used is not designed to be printed. Make sure the font is available in your software application font selection box, and make sure it is a TrueType™ font.

TrueType is a technology that can create fonts of any sizes from a basic font outline. TrueType fonts are scalable. They can be scaled at any time for use on the computer screen or the printer. This is the standard font-scaling technology in Windows.

- **The wrong printer driver is selected**

Make sure your printer is selected as the current or default printer. For information about setting the default printer, see the online Help for your computer's operating system.

- **The software application is conflicting with the printer**

The problem is likely a conflict related to the software application you are using. Contact the manufacturer of your software for help.

On the Starter CD, see the readme file for a list of known conflicts with popular software applications.

## Text is jagged at the edges

- **Make sure the correct type of font has been chosen**

Some software applications offer custom fonts or use bitmap images of text that have jagged edges when skewed, enlarged, or printed. By using TrueType fonts, you can ensure that the printer is able to print smooth fonts. When selecting a font, look for the TrueType icon.

- **An incorrect media type is being used**

This printer is designed to work well with most office paper types or quality 25 percent cotton bond paper. Because it uses ink to produce an image, media that accepts ink well produces the best results. Media that is heavily textured or does not accept ink well can cause graphics and text to print poorly.

It is best to test a variety of media types before buying large quantities. Find a media type that works well and is easy to purchase. HP Inkjet media are designed for the best quality results.

To determine if the media type is the cause of the problem, try printing the same document on a type of media that has previously worked well with your printer.

- **The software application is conflicting with the printer**

The problem is likely a conflict related to the software application you are using. Contact the manufacturer of your software for help.

On the starter CD, see the readme file for a list of known conflicts with popular software applications.

## **The printout is incorrect or part of it is missing**

- **The margin settings might be wrong**

The document margins must match or exceed a margin setting of 4 mm (0.13 inch).

- **Color print settings might be wrong**

The grayscale printing option is probably selected in the printer driver.

### **Windows**

In the printer driver, check that the color option is not set to print in black and white or grayscale. From the software application, on the **File** menu, click **Print**, and then click **Setup** or **Properties**. Make sure the **Grayscale** option is not selected.

### **Macintosh**

- **Mac OS 8.6 to Mac OS 9.2.2:** On the main pop-up menu in the **Print** dialog box, select **Color Matching**. Make sure the **Black and White** or **Grayscale** options are not selected on the **Print Color** pop-up menu.
- **Mac OS X:** On the main pop-up menu in the **Print** dialog box, select **HP Image Quality**. Make sure the **Print Color as Gray** option is not selected.

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**Note**

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For information about configuring printer settings in Windows, see [“Using the printer driver.”](#) For information about changing page setup and print settings in the Mac OS, see [“Changing printer settings in the Mac OS.”](#)

- **The wrong printer driver is selected**

Make sure your printer is selected as the current or default printer. For information about setting the default printer, see the online Help for your computer’s operating system.


## **Meaningless characters are printed**

- **A cable connection is poor**

A common cause for nonsense characters is a poor cable connection between the printer and computer.

Make sure the cable connection at both ends is good and that the cable is securely fastened.

- **The system needs to be restarted**

Turn off the computer. Press and hold  (power button) to turn off the printer for a few seconds. Turn them both back on, and then try printing again.

- **The wrong printer driver is selected**

Make sure your printer is selected as the current or default printer. For information about setting the default printer, see the online Help for your computer’s operating system.

- **The document file is damaged**

Occasionally, a document file can become damaged. If you can print other documents from the same software application, try to print using a backup copy of your document, if available.

## **Printout is slanted or skewed**

If media is twisting as it feeds or margins appear crooked, the media guides might not be pressed snugly but gently against the stack. Both the media length and width guides must be gently pressed against the stack.

## Ink is smearing

- **The printout did not have time to dry**

When printing documents that use a lot of ink, you must allow the document more time to dry before handling it. This is especially true for transparencies.

The printer driver's **Normal** print mode is designed to optimize both drying time and speed. This mode allows the print output to dry completely in most situations. However, when printing in very humid environments, use the **Best** mode to allow a longer drying time.

- **The media type is causing the smearing**

Some types of media do not accept ink well, which causes the ink to dry more slowly and results in smearing.

See "[Media and paper-handling specifications](#)" for more information about media.

- **An incorrect media type is selected**

The correct media must be selected in the printer driver. Make sure the media selected in the printer driver matches the media loaded in the tray.

- **The media has been exposed to a humid environment**

If media has been exposed to a humid environment, it might be difficult to achieve the correct drying time, especially when printing with heavy color saturation. Print on a fresh ream of media that has been stored in a cool, dry place.

- **Too much ink on the page is causing wrinkling**

Color documents with rich, blended colors can use excess ink, which wrinkles the page during printing and causes smearing. Try using the **Normal** or **Fast** print quality setting to reduce ink, or use HP media designed for printing vivid color documents.

## Ink is not filling the text or graphics completely

- **The printheads have poor contact**

Remove and then reinstall the printheads. See "[Replacing printheads.](#)"

- **The printheads need cleaning**

Whenever print quality decreases noticeably, it is a good idea to clean the printheads. For instructions on cleaning the printheads from the LCD control panel, see "[Cleaning the printheads.](#)"

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### Note

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Printhead condition and media type are important factors in print quality. For more information, see "[Maintaining the printheads.](#)"

- **An incorrect media type is being used**

Some media types are not suitable for use with your printer. See "[Media and paper-handling specifications.](#)"

- **The wrong print quality mode is being used**

- Try to print using **Best** print quality mode.
- If the printheads are several years old, they might need to be replaced. For printhead health information, print a Supplies Status page, or see the Supplies Status page of the embedded Web server. To replace the printheads, see "[Replacing printheads.](#)"
- If these procedures do not help, see "[Telephone support](#)" for information about contacting HP support.

## Color problems

Whenever you experience color-related problems with the printer, calibrate the color before trying any other steps. For more information, see "[Calibrating color.](#)"

## Printouts appear faded or dull

- **Fast print quality is selected**

The **Fast** mode allows you to print at a faster rate, and is good for printing drafts. To achieve better colored printout, select **Normal** or **Best** print quality in the printer driver.

- **An incorrect media type print setting is being used**

When printing on transparencies or other special media types, select the corresponding media type in the printer driver.

- **An incorrect media type is being used**

Some media types are not suitable for use with your printer. See [“Media and paper-handling specifications.”](#)

## Colors are printing as black and white

- **The grayscale printing option is selected in the printer driver**

The grayscale printing option is probably selected in the printer driver.

### Windows

In the printer driver, check that the color option is not set to print in black and white or grayscale. From the software application, on the **File** menu, click **Print**, and then click **Setup** or **Properties**. Make sure the **Grayscale** option is not selected.

### Macintosh

- **Mac OS 8.6 to Mac OS 9.2.2:** On the main pop-up menu in the **Print** dialog box, select **Color Matching**. Make sure the **Black and White** or **Grayscale** options are not selected on the **Print Color** pop-up menu.
- **Mac OS X:** On the main pop-up menu in the **Print** dialog box, select **HP Image Quality**. Make sure the **Print Color as Gray** option is not selected.

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### Note

For information about configuring printer settings in Windows, see [“Using the printer driver.”](#) For information about changing page setup and print settings in the Mac OS, see [“Changing printer settings in the Mac OS.”](#)

- **The wrong printer driver is selected in the software application**

Make sure the correct printer driver is selected in the application.

- **The printer is not configured correctly**

Print a Configuration page. If no color appears on the Configuration page, contact HP support.

For instructions on printing a Configuration page, see [“Printing a Configuration page.”](#)

See [“Telephone support”](#) for information about contacting HP support.

## **Colors on the printout do not match colors as they appear on the screen**

- **The wrong printer driver is selected in the software application**

Make sure the correct printer driver is selected in the application.

- **The software application is interpreting colors incorrectly**

If extremely light or extremely dark colors are not printing correctly, the application could be interpreting these colors as white or black. Avoid using extremely light or dark colors, or use a different software application.

- **An incorrect media type is being used**

Some media types are not suitable for use with your printer. See [“Media and paper-handling specifications.”](#)

## **Bleeding colors are apparent in printout**

- **The wrong media type setting is selected**

Some media type settings (such as a transparency setting) and print quality settings (such as **Best**) require more ink than others. Choose different print settings in the printer driver. Also, make sure that you have selected the correct media type in the printer driver.

- **An incorrect media type is being used**

Some media types are not suitable for use with your printer. See [“Media and paper-handling specifications.”](#)

- **The ink cartridges have been refilled**

HP does not guarantee or support refilled ink cartridges. Refilling processes and the use of incompatible inks might disrupt the intricate printing system, potentially resulting in reduced print quality and even printer damage.

To order new ink cartridges, see [“Supplies”](#) or the reorder number on the original HP ink cartridges.

## Color prints inconsistently after installing a new ink cartridge

- **The ink cartridges have poor contact**

Try removing and then reinstalling the ink cartridges, making sure that they snap firmly into place.

- **The printheads are clogged and need to be cleaned**

For instructions on cleaning the printheads, see [“Cleaning the printheads.”](#)

## Colors do not line up properly with each other

- **The printheads need to be aligned**

The printheads on your printer are automatically aligned when a printhead is replaced. However, you might notice print quality improvement by performing the alignment procedure.

For instructions on aligning the printheads from the LCD control panel, see [“Aligning the printheads.”](#)

- **Graphics in the document are not placed properly**

Use the zoom or print preview feature of your software application to check for gaps in the placement of graphics on the page.

## Media-handling problems

### Media feed problems

- **Print media is jammed in the printer**

Check for jams.

See [“Media jams”](#) for instructions on clearing a jam.

- **Printer feeds multiple sheets**

Make sure that only one type of media is loaded in each tray.

Some media types are not suitable for use with your printer.

See [“Media and paper-handling specifications.”](#)



- **Media is not loaded correctly**

Make sure the media width and length guides fit snugly but gently against the edges of the stack. Also, make sure that the correct page orientation is selected.

For instructions on loading media, see [“Selecting and loading print media”](#).

For instructions on changing print settings, see [“Changing printer settings in Windows”](#).

- **Trays or other components are not inserted properly**

Check that all trays and covers are completely closed. Make sure the simplex unit or optional auto-duplex unit is installed properly.

For instructions on installing the optional auto-duplex unit, see [“Installing the auto-duplex unit”](#).

## **Tray cannot be inserted**

### **Something in the printer is blocking the tray**

Check the slot where the tray fits to ensure that nothing is broken or jammed that would prevent the tray from being inserted.

If the tray will not close completely when it is inserted, pull out the tray until it stops, and then push it in again until it closes completely.

## **Media is not picked up from a tray**

- **The tray’s media size or type settings configured in the LCD control panel do not match the size or type selected in the printer driver**

In case of a media mismatch, the LCD control panel displays the message LOAD TRAY X [TYPE] [SIZE]. Make sure the correct media is loaded in the tray and the media width and length guides are pressed snugly but gently against the stack. Next, check that the media size and type are set correctly in the LCD control panel.

For more information about setting media sizes and types, see [“To set media size and type in the LCD control panel.”](#)

- **The media width guide is pressed too tightly against the stack**

Check that the media width guide is pressed snugly but gently against the stack.

- **The media stack exceeds the maximum stack height for the tray**

Check the label inside Tray 2 and Tray 3 for the maximum stack height. If the media exceeds this level, remove some of the media from the tray.

- **Media is curled**

Make sure the media you are using is not curled. Uncurl the media by gently bending it in the opposite direction of the curl.

If media has been exposed to a humid environment, it might curl. Media should be stored in a cool, dry place.

- **The media lift plate inside the tray is stuck in the lowest position**

Pull out the tray until it stops, and then close the tray completely.

