HP Business Inkjet 1000
Series Printer

hp

User's Guide

HP Business Inkjet 1000 Series Printer
User's Guide

hp invent

Safety Information

⚠

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

1. Read and understand all instructions in the documentation that comes with the printer.

2. Use only a grounded electrical outlet when connecting this product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.

3. Observe all warnings and instructions marked on the product.

4. Unplug this product from wall outlets before cleaning.

5. Do not install or use this product near water, or when you are wet.

6. Install the product securely on a stable surface.

7. Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.

8. If the product does not operate normally, see Maintaining and troubleshooting.

9. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

Contents

Printer lights reference

HP supplies and accessories

Support and warranty

Printer specifications

Regulatory information

Index

Glossary

1 Getting started

Thank you for buying the printer. This guide provides details about how to set up your printer, how to perform simple printer tasks, and how to resolve printer problems.

Finding other resources for product information

You can obtain product information that is not included in this guide from the following resources:

- **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.** Includes information about setting up the printer and installing the software. You probably referred to this guide when you set up the product.

- **Online Help.** Includes overview information about and procedures performed using the printer software.

- **Starter CD.** Includes the printer driver, Toolbox, Installer Customization utility, electronic copies of this user's guide, release notes, and ordering information.

- **Toolbox.** Contains "how-to" and troubleshooting instructions, and provides information about printhead health. If you choose to install the Toolbox, a Toolbox taskbar icon appears when the Toolbox is running. Toolbox is available for Microsoft® Windows® users only.

- **HP Instant Support.** A Web-based tool that provides product-specific services, troubleshooting tips, and information about your printer's ink and media usage. This e-service can be opened from the Toolbox. HP Instant Support is available for Windows users only.

- **HP Inkjet Utility.** The HP Inkjet Utility contains tools to calibrate the printer, clean the printheads, print a test page, and find website support information. The HP Inkjet Utility is available for Mac OS users only.

- **World Wide Web.** The following websites contain information about the printer:
  http://www.hp.com/support/businessinkjet1000
  http://www.hp.com

- **Network operating system (NOS) and operating system (OS) manuals.** These manuals came with your computer or your NOS. They describe the basic network printing common to all network printers.

Learning about printer configurations

This printer is a four-color Inkjet printer that prints up to 23 pages per minute (ppm) in monochrome (black and white) and 18 ppm in color in Draft mode.

The printer includes these features.

- **Paper handling.** This model includes a standard input tray (Tray 1) that holds up to 150 sheets.

- **Connectivity.** This model includes a USB connector.

You can add an optional auto-duplex unit for printing two-sided documents, which saves money and paper. You can also add an optional print server, which allows you to share the printer on a network.

Understanding the printer parts and functions

Front view
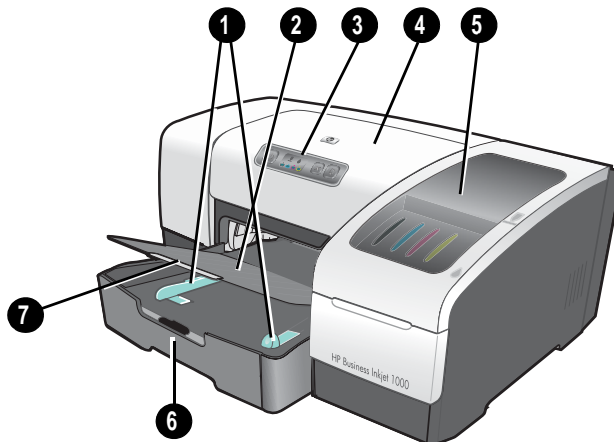
1. **Paper guides.**
2. **Output tray.**
3. **Control panel.** See Control panel parts.
4. **Top cover.**
5. **Printing supplies cover.** See Printing supplies area.
6. **Tray 1.** This tray holds 150 sheets.
7. **Tray extension latch.** Use this latch to extend the tray to accomodate legal-size media.

Printing supplies area
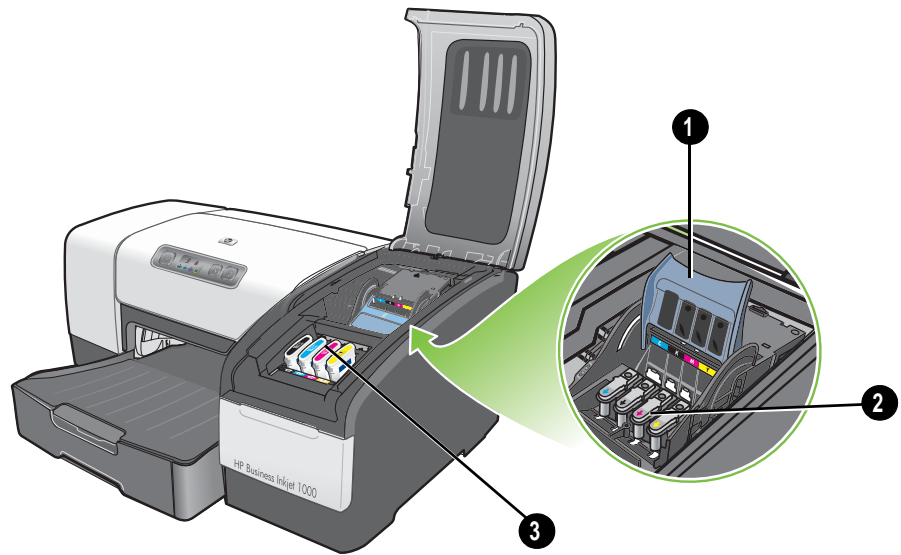
1. **Printhead latch.** The printhead latch provides access for installing or removing printheads from their color-coded slots.

2. **Printheads.** Each printhead must be placed in its color-coded slot.

3. **Ink cartridges.** Each ink cartridge must be placed in its color-coded slot.

Control panel parts
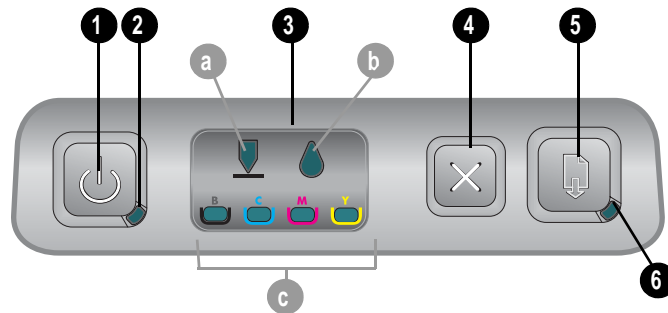
1. ⏻ **(power button).**

2. **Power light (green).**

3. **Printing supplies lights.** Indicate the status of ink cartridges and printheads: **a)** Printhead light **b)** Ink Cartridge light **c)** color indicator lights. See Printer lights reference.

4. ✕ **(cancel button).** Cancels the current print job.

5. ▯ **(resume button).**

6. **Resume light.** This light blinks in these situations:

   • when there is a media jam

   • when the printer is out of paper

   • while a printed page is drying

   • while the printer is printing a manual duplex job and waiting for the job to be turned

   If the printed page is drying, then wait for the printer to finish, and the light will turn off.
   Otherwise, resolve the problem and press the ▯ (resume button) if the light does not turn off.

Back view
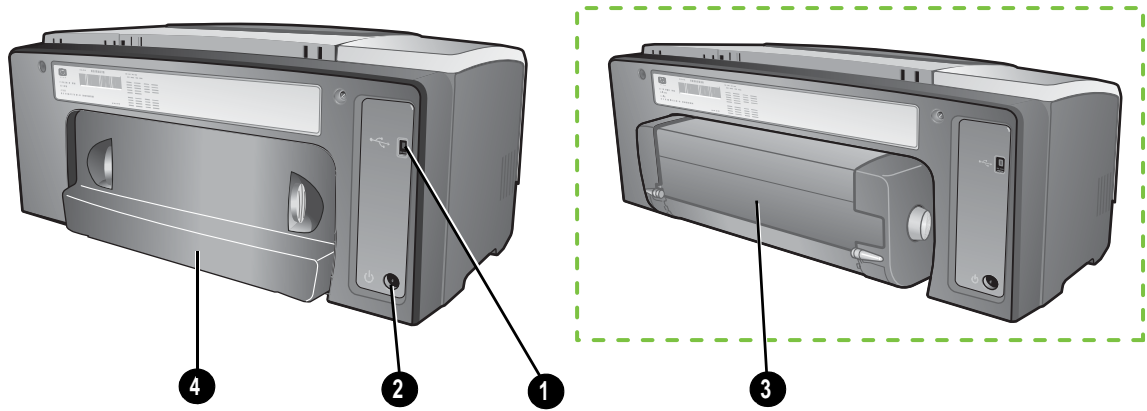
1. **USB connector.**
2. **Power input.**
3. **Auto-duplex unit.**
4. **Rear-access panel.**

Connecting the printer

Your printer supports local printing using a USB cable. (USB cables are sold separately. To order, see HP supplies and accessories.)

You can share the printer in these ways:

- You can use a simple form of networking, known as locally shared networking, if you connect the printer to a computer running Windows. Using this method, you can share the printer with other Windows users. See Connecting directly using a USB cable (Windows) and Sharing the printer on a locally shared network (Windows).

- You can also use locally shared networking if you connect the printer to a computer running a Mac OS. Using this method, you can share the printer with other Mac OS users. See Connecting directly using a USB cable (Mac OS).

Connecting directly using a USB cable (Windows)

In the Windows environment, you can connect directly using a USB cable.

> **NOTE:** To use a USB cable to connect the printer to a computer running the Mac OS, see Connecting directly using a USB cable (Mac OS).

For Windows, you can use a USB cable to connect the printer to the computer if the computer has a USB port and is running Microsoft Windows 98, Me, 2000, or XP.

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.