If the media still is not picked up from the tray, open the tray and reposition the media. Make sure the media width and length guides fit snugly but gently against the stack. Firmly close the drawer.

## **Media is not picked up from Tray 1**

- **Too much media is loaded**

The single sheet manual feed unit is designed to hold a single sheet of media. The optional multipurpose tray, which is installed in the Tray 1 location and replaces the single sheet manual feed unit, is designed to hold up to 100 sheets (11-mm or 0.43-inch stack) of standard weight media.

- **Media is wrinkled or bent**

Make sure the media is not wrinkled or bent. Remove media from Tray 1, and then reload the media in Tray 1.

- **Media is not inserted or aligned properly**

When printing using the manual feed unit in the Tray 1 location, make sure the media is inserted with the short edge of the paper feeding into the printer, and the long edge against the left side of the tray. Push the media into the printer until you feel some resistance. Do not force the media into the feed slot, and release the media as soon as it is pulled into the printer.

- **Media is not positioned correctly in the optional multipurpose tray**

When loading media in the optional multipurpose tray, place the stack against the right edge of the tray (when viewed from the front of the printer), and then slide the media down to rest in the tray. Check that the media width and length guides fit snugly but gently against the media stack.

## Media output problem

### Pages are falling off the printer

Make sure the output bin extension is fully extended.

The output bin holds up to 300 sheets of plain paper, depending on how much the media curls and how much ink is used on each page.

Remove excess media from the output bin.

## Solving media feed problems

### Incorrect media type or size

If the media loaded in a tray is not the same as the media selected in the printer driver or configured in the LCD control panel, the LCD control panel displays this message:

```
LOAD TRAY X  
[TYPE] [SIZE]
```

alternates with

```
TO USE ANOTHER  
TRAY PRESS ✓
```

To resolve a media mismatch, load the correct media in the designated tray and adjust the media width and length guides to fit snugly but gently against the media stack. Set the media type in the LCD control panel. (See [“To set media size and type in the LCD control panel”](#) for more information.) If the media settings in the LCD control panel match the print job settings, the job prints automatically.

If you do not press ✓ (select button) or ✕ (cancel job button) and the printer has selected the tray automatically, the printer attempts to draw media from the other tray.

To avoid media mismatches, find out which tray contains the media on which you want to print, and then select that tray in the printer driver.

## Incorrect resolution (dpi) and media type combinations

To deliver consistently high print quality, the printer optimizes the resolution ("dots per inch," or "dpi") of a print job for the type of media on which the document is printed. However, if a resolution setting in the printer driver does not match the type of media loaded in a tray, the LCD control panel displays this message:

```
LOAD TRAY X  
[TYPE] [SIZE]
```

alternates with

```
TO USE ANOTHER  
TRAY PRESS ✓
```

To resolve a resolution and media type mismatch, choose a tray loaded with the correct type of media, and press ✓. If the correct type of media is not chosen, the printer displays the following message and cancels the print job:

```
RESOLUTION MISMATCH  
TO CLEAR PRESS ✓
```

To avoid resolution and type mismatches, select only resolution settings in the printer driver that are appropriate for the type of media. For more information, see the online Help for the printer.

## Media jams

Occasionally, media can jam during printing. This section describes how to avoid media jams, and how to clear jams from the printer when they do occur.

### Tips for avoiding jams

If media repeatedly jams in the printer, follow these tips to avoid media jams.

- Make sure the printhead latch is properly engaged.
- Make sure nothing is blocking the paper path.
- Do not overload the trays. When the manual feed unit is installed in the Tray 1 location, it feeds a single sheet of media at a time. (The optional multipurpose tray, which is installed in the Tray 1 location and replaces the single sheet manual feed unit, holds up to 100 sheets of media.) Tray 2 holds up to 300 sheets of media, and optional Tray 3 holds up to 700 sheets of media. Be sure the media does not exceed the maximum stack height as indicated on the labels in Tray 2 and optional Tray 3.
- Load media properly. For more information, see [“Selecting and loading print media.”](#)
- Do not use media that is damaged, curled, or wrinkled. Do not use media with cutouts or perforations or media that is heavily textured or embossed.
- Avoid media that is too thin, has a slick texture, or “stretches” easily. Such media does not feed properly through the printer.
- Always use media that conforms with the specifications in [“Media and paper-handling specifications.”](#)

## Clearing jams

Because media might be jammed in more than one location inside the printer, check the LCD control panel for information about the jam location. Then follow the procedures that correspond with the displayed message. To clear an all pages jam, complete all four procedures in the order that they appear in this section.

Press ▼ (down arrow button) on the LCD control panel for more information about the jam.

---

### Note

If the media tears when you try to remove it, make sure that all media fragments are removed from the printer before resuming printing.

After the jam is cleared, the printer will attempt to reprint jammed pages when sufficient memory is available. For more information about this feature or to change the jam recovery setting, see “[Jam recovery](#).”

### *To clear jams in Tray 2 or optional Tray 3*

- 1 Pull out the tray indicated on the LCD control panel (where X = 2 or 3), and place it on a flat surface. If clearing a jam in optional Tray 3, grasp the handle below Tray 3 and pull it out until you feel some resistance. Use your other hand to grasp the side of the tray and lift up slightly. Remove Tray 3 from the printer and place it on a sturdy, level surface that completely supports the tray.

---

### Note

Optional Tray 3 is heavy. If clearing a jam in Tray 3, use two hands when removing and inserting the tray.

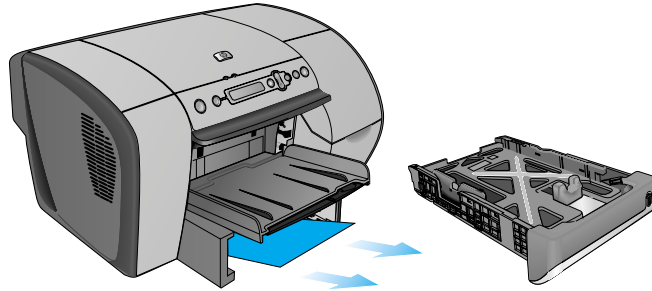
- 2 Remove any wrinkled or curled media from the tray. Make sure the media width and length guides fit snugly but gently against the edges of the media stack.

---

### WARNING!

The printer contains metal parts that might be hot. Avoid touching the metal parts inside the printer.

- 3 Look inside the printer. Grasp any jammed media with both hands and pull it gently towards you.



- 4 After you have cleared the jam, reinsert the tray into the printer. Use two hands to support the tray while reinserting it.
- 5 Press ? (help button) to clear the message in the LCD control panel, and then press ✓ (select button) to continue printing.

*To clear jams inside the simplex unit or optional auto-duplex unit*

- 1 Remove all media from the output bin.
- 2 Pull out the output bin and set it aside.
- 3 Pull out Tray 2 and place it on a flat surface. Remove any wrinkled or curled media from the tray.
- 4 Remove the simplex unit or optional auto-duplex unit. To remove the simplex unit or optional auto-duplex unit, grasp the handle below the unit and pull it out of the printer. Set the unit aside.

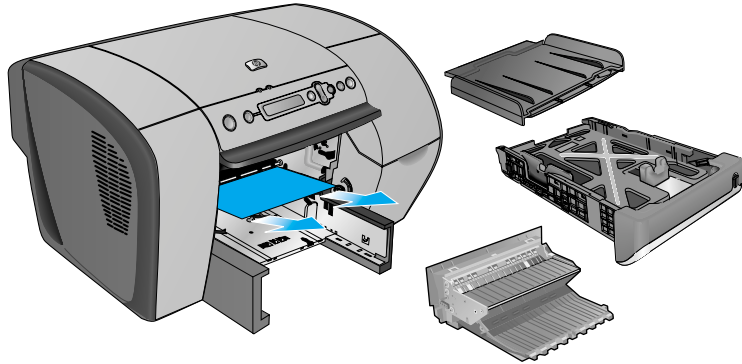
---

**WARNING!**

---

The printer contains metal parts that might be hot. Avoid touching the metal parts inside the printer.

- 5 Look inside the printer. Grasp any jammed media with both hands and pull it gently towards you.

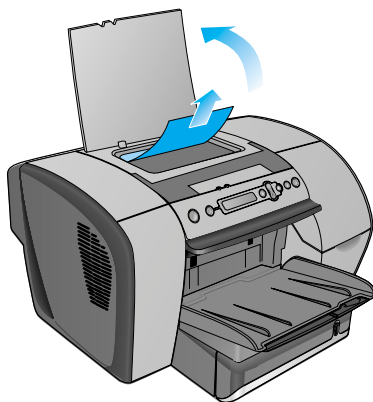


- 6 Slide the simplex unit or optional auto-duplex unit firmly back into the printer until it snaps into place.
- 7 Replace the output bin and push it into the printer until both sides snap into place.
- 8 Reinsert Tray 2 into the printer.
- 9 Press ? (help button) to clear the message in the LCD control panel, and then press ✓ (select button) to continue printing.



### *To clear jams inside the top cover*

- 1 Open the top cover to locate the jam. When you lift the top cover, the carriage should return to its position on the left side of the printer. If the carriage does not return to this position, move the carriage to the right side.
- 2 Free any wrinkled media and pull the sheet slowly toward you through the top of the printer.



---

#### **CAUTION**

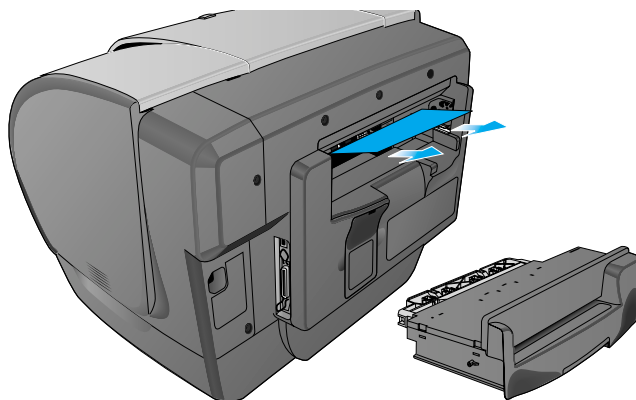
---

To prevent damage to printer parts, use care when removing jammed media.

- 3 After you clear the jam, close the top cover.
- 4 Press ? (help button) to clear the message in the LCD control panel, and then press ✓ (select button) to continue printing.

## To clear jams in Tray 1

- 1 Remove all media from Tray 1.
- 2 Pull out Tray 1 and place it on a flat surface. Remove any wrinkled or curled media from the tray.
- 3 Grasp any jammed or torn media by both corners and pull up and out of the printer. Reinsert Tray 1.



- 4 Load media in Tray 1. Check that the media is loaded properly. For more information on loading media in Tray 1, see [“Loading Tray 1.”](#)
- 5 Press ? (help button) to clear the message in the LCD control panel, and then press ✓ (select button) to continue printing.

## Jam recovery

The printer automatically provides jam recovery, a feature that allows you to set whether the printer should attempt to automatically reprint jammed pages. The options are as follows:

- **AUTO.** Printer will attempt to reprint jammed pages when sufficient memory is available. This is the default setting for the printer.
- **OFF.** Printer will not attempt to reprint jammed pages.
- **ON.** Printer will reprint any jammed page. Additional printer memory is required for this setting, so if additional memory is not installed, overall printer performance may suffer.

To improve print speed and increase memory resources, you may want to disable jam recovery. If jam recovery is disabled, the pages involved in a jam will not be reprinted.

---

**Note**

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During the jam recovery process, the printer may reprint several good pages that were printed before the jam occurred. Be sure to remove any duplicated pages.