Computer connecting to a USB port
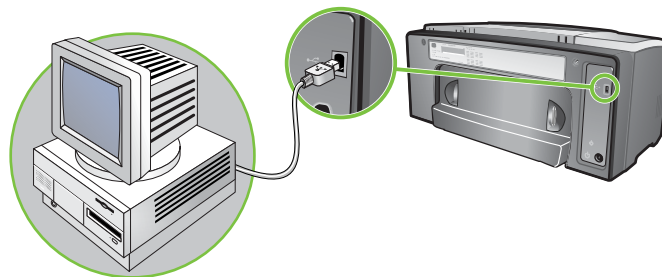
Completing a software-first installation

Complete the setup using these instructions if you have not yet installed a USB cable (not included).

To complete a software-first installation
1. Close any running applications.
   a. Press CTRL+ALT+DELETE simultaneously on your computer keyboard and then click **Task Manager**.
   b. Close any applications that are running. (Do *not* close Systray or Explorer.)
   c. When finished, click the X in the upper-right corner of the Task Manager to close it.

2. Insert the Starter CD into the CD drive. The CD menu runs automatically.

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

3. On the CD menu, click **Install Printer Driver**.

4. Choose the language you want and click **OK**.

5. Follow the instructions on the screen.

6. When prompted, click **Connected directly to this computer**, and then click **Next**.

7. For USB connection: Click **USB Cable** and then click **Next**.

8. Follow the instructions on the screen to complete the installation.

9. When prompted, 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.

10. To share the printer, see Sharing the printer on a locally shared network (Windows).

Completing a hardware-first installation

Complete the setup using these instructions if you already installed a USB cable (not included) and then started the software. The **Found New Hardware** screen appears.

To complete a hardware-first installation

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/support/businessinkjet1000.

---

1. Click **Next** in the **Found New Hardware** wizard.

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.

4. If the CD menu appears, click **Exit** twice to close the CD menu.

5. Select **Specify a location**.

6. Click **Browse** to locate the root directory on the Starter CD, and then click **OK**.

7. Click **Next**, and then follow the instructions on the screen.

8. Click **Next**, and then click **Finish**.

9. To share the printer, see Sharing the printer on a locally shared network (Windows).

NOTE: Upon completion of the hardware-first installation process, The Found New Hardware wizard will automatically launch the setup program. This gives you the option to install non-driver components such as the Toolbox.

Sharing the printer on a locally shared network (Windows)

In a locally shared network, the printer is connected directly to the USB connector of a selected computer (known as the server) and is shared by other computers (clients). Use this configuration only in small groups or when usage is low. The computer connected to the printer is slowed down when many users print to its shared printer.

You can share the printer on a locally shared network when:

- The computer connected to the printer is running Windows.

- The printer will be shared with other Windows users. (You cannot share the printer with Mac OS users.)

Sharing a printer connected to your computer (the server)

1. From the **Start** menu, find the Printers folder. (The route is different for different Windows operating systems. It might be through **Settings** or **Control Panel**, or directly through **Printers and Faxes**.)

2. In the Printers folder, right-click the printer and click **Properties**.

3. On the **Share** tab, select the "share the printer" option, give the printer a Share Name.

4. *Optional.* If you are sharing the printer with users of other versions of Windows, you can click **Additional Drivers** to install their drivers as a convenience to them. This step requires you to have the Starter CD in your CD drive.

NOTE: When sharing a locally connected printer, use the newest operating system as the server. A Windows 98 server will not recognize a Windows 2000 client.

---

5. Click **OK**.

Using a printer connected to another computer (clients)

Clients can connect to the printer in three different ways:

- Install the printer software from the Starter CD. When prompted, select **Connected via the network**, and then select **Client Setup for client-server printing**.

- Browse to the printer on the network and drag the printer to your Printers folder.

- Add the printer and install the software from the INF file that has been saved to a location on your network. Ask the network administrator where the INF file is located.

On the Starter CD, the INF files are stored in folders using the following format: <CD>:\Setup\Drivers\PCL3\<operating system>\<language>.

For example, if your CD drive letter is D:, then D:\Setup\Drivers\PCL3\Win2k_XP\English would contain the English Windows 2000 PCL 3 INF file.

Connecting directly using a USB cable (Mac OS)

Install the software first, and then connect the printer to the computer. You can share the printer with other Mac OS users when you are finished, if you want.

To connect using a USB cable

1. Insert the Starter CD into the CD-ROM drive.
2. Double-click the CD icon on the desktop, and then double-click the **Setup** icon.
   -Or-
   Locate the installer in the **Installer** folder on the Starter CD.
3. Click **Install Driver**.
4. Follow the instructions on the screen.
5. Connect the cable between the connectors on the computer and the printer.
6. Open the Print Center or the Printer Setup Utility, which is located in the Applications\Utilities folder.
7. Click **Add**.
8. Select **USB** from the menu.
9. Select **HP Business Inkjet 1000** from the printer list, and then click **Add**. A dot appears beside the printer name, indicating that this printer is now the default printer.
10. Close the Print Center or the Printer Setup Utility.
11. To share the printer, see USB printer sharing over an Ethernet network (Mac OS).

USB printer sharing over an Ethernet network (Mac OS)

Basic requirements for printer sharing in a Macintosh environment include the following:

- The Macintosh computers must be communicating on the network using TCP/IP, and the Macintosh computers must have IP addresses. (AppleTalk is not supported.)
- The printer being shared must be connected to a built-in USB port on the host Macintosh computer.
- Both the host computer and the client computers that are using the shared printer must have printer sharing software installed and the printer driver or PPD for the printer that is installed. (You can run the Installer program to install the printer sharing software and associated Help files.)
- The client computers should have the appropriate HP printer drivers installed.
- The client computers must be PowerMac computers.
- To use a shared USB PostScript printer, the client computers must have a USB port.

For more information about USB printer sharing, see the support information available on the Apple website (http://www.apple.com) or the Mac Help on the computer.

Sharing among Macintosh computers

Enable printer sharing on the computer that is connected to the printer (the host).

1. Open **System Preferences**, click **Sharing**, and then click **Services**.
2. Click the **Printer Sharing** check box.

To print from the other Macintosh computers (the clients) on the network, preselect the printer in **Sharing** (Mac OS X). Then, choose the neighborhood where the printer is shared and select the printer.

Uninstalling the printing system software

Use the following steps to uninstall the printing system software.

Uninstalling software for Windows (all versions)

1. Close any running applications.
2. From the **Start** menu, open the Control Panel.
3. Double-click **Add/Remove Programs**.
4. Select the printing software that you wish to remove.
5. Click the button for adding or removing software.
6. Follow the instructions on the screen to complete the removal of the printer software.

NOTE: You must have administrator privileges to uninstall the printer software in Windows 2000 and Windows XP.

If the software was not successfully installed, or the Uninstaller could not be found, run the scrubber utility from the Starter CD. See the steps below.

Running the scrubber utility

1. Disconnect the printer from the computer.
2. On the computer, restart Windows.
3. Insert the Starter CD in the CD-ROM drive.
4. Locate the scrubber utility on the Starter CD-ROM and run the utility.

    - For Windows 98 and Windows Me, use the scrub9x.exe file located in the Utils\Scrubber\Win9x_Me folder.

    - For Windows 2000 and Windows XP, use the scrub2k.exe file located in the Utils\Scrubber\Win2k_XP folder.

Uninstalling software for the Mac OS

1. Restart the computer.

NOTE: If you do not restart the computer before you uninstall the software, some files are not removed from your computer when you run the Uninstall option.

2. Insert the Starter CD into the CD-ROM drive.
3. Double-click the CD icon on the desktop.
4. Double-click the installer icon and follow the instructions on the screen.
5. When the Main Installation dialog box appears, select **Uninstall** from the drop-down list located in the upper-left part of the dialog box.
6. Follow the instructions on the screen to remove the printer software.

Making copies of the software

The Starter CD contains a utility that lets you copy the printer software on to disks, or to create custom installations, which is a task usually performed by system administrators. When you run the Installer, select **Customization Utility** to copy disks.

You can also use this utility to copy the printer software to your hard drive or to a network drive. After the files are copied to another location, you can install the printer software from that location.

Installing other software

The following drivers and optional software are also available for installation on the printer.

- **HP Web Jetadmin.** This is a Web browser-based network printer management tool. A link to the HP Web Jetadmin website is included on the Starter CD. See Using HP Web Jetadmin for more information about using this tool.

NOTE: HP Web Jetadmin is only available if the printer is connected to a network using an optional HP Jetdirect print server. For ordering information, see HP Jetdirect print servers.

- **Linux driver.** Available at http://www.hp.com/support/businessinkjet1000. For more information about using Linux with HP printers, visit http://hp.sourceforge.net.
- **Printer installation software for UNIX® (HP-UX, Sun Solaris) networks.** This software is available for download at http://www.hp.com/support/net_printing.
- **Information about using the IBM PostScript 3 emulation printer driver for IBM OS/2.** Visit http://www.hp.com/support/businessinkjet1000.

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

2   Using the printer

In this section you will learn how to use the printer driver to change printer settings and to perform basic printer tasks. You will also learn about the special media that you can use with the printer and how to print on that media.

Selecting print media

Before you use the printer, take some time to familiarize yourself with the various media you can use.

The printer is designed to work well with most types of office paper and with 25 percent cotton bond paper. It is best to test a variety of print media types before buying large quantities. Find a media type that works well and is easy to purchase.

NOTE: Use HP media for optimum print quality. These print media types are specifically designed to work well with the printer. For ordering information and part numbers, see HP supplies and accessories.

Tips for selecting and using print media

For the best results, observe the following guidelines:

- Always use paper that conforms to the printer specifications. For a list of supported media, see Understanding supported sizes and Understanding supported media types and weights.

- Load only one paper type at a time into a tray.

- In Tray 1, load media print-side down with the right edge of the media aligned against the right edge and front guide of the tray. See Loading media.

- Load no more than 150 sheets of media into Tray 1.

- Do not use media that is damaged, curled, or wrinkled. Do not use paper with cutouts or perforations or paper that is heavily textured or embossed. These types of media can cause jams and other problems.

- Do not use paper that is too lightweight or stretches easily. These types of paper can feed improperly or jam. See Understanding specifications for supported media.

- Do not use multipart forms.

- Paper that is heavily textured or does not accept ink well can cause poorly filled graphics or text.

Understanding specifications for supported media

This section provides information regarding the sizes, types, and weights of media that the printer supports.

Understanding supported sizes

The following table provides detailed information about the sizes and types of media you can use with each paper path. For information about media types that each paper path supports, see Loading media.

| Media size	Tray 1	Optional auto-duplex unit
U.S. Letter (216 by 279 mm; 8.5 by 11 inches)	✔	✔
U.S. Legal (216 by 356 mm; 8.5 by 14 inches)	✔	
A4 (210 by 297 mm; 8.3 by 11.7 inches)	✔	✔
Executive (184 by 267 mm; 7.3 by 10.5 inches)	✔	✔
ISO B5 (176 by 250 mm; 6.9 by 9.9 inches)	✔	✔
A5 (148 by 210 mm; 5.8 by 8.3 inches)	✔	✔
Envelope U.S. #10 (105 by 241 mm; 4.12 by 9.5 inches)	✔	
Envelope DL (200 by 110 mm; 8.66 by 4.33 inches)	✔	
Envelope C6 (114 by 162 mm; 4.49 by 6.38 inches)	✔	
A2 (111 by 146 mm; 4.37 by 5.75 inches)	✔	
Index card (76.2 by 127 mm; 3 by 5 inches)	✔	
Index card (102 by 152 mm; 4 by 6 inches)	✔	
Index card (127 by 203 mm; 5 by 8 inches)	✔	✔
ISO A6 card (105 by 149 mm; 4.13 by 5.83 inches)	✔	
Banner paper (up to 216 mm wide and 594.4 cm long; up to 8.5 inches wide and 234 inches long)	✔	
Custom-size media between 76.2 to 216 mm wide and 127 to 356 mm long (3 to 8.5 inches wide and 5 to 14 inches long)	✔	

Understanding supported media types and weights

This table provides information regarding the types and weights of media that each paper path can accept and the maximum capacity that each path can hold.

Tray	Type	Weight	Capacity
Tray 1	Paper	16 to 24 lb (60 to 90 g/m^2)	Up to 150 sheets or 0.58 inch (15 mm) stacked
	Transparencies or labels		Up to 30 (or 8 mm stacked)
	Envelopes	20 to 24 lb (75 to 90 g/m^2)	Up to 22 (or 15 mm stacked)
	Cards	Up to 110 lb index (200 g/m^2)	Up to 60 (or 15 mm stacked)
Optional auto-duplex unit	Paper	16 to 24 lb (60 to 90 g/m^2)	1 at a time
	Cards	Up to 90 lb index (160 g/m^2)	1 at a time

Setting minimum margins

The document margins must match (or exceed) these minimum margin settings in portrait orientation. The illustration below shows which side of the paper and envelope corresponds to each margin.

Using the printer
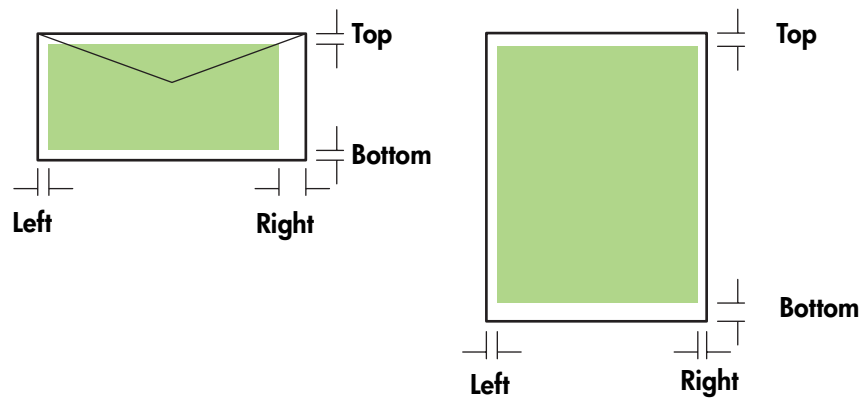
| Media	Left margin	Right margin	Top margin	Bottom margin
Letter, legal, executive, banner (letter)	0.25 inch (6.4 mm)	0.25 inch (6.4 mm)	0.12 inch (3.0 mm)	0.50 inch (12.7 mm)
A4, A5, ISO B5, cards, banner (A4)	0.13 inch (3.4 mm)	0.13 inch (3.4 mm)	0.12 inch (3.0 mm)	0.50 inch (12.7 mm)
HP Greeting Card Envelope	0.12 inch (3.0 mm)	0.13 inch (3.4 mm)	0.50 inch (12.7 mm)	0.50 inch (12.7 mm)
All other size envelopes	0.13 inch (3.4 mm)	0.13 inch (3.4 mm)	0.50 inch (12.7 mm)	0.50 inch (12.7 mm)
Custom-size media	0.12 inch (3.0 mm)	0.12 inch (3.0 mm)	0.12 inch (3.0 mm)	0.50 inch (12.7 mm)
Photo (4 by 6 inches, or 101.6 by 152.4 mm) with tear-off tab	0.13 inch (3.4 mm)	0.13 inch (3.4 mm)	0.12 inch (3.0 mm)	0.12 inch (3.0 mm)

NOTE: When you are using an optional auto-duplex unit, the minimum top and bottom margin must match or exceed 0.46 inch or 11.7 mm.
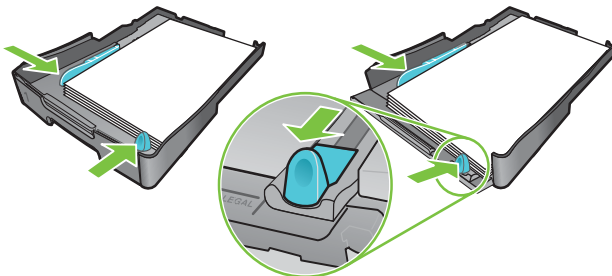
Loading media

This section contains instructions for loading media into Tray 1.

To load Tray 1

1. Pull the tray out of the printer by grasping under the front of the tray.

2. Raise the output tray.
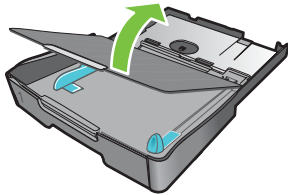
3. If the media is too long, move the latch on the front of the tray to the right and lower the front of the tray.

Letter/A4   Legal

4. Press the button of the media width guide and slide the guide to the left. Press the button of the media length guide and slide the guide towards you.

5. Insert the media print-side down along the right of the tray. Make sure the stack of media aligns with the right and back edges of the tray, and does not spill over the edges.

6. Press the buttons of the media guides and slide the guides to the edges of the loaded media. If you have raised the output tray, lower it to its original position.

7. Gently reinsert the tray into the printer.

CAUTION: If you have loaded legal-size or longer media, keep the front of the tray lowered. Damage to the media or printer might result if you raise the front of the tray with this longer media loaded.

---

8. Pull out the paper extension on the output tray.

Printing using the PCL 3 printer driver

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

For more information about printer driver features, see the printer driver online Help. For more information about printing from a specific application, see the documentation for that application. For information about printing from a Macintosh computer, see Changing settings for the Mac OS.

To print using the PCL 3 printer driver

1. On the **File** menu, click **Print**.
2. On the **Name** drop-down menu, select the PCL 3 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.

NOTE: To print an envelope, card, or other special media using Tray 1, select **Manual Feed (Tray 1)**. For information about loading Tray 1, see Loading media.

---

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**.

Changing printer settings

The printer driver stores the default print settings for most applications. You need to change these settings when you print on media of different sizes or types.

You can change print settings for a single document from the application that the document was created in. To change the default print settings for all documents, you must open the printer driver from the **Start** menu.

Changing settings for Windows

The printer driver stores the default print settings for most applications. You need to change these settings when you print on media of different sizes or types.

You can change printer settings from an application or the printer driver. Try to make changes from the application first. Changes made to settings from an application always take precedence over changes made to settings from the printer driver.

If you want to change settings only for the jobs you are printing from the application that is currently open, change the settings from the application. After you close the application, the printer settings return to the defaults configured in the printer driver. If you want to set printing options for all jobs you print from all applications, change the default settings in the printer driver.

To change settings from an application (current jobs)

1. With a document open, on the **File** menu, click **Print**, and then click **Setup** or **Properties**.

2. Change the settings and click **OK**, **Print**, or a similar command.

To change default settings (all future jobs)

1. Open the printer driver in one of these ways.

   - *For Windows 98, Windows Me and Windows 2000:* From the Windows desktop, click **Start**, point to **Settings**, and then click **Printers**.

   - *For Windows XP:* Click **Start**, point to **Settings**, and then click **Printers and Faxes**.

2. Right-click the printer icon, and then choose one of these options.

   - *For Windows 98 and Windows Me:* Click **Properties**.

   - *For Windows 2000 and Windows XP:* Click **Printing Preferences** or **Properties**.

3. Change any settings and click **OK**. The settings you chose will apply to all documents printed from all applications. You can override these settings from the printer driver just for the job you are currently printing. See To change settings from an application (current jobs).

NOTE: For additional information, go to http://www.hp.com/support/businessinkjet1000.

To set the default media type

NOTE: Use this procedure to set the default media type to Automatic.

---

1. Gain access to the default printer settings as described above.

2. On the **Paper** or **Paper/Quality** tab, select **Automatic** in the **Type is** box and click **OK**.

For best printing results, still select the type of media you are using each time you print a document.

Changing settings for the Mac OS

You can change printer settings from the **Page Setup** and **Print** dialog boxes in the Mac OS.

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.