### *To change jam recovery settings*

- 1 Press ✓ (select button) on the LCD control panel.
- 2 Press ▼ (down arrow button) to highlight `CONFIGURE DEVICE`, and then press ✓ (select button).
- 3 Press ▼ (down arrow button) to highlight `SYSTEM SETUP`, and then press ✓ (select button).
- 4 Press ▼ (down arrow button) to highlight `JAM RECOVERY`, and then press ✓ (select button).
- 5 Press ▼ (down arrow button) to highlight the desired setting, and then press ✓ (select button) to save the setting.

## Maintaining the printheads

### **Cleaning the printheads**

The printheads for your printer have microscopic nozzles that can clog when exposed to the air for more than a few minutes. The printer is designed to prevent nozzles from drying out when the printer is idle and when it is turned off by pressing and holding down ⏻ (power button) on the printer.

A printhead that is not used for long periods of time can also clog, resulting in a noticeable decrease in print quality. To unclog the nozzles, clean the printheads.

Clean the printheads when lines or dots are missing from printed text or graphics. These defects occur when ink nozzles in the printheads are exposed to air for long periods of time.

---

**Note**

---

Cleaning the printheads when defects do not occur in printed text or graphics wastes ink and shortens the life of the printheads.

## To clean the printheads

---

### Note

Cleaning the printheads takes several minutes.

- 1 Press ✓ (select button) on the LCD control panel.
- 2 Press ▼ (down arrow button) to highlight `CONFIGURE DEVICE`, and then press ✓ (select button).
- 3 Press ▼ (down arrow button) to highlight `PRINT QUALITY`, and then press ✓ (select button).
- 4 Press ▼ (down arrow button) to highlight `CLEAN PRINTHEADS`, and then press ✓ (select button).

When the process is complete, the printer prints two pages with cleaning patterns. Discard or recycle this page.

## Cleaning the printhead contacts

If lines or dots are still missing from printed text or graphics after you have cleaned the printheads, the printhead contacts might be dirty.

---

### CAUTION

HP recommends that you clean the printhead contacts only *after* you have cleaned the printheads. Printhead contacts contain sensitive electronic components that can be damaged easily.

---

## To clean the printhead contacts

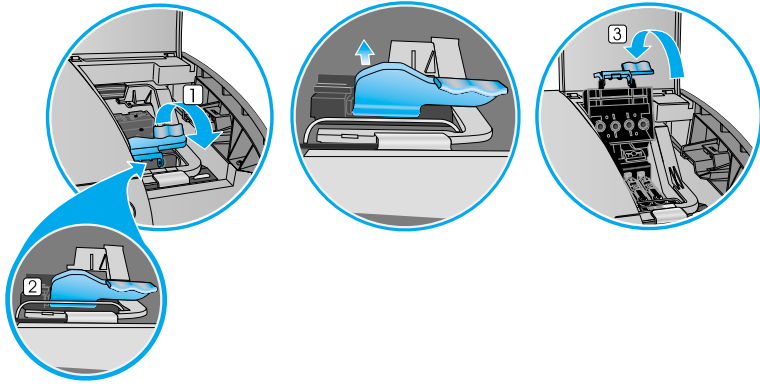
- 1 Make sure the printer is turned on.
- 2 Lift the top cover, and then press ✓ (select button) on the LCD control panel.  
  
-Or-
  - Press ✓ (select button) on the LCD control panel.
  - Press ▼ (down arrow button) to highlight `CONFIGURE DEVICE`, and then press ✓ (select button).
  - Press ▼ (down arrow button) to highlight `PRINT QUALITY`, and then press ✓ (select button).
  - Press ▼ (down arrow button) to highlight `REPLACE PRINTHEADS`, and then press ✓ (select button).
- 3 Lift the ink cartridge cover and printhead cover.
- 4 To open the latch, lift it from the rear (item 1 in the graphic) and then pull it forward and down to release the hook from the metal catch (item 2 in the graphic).

---

**CAUTION**

---

Do not attempt to force open the printhead latch. The printhead carriage will move to the left when the printer is turned on, enabling you to open the latch.



- 5 Lift and push the latch toward the back of the printer (item 3 in the graphic).
- 6 To remove a printhead, place your index finger in the loop of printhead's handle, and gently pull up until the printhead releases from the carriage assembly.
- 7 Using a soft, dry, lint-free cloth, carefully remove any ink from the contact pads on the printhead and inside the printhead slot in the printer.
- 8 Reinsert the printhead into its color-coded slot. Press firmly on the printhead to ensure proper contact.
- 9 Repeat steps 5 through 7 for the remaining printheads.
- 10 Pull the printhead latch all the way forward and down, and engage the catch with the hook (item 2 in the graphic). Push the latch towards the back of the printer. You might have to apply some pressure to close the latch.
- 11 Close the printhead cover and the ink cartridge cover.

## Aligning the printheads

The printheads are automatically aligned upon installation. Misaligned printheads produce ragged edges or stray dots on printouts. If your printheads are misaligned, you can align them through the LCD control panel.

### To align the printheads

- 1 Press ✓ (select button) on the LCD control panel.
- 2 Press ▼ (down arrow button) to highlight CONFIGURE DEVICE, and then press ✓ (select button).
- 3 Press ▼ (down arrow button) to highlight PRINT QUALITY, and then press ✓ (select button).
- 4 Press ▼ (down arrow button) to highlight ALIGN PRINTHEADS, and then press ✓ (select button).

When the process is complete, the printer prints a page with alignment patterns. Discard or recycle this page.

## Replacing ink cartridges and printheads

### Replacing ink cartridges

Replace ink cartridges when the following messages appear in the LCD control panel:

```
REPLACE [COLOR] CARTRIDGE  
INCORRECT [COLOR] CARTRIDGE  
REINSTALL [COLOR] CARTRIDGE  
NON HP CARTRIDGE DETECTED
```

For installation information, see "[Install the ink cartridges](#)," or the instructions included with the ink cartridges.

---

#### Note

When replacing ink cartridges, install the new ink cartridges right away. Ink cartridges should not be removed from the printer for long periods of time.

## Replacing printheads

Replace printheads when the following messages appear on the LCD control panel:

REINSTALL [COLOR] PRINTHEAD

INCORRECT [COLOR] PRINTHEAD

### To replace printheads

- 1 Make sure the printer is turned on.
- 2 Lift the top cover, and then press ✓ (select button) on the LCD control panel.

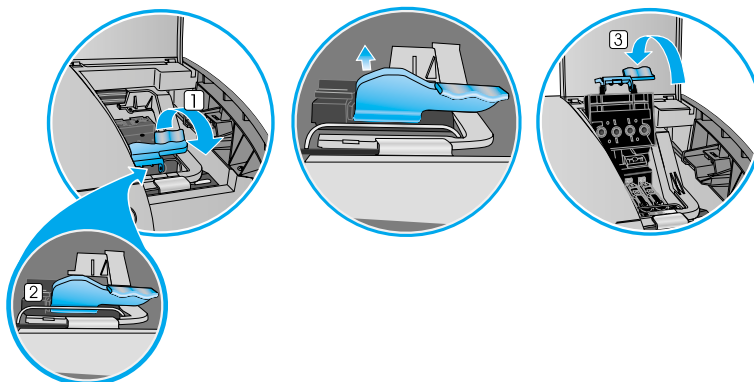
**-Or-**

- Press ✓ (select button) on the LCD control panel.
- Press ▼ (down arrow button) to highlight CONFIGURE DEVICE, and then press ✓ (select button).
- Press ▼ (down arrow button) to highlight PRINT QUALITY, and then press ✓ (select button).
- Press ▼ (down arrow button) to highlight REPLACE PRINTHEADS, and then press ✓ (select button).

- 3 Lift the ink cartridge cover and printhead cover.
- 4 To open the latch, lift it from the rear (item 1 in the graphic) and then pull it forward and down to release the hook from the metal catch (item 2 in the graphic).

### CAUTION

Do not attempt to force open the printhead latch. The printhead carriage will move to the left when the printer is turned on, enabling you to open the latch.



- 5 Lift and push the latch toward the back of the printer (item 3 in the graphic).
- 6 To remove a printhead, place your index finger in the loop of printhead's handle, and gently pull up until the printhead releases from the carriage assembly. Discard the used printhead.
- 7 Remove the new printhead from its package.
- 8 Remove the protective tape from the printhead.
- 9 Remove the plastic cap from the printhead by pulling down as indicated by the arrow on the cap.
- 10 Insert the new printhead into its color-coded slot.
- 11 Press firmly on the printhead to ensure proper contact after installation.
- 12 Pull the latch all the way forward and down, and engage the catch with the hook (item 2 in the graphic). Push the latch towards the back of the printer. You might have to apply some pressure to close the latch.
- 13 Close the printhead cover and the ink cartridge cover.
- 14 Wait while the printer aligns the printheads. This can take a few minutes. When the process is complete, an alignment page prints.  
  
If no alignment page prints, check to make sure there is media in the trays.

## Calibrating color

The printer automatically calibrates color when a supply is changed.

### To calibrate color using the LCD control panel

- 1 Press  $\checkmark$  (select button) on the LCD control panel.
- 2 Press  $\blacktriangledown$  (down arrow button) to highlight `CONFIGURE DEVICE`, and then press  $\checkmark$  (select button).
- 3 Press  $\blacktriangledown$  (down arrow button) to highlight `PRINT QUALITY`, and then press  $\checkmark$  (select button).
- 4 Press  $\blacktriangledown$  (down arrow button) to highlight `COLOR CALIBRATION`, and then press  $\checkmark$  (select button).

The following message appears on the LCD control panel:

```
CALIBRATING...COLOR
```



# Calibrating linefeed

If regular horizontal bands appear in printed text or graphics, calibrate the linefeed using the following procedure.

## To calibrate linefeed

- 1 Press ✓ (select button) on the LCD control panel.
- 2 Press ▼ (down arrow button) to highlight CONFIGURE DEVICE, and then press ✓ (select button).
- 3 Press ▼ (down arrow button) to highlight PRINT QUALITY, and then press ✓ (select button).
- 4 Press ▼ (down arrow button) to highlight LINEFEED CALIBRATION, and then press ✓ (select button).

The following message appears on the LCD control panel:

```
CALIBRATING...LINEFEED
```



# 9

# Ordering supplies and accessories

You can order HP supplies and accessories from the HP website at <http://www.hpshopping.com>.

## Available accessories

### Paper handling accessories

#### Multipurpose tray (100-sheet tray)

100-sheet multipurpose tray	C8227A
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#### 700-sheet tray (Tray 3)

700-sheet tray	C8226A
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#### Auto-duplex unit

Auto-duplex unit	C8228A
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### DIMMs

#### Memory modules

HP 4 MB Flash DIMM	C4287A
HP 64 MB SDRAM DIMM	C7846A
HP 128 MB SDRAM DIMM	C9121A

## Localized font DIMMs

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HP Font DIMM, Korean	D4838A
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## Memory/storage accessories

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HP EIO Hard Disk Drive (10 GB)	J6054B
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## Interface cables

### Parallel cables

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HP IEEE-1284 A-B Parallel Cable, 2 m (6.6 ft)	C2950A
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HP IEEE-1284 A-B Parallel Cable, 3 m (9.8 ft)	C2951A
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### USB cable

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HP USB A-B, 2 m (6.6 ft)	C6518A
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## Networking accessories

### Note

Visit <http://www.hp.com/go/networkprinting> for the latest information.