NOTE: For more information about using the Mac OS to change printer settings, see the Mac Help on your computer.

To change page setup settings

1. Open the document you want to print.

2. On the **File** menu, click **Page Setup**.

3. On the **Format for** drop-down menu, select the printer for which you want to format the document, and then change the desired settings (such as selecting the media size and setting custom page sizes).

4. On the **Paper Size** drop-down menu, 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. On the **Copies & Pages** panel, click **All**.

4. On the **Paper Type/Quality** panel, select the media source or the media type on which you want to print.

5. Change any other settings you want, such as choosing a print quality mode.

6. Click **Print**.

Performing printer tasks

In this section, you can find information about how to send documents to print, how to print on special media, and how to print on media of user-defined size.

Canceling a print job

You can cancel a print job in these ways:

- Press the ✄ (cancel button) on the printer. [Pressing the ✄ (cancel button) clears the job that the printer is currently processing. It does not affect jobs waiting to be processed.]

- For Windows, double-click the printer icon that appears in the lower right corner of the computer screen. Select the document you want to cancel. On the **Document** menu, click **Cancel**.

- For the Mac OS, click the **Print Center** icon or the **Printer Setup Utility** icon. In the **Printer List** dialog box, double-click the printer icon. In the **HP Business Inkjet 1000** dialog box, select the print job and click **Delete**.

Printing on both sides (duplexing)

You can print on both sides of a sheet of paper automatically using an optional auto-duplex unit. This is called automatic duplexing. To print on both sides of a page, you must specify duplex options in your application or in the printer driver.

Guidelines for printing on both sides of a page

When printing on both sides of the page using the optional auto-duplex unit, use the following guidelines:

- The auto-duplex unit supports the following paper sizes: letter, legal, executive, A4, and ISO B5. It does not support smaller sizes or custom sizes.

  Minimum width: 3 inches (100 mm)
  Maximum width: 8.5 inches (216 mm)
  Minimum length: 5 inches (148 mm)
  Maximum length: 11.7 inches (292 mm)

- To print on both sides of paper, make the selection from the application or printer driver. See Performing automatic duplexing.

- The minimum top margin should be at least 0.5 inch (12 mm).

- Do not print on both sides of transparencies, banner media, envelopes, plain premium inkjet paper, photo paper, brochure paper, glossy media, or paper lighter than 16 lb bond (60 g/m^2) or heavier than 24 lb bond (90 g/m^2). Jams might occur with these types of media.

- Several kinds of paper require a specific orientation when you print on both sides of a page, such as letterhead, preprinted paper, and paper with watermarks and prepunched holes. The auto-duplex unit prints the second side of paper first. For Tray 1, load the paper with the front side facing down.

Performing manual duplexing

If you want, you can duplex manually. If you have installed an optional auto-duplex unit, leave it in place. You will choose manual duplexing in the printer driver.

To perform manual duplexing (Windows)

1. Load the appropriate paper in Tray 1.

2. On the **File** menu, click **Print**, and then click **Properties**. (The actual steps can vary; this is the most common method.)

3. On the **Basics** tab, select **Back to Front** under **Page Order**.

4. On the **Finishing** tab, select the **Print on Both Sides** check box. Make sure that the **Automatic** check box is cleared.

5. When duplexing, the top margin might need to be increased slightly to make sure pages align. Select the **Preserve Layout** check box to reduce the margins so that the page prints on a single sheet. Clear this check box if you prefer that the page print on more than one sheet with full margins.

6. Select or clear the **Flip Pages Up** check box depending on which way you want the binding. See the graphics in the printer driver for examples.

7. Click **OK** to close the dialog box.

8. Click **OK** to print.

9. Depending on your type of printer connection, do one of the following steps.

   • *For directly connected printers:* After the first side prints, a dialog box appears on your computer. Follow the instructions on the screen for reloading the job and then click **Continue**.

   • *For network-connected printers:* When the first side of the job has printed, the Resume light blinks. If the Toolbox is installed, the Toolbox shows a dialog box to show you how to reload the job.

10. Press the ▯ (resume button) on the printer.

For more information on setting print options, see Changing printer settings.

To perform manual duplexing (Mac OS)

1. Load the appropriate paper in Tray 1.

2. On the **File** menu, click **Print**.

3. On the **Two Sided Printing** panel, select the **Print Both Sides** check box, the binding orientation you want (select the desired icon).

4. On the **Paper Type/Quality** panel, select **Manual** from the **Source** drop-down menu.

5. Click **Print** to print the document.

6. When the first side of the job has printed, the Resume light blinks. Reload the job into the tray. Be sure to load the paper with the print side up.

7. Press the ▯ (resume button) on the printer.

Performing automatic duplexing

When printing is complete on one side of the paper, the printer holds the paper and pauses while the ink dries. Once the ink is dry, the paper is pulled back into the printer and the second side of the paper is printed. When printing is complete, the paper is dropped on to the output tray.

For more information on setting print options, see Changing printer settings.

To perform automatic duplexing (Windows)

1. Load the appropriate paper in Tray 1.
2. On the **File** menu, click **Print**, and then click **Properties**. (The actual steps can vary; this is the most common method.)
3. On the **Finishing** tab, select the **Print on Both Sides** check box. Make sure that the **Automatic** check box is selected.
4. When duplexing, the top margin might need to be increased slightly to make sure the pages align. Select the **Preserve Layout** check box to reduce the margins so that the page prints on a single sheet. Clear this check box if you prefer that the page print on more than one sheet with full margins.
5. Select or clear the **Flip Pages Up** check box depending on which way you want the binding. See the graphics in the printer driver for examples.
6. Click **OK** to close the dialog box.
7. Click **OK** to print.

To perform automatic duplexing (Mac OS)

1. Load the appropriate paper in Tray 1.
2. On the **File** menu, click **Print**.
3. On the **Two Sided Printing** panel, select the **Print Both Sides** check box, the binding orientation you want (select the desired icon).
4. On the **Paper Type/Quality** panel, select **Automatic** from the **Source** drop-down menu.
5. Click **Print** to print the document.

Printing photographs

You can print photographs from your digital camera from a software application such as HP Photo Printing Software.

Use **Best** mode to print photographs. In this mode, printing takes longer and more memory is required from your computer.

Remove each sheet of media as it prints and set it aside to dry. Allowing wet media to stack up can cause smearing.

To print digital photographs (Windows)

1. Load the appropriate paper in Tray 1. Be sure to load the paper with the print side down.
2. On the **File** menu, click **Print**, and then click **Properties**. (The actual steps can vary; this is the most common method.)
3. On the **Paper/Quality** tab, select the paper type you are using from the **Type is** menu (for example, HP Premium Plus Photo Paper).
4. Under **Print Quality**, click **Best**.
5. Select the paper size from the **Size is** menu.
6. Change any other print settings if necessary.
7. Click **OK** to close the dialog box.
8. Click **OK** to print.

To print digital photographs (Mac OS)

1. Load the appropriate paper in Tray 1. Be sure to load the paper with the print side up.
2. Open the **Paper Type/Quality** panel.
3. Select the paper type you are using (for example, HP Premium Photo Paper).
4. From the **Quality** drop-down menu, select **Best**.
5. Change any other print settings if necessary.
6. Click **Print** to print the document.

Printing on special media

This section provides information about how to print on media such as envelopes, postcards, and transparencies.

Printing on envelopes and cards

You can print envelopes and cards from Tray 1. Cards must be at least 3 by 5 inches (76.2 by 127 mm) in size.

Tips for printing envelopes

Observe the following guidelines to avoid jams and wrinkled or torn output:

- Avoid envelopes that have a very slick finish, self-stick adhesives, clasps, or windows. Also avoid envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.
- Use a sturdy envelope of approximately 16 to 27 lb (60 to 101 g/m^2) weight. Use tightly constructed envelopes, and make sure the folds are sharply creased.

To load envelopes or cards in Tray 1

1. Lift the output tray and remove all media from the tray. Insert the stack of cards or envelopes into the tray with the flaps facing up and to the right.
2. Slide the paper width and length guides in until they stop at the edges of the envelopes or cards.
3. Lower the output tray. Go to To print envelopes or cards from Tray 1 (Windows) or To print envelopes or cards from Tray 1 (Mac OS).

To print envelopes or cards from Tray 1 (Windows)

1. On the **File** menu, click **Print**, and then click **Properties**. (The actual steps can vary; this is the most common method.)
2. On the **Paper/Quality** tab, select the paper type you are using in the **Type is** box (for example, HP Glossy Greeting Card Paper).
3. Select the envelope or card size from the **Size is** menu.
4. Change any other print settings, if necessary, and then click **OK**.
5. Send your job to print.

To print envelopes or cards from Tray 1 (Mac OS)

1. On the **File** menu, click **Page Setup**.
2. Select the size from the **Paper Size** pull-down menu.
3. Change any other settings and click **OK**.
4. On the **File** menu, click **Print**.
5. On the **Paper Type/Quality** panel, select the paper type you are using from the **Paper Type** pull-down menu (such as Greeting Cards).
6. Change any other settings if necessary, then click **OK**.

Printing on transparencies

You can print transparencies from Tray 1. For best results, use HP Premium Plus Inkjet Transparency Film, which is specifically designed to work with the printer, or other transparency film that is designed for inkjet printers.

To load transparencies

1. Remove all media from Tray 1. Insert the transparencies with the rough side down and the adhesive strip pointing forward.

2. Slide the width and length guides until they stop at the edge of the transparencies. Slide the tray back into its closed and locked position.

To print transparencies (Windows)

1. On the **File** menu, click **Print**, and then click **Properties**. (The actual steps can vary; this is the most common method.)

2. On the **Paper/Quality** tab, under **Print Quality**, select **Best** in the drop-down menu.

NOTE: Use **Best** mode to print transparencies. Because this mode provides a longer drying time, it ensures that the ink dries completely before the next page is delivered to the output tray.

---

3. Under **Type is**, select **Transparency Films**.

4. Under **Size is**, select the appropriate size for the transparency you are printing.

5. Change any other print settings, if necessary, and then click **OK**.

6. Send your job to print.

7. Remove each sheet of media as it prints and set aside to dry. Allowing wet media to stack up may cause smearing.

To print transparencies (Mac OS)

1. On the **File** menu, click **Page Setup**.

2. In the **Paper Size** pull-down menu, select size, change any other settings, and click **OK**.

3. On the **File** menu, click **Print**.

4. On the **Paper Type/Quality** panel, select the **Paper** tab.

5. In the **Paper Type** pull-down menu, select the transparency type you are using.

6. In the **Quality** pull-down menu, select **Best**.

NOTE: Use Best mode to print transparencies. This mode provides a longer drying time and ensures that the ink dries completely before the next page exits the printer.

---

7. Change any other print settings if necessary, and then click **Print**.

8. Remove each sheet of media as it prints and set aside to dry. Allowing wet media to stack up might cause smearing.

Printing on custom-size media

You can print custom-size media from Tray 1. When you want to print on custom-size media, you need to adjust the length and width guides in the tray, and, if necessary, extend the tray size to accommodate larger media.

- Use Tray 1 when printing on paper that is 3 to 8.5 inches wide and 5 to 14 inches long (76.2 to 216 mm wide and 127 to 356 mm long).

- 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.)

For information about extending the tray size, see Loading media.

To load custom-size media

1. Raise the output tray and remove all media from Tray 1.
2. Insert the custom-size media into the tray.
3. Slide the width and length guides until they stop at the edges of the media. The guides should be snug against the media without bending it.

CAUTION: Sliding the guides too tightly against the media can cause jams.

---

4. Lower the output tray.

To print custom-size media (Windows)

1. On the **File** menu, click **Print**, and then click **Properties**. (The actual steps can vary; this is the most common method.)
2. On the **Paper/Quality** tab, select the media type from the **Type is** box.
3. Click the **Custom** button under the **Size is** box.
4. Enter the dimensions of the paper in the **Custom Paper Size** dialog box, and then click **OK**.
5. Change any other print settings, if necessary, and then click **OK**.
6. Send your job to print.

Using the printer

To print custom-size media (Mac OS)

1. On the **File** menu, click **Page Setup**.
2. In the **Settings** pull-down menu, click **Custom Paper Size**.
3. Click **New**.
4. In the **Name** box, type a name for this custom page size.
5. In the **Width** and **Height** boxes, type the dimensions and set the margins, and then click **Save**.
6. In the **Settings** pull-down menu, click **Page Attributes**.
7. In the **Paper Size** pull-down menu, select the custom paper size that you created.
8. Click **OK**.
9. On the **File** menu, click **Print**.
10. Change any other settings if necessary.
11. Print the document.

3 Using diagnostic tools

HP provides several sources of help for you when you need information about the printer or when you need help solving a printer problem.

Using the Toolbox

The Toolbox, which is available only to Windows users, provides status and maintenance information about your printer. It also gives you step-by-step guidance for basic printing tasks and provides help solving printer problems.

After installing your printer, you can open the Toolbox by clicking **Start**, pointing to **Programs**, pointing to **HP Business Inkjet 1000**, and clicking **HP Business Inkjet 1000 Printer Toolbox**.

The Toolbox has three tabs:

- Printer Status tab
- Information tab
- Printer Services tab

Printer Status tab

The **Printer Status** tab shows printer status and ink level information for each ink cartridge in 12.5 percent increments. The drop-down list displays the currently selected printer. The status window displays the printer status.

The **Ink Level Information** box displays status information about the installed cartridges, including the amount of ink available in the cartridges.

To select the Toolbox messages that appear, click **Preferences** from the **Printer Status** tab.

This table describes the buttons in the **Printer Status** tab and what you will find when you click each button.

Button	What clicking the button does
Order Supplies	Opens a temporary HTML file containing a disclaimer and agreement to send your information to the HP website. If you accept the disclaimer, you are connected to the HP website for supplies ordering.
Ink Cartridge Information	Opens a dialog box that shows the type of cartridges the printer uses. The dialog box also provides links to ordering information and retailer information.
Preferences	Opens a dialog box that allows you to select which Toolbox messages appear when a printer event occurs.

Information tab

The **Information** tab lets you register the printer, check for a new printer driver, view printer hardware and printhead health information, and gain access to an online ink usage page for your printer. It also gives you access to help information about using the printer, troubleshooting, and contacting HP.

This table describes the buttons in the **Information** tab and what you will find when you click each button.

Button	What clicking the button does
myPrintMileage	Opens the myPrintMileage website and your printer usage information, including printer usage patterns (ink and media use).
Printer Hardware	Opens a dialog box that shows the printer model, firmware version, and service identification number
Printhead health	Opens a dialog box that shows information about the condition of the printheads. This information appears graphically and shows whether each printhead is in Good, Fair, or Bad condition.
HP Instant Support	Opens the HP Instant Support website for support services and troubleshooting tips.
Register Your Printer	Opens a dialog box that guides you through registering the printer online.
How Do I...	Opens a dialog box that shows a list of common printer tasks and provides help on common maintenance tasks.
Troubleshooting	Opens a dialog box that shows a list of common printing problems and provides step-by-step instructions to help solve them.
Contact HP	Opens a dialog box that shows how to contact HP.

Printer Services tab

The **Printer Services** tab provides utilities that help you maintain and test your printer. You can clean and align your printheads, and calibrate the color on your printouts.

This table describes the buttons in the **Printer Services** tab and what you will find when you click each button.

Button	What clicking the button does
Align Printheads	Opens a dialog box that guides you through aligning the printheads.
Clean Printheads	Opens a dialog box that guides you through cleaning the printheads.
Calibrate Color	Opens a dialog box that allows you to calibrate color manually.
Print a Demo page	Prints a demonstration page. This is used to verify that the printer is connected to the computer correctly and that the printer and printer software are working properly.

Using 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 (using myPrintMileage). 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:

*   **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.

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

    When a firmware or driver update for your printer is available, a notification message will appear on the HP Instant Support homepage. You can open the download site from the Web page.

*   **Access to hp services**

    From the website, you can find out more about the support services available for your printer (such as maintenance programs), get information about service providers, and also make online purchase of printer supplies and accessories.

NOTE: HP Instant Support Web pages are created dynamically. Bookmarking this site and opening the site using the bookmark will not display the current information. Instead, open the Toolbox and on the **Information** tab, click the **HP Instant Support** button.

Using myPrintMileage

myPrintMileage keeps track of your printer usage information to help you plan the purchase of consumables. It consists of two parts:

*   myPrintMileage website.
*   myPrintMileage Agent. (This is a utility installed on your computer with the Toolbox. The Agent is activated during installation of the printer software only if you choose to participate.)

In order to use the myPrintMileage website and the myPrintMileage Agent, you must have the following:

*   The Toolbox installed.
*   An Internet connection.
*   The printer connected.

You can visit the myPrintMileage website from the Toolbox by clicking the **myPrintMileage** button on the **Information** tab, or by right-clicking the **myPrintMileage Agent** icon in the Windows taskbar (near the clock) and selecting **View my print usage**. On this website, you will be able to see the following items.

*   The amount of ink you have used. (myPrintMileage forecasts how many ink cartridges you might use in one year.)
*   Whether you use more black or color ink.
*   The average quantity of media you use per month for each media type.
*   Number of pages printed, and the estimated number of pages you can print with the amount of ink remaining.

You can enable and disable myPrintMileage at any time by right-clicking the **myPrintMileage Agent** icon on the taskbar and clicking **Enable** or **Disable.**

Using the HP Inkjet Utility

The HP Inkjet Utility contains tools to calibrate the printer, clean the printheads, print a test page, print a configuration page for the printer, and find website support information.

To display the HP Inkjet Utility

1. Double-click the Macintosh HD icon on the desktop.
2. Select **Applications** and select **Utilities**.
3. Select **HP Inkjet Utility**.

Viewing the HP Inkjet Utility panels

The following options are available on the HP Inkjet Utility Panel menu.

- **WOW!** Prints a sample page to view the print output quality.
- **Ink Level.** Displays ink levels in the ink cartridges.
- **Test.** Prints a test page and a configuration page.
- **Clean.** Cleans the printheads.
- **Calibrate.** Aligns the printheads.
- **Calibrate Color.** Adjusts color to correct problems with tint.
- **Support.** Provides access to the HP website where you can find support for the printer and information about HP products and supplies.
- **Register.** Accesses the HP website to register the printer.

Using 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.

NOTE: HP Web Jetadmin is only available if the printer is connected to a network using an optional HP Jetdirect print server. For ordering information, see HP Jetdirect print servers.

HP Web Jetadmin supports IP-based networks only. This browser-based software can be installed and hosted on one of the following supported platforms:

- Windows NT 4.0, 2000, or XP
- Red Hat Linux
- SuSE Linux

To download HP Web Jetadmin software and for the latest information, go to http://www.hp.com/go/webjetadmin.

4 Maintaining and troubleshooting

This section provides information about maintaining the printer and troubleshooting common printer problems, such as paper jams and poor quality printing.

- If you know you need to replace an ink cartridge or printhead, or clean the printheads, see Maintaining ink cartridges and printheads.
- If you know that the colors do not appear as they should, see Calibrating color.
- If you need to clear a jam, see Clearing jams.
- If you have any other usage problem, see Starting troubleshooting.
- If you had trouble installing the printer, see Troubleshooting installation issues.

Maintaining ink cartridges and printheads

The ink cartridges should not require maintenance except for replacing them when the ink runs out. The printheads require very little maintenance.

Replacing ink cartridges

CAUTION: The ink in HP ink cartridges has been formulated to ensure superior print quality and compatibility with your printer. Damage to the printer that results from modifying or refilling the ink cartridges, or from using non-HP ink cartridges, is not covered under the warranty.