### HP print servers

HP Jetdirect 615n (EIO) Internal Print Server Fast Ethernet (10/100Base-TX)	J6057A
HP Jetdirect 680n (EIO) Internal Print Server Wireless 802.11b	J6058A
HP Jetdirect 610n (EIO) Internal Print Server Token Ring	J4167A
HP Jetdirect 600n (EIO) Internal Print Server Ethernet (10Base-T, 10Base2) and LocalTalk	J3111A
HP Jetdirect 600n (EIO) Internal Print Server Ethernet (10Base-T)	J3110A
HP Jetdirect External Print Server 170x (10Base-T)	J3258B
HP Jetdirect External Print Server 175x	J6035A
HP Jetdirect External Print Server 300x (10/100Base-TX, 1-port)	J3263A
HP Jetdirect External Print Server 310x	J6038A
HP Jetdirect External Print Server 500x (10/100Base-TX, 3-port)	J3265A
HP Jetdirect External Print Server 500x Token Ring (3-port)	J3264A
HP Print Server Appliance 4200	J4117A

# Supplies

## Ink cartridges

HP No. 10 Black ink cartridge, 69 ml	C4844A
HP No. 12 Cyan ink cartridge, 55 ml	C4804A
HP No. 12 Magenta ink cartridge, 55 ml	C4805A
HP No. 12 Yellow ink cartridge, 55 ml	C4806A

## Printheads

HP No. 12 Black printhead	C5023A
HP No. 12 Cyan printhead	C5024A
HP No. 12 Magenta printhead	C5025A
HP No. 12 Yellow printhead	C5026A

## Everyday paper

### HP Office Paper

2500 sheets	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	25005
10-ream carton	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C8511
10-ream carton	U.S. Letter, 216 by 279 mm (8.5 by 11 inches) (3-hole punched)	C3HP
10-ream carton	U.S. Legal, 216 by 356 mm (8.5 by 14 inches)	C8514

### HP Office Recycled Paper

500 sheets	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	E1120
500 sheets	U.S. Letter, 216 by 279 mm (8.5 by 11 inches) (3-hole punched)	E113H
500 sheets	U.S. Legal, 216 by 356 mm (8.5 by 14 inches)	E1420

## HP Multipurpose Paper\*

5-ream carton	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	M115R
250 sheets	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	25011
500 sheets	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	M1120
500 sheets	U.S. Letter, 216 by 279 mm (8.5 by 11 inches) (3-hole punched)	M113H
500 sheets	U.S. Legal, 216 by 356 mm (8.5 by 14 inches)	M1420

\*HP Multipurpose Paper is recommended for general office printing.

## HP Printing Paper

500 sheets	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	P1122
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## Business communication paper

### HP Professional Brochure and Flyer Paper

50 sheets, two-sided, glossy	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C6817A
50 sheets, two-sided, matte	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C6955A
50 sheets, two-sided, glossy	A4, 210 by 297 mm (8.3 by 11.7 inches)	C6818A

### HP Premium Inkjet Paper

200 sheets, one-sided coated	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	51634Y
200 sheets, one-sided coated	A4, 210 by 297 mm (8.3 by 11.7 inches)	51634Z

## HP Premium Inkjet Heavyweight Paper

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100 sheets, two-sided coated	A4, 210 by 297 mm (8.3 by 11.7 inches)	C1853A
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## Presentation paper

### HP Premium Inkjet Transparency Film

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20 sheets	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C3828A
50 sheets	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C3834A
20 sheets	A4, 210 by 297 mm (8.3 by 11.7 inches)	C3832A
50 sheets	A4, 210 by 297 mm (8.3 by 11.7 inches)	C3835A

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### HP Premium Plus Inkjet Transparency Film

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20 sheets	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C7030A
50 sheets	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C7028A
20 sheets	A4, 210 by 297 mm (8.3 by 11.7 inches)	C7031A
50 sheets	A4, 210 by 297 mm (8.3 by 11.7 inches)	C7029A

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# Photo paper

## HP Premium Plus Photo Paper

20 sheets, glossy	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C6831A
50 sheets, glossy	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	Q1785A
20 sheets, matte	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C6950A
20 sheets, glossy	A4, 210 by 297 mm (8.3 by 11.7 inches)	C6832A
20 sheets, matte	A4, 210 by 297 mm (8.3 by 11.7 inches)	C6951A

## HP Premium Photo Paper

15 sheets, glossy	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C6039A
50 sheets, glossy	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C6979A
60 sheets, glossy	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C7008A
15 sheets, glossy	A4 (European), 210 by 297 mm (8.3 by 11.7 inches)	C6040A
50 sheets, glossy	A4 (European), 210 by 297 mm (8.3 by 11.7 inches)	C7040A
15 sheets, glossy	A4 (Asian), 210 by 297 mm (8.3 by 11.7 inches)	C6043A

## HP Photo Paper

20 sheets, glossy	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C1846A
20 sheets, glossy	A4, 210 by 297 mm (8.3 by 11.7 inches)	C1847A
50 sheets, glossy	A4, 210 by 297 mm (8.3 by 11.7 inches)	C7897A

## HP Colorfast Photo Paper

20 sheets, glossy	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C7013A
20 sheets, glossy	A4, 210 by 297 mm (8.3 by 11.7 inches)	C7014A

## HP Everyday Photo Paper\*

100 sheets, two-sided, matte	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C7007A
25 sheets, two-sided, semi-gloss	U.S. Letter, 216 by 279 mm (8.5 by 11 inches)	C6983A
25 sheets, two-sided, semi-gloss	A4 (European), 210 by 297 mm (8.3 by 11.7 inches)	C6984A
25 sheets, two-sided, semi-gloss	A4 (Asian), 210 by 297 mm (8.3 by 11.7 inches)	C7006A

\*HP Everyday Photo Paper is available in some countries/regions as HP Photo Quality Paper.

# 10 Customer support and printer specifications

## Contacting customer support

If your printer is not operating properly and the troubleshooting suggestions in this guide do not solve the problem, try using one of the following support services to obtain assistance.

### HP help on the Web

HP provides several resources on the Web to provide help with your printer.

Visit <http://www.hp.com/go/support> to find information for your printer model. When you enter the section that covers your printer model, you will be able to view information about setting up and using your printer, downloading printer drivers, solving a problem, ordering supplies and accessories, and the printer warranty.

### hp instant support

You can access hp instant support from the Toolbox (if the computer is running Windows and the printer is connected to a network) or from the embedded Web server.

To access hp instant support using the Toolbox, click the **Information** tab in the Toolbox, and then click **hp instant support**.

To access hp instant support using the embedded Web server, open a Web browser and type the IP address for the printer in the address box. Then, in the Other Links section of any embedded Web server page, click **hp instant support**.

hp instant support web pages are dynamically created. If you bookmark this site and connect to it using the bookmark, the pages will not display the current information. Instead, connect from the embedded Web server.

hp instant support connects you to a set of dynamic Web resources that tracks printer status and usage. It includes the following information:

- Printer usage pattern (ink and media usage) through a link to myPrintMileage
- Online troubleshooting tips

## Telephone support

During the warranty period, you can obtain assistance at no charge from the HP Customer Care Center. This phone service is available for a fee after the printer warranty period.

Customer support representatives can answer your questions regarding the setup, configuration, installation, and operation of your printer. They can also help troubleshoot and diagnose printer problems and give instructions for service and repair.

Current telephone support numbers are listed on the product support information flyer, which is included in your printer's packaging. By calling a telephone number listed on the flyer, you will be connected to a response team waiting to help you.

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### Note

If you require support after your warranty has expired, you can usually receive support for a fee through the same telephone number. The fee is charged on a per-incident basis.

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## Before you call

Before you call, print a Configuration page. This page includes information that the HP Customer Care Center representative will need to help diagnose and solve your problem.

Also, have the following information available to give to the representative:

- 1 What model printer do you have?
- 2 What is the serial number of your printer? (Check the back of the printer.)
- 3 What is the brand and model of your computer?
- 4 What operating system is the computer running?
- 5 Which printer driver are you using (PCL 5c, PCL 6, or PostScript emulation)?
- 6 When did you purchase the printer?

# Printer specifications

For media and paper-handling specifications, see [“Media and paper-handling specifications.”](#)

<b>Specification</b>		<b>Value</b>
Available printer models	HP Business Inkjet 3000	C8116A
	HP Business Inkjet 3000n	C8117A
	HP Business Inkjet 3000dtn	C8118A
Physical dimensions (W x H x D)	HP Business Inkjet 3000	592 by 355 by 640 mm (23.3 by 14 by 25.2 inches)
	HP Business Inkjet 3000n	592 by 355 by 640 mm (23.3 by 14 by 25.2 inches)
	HP Business Inkjet 3000dtn	592 by 462 by 640 mm (23.3 by 18.2 by 25.2 inches)
Weight	HP Business Inkjet 3000	27.6 kg (61 lb) without printheads or ink cartridges
	HP Business Inkjet 3000n	27.6 kg (61 lb) without printheads or ink cartridges
	HP Business Inkjet 3000dtn	35.8 kg (78.9 lb) without printheads or ink cartridges

Specification		Value
Connectivity	HP Business Inkjet 3000	<ul style="list-style-type: none"> <li>• IEEE 1284-compliant bidirectional parallel</li> <li>• USB 2.0 compliant full speed</li> <li>• 2 open EIO slots</li> <li>• 3 DIMM slots (100 pin, SDRAM, PC 100 or greater)</li> </ul>
	HP Business Inkjet 3000n	<ul style="list-style-type: none"> <li>• IEEE 1284-compliant bidirectional parallel</li> <li>• USB 2.0 compliant full speed</li> <li>• EIO slots <ul style="list-style-type: none"> <li>• 1 open EIO slot</li> <li>• HP Jetdirect 615n Internal Print Server for Fast Ethernet 10/100Base-TX in one EIO slot</li> </ul> </li> <li>• 3 DIMM slots (100 pin, SDRAM, PC 100 or greater)</li> </ul>
	HP Business Inkjet 3000dtn	<ul style="list-style-type: none"> <li>• IEEE 1284-compliant bidirectional parallel</li> <li>• USB 2.0 compliant full speed</li> <li>• EIO slots <ul style="list-style-type: none"> <li>• 1 open EIO slot</li> <li>• HP Jetdirect 615n Internal Print Server for Fast Ethernet 10/100Base-TX in one EIO slot</li> </ul> </li> <li>• 3 DIMM slots (100 pin, SDRAM, PC 100 or greater)</li> </ul>
Print method		Drop-on-demand thermal inkjet printing
Ink cartridges		4 ink cartridges (1 each for black, cyan, magenta, and yellow)
Printheads		4 printheads (1 each for black, cyan, magenta, and yellow)
Supply yields (based on 5 percent coverage)	Ink cartridges	Black: 1,750 pages Cyan, magenta, and yellow: 3,300 pages
	Printheads	Black: 24,000 pages Cyan, magenta, and yellow: 48,000 pages
Printer memory		88 MB of built-in RAM, up to 344 MB with optional 4 MB (Flash) and/or optional 64/128 MB DIMM (SDRAM, 100 MHz)
Printer processor		Dual microprocessors: <ul style="list-style-type: none"> <li>• MIPS 5231 on formatter with 8 MB ROM Flashable, 64 MB RAM on board formatter</li> <li>• Motorola 32-bit ColdFire 4 RISC (160 MHz)</li> </ul>