You do not have to replace all four ink cartridges when one runs out. Only replace the ink cartridge for the color that is low or out.

You can check the ink levels from the Toolbox. You can also check the printer control panel to see if an ink cartridge is low, as shown here.

The ink cartridge is low on ink when the Ink Cartridge light blinks, and one or more of the color indicator lights is on.
You can press the (resume button) to continue printing.

The ink cartridge is out of ink when the Ink Cartridge light, one or more of the color indicator lights, and the Resume light are on.
You must replace the ink cartridge to continue printing.

To replace an ink cartridge

1. Turn the printer power on, and then lift the printing supplies cover.
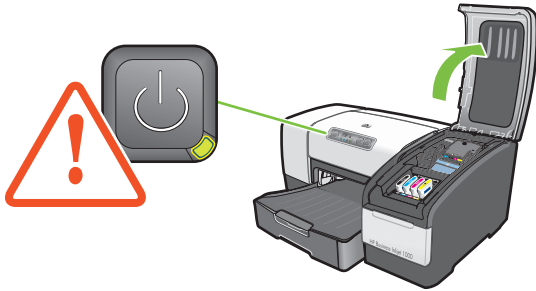
2. Remove the ink cartridge that requires replacement by grasping it between your thumb and forefinger and pulling it firmly toward you.
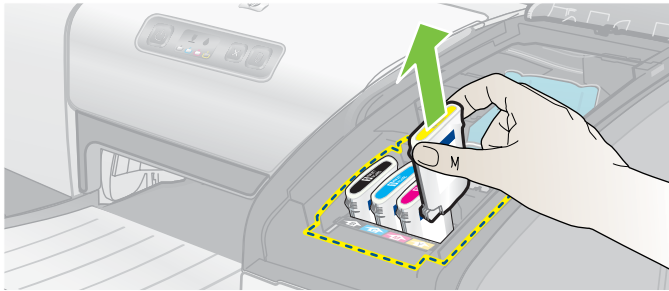
3. Insert the new ink cartridge into its own color-coded slot.
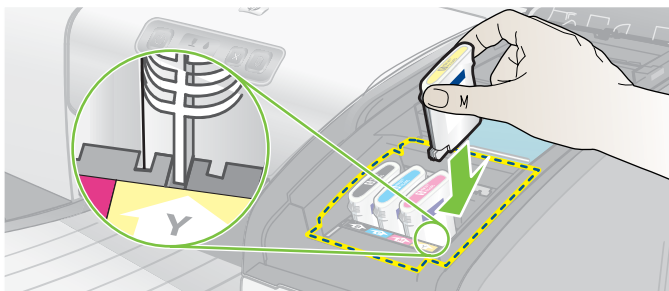
4. Press down firmly on the new cartridge to ensure proper contact after installation.
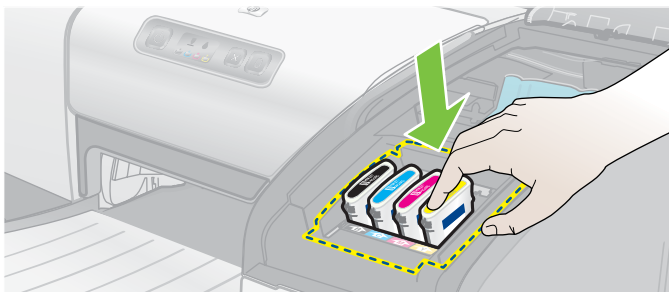
5. Close the printing supplies cover.

Checking the printheads

If the Toolbox is installed on a computer running Windows, you can check the health of the printheads. Replace the printheads when print quality degrades. You can also check the quality by printing a printer configuration page. See Printing a configuration page.

To check the printheads from the Toolbox

1. Open the Toolbox.
2. On the **Information** tab, click **Printhead Health**.
3. Check the status of each of the printheads.
4. If the status of one or more printheads is listed as **Bad**, replace the printhead. See Replacing the printheads.

To check the printheads using a printer configuration page

Print a printer configuration page by holding down the ⏻ (power button) and pressing the ✂ (cancel button) on the printer once. Release the ⏻ (power button).

Cleaning the printheads

CAUTION: HP is not responsible for damage to the printer that results from modifying the printheads.

If the printed characters are incomplete, or if dots or lines are missing from the printouts, you might need to clean the printheads. This is a symptom of clogged ink nozzles, which are a result of prolonged exposure to air.

Clean the printheads from the Toolbox (Windows) or the HP Inkjet Utility (Mac OS). Or, follow the procedures below for cleaning the printheads from the control panel.

There are three cleaning levels available. Run the level 1 cleaning. Only run the level 2 cleaning if the results of the first cleaning were unsatisfactory. Similarly, only run the level 3 cleaning if the results of the second cleaning were unsatisfactory.

NOTE: Only clean the printheads when necessary; cleaning the printheads uses ink and shortens the life of the printheads.

To clean the printheads from the Toolbox

1. Open the Toolbox.
2. Click the **Printer Services** tab.
3. Click **Clean Printheads** and follow the instructions on the screen.

To clean the printheads from the HP Inkjet Utility

1. Open the HP Inkjet Utility.

2. Click **Clean** and follow the instructions on the screen.

To perform a level 1 printhead cleaning at the control panel

1. Press and hold down the ⏻ (power button).

2. While holding down the ⏻ (power button), press the ✂ (cancel button) twice.

3. Release the ⏻ (power button). The printer begins the printhead cleaning process.

4. Print a printer configuration page by holding down the ⏻ (power button) and pressing the ✂ (cancel button) once. Release the ⏻ (power button).

5. If the results are satisfactory, the process is finished. If not, perform a level 2 printhead cleaning.

To perform a level 2 printhead cleaning at the control panel

NOTE: Only perform a level 2 printhead cleaning if the level 1 cleaning was insufficient.

1. Press and hold down the ⏻ (power button).

2. While holding down the ⏻ (power button), press the ✂ (cancel button) twice and then press the 🗎 (resume button) once.

3. Release the ⏻ (power button). The printer begins the printhead cleaning process.

4. Print a printer configuration page by holding down the ⏻ (power button) and pressing the ✂ (cancel button) once. Release the ⏻ (power button).

5. If the results are satisfactory, the process is finished. If not, perform a level 3 printhead cleaning.

To perform a level 3 printhead cleaning at the control panel

NOTE: Only perform a level 3 printhead cleaning if the level 2 cleaning was insufficient.

1. Press and hold down the ⏻ (power button).

2. While holding down the ⏻ (power button), press the ✂ (cancel button) twice and then press the 🗎 (resume button) twice.

3. Release the ⏻ (power button). The printer begins the printhead cleaning process.

4. Print a printer configuration page by holding down the ⏻ (power button) and pressing the ✂ (cancel button) once. Release the ⏻ (power button).

5. If the results are not satisfactory, replace the printheads, if you want.

Cleaning the printhead contacts

To find out which printheads are compatible with your printer, see Finding supplies part numbers.

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: Clean the printhead contacts only *after* you have attempted to clean the printheads automatically. See Cleaning the printheads. Printhead contacts contain sensitive electronic components that can be damaged easily.

To clean the printhead contacts

1. Turn the printer power on, and then lift the printing supplies cover.

2. Lift the ink cartridge cover, and then lift the printhead cover.
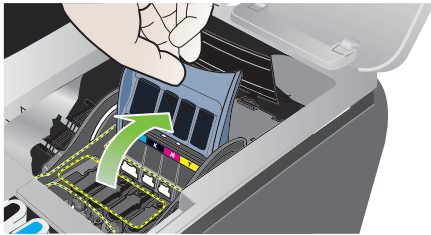
3. Wait two or three seconds, and then unplug the printer power cord.

4. Lift to open the printhead latch.

5. Lift up the handle of the printhead and use it to pull the printhead straight up and out of its slot.
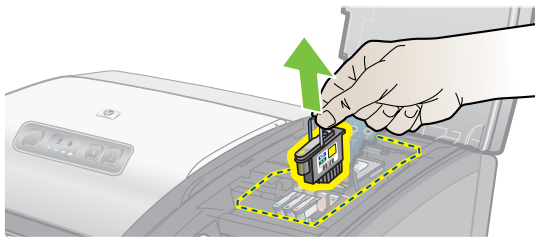
6. Carefully remove any ink from the contact pads on the printhead using a dry cotton swab or a soft, dry, lint-free cloth that will not come apart or leave fibers behind.

CAUTION: Only wipe the contact pads. Wiping the nozzles (located on the underside of the printhead) can cause severe damage to the printhead.
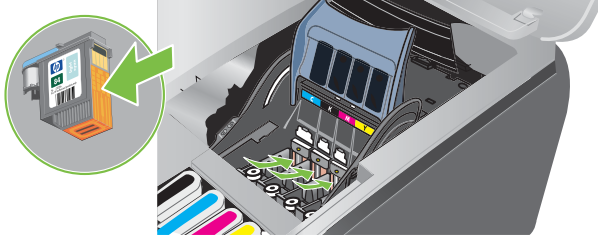
7. If some residue remains, slightly moisten the swab with distilled, filtered, or bottled water and continue wiping until the contacts are clean.

CAUTION: Avoid using tap water or alcohol, which could damage the printheads.

---

8. After cleaning, place the printhead on a sheet of paper or paper towel.

9. Clean the contact points in the printhead slot inside the printer with a dampened cotton swab. Before re-inserting the printheads, make sure all the electrical contacts have had at least five minutes to dry.
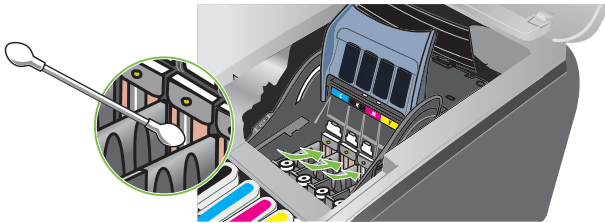
10. Plug in the power cord and turn on the printer. The control panel should still indicate that a printhead is missing.