Specification		Value
Print speed (U.S. Letter and A4)		Fast mode <ul style="list-style-type: none"> <li>● Black text: 21 pages per minute (ppm)</li> <li>● Mixed text with color graphics: 18 ppm</li> </ul> Normal mode <ul style="list-style-type: none"> <li>● Black text: 14 ppm</li> <li>● Mixed text with color graphics: 10 ppm</li> </ul> Laser-equivalent speed* <ul style="list-style-type: none"> <li>● Black text: 14 ppm</li> <li>● Mixed text with color graphics: 8 ppm</li> </ul> *Laser-equivalent speed is the print speed that can be expected in relation to the pages-per-minute speed of laser printers.
Resolution	Monochrome	Up to 1200 by 600 dots per inch (dpi)
	Color	HP's enhanced Color Layering Technology with PhotoREt III for photo quality (up to 2400 by 1200 dpi on photo paper using the PCL 6 printer driver for Windows)
Color calibration		<ul style="list-style-type: none"> <li>● ColorSync</li> <li>● ICC Profiles</li> <li>● Pantone®</li> </ul>
Printer languages		<ul style="list-style-type: none"> <li>● PCL 5c</li> <li>● PCL 6</li> <li>● PostScript 3 emulation</li> <li>● Automatic language switching</li> </ul>
LCD control panel languages		Czech, Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish
Operating system compatibility		<ul style="list-style-type: none"> <li>● Windows 98, Windows Millennium Edition, Windows NT 4.0, Windows 2000, Windows XP 32-bit (Professional and Home Editions), and Windows XP 64-bit Edition</li> <li>● Mac OS 8.6 and later (including Mac OS X)</li> <li>● OS/2</li> <li>● Linux</li> <li>● UNIX</li> <li>● MS-DOS printer driver support through third-party applications</li> </ul>

Specification		Value
Network operating system compatibility	HP Business Inkjet 3000	<ul style="list-style-type: none"> <li>Windows 98, Windows Millennium Edition, Windows NT 4.0, Windows 2000, Windows XP 32-bit (Professional and Home Editions), and Windows XP 64-bit Edition</li> </ul>
	HP Business Inkjet 3000n	<ul style="list-style-type: none"> <li>Windows 98, Windows Millennium Edition, Windows NT 4.0, Windows 2000, Windows XP 32-bit (Professional and Home Editions), and Windows XP 64-bit Edition</li> <li>Novell NetWare 4.x, 5.x, 6, NDS, and NDPS</li> <li>HP-UX 10.20, 11.x</li> <li>Solaris 2.5x, 2.6, 7, 8 (SPARC systems only)</li> <li>RedHat Linux 6.x and later</li> <li>SuSE Linux 6.x and later</li> <li>Mac OS 8.6 and later</li> <li>IBM OS/2 Warp 4.x</li> <li>IBM AIX 3.2.5 and later*</li> <li>MPE-iX*</li> <li>Artisoft LANtastic*</li> <li>Microsoft Windows Terminal Server Edition 4.0</li> <li>Windows 2000 Server Terminal Services with Citrix MetaFrame 1.8</li> <li>Windows XP Server Terminal Services with Citrix MetaFrame 1.8</li> </ul> <p>* Contact your network operating system vendor for software, documentation, and support.</p>



Specification	Value
Network operating system compatibility	<p data-bbox="322 152 618 175">HP Business Inkjet 3000dtn</p> <ul style="list-style-type: none"> <li data-bbox="631 152 1128 291">● Windows 98, Windows Millennium Edition, Windows NT 4.0, Windows 2000, Windows XP 32-bit (Professional and Home Editions), and Windows XP 64-bit Edition</li> <li data-bbox="631 305 1025 357">● Novell NetWare 4.x, 5.x, 6, NDS, and NDPS</li> <li data-bbox="631 371 876 394">● HP-UX 10.20, 11.x</li> <li data-bbox="631 407 917 460">● Solaris 2.5x, 2.6, 7, 8 (SPARC systems only)</li> <li data-bbox="631 473 958 496">● RedHat Linux 6.x and later</li> <li data-bbox="631 510 939 532">● SuSE Linux 6.x and later</li> <li data-bbox="631 546 902 569">● Mac OS 8.6 and later</li> <li data-bbox="631 583 883 605">● IBM OS/2 Warp 4.x</li> <li data-bbox="631 619 933 642">● IBM AIX 3.2.5 and later*</li> <li data-bbox="631 656 763 678">● MPE-iX*</li> <li data-bbox="631 692 866 715">● Artisoft LANtastic*</li> <li data-bbox="631 729 1055 781">● Microsoft Windows Terminal Server Edition 4.0</li> <li data-bbox="631 795 1110 847">● Windows 2000 Server Terminal Services with Citrix MetaFrame 1.8</li> <li data-bbox="631 861 1131 913">● Windows XP Server Terminal Services with Citrix MetaFrame 1.8</li> </ul> <p data-bbox="631 927 1065 979">* Contact your network operating system vendor for software, documentation, and support.</p>

Specification	Value
Compatible network protocols	<ul style="list-style-type: none"> <li>● TCP/IP</li> <li>● IPX/SPX</li> <li>● AppleTalk*</li> <li>● DLC/LLC</li> <li>● IP Direct Mode</li> <li>● LPD</li> <li>● FTP Printing</li> <li>● IPP NDS</li> <li>● Bindery</li> <li>● NCP</li> <li>● NDPS</li> <li>● iPrint Telnet</li> <li>● SLP</li> <li>● IGMP</li> <li>● BOOTP/DHCP</li> <li>● WINS</li> <li>● SNMP</li> <li>● HTTP</li> </ul> <p>*AppleTalk is not supported on Token Ring print servers.</p> <p>Not all protocol and operating system combinations are supported. For more information, go to <a href="http://www.hp.com/go/jetdirect">http://www.hp.com/go/jetdirect</a>.</p>
Advanced security*	<ul style="list-style-type: none"> <li>● SNMPv3</li> <li>● SSL/TLS (HTTPS)</li> </ul>

\*Applies to full-feature HP Jetdirect products with firmware version x.22.yy or later - EIO (610n, 615n and later), LIO (250m), External -USB (310x)

Specification		Value
System requirements	Minimum	<ul style="list-style-type: none"> <li>● <b>Windows 98:</b> 486DX-100 MHz, 16 MB RAM, 4 MB free hard-disk space</li> <li>● <b>Windows Millennium Edition:</b> Pentium® 166 MHz, 32 MB RAM, 4 MB free hard-disk space</li> <li>● <b>Windows NT 4.0:</b> Pentium 100 MHz, 32 MB RAM, 8 MB free hard-disk space</li> <li>● <b>Windows 2000:</b> Pentium 166 MHz, 64 MB RAM, 650 MB free hard-disk space</li> <li>● <b>Windows XP 32-bit and 64-bit editions:</b> Pentium 233 MHz, 64 MB RAM, 1.5 GB free hard-disk space</li> <li>● <b>Mac OS 8.6 or later:</b> 16 MB RAM</li> </ul>
	Recommended	<ul style="list-style-type: none"> <li>● <b>Windows 98, and Windows Me:</b> Pentium 266 MHz, 32 MB RAM, 4 MB free hard-disk space</li> <li>● <b>Windows NT 4.0:</b> Pentium 266 MHz, 64 MB RAM, 8 MB free hard-disk space</li> <li>● <b>Windows 2000:</b> Pentium 266 MHz, 64 MB RAM, 650 MB free hard-disk space</li> <li>● <b>Windows XP 32-bit and 64-bit editions:</b> Pentium 300 MHz, 128 MB RAM, 1.5 GB free hard-disk space</li> <li>● <b>Mac OS 8.6 or later:</b> 32 MB RAM</li> </ul>
Font support		<ul style="list-style-type: none"> <li>● 70 TrueType and 80 PostScript fonts built-in (all PostScript emulation, PCL 5c, and PCL 6 accessible)</li> <li>● Intellifont and TrueType rasterizer built into PCL 5c and PCL 6</li> <li>● Built-in support for Arabic, Cyrillic, Greek, and Hebrew symbol sets</li> </ul>
Duty cycle		30,000 pages/month
Warranty		1 year limited warranty

<b>Specification</b>	<b>Value</b>	
Operating environment	Operating temperature	5° to 40° C (41° to 104° F)
	Recommended altitude	0 to 3048 meters (0 to 10,000 feet)
	Recommended operating conditions	15° to 35° C (59° to 95° F)
	Storage temperature	-40° to 60° C (-40° to 140° F)
	Recommended relative humidity	15 to 80 percent noncondensing
Electrical specifications	Power supply	Built-in universal power supply
	Power requirements	Input voltage: 110 to 240 VAC ( $\pm$ 10%), 50 to 60 Hz
	Power consumption	<ul style="list-style-type: none"> <li>• Printing (maximum): 68 watts</li> <li>• PowerSave mode: less than 30 watts</li> <li>• Off mode: less than 2 watts</li> </ul>
Acoustic emissions (Noise levels per ISO 9614-1)	Sound pressure (bystander position)	LpAm 49 dB(A)
	Sound power	LwAm 61 dB(A)

# Hewlett-Packard Limited Warranty Statement

HP product	Duration of Limited Warranty
Software	1 year
Accessories	1 year
Ink cartridges	90 days
Printer peripheral hardware (see below for details)	1 year

## Extent of Limited Warranty

- 1 Hewlett-Packard warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
- 2 For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
- 3 HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
  - a Improper maintenance or modification;
  - b Software, media, parts, or supplies not provided or supported by HP;
  - c Operation outside the product's specifications;
  - d Unauthorized modification or misuse.
- 4 For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
- 5 If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
- 6 If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
- 7 HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- 8 Any replacement product may be either new or like new, provided that it has functionality at least equal to that of the product being replaced.
- 9 HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
- 10 HP's Limited Warranty Statement is valid in any country/region where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries/regions where the product is distributed by HP or by an authorized importer.

## **Limitations of Warranty**

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

## **Limitations of Liability**

- 1 To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- 2 TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## **Local Law**

- 1 This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country/region to country/region elsewhere in the world.
- 2 To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
  - a Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a customer (e.g. the United Kingdom);
  - b Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
  - c Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
- 3 FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

# Safety and regulatory statements

## Power Cord statement

The power cord cannot be repaired. If it is defective, it should be discarded or returned to the supplier.

## LEDs classification

CLASS 1 LED PRODUCT  
LED KLASSE 1  
APPARECCHIO LED DI CLASSE 1  
PRODUCT CLASY 1 Z DIODAMI (EWHECYCMILED)  
Appareil à Diode Electriumnescente de Classe 1  
ZARIZENI LED TRIY 1  
KLASS 1 LED APPARAT  
LUOKAN 1 LED

## Energy consumption



Energy Star is a US registered service mark of United States Environmental Protection Agency.

## FCC statement

The U.S. Federal Communications Commission (in 47 cfr 15.105) has specified that the following notices be brought to the attention of users of this product.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Shielded cables

Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

**Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company, may cause harmful interference and void the FCC authorization to operate this equipment.**

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### Note

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### When connected to LAN cables using print server accessories...

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### Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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## Declaration of Conformity statement/Normes de sécurité (Canada)

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Canadian ICES-003.

When connected to LAN cables using print server accessories, this digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Canadian ICES-003.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans la réglementation sur le brouillage radioélectrique édicté par le NMB-003 du Canada.

Connecté à un réseau par des accessoires de serveur, l'appareil n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe A prescrites dans la réglementation sur le brouillage radioélectrique édicté par la NMB-003 du Canada.

## EMI statement (Europe)

Applicable when connected to LAN cables using print server accessories.

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.
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## EMI statement (Korea)

사용자 안내문 : A 급 기기

이 기기는 업무용으로 전자파적합등록을 받은 기기이오니, 판매자 또는 사용자는 이 점을 주의 하시기 바라며, 민약 잘못 구입 하셨을 때에는 구입한 곳에서 비업무용으로 교환 하시기 바랍니다.