11. Reinsert the printhead into its color-coded slot. Press down firmly on the printhead to ensure proper contact.

12. Where necessary, repeat the above steps for the remaining printheads.

13. Close the printhead latch. Ensure it is in the lock position.

14. Close the printing supplies cover.

15. Close the printhead cover and ink cartridge cover.

16. Wait while the printer initializes the printheads and prints an alignment page. If the printer does not print an alignment page, replace the printhead you have cleaned.

Aligning the printheads

Whenever you replace a printhead, the printer automatically aligns the printheads for the best possible quality. However, if the appearance of your printed pages indicates that the printheads are misaligned, you can align them from the control panel, from the Toolbox (Windows), or from the HP Inkjet Utility.

To align printheads from the control panel

Hold down the ⏻ (power button) and press the ⬙ (resume button) three times.

To align the printheads from the Toolbox (Windows)

1. Click **Start**, point to **Programs**, point to **HP Business Inkjet 1000 Series**, and click **HP Business Inkjet 1000 Series Toolbox**.

2. On the **Services** tab, click **Align Printheads** and click **Align**.

3. When the alignment procedure is complete, click **OK** to close the **Align Printheads** dialog box.

To align the printheads from the HP Inkjet Utility (Mac OS)

1. Open the HP Inkjet Utility and click **Calibrate**. An alignment page prints.

2. Follow the instructions on the screen to select the best-aligned pattern from the printed page.

Replacing the printheads

You do not have to replace all four printheads when one needs to be replaced. Only replace the color of printhead indicated.

You can check the status of the printheads from the Toolbox. You can also check the printer control panel to see if a printhead needs to be replaced, as shown here.

The printhead needs to be replaced when the Printhead light and a color indicator light are on. The Resume light is also on.

You must replace the printhead to continue printing.

To replace a printhead

1. Turn the printer power on, and then lift the printing supplies cover.
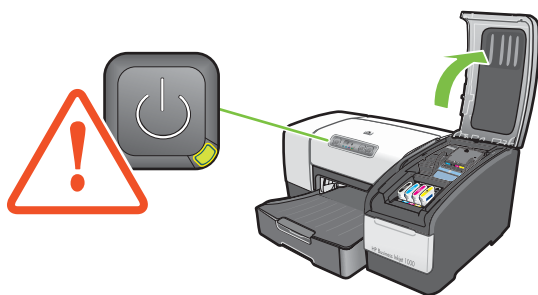
2. Lift to open the printhead latch.

3. Lift up the handle of the printhead and use it to pull the printhead straight up and out of its slot.

4. Remove the new printhead from its package, and then remove the protective tape.
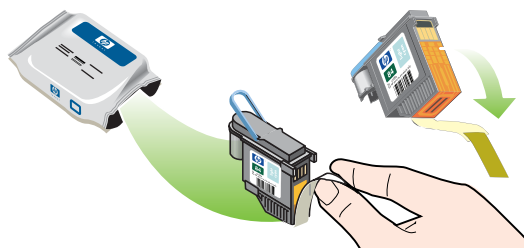
5. Insert the printhead into its color-coded slot. Press down firmly on the printhead to ensure proper contact.

6. Close the printhead latch. Ensure it is in the lock position.

7. Close the printing supplies cover.

8. Wait while the printer initializes the printheads. After initialization, two alignment pages print.

Calibrating color

The printer automatically calibrates color when you change a printhead. Calibrate color manually, as described here, when you are not satisfied with the appearance of the colors. If you are running Windows, calibrate color from the Toolbox. If you are running the Mac OS, calibrate color from the HP Inkjet Utility.

To calibrate color from the Toolbox

1. Click the **Toolbox** icon on your desktop to open the Toolbox.

2. On the **Printer Services** tab, click **Calibrate Color** and follow the directions.

To calibrate color from the HP Inkjet Utility

1. Open the HP Inkjet Utility and click **Calibrate Color**.

2. Follow the instructions on the screen.

Clearing jams

If the print media is jammed in the printer, follow these instructions to clear the jam.

To clear a jam

1. Remove all media from the output tray.

2. Check the optional auto-duplex unit or rear access panel.

   a. Push the button on either side of the auto-duplex unit or rear access panel and remove it.

   b. If you locate the jammed media inside the printer, grasp it with both hands and pull it towards you.
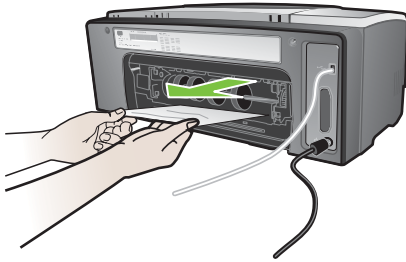
   c. If the jam is not there, push the latch on the top of the auto-duplex unit (if you have one) and lower its cover. If the jammed media is inside, carefully remove it. Close the cover.
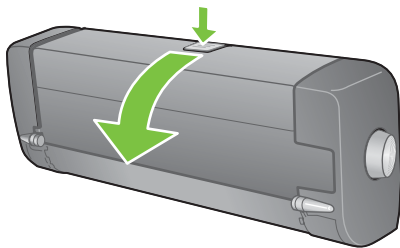
   d. Reinsert the auto-duplex unit or rear access panel into the printer.

   e. If you cannot locate the jam, go to step 3.

3. Lift the output tray and check for a jam in Tray 1.

   a. If the media is jammed in Tray 1, pull out Tray 1. (Otherwise, go to step 4.)

   b. Pull the paper towards you as shown in the diagram.

   c. Lower the output tray and reposition Tray 1.

4. Open the top cover and look inside to ensure there is no paper remaining inside the printer. If there is paper inside the printer, follow the steps listed here. Otherwise, go to step 6.

   a. When you lift the top cover, the carriage should return to its position on the right side of the printer. If the carriage does not return to the right side, turn the printer off.

WARNING!	Do not reach into the printer when the printer is on and the carriage is stuck.

   b. Free any wrinkled media and pull the sheet towards you through the top of the printer.

5. After you clear the jam, close all covers, turn on the printer (if you turned it off), and then press the 🔲 (resume button) to continue the print job.

The printer will continue the print job on the next page. You will need to resend the page or pages that were jammed in the printer.

To avoid jams

- Make sure that nothing is blocking the paper path.
- Do not overload the trays. Tray 1 holds up to 150 sheets of plain paper or 30 transparencies.
- Load paper properly. See Loading media.
- Do not use media that is curled or crumpled.
- Always use media that conforms with specifications listed in Selecting print media.
- Make sure that the output tray is not overly full when you send a job to print.
- Be sure to align the media against the right side of the tray and the front guide.
- Verify that the guides are adjusted snugly against the stack, but that they do not crinkle or bend it.

Starting troubleshooting

Start in this section if you are having a problem with the printer.

- If you have a jam, see Clearing jams.

- If you have a different type of paper-feed problem, such as the paper is skewing, it is not being picked up, or you cannot reinsert a tray into the printer, see Resolving paper-feed problems.

- Otherwise, if the printer is not working properly or if the print quality is not what you expect, try the following steps first.

    - Check that the power cord is securely connected to the printer and plugged into a live electrical outlet.

    - Check that the Power (green) light is on and not blinking. When the printer is first turned on, it takes approximately 45 seconds to warm up.

    - Check that no other lights on the control panel are on or blinking. If lights are on or blinking, see Printer lights reference.

    - Check that you can print a printer configuration page. See Printing a configuration page.

    - Check that the USB cable between the printer and the computer is connected.

    - Check that no error messages appear on the computer screen.

    - Check that you do not have too many programs open when your are trying to perform a task. Close programs that are not in use, or restart the computer before attempting the task again.

After you have tried these steps, see the following sections for information about more specific problems:

- Resolving printer problems
- Resolving printing problems (includes print-quality issues)
- Resolving paper-feed problems (including skewing)

If none of these suggestions solve the problem, see Support and warranty.

NOTE: For more information about how to troubleshoot Macintosh printing problems, see the Mac Readme file on the Starter CD.

Printing a configuration page

When you are experiencing a problem with your printer and you cannot discover the source of the problem, you can print a printer configuration page that provides more information about the problem. You can print the printer configuration page from the control panel. If you are using a computer that is running Windows, you can also print the printer configuration page from the Toolbox.

If you still cannot resolve the problem after reviewing the printer configuration page and trying the steps in the troubleshooting section, call the HP Customer Care Center. Keep the printer configuration page, because it provides information that might be useful to Customer Care Center in helping you to troubleshoot a printer problem.

To print a printer configuration page from the control panel

1. Turn the printer on.
2. Press and hold down the ⏻ (power button). While holding down the ⏻ (power button), press the ✕ (cancel button) one time.
3. Release the ⏻ (power button). Your printer prints a printer configuration page.

Resolving printer problems

This section provide solutions to common problems that involve the operation of the printer.

Printer shuts down unexpectedly

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 Power light on the control panel of the printer should be green. Try turning the printer off, and then on again.

- When the printer is first turned on, it takes approximately 45 seconds to warm up. Wait for the printer to warm up.

Check the printer vents
- The printer vents are located on the left side of the printer. If the printer vents are covered and the printer overheats, it automatically turns off. Make sure the vents are not covered and the printer is in a cool, dry location.

Printer is not responding (nothing prints)

If you tried to print when the printer was off, an alert message should have appeared on your computer screen. If the printer was off and you did not see a message when you tried to print, the printer setup might be incorrect. To correct this problem, reinstall the software that came with your printer.

Check the power
- Make sure that the printer power is on. To turn the printer power on, press and hold the ⏻ (power button) on the printer for a few seconds. After a brief printer startup, you should see a steady green light on the corner of the button.

- When the printer is first turned on, it takes approximately 45 seconds to warm up. Wait for the printer to warm up.