# Declaration of Conformity

according to ISO/IEC Guide 22 and EN 45014

---

**Manufacturer's Name:** Hewlett-Packard Singapore (Pte) Ltd

**Manufacturer's Address:** Consumer Business, Asia Operations  
20 Gul Way  
Singapore 629196

## Declares that the product

**Product Name:** HP Business Inkjet 3000  
HP Business Inkjet 3000n  
HP Business Inkjet 3000dtn

**Model Number (s):** C8116A, C8117A, C8118A

**Product Name:** HP Business Inkjet 3000 series printer accessory

**Model Number (s):** C8226A / 700-sheet tray (Tray 3)  
C8227A / Multipurpose tray (100-sheet tray)  
C8228A / Auto-duplex unit

**Product Options:** All

## Conforms to the following Product Specifications:

**Safety:** IEC 60950:1999 / EN 60950:2000  
IEC 60825-1: 1993 + A1:1997 + A2:2001 / EN  
60825-1:1994 Class I for LEDs

**EMC:** CISPR 22: 1993 +A1+A2 / EN 55022: 1994 +A1+A2  
Class B<sup>(1)(2)</sup>

CISPR 24:1997 / EN 55024:1998

IEC 61000-3-2:1995 / EN 61000-3-2:1995

IEC 61000-3-3:1994 / EN 61000-3-3:1995

FCC Title 47 CFR, Part 15 Class B<sup>(1)(2)</sup>

AZ / NZS 3548:1995 / ICES-003, Issue 3<sup>(1)(2)</sup>

## Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC, and carries the CE marking accordingly.

<sup>(1)</sup> The product exhibits class A operation when connected to LAN cables using print server accessories.

<sup>(2)</sup> The product was tested in a typical configuration with Hewlett-Packard personal computer systems and second peripheral.

Singapore, July 2002

Chan Kum Yew, Quality Manager

**Australian Contact:** Product Regulations Manager, Hewlett Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

**European Contact:** Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 140, D-71034 Böblingen (FAX: +49-7031-14-3143).

**USA Contact:** Corporate Product Regulations Manager, Hewlett Packard Company, 3000 Hanover Street, Palo Alto, CA 94304, USA (Phone: 415-857-1501).

# A

# Printing using PostScript emulation

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**Note**

Information in this appendix is for Windows 98, Windows Millennium Edition, and Windows NT 4.0 only. If you are running another Windows operating system, please see the online help for your operating system.

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<b>Operating system</b>	<b>Version number</b>
Windows 98, Millennium Edition	Microsoft PScript Driver Version 4.01 and HP Business Inkjet 3000 PPD
Windows NT 4.0	Microsoft PScript Driver Version 4.50 and HP Business Inkjet 3000 PPD

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## Installation notes

When you are operating in a Windows environment, the setup software will detect the version of the operating system that you are running. The software will be installed in the language based on the regional settings configured in the Windows Control Panel. This means that you can be running an English version of Windows and have the language preference set to Spanish, and the installation utility will install the Spanish version of the printing software.

### Upgrading from an older version of Windows

After completing the upgrade to a new version of Windows, you must reinstall the printer driver. For example, if you upgrade from Windows NT 4.0, you must reinstall the printer driver.

## Identifying different printer drivers in Windows NT 4.0

If you have already installed a printer driver that was supplied with your Windows operating system for the printer, and you have also installed the printing software supplied with the printer, multiple printer drivers might exist on your computer system. Use these steps to find out which printer drivers are installed.

- 1 On the **Start** menu, click **Settings** and then click **Printers**.
- 2 Right-click on the printer name and then click **Properties**.
- 3 At the **Properties** window, click the **General** tab, and then click the **Print Test Page** button.

If you are using the printer driver that is provided for the printer, the Printer Test Page will include the following information (shown with sample data).

Printer Name: <user definable>

Printer Model: HP Business Inkjet 3000 PS

Printer Driver Name: PSCRIPT4.DLL

Printer Driver Version: 4.01

## Installing the printer driver only

If you obtained only a printer driver and its associated files (for example, through the HP website), install them using the following steps.

- 1 Close all applications, terminate-and-stay-resident (TSR) programs, and virus checkers.
- 2 On the **Start** menu, click **Settings**, then **Printers**, and then double-click **Add Printer**.
- 3 When prompted to select a printer, click **Have Disk**. Use **Browse** to enter the path where the printer driver files are located.
- 4 Follow the instructions on your screen to complete the installation.

## Current HP Business Inkjet users

If you currently have an HP Business Inkjet printer driver installed on your computer system, this printing software can be safely installed. It can coexist with printer drivers for different printers. It will replace and update only previous versions of the printing software for this printer. The new printer driver will have property pages similar to your older printer driver, but it will reflect the features and capabilities of the current printer driver.

## Specific printer features/issues

The printer driver provides default properties for most applications. You need to change these properties only if you are installing a new printer option, such as Tray 3, or more memory; or if you are changing a specific feature.

Printer option	Windows 98/Me	Windows NT
Tray 1	✓	✓
Tray 2		
Tray 3	✓	✓
Auto-duplex unit	✓	✓
Memory configuration	✓	✓
Optional hard disk		✓

To complete the request for property changes, click either **Apply** or **OK**. **Apply** activates the changes without closing the Properties dialog box. **OK** activates the changes and closes the Properties dialog box.

The following table shows which features are available for each Windows operating system.

Printer feature	Windows 98/Me	Windows NT
Paper Type	✓	✓
Print Quality	✓	✓
Print in Grayscale	✓	✓
Handout (N-up printing)	✓	✓
Watermark	✓	✓
Job Storage		✓

## Paper Type (Windows 98) or Media Type (Windows NT 4.0)

Operating system	Location in printer driver
Windows 98, Millennium Edition	Paper tab, More Options...
Windows NT 4.0	Advanced tab, Printer Features

Options:

HP Plain Paper; HP Premium Inkjet Paper; HP Premium Inkjet Heavyweight Paper; HP Photo Quality Paper, Semi Gloss; HP Photo Quality Paper, Matte; HP Everyday Photo Paper, Semi Gloss; HP Everyday Photo Paper, Matte; HP Premium Transparency; HP Premium Plus Transparency; HP Photo Paper, Glossy; HP Premium Photo Paper, Glossy; HP Premium Plus Photo Paper, Glossy; HP Premium Plus Photo Paper, Matte; HP Colorfast Photo Paper, Glossy; HP Brochure & Flyer, Gloss; HP Brochure & Flyer, Matte.

The Paper Type feature allows you to specify the type of paper on which you will be printing, such as plain paper or transparencies. Do not click **HP Premium Transparencies** when printing on regular paper.

### Note

HP does not recommend using stiff media, such as card stock.

## Print Quality

Operating system	Location in printer driver
Windows 98, Millennium Edition	Paper tab, More Options...
Windows NT 4.0	Advanced tab, Printer Features

Options:

Best, Normal, Fast.

Best prints the best quality possible. Normal is the recommended mode for everyday printing. Fast uses less ink, but the quality is not as high as normal.

## Print Color as Gray

Operating system	Location in printer driver
Windows 98, Millennium Edition	Device Options tab, Printer Features
Windows NT 4.0	Advanced tab, Printer Features

Options:

On, Off.

To activate grayscale printing, change the Print Color as Gray setting to on. This overrides your color settings and prints your documents in black and white (monochrome, grayscale). Grayscale means shades of gray, starting with white and ending with black. When a color document is printed in grayscale, colors are converted to their grayscale equivalents, which means that different colors are represented as different shades of gray.

This printer can produce up to 256 shades of gray. Color images that are printed as monochrome print faster and are easier to reproduce on monochrome devices such as copiers and fax machines. When Print Color as Gray is On, *all* of your documents will print as grayscale until the setting is changed to Off.

## Pages per Sheet

Operating system	Location in printer driver
Windows 98, Millennium Edition	Paper tab, Layout
Windows NT 4.0	Advanced tab, Printer Features

Options:

1, 2, and 4 pages per sheet. Windows NT 4.0 also offers 6, 9, and 16 pages per sheet, with all Windows NT 4.0 settings in both portrait and landscape and rotated landscape orientation.

The Pages per Sheet option, sometimes called layout or n-up, specifies the number of pages to print on a single sheet of paper. The multiple pages appear decreased in size and arranged based on the number of pages printed on the sheet. The Pages per Sheet option does not work effectively with all page setup options. Some applications request a different resolution, page size, or paper source, or orientations for different pages of a document. Combining page setup options while using the Pages per Sheet option might produce unexpected print results.

## Watermark Printing

Operating system	Location in printer driver
Windows 98, Millennium Edition	Device Options tab
Windows NT 4.0	Advanced tab, Printer Features

The Watermark options allow you to specify that text be placed underneath (in the background) of an existing document. For example, you may want to have large gray letters reading Draft or Confidential placed diagonally across the first page or all pages of a document. You can also specify the font, size, angle, and style of the watermark.

### Watermark/Overlay

Options:

None, Watermark, Overlay.

This selection specifies whether a watermark is printed. Overlay prints the watermark on top of any text or graphics, so that what appears beneath is not visible.

### Watermark Page

Options:

All Pages, First Page Only.

The First Page Only option prints only on the first page of the current document.

### Watermark

Options:

Draft, Company Confidential, Company Proprietary, Company Private, Confidential, Copy, Copyright, File Copy, Final, For Internal Use Only, Preliminary, Proof, Review Copy, Sample, Top Secret, Urgent, Custom.

The options listed are the available words that can be printed as a watermark. Custom lets you specify your own words. To turn watermark printing off, click None. If watermark printing is turned off, then the following watermark features are ignored.

### Watermark Font

Options:

Courier Bold, Times Bold, Helvetica Bold.

If you are printing a watermark, select one of the three font types.



## **Watermark Size**

Options:

24, 30, 36, 42, 48, 54, 60, 66, 72, 78, 84, 90.

All option values are in points. The watermark size represents the point size of the watermark word printed.

## **Watermark Angle**

Options:

90, 75, 60, 45, 30, 15, 0, -15, -30, -45, -60, -75, -90.

All option values are in degrees. The watermark can be positioned on the page at an angle in 15-degree increments. With zero (0) as normal readable text, the positive angles will rotate the text counterclockwise up to 90 degrees (vertical). The negative angles will rotate the text clockwise up to 90 degrees (vertical).

## **Watermark Style**

Options:

Narrow Outline, Medium Outline, Wide Outline, Wide Halo, Outline.

The style of the watermark defines the line thickness of the watermark word.

## **Watermark Color**

Options:

Gray, Red, Orange, Yellow, Green, Blue, Violet.

This sets the color of the watermark.

## **Watermark Intensity**

Options:

Darkest, Darker, Dark, Medium Dark, Medium, Medium Light, Light, Lighter, Lightest.

This sets the intensity of the watermark.

# Job Storage

Operating system	Location in printer driver
Windows NT 4.0	Advanced tab, Printer Features

Options:

Off, Proof and Hold, Private Job, Quick Copy, Stored Job.

This allows you to store your print job on the printer's optional hard disk so you can access the print job later from the LCD control panel. The default setting is Off. To enable any setting other than Off, you must install an optional EIO hard disk, and then change the setting from Off to another option.

---

## Note


In the printer driver, you can assign a user name to a print job, and enable a print job to require a PIN before the job can be printed. This feature is not supported for the Korean language. Any Korean characters entered for the user name cannot be displayed by the printer's LCD control panel.

---

# B

# LCD control panel messages

The table in this appendix explains messages that can appear on the LCD control panel.


To resolve a message, follow the instructions displayed on the LCD control panel. If following these instructions does not resolve the message, press and hold  (power button) to turn off the printer, and then turn on the printer again. If the message persists after performing all of the recommended actions, contact an HP-authorized service or support provider.

## LCD control panel message types

### Status messages

Status messages reflect the current state of the printer. They inform you of normal printer operation and require no action to clear them. They change as the state of the printer changes. Whenever the printer is ready, not busy, and has no pending warning messages, the status message `READY` is displayed if the printer is online.

### Warning messages

Warning messages inform you of data and print errors. These messages typically alternate with the `READY` or `STATUS` messages and remain displayed until  (select button) is pressed.

### Error messages

Error messages communicate that some action must be performed, such as adding paper or clearing a paper jam. Some error messages are auto-continuable. If `AUTO_CONTINUE=ON`, the printer will continue normal operation after displaying an auto-continuable error message for 10 seconds.

---

**Note**

Any button pressed during the 10-second display of an auto-continuable error message will override the auto-continue feature and the function of the button pressed will take precedence. For example, pressing **x** (cancel job button) will cancel the print job.

---

## Critical error messages


Critical error messages inform you of a device failure. Some of these messages can be cleared by pressing and holding **⏻** (power button) to turn the printer off, and then on again. These messages are not affected by the **AUTO CONTINUE** setting. If a critical error persists, service is required.

## LCD control panel messages

The following table lists and describes control panel messages, in alphabetical order.

Message	Type	Description
ACCESS DENIED	Status	Access to this menu or menu item requires a PIN (Personal Identification Number). Please enter the correct password or contact the IT administrator.
ALIGNING PRINTHEADS	Status	The printer is aligning the printheads. Please wait.
CALIBRATING COLOR CALIBRATION	Status	The printer is calibrating the color. Please wait.
CALIBRATING LINEFEED	Status	The printer is calibrating the linefeed. Please wait.
CANCELING COLOR CALIBRATION	Status	The color calibration process has been canceled. Please wait until the process is completely canceled.
CANCELING... [JOBNAME]	Status	The printer is canceling a print job. No action is required.
CANCELING LINEFEED CALIBRATION	Status	The linefeed calibration process has been canceled. Please wait until the process is completely canceled.

<b>Message</b>	<b>Type</b>	<b>Description</b>
CHOSEN PERSONALITY NOT AVAILABLE	Error	The printer is not able to process the print job because the requested personality (printer language) is not available. The job was canceled and no pages were printed. Resend the print job using a supported personality (PCL 5c, PCL 6, or PS 3 emulation).
CLEANING PRINTHEADS	Status	The printer is cleaning the printheads. Please wait.
CLEARING EVENT LOG	Status	The printer is clearing its event log. The event log is a record of past printer events. No action is required.
CLEARING PAPER PATH	Status	The printer is attempting to clear residual paper from the paper path. Please wait until it is complete.
CLOSE COVERS	Error	The covers are open or not closed completely. Close all covers to continue printing. If you need to replace a printhead, the printer must be in printhead replacement mode. See <a href="#">"Replacing printheads"</a> for more information.
COLOR CALIBRATION FAILED	Warning	The color calibration has failed. Make sure plain letter or A4 paper is loaded in the printer, and then start the color calibration from the LCD control panel. For more information, see <a href="#">"Calibrating color."</a>
DATA RECEIVED	Warning	The printer has received some print job data, but not enough to start printing. It will time out and cancel the job after the timeout period if all the required data is not received. The I/O timeout period can be set in the LCD control panel. For more information about setting the I/O timeout, see <a href="#">"I/O menu."</a>
DELETING... [JOBNAME]	Status	The printer is deleting a print job. No action is required.
DEPRESSURIZING WAIT FOR XX MINUTES	Status	The printer is purging the air in the ink delivery tubes. Please wait until the process is complete.

Message	Type	Description
EIO DISK X NOT FUNCTIONAL	Error	The EIO hard disk in slot X is not working correctly. Press and hold  (power button) to turn the printer off. Remove and then firmly reinsert the EIO hard disk. Turn the printer back on. If the problem persists, replace the EIO hard disk. For more information about ordering an EIO hard disk, see “ <a href="#">Memory/storage accessories</a> ” or visit <a href="http://www.hp.com">http://www.hp.com</a> .
EIO X DISK INITIALIZING	Status	The EIO hard drive is initializing. Please wait.
EIO X DISK SPINNING UP	Status	The EIO hard drive is spinning up. Please wait.
EVENT LOG EMPTY	Status	The event log is empty. The event log is a record of past printer events. No action required.
FLASH DISK X INITIALIZING	Status	A new flash DIMM installed in slot X is initializing. Do not turn off the printer.
[FS] DEVICE FAILURE	Warning	The specified file system device has failed.
[FS] FILE OPERATION FAILED	Warning	A file system command was received and attempted to perform an illogical operation, such as downloading a file to a non-existent directory.
[FS] FILE SYSTEM IS FULL	Warning	The hard disk is full. Delete stored files in the file system.
[FS] IS WRITE PROTECTED	Warning	The hard drive is write protected.
INCORRECT [COLOR] CARTRIDGE	Error	An incorrect or faulty ink cartridge has been installed in the [COLOR] ink cartridge slot. Remove the ink cartridge. Verify that you are using the correct ink cartridge, and then firmly reinsert it into the printer. You might need to repeat this several times. Replace the ink cartridge with a new ink cartridge if the problem persists. For more information about ordering ink cartridges, see “ <a href="#">Ink cartridges</a> ” or visit <a href="http://www.hp.com">http://www.hp.com</a> . For instructions on replacing ink cartridges, see “ <a href="#">Replacing ink cartridges</a> .”

<b>Message</b>	<b>Type</b>	<b>Description</b>
INCORRECT [COLOR] PRINthead	Error	<p>A printhead is installed in the incorrect slot and the cover is closed. Open the printhead cover and put the printer in printhead replacement mode (See <a href="#">“Replacing printheads”</a> for more information.) Remove the printhead. Verify that you are using the correct printhead, and then firmly reinsert it into the printer.</p> <p>If the message persists, clean the printhead contacts. (See <a href="#">“Cleaning the printhead contacts”</a> for more information.) If these procedures do not clear the message, install a new printhead.</p> <p>If more than one printhead is incorrect, the INCORRECT SUPPLIES message is displayed.</p>
INCORRECT PIN	Status	<p>An incorrect PIN has been entered. Please enter the correct PIN or contact the IT administrator.</p>

Message	Type	Description
INCORRECT SUPPLIES	Error	<p>At least one supply is incorrect and another supply is missing, installed incorrectly, out, or low. Press ✓ (select button) for more information about specific ink cartridges and printheads.</p> <p>Install any missing ink cartridges or printheads. Press ✓ (select button) to display the status of the printer supplies on the LCD control panel. If all supplies installed, remove the ink cartridges and printheads. (See “<a href="#">Replacing printheads</a>” for more information.) Verify that you are using the correct ink cartridges and printheads, and then firmly reinsert them into the printer. You might need to repeat this several times.</p> <p>If a printhead is still listed as one of the incorrect supplies, clean the printhead contacts. (See “<a href="#">Cleaning the printhead contacts</a>” for more information.) If the printhead is still listed after cleaning, install a new printhead.</p> <p>Be prepared to replace the specific ink cartridges and/or printheads with new ink cartridges and/or printheads. For more information about ordering ink cartridges and printheads, see “<a href="#">Ink cartridges</a>” and “<a href="#">Printheads</a>,” or visit <a href="http://www.hp.com">http://www.hp.com</a>.</p> <p>For instructions on replacing ink cartridges and printheads, see “<a href="#">Replacing ink cartridges and printheads</a>.”</p>
INITIALIZING	Status	The printer is initializing. Please wait.
INITIALIZING PERMANENT STORAGE	Status	The printer is initializing. Please wait.
INSERT OR CLOSE TRAY XX	Error	Tray XX is open or has been removed. Insert or close Tray XX to allow printing to continue. If the tray appears to be closed, it might not be closed properly. Pull out the tray and close it firmly.



Message	Type	Description
INSTALL [COLOR] CARTRIDGE	Error	The [COLOR] ink cartridge is either not installed or is installed incorrectly. Install the ink cartridge. If already installed, remove and reinstall it. Do this several times. If the problem persists, replace the ink cartridge. For more information about ordering ink cartridges, see “ <a href="#">Ink cartridges</a> ” or visit <a href="http://www.hp.com">http://www.hp.com</a> . For instructions on replacing ink cartridges, see “ <a href="#">Replacing ink cartridges</a> .”
INSTALL [COLOR] PRINthead	Error	The printhead is either not installed or is installed incorrectly. Install the printhead, or open the printhead cover and put the printer in printhead replacement mode (See “ <a href="#">Replacing printheads</a> ” for more information.) Remove the printhead. Verify that you are using the correct printhead, and then firmly reinsert it into the printer.  If the message persists, clean the printhead contacts. (See “ <a href="#">Cleaning the printhead contacts</a> ” for more information.)  If more than one printhead is missing, the INCORRECT SUPPLIES message is displayed.
INSTALL DUPLEX OR SIMPLEX UNIT	Error	The optional auto-duplex unit or the simplex unit is missing. One of these units must be installed before printing can proceed. See “ <a href="#">Installing the auto-duplex unit</a> ” for more information.
INSTALL PRINtheadS AND CLOSE COVERS	Error	The printhead cover is open and the printer is in printhead replacement mode. Replace the printhead(s) and close the printhead cover.

Message	Type	Description
INSTALL SUPPLIES	Error	<p>At least one supply is missing or is installed incorrectly in the printer, and another supply is missing, installed incorrectly, out, or low.</p> <p>Press ✓ (select button) for more information about specific ink cartridges and printheads. Install any missing ink cartridges and printheads. If all are installed, remove the ink cartridges and printheads. Verify that you are using the correct ink cartridges and printheads, and then firmly reinsert them into the printer. You might need to repeat this several times.</p> <p>Be prepared to replace the specific ink cartridges and/or printheads with new ink cartridges and/or printheads. For more information about ink cartridges and printheads, see “Ink cartridges” and “Printheads,” or visit <a href="http://www.hp.com">http://www.hp.com</a>.</p>
LINEFEED CALIBRATION FAILED	Warning	<p>The linefeed calibration has failed. Make sure plain letter or A4 paper is loaded in the printer, and then start the linefeed calibration from the LCD control panel. For more information, see “Calibrating linefeed.”</p>
LOADING PROGRAM XX	Status	<p>Fonts and programs are being loaded into the system RAM. Do not turn off printer.</p>
LOAD TRAY XX [TYPE] [SIZE]	Error	<p>Tray XX is configured for a specific media type and size required for a print job that has been sent, but the tray is empty. Load the specified media type and size into Tray XX.</p> <p>To override this message and use a media type and size that is available in another tray, press ✓ (select button).</p>
MANUALLY FEED [TYPE] [SIZE]	Error	<p>The print job requires a specific media type and size that is not currently available, or the print job has specified the Tray 1 as the source tray. Load the specified media type and size into Tray 1.</p> <p>To override this message and use a media type and size that is available in another tray, press ✓ (select button).</p>
NO JOB TO CANCEL	Status	<p>× (cancel job button) has been pressed, but there are currently no print jobs in the queue to cancel.</p>

Message	Type	Description
NON HP CARTRIDGE DETECTED	Error	<p>A new, non-HP ink cartridge has been installed. This message is displayed until you install an HP ink cartridge.</p> <p>Any printer repair required as a result of using non-HP supplies is not covered under HP warranty.</p> <p>To override this message, press <b>x</b> (cancel job button).</p>
NON HP CARTRIDGE IN USE	Warning	<p>The printer has detected a third party ink cartridge or cartridges not provided by HP. Printer damage resulting from the use of ink cartridges not approved by HP could affect the printer's warranty. See "<a href="#">Hewlett-Packard Limited Warranty Statement</a>" for more information.</p> <p>If you are certain all ink cartridges being used in the printer are genuine HP ink cartridges, please contact HP.</p>
ORDER [COLOR] CARTRIDGE	Error	<p>This message is displayed when the supplies low setting in the LCD control panel system setup menu is set to Stop, and either a low ink level is reached, or the ink cartridge is nearing expiration.</p> <p>If the Auto Continue setting in the System Setup menu is set to On, the printer continues printing until the ink cartridge runs out of ink. Otherwise, press <b>v</b> (select button) to continue printing.</p>
	Warning	<p>The [COLOR] ink cartridge is running low on ink or is near expiration. Be prepared to replace it with a new ink cartridge.</p> <p>For more information about ink cartridges, see "<a href="#">Ink cartridges</a>" or visit <a href="http://www.hp.com">http://www.hp.com</a>.</p>
ORDER [COLOR] PRINthead	Warning	<p>The printhead health has reached the low threshold. The printhead can continue to be used until the REINSTALL [COLOR] PRINthead message is shown.</p> <p>For more information regarding printheads, see "<a href="#">Printheads</a>" or visit <a href="http://www.hp.com">http://www.hp.com</a>.</p>

Message	Type	Description
ORDER SUPPLIES	Error	The Supplies Low setting in the LCD control panel System Setup menu is set to Stop, and more than one supply item is low, or one or more ink cartridges is nearing expiration. If the Auto Continue setting in the System Setup menu is set to On, the printer continues printing until the supplies are empty or the ink cartridges expire. Otherwise, press ✓ (select button) to continue printing.
	Warning	This message indicates one or both of the following: <ul style="list-style-type: none"> <li>One or more of the ink cartridges are running low on ink or are nearing expiration.</li> <li>The health of one or more of the printheads is low.</li> </ul> Press ✓ (select button) for more information regarding specific ink cartridges and printheads. Be prepared to replace the specific ink cartridges and/or printheads with new ink cartridges and/or printheads. For more information regarding ink cartridges and printheads used by this printer, see “Printheads” or visit <a href="http://www.hp.com">http://www.hp.com</a> .
PAUSED	Status	The printer has been paused and is currently off line. It will not process and print jobs currently in the queue. This feature is useful when performing minor maintenance tasks on the printer, like loading paper or replacing ink cartridges. Press   /▶ (pause/resume button) to switch the printer to the READY mode to continue printing.
PERFORMING PAPER PATH TEST	Status	A paper path test has been initiated. The printer will continue feeding paper through the paper path until ✕ (cancel job button) is pressed.
PERFORMING UPGRADE	Status	The printer firmware is currently being upgraded. Please wait.
PLEASE WAIT	Status	Please wait. Printer has been placed offline while job is being processed. Press   /▶ (pause/resume button) to resume processing job.
POWERING OFF	Status	⏻ (power button) has been pressed and held, and the printer is preparing to turn off.

<b>Message</b>	<b>Type</b>	<b>Description</b>
POWERSAVE ON	Status	The printer's PowerSave mode is activated. No action is required. If you want to exit PowerSave mode, press any button on the LCD control panel.
PRINthead ALIGNMENT FAILED	Warning	The printhead alignment has failed. Make sure plain letter or A4 paper is loaded in the printer, and then start the printhead alignment from the LCD control panel. For more information, see <a href="#">"Aligning the printheads."</a>
PRINthead CLEANING FAILED	Warning	The printhead cleaning has failed. Make sure plain letter or A4 paper is loaded in the printer, and then start the printhead cleaning from the LCD control panel. For more information, see <a href="#">"Cleaning the printheads."</a>
PRINTING CONFIGURATION	Status	The Configuration page is being printed. Please wait.
PRINTING EVENT LOG	Status	The event log is being printed. Please wait.
PRINTING FILE DIRECTORY	Status	The file directory of the hard drive is being printed. Please wait.
PRINTING FONT LIST	Status	The list of available fonts is being printed. Please wait.
PRINTING MENU MAP	Status	The menu map is being printed. Please wait.
PRINTING NOZZLE TEST PAGE	Status	The nozzle test page is being printed. The nozzle test page is printed automatically after printhead cleaning is complete.
PRINTING SUPPLIES STATUS	Status	The Supplies Status page is being printed. Please wait.
PRINTING USAGE PAGE	Status	The usage page is being printed. Please wait.
PROCESSING DUPLEX JOB	Status	The printer is processing a print job that requires both sides of the paper to be printed on. The printer prints one side of the page, holds the page momentarily, and then fully retracts the page into the printer before printing the other side of the page. Do not remove or disturb the paper until the printer fully releases it.

<b>Message</b>	<b>Type</b>	<b>Description</b>
PROCESSING... [JOBNAME]	Status	The printer is printing a print job. Please wait.
PROCESSING... [JOBNAME] COPY [X] OF [Y]	Status	The printer is printing the Xth copy of Y copies of a print job. Please wait.
PROCESSING... [JOBNAME] FROM TRAY XX	Status	The printer is printing a print job from tray XX. Please wait.
READY	Status	The printer is idle and ready to accept print jobs.
RECEIVING UPGRADE	Status	The printer is currently receiving the firmware upgrade file. Please wait.
REINSTALL [COLOR] CARTRIDGE	Error	An ink cartridge is faulty. Replace the ink cartridge to continue printing. See <a href="#">"Replacing ink cartridges"</a> for more information.
REINSTALL [COLOR] PRINthead	Error	A defective printhead has been detected. Verify that you are using the correct printhead, and then firmly reinsert it into the printer. (see <a href="#">"Replacing printheads"</a> for more information.) If the message persists, clean the printhead contacts. (see <a href="#">"Cleaning the printhead contacts"</a> for more information.) If these procedures do not clear the message, install a new printhead. If more than one defective printhead is detected, the INCORRECT SUPPLIES message is displayed.
REINSTALL SUPPLIES	Error	More than one ink cartridge or printhead is faulty, and more than one ink cartridge is empty or has expired. Replace the supplies to continue printing.
REMOVE MEDIA IN TRAY 1	Error	A media is detected in Tray 1 that prevents printing from continuing. This is valid if the source tray selected is not Tray 1.
REPLACE [COLOR] CARTRIDGE	Error	An ink cartridge is empty or has expired. Replace the ink cartridge to continue printing. See <a href="#">"Replacing ink cartridges"</a> for more information.
REPLACE SUPPLIES	Error	More than one ink cartridge is empty or has expired and needs to be replaced. Press ✓ (select button) for more information about specific ink cartridges.

<b>Message</b>	<b>Type</b>	<b>Description</b>
RESEND UPGRADE	Status	The firmware upgrade process was not successful. Please send the firmware upgrade file again.
RESETTING FACTORY SETTINGS	Status	The printer is resetting the menu settings to factory defaults. Please wait.
SETTING SAVED	Status	The control panel setting has been saved. No action required.
SIZE DETECTED BY TRAY alternates with TRAY X [TYPE][SIZE]	Warning	The printer automatically detected the paper size loaded in Tray X. Only certain standard sizes, such as A4 and Letter, can be automatically detected by the printer trays. No action is required.
TRAY XX EMPTY [TYPE][SIZE]	Warning	Please load Tray XX with media.
TRAY XX OPEN	Warning	Please close Tray XX. If the tray appears to be closed, it might not be closed properly. Pull out the tray and close it firmly.
TRAY XX [TYPE][SIZE]	Warning	The printer is able to automatically detect the paper size loaded in Tray XX. Only certain standard sizes, such as A4 and Letter can be automatically detected by the printer paper trays. No action is required.
UNABLE TO COPY JOB [JOBNAME]	Status	A request to print multiple copies of a print job was received. The printer was unable to accept the request, and only one copy of the print job will be printed. Possible reasons could be problems with the memory, hard disk or configuration. Check to see if a hard disk is installed in the printer.
UNABLE TO STORE JOB [JOBNAME]	Status	A request to store a print job was received. The printer was unable to accept the request. Possible reasons could be problems with the memory, hard disk or configuration. Check to see if a hard disk is installed in the printer.
USE [TYPE] [SIZE] FROM TRAY N INSTEAD?	Error	This message is shown when you press ✓ (select button) to print the current job from another tray. Press ▲ and ▼ (up and down arrow button) to scroll through the list of available trays. Press ✓ (select button) to select the desired tray.

<b>Message</b>	<b>Type</b>	<b>Description</b>
WAIT FOR PRINTER TO REINITIALIZE	Status	The printer needs to reinitialize. It will automatically turn itself off, and then turn itself on again. Please wait.
WARMING UP	Status	The printer is warming up. Please wait.
13.JJ.NT JAM INSIDE DUPLEXER	Error	A media jam has occurred in the auto-duplex unit area. See “ <a href="#">Media jams</a> ” for instructions on clearing the jam.
13.JJ.NT JAM INSIDE TOP COVER	Error	A jam has occurred inside the top cover area. See “ <a href="#">Media jams</a> ” for instructions on clearing the jam.
13.JJ.NT JAM IN TRAY 1	Error	A media jam has occurred in the Tray 1 area. See “ <a href="#">Media jams</a> ” for instructions on clearing the jam.
13.JJ.NT JAM IN TRAY X	Error	A media jam has occurred in the Tray X area (where X=1, 2, or 3). See “ <a href="#">Media jams</a> ” for instructions on clearing the jam.
20 INSUFFICIENT MEMORY	Error	<p>More data has been received from the computer than fits in the printer's internal memory. To continue printing, press ✓ (select button).</p> <p>Only the data that fits in the printer's internal memory is printed. The remainder of the job is canceled.</p>
21 PAGE TOO COMPLEX	Error	The page decompression process was too slow for the printer. Press ✓ (select button) to continue printing. There may be some data loss on the page that was being formatted when the error occurred.
22 EIO X BUFFER OVERFLOW	Error	The printer's EIO card in slot X has overflowed its I/O buffer during a busy state. Press ✓ (select button) to resume printing. Some data will be lost.
22 PARALLEL I/O BUFFER OVER	Error	The printer's parallel buffer has overflowed during a busy state. Press ✓ (select button) to resume printing. Some data will be lost.
22 USB I/O BUFFER OVERFLOW	Error	The printer's USB buffer has overflowed during a busy state. Press ✓ (select button) to resume printing. Some data will be lost.
40 EIO X BAD TRANS	Error	A connection with the card in EIO slot X has been broken. Press ✓ (select button) to continue printing.



Message	Type	Description
41.3 UNEXPECTED SIZE IN TRAY XX	Error	An incorrect media size is loaded in Tray XX. Check that the media loaded in the tray matches the size setting in the LCD control panel. See <a href="#">“To set media size and type in the LCD control panel”</a> for more information.
41.5 UNEXPECTED TYPE IN TRAY XX	Error	An incorrect media type is loaded in Tray XX. Check that the media loaded in the tray matches the type setting in the LCD control panel. See <a href="#">“To set media size and type in the LCD control panel”</a> for more information.
55.X PRINTER ERROR	Error	The engine is not communicating with the formatter.
68.X PERMANENT STORAGE ERROR	Error	One or more printer settings saved in the non-volatile storage device is invalid and has been reset to its factory default. Printing can continue, but there may be some unexpected behaviors because an error occurred in permanent storage. Press ✓ (select button) to clear the message. X is: 0 for onboard NVRAM 1 for removable disk (flash or hard)
68.X PERMANENT STORAGE FULL	Error	A non-volatile storage device is full. Printing can continue, but there may be some unexpected behaviors because an error occurred in permanent storage. Press ✓ (select button) to clear the message. X is: 0 for onboard NVRAM 1 for removable disk (flash or hard)
68.X PERM. STORAGE WRITE FAIL	Error	A non-volatile storage device is failing to write. Printing can continue, but there may be some unexpected behaviors because an error occurred in permanent storage. Press ✓ (select button) to clear the message. X is: 0 for onboard NVRAM 1 for removable disk (flash or hard)
49.XXXXX PRINTER ERROR	Critical error	A critical firmware error has occurred. Press and hold ⏻ (power button) to turn off the printer, and then turn it back on to clear the error.

<b>Message</b>	<b>Type</b>	<b>Description</b>
53.XY.ZZ PRINTER ERROR	Critical error	An error occurred on some memory of the printer.
8X.YYYY EIO ERROR	Critical error	The EIO accessory card in slot X has encountered a critical error.

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