Check the connections
- Make sure that the power cord is securely connected from your printer to a working outlet. If you still cannot turn the printer on, you might have a faulty power cord or control panel. Unplug the printer and call the HP Customer Care Center. See Support and warranty.

- Make sure that both ends of the USB cable are secure.

Check the printer setup
- Check that the ink cartridges, and printheads are loaded correctly. Make sure that all the tape has been removed from the printheads.

- Check that the top cover and printing supplies cover are closed.

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

- Check to make sure that your printer is selected as the current or default printer and that **Pause Printing** is not selected. 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.

  If the printer selection is a problem, open the Printers folder in Windows and set this printer as the default. In the Mac OS, set this printer as the default in the Chooser or the Print Center.

All lights are blinking

A non-recoverable error has occurred
- For example, the printhead carriage might be jammed. Try turning the printer off and then on again. If the printer does not recover, unplug the printer from the power outlet and call HP Customer Support. See Support and warranty.

Printer takes a long time to print

Check your system configuration
- Make sure that your computer meets the minimum system requirements for the printer. See System requirements.

Check your port setting
- The port setting configuration in your system might not be set to ECP.

  See the manual that came with your computer for information about how to change your port setting, or contact your computer manufacturer.

Check the settings
- If the Type is set to Transparencies, or if the AutoSelect Type setting determines that you are printing transparencies, or if you chose **Best** mode, then printing will take longer. If you want these settings to be used, wait for the printer to finish. Otherwise, change the settings in the driver and print again.

Resolving printing problems

This section provides solutions to common printing problems.

A blank page printed

Check that the tape is removed from the printheads
- Each new printhead is packaged with protective plastic film covering the ink nozzles. Check each printhead and remove film if necessary.

- Clean any excess adhesive from the contact area on the backs of the printheads with a clean, lint-free cloth.

Check for empty ink cartridges
- If you are printing black text and a blank page prints, your black ink cartridge might be empty. See Replacing ink cartridges.

Check the printer setup
- If the printer selection is a problem, open the Printers folder in Windows and set this printer as the default. In the Mac OS, set this printer as the default in the Chooser or the Print Center.

Check that the media you are using is wide enough
- The media width must match the page settings in your print settings.

Something on the page is missing or incorrect

Check the margin settings
- Make sure that the margin settings for the document do not exceed the printable area of the printer. See Setting minimum margins.

Check the color print settings
- Grayscale might be selected in the **Print Settings** dialog box.

Placement of the text or graphics is wrong

Check the page-orientation setting
- The page orientation selected might not be correct for the document you are printing. Make sure the media size and page orientation selected in the application match the settings in the **Print Settings** dialog box. See Changing printer settings.

Check the paper size
- The **Paper Size** setting might not match the size of media you are using. Select the correct paper size from the printer driver.

- Some of the content might be missing or cut off if the document size is larger than the media loaded in the tray.

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

   Alternatively, select **Emulate LaserJet Margins** in the printer driver to scale the document to fit the media size currently selected.

Check the margin settings
- If the text or graphics are cut off at the edges of the page, make sure that the margin settings for the document do not exceed the printable area of your printer. See Setting minimum margins.

Check how the media is loaded
- Make sure that the width and length guides fit snugly against the left and bottom edges of the stack of media. See Loading media.

If none of the above solutions worked, the problem is likely caused by the inability of the application to interpret print settings properly. Check the release notes for known software conflicts. Otherwise, check your application manual, or call the software manufacturer for more specific help for this problem.

Poor print quality

First try these general steps when you see poor print quality.

Check the printheads and ink cartridges
- Replace any clogged or worn printheads or low or empty ink cartridges (See Maintaining ink cartridges and printheads.) Then try to print again.

Check the paper quality
- The paper might be too moist or too rough. Make sure that the media you are using meets HP specifications. (See Selecting print media.) Then try to print again.

Check the rollers that are inside of the printer
- The rollers inside of the printer might be dirty, causing lines or smudges to appear on your printout. Turn off the printer, unplug the power cord, and clean the rollers inside of the printer with isopropyl alcohol on a lint-free cloth. Then try to print again. (Some printers might have a certain amount of aerosol on the inside wall after prolonged use. This should not cause lines or smudges on printouts.)

See the next sections for more specific problems:

- Meaningless characters print
- Ink is smearing
- Ink is not filling the text or graphics completely
- Output is faded or dull colored
- Colors are printing as black and white
- Wrong colors are printing
- Printout shows bleeding colors
- Colors do not line up properly
- Lines or dots are missing from text or graphics

Meaningless characters print

Check the cable connection
- A common cause for meaningless characters is a poor cable connection between the printer and computer. Make sure that the cable connection at both ends is good and that the cable is securely fastened.

- If you are using a USB cable and the problem persists after you have checked the connection, turn off the printer and disconnect the cable from the printer. Turn the printer back on without the connection in place. When the Power light is on and not flashing, reconnect the cable.

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

Cancel the job
- After an interruption has occurred to a job that is printing, the printer might not recognize the rest of the job. Cancel the current job and wait for the printer to return to the Ready state. If the printer does not return to the Ready state, cancel all job processes and wait again. When the printer returns to the Ready state, resend the job. If prompted at the computer to retry the job, click **Cancel**.

Ink is smearing

Check the print mode
- When you print 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. Select **Best** mode in the printer driver, and increase the ink drying time from **Advanced Features** in the printer driver. Under **Advanced Features** is an **Ink Volume** slider that you can use in conjunction with drying time to decrease ink saturation. However, note that decreasing ink saturation might give printouts a "washed-out" quality.

- Color documents that have rich, blended colors can wrinkle or smear when printed using **Best** mode. Try using the **Normal**, **Fast Normal**, or **Draft** mode to reduce ink, or use HP Premium Paper designed for printing vivid color documents.

Check the media type
- Some types of media do not accept ink well, which causes the ink to dry more slowly and results in smearing. See Selecting print media.

Ink is not filling the text or graphics completely

Check the ink cartridges
- Try removing and then reinstalling the ink cartridges, and make sure to snap them firmly into place.
- Your ink cartridge might be out of ink. Replace the empty ink cartridge. See Replacing ink cartridges.

Check the media type
- Some media types are not suitable for use with your printer. See Selecting print media.

Output is faded or dull colored

Check the print mode
- The **Fast Normal** and **Draft** modes allow you to print at a faster rate. This option is good for printing drafts. To achieve better colored printout, select **Normal** or **Best** mode in the printer driver.

Check the paper type print setting
- When printing on transparencies or other special media, select the corresponding media type in the **Print Settings** dialog box.

Check the ink cartridges
- On the printed page, check that all the lines in the text or image are connected and have printed properly. If the lines are broken, one or more of your ink cartridges is probably out of ink or defective. Replace those ink cartridges with new ones.

Colors are printing as black and white

Check the printer driver settings
- The **Print In Grayscale** check box might be selected. From your application, open the **Printer Properties** dialog box. Click the **Color** tab and make sure **Print in Grayscale** is not selected.

Wrong colors are printing

Check the printer driver settings
- The **Print In Grayscale** check box might be selected. From your application, open the **Printer Properties** dialog box. Click the **Color** tab and make sure that **Print in Grayscale** is not selected.

Check the ink cartridges
- When colors are completely wrong, the printer might have run out of one or more colors of ink. Check the status of the ink cartridges in the Toolbox or on the control panel, and then replace any low or empty ink cartridges. See Replacing ink cartridges.

Check the printheads
- Whenever print quality noticeably decreases, it is a good idea to clean the printheads. To clean the printheads, open the Toolbox, click the **Printer Services** tab, and then click **Clean Printheads**.
  For Macintosh, use the control panel. See Maintaining ink cartridges and printheads.

Printout shows bleeding colors

Check the print settings
- Some media type settings (such as **Transparency Films** and **Photo Papers**) and print quality settings (such as **Best**) require more ink than others. Choose different print settings in the **Print Settings** dialog box. Also, make sure that you have selected the correct media type in the **Print Settings** dialog box.

Check the ink cartridges
- Make sure that the ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer. HP does not guarantee or support refilled ink cartridges. For ordering HP supplies and accessories, see HP supplies and accessories.

Colors do not line up properly

Check the printheads
- 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 yourself. See Aligning the printheads.

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

Lines or dots are missing from text or graphics

Check the printheads
- The printheads or printhead contact pads might need cleaning. See Maintaining ink cartridges and printheads.

Resolving paper-feed problems

This section provides solutions to common paper-feed problems.

For information on resolving jams, see Clearing jams.

Tray cannot be inserted

- With the tray removed from the printer, turn the printer off and then on again. Reinsert the tray.

- Make sure that the tray is aligned with the printer opening.

Another paper-feed problem is occurring

Media is not supported for the printer or tray
- Make sure that you are using media that is supported for the printer and for the tray being used. (See Printer specifications and Understanding specifications for supported media.)

Media is not picked up from Tray 1
- Check that the guides are set to the correct marking in the trays for the size of paper you are loading. Also make sure the guides are snug, but not tight, against the stack.

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

- Make sure that the tray has been pushed completely into the printer.

Media is not coming out correctly
- If the output tray extension is not extended, output pages will fall off the printer. Make sure that output tray extension is extended.

- Remove excess media from the output tray. The output tray is designed to hold a maximum of 100 sheets at a time.

Pages are skewing
- Make sure that media loaded in Tray 1 is aligned to the right and front guides.

Multiple pages are being picked up
- Make sure that the stack of paper has been aligned with the right and front guides.

- Make sure that the tray has not been overloaded with paper.

- When you load paper, avoid fanning the stack. Fanning paper can cause static electricity to build up and intensify multiple-pick problems.

- When you reinsert a tray in the printer, make sure that you insert it gently. Forceful insertion with a full stack of paper can cause sheets to slide up within the printer, causing the printer to jam or pick multiple sheets at one time.

Troubleshooting installation issues

If you had trouble installing the printer, check these items.

Hardware installation issues

- Make sure the power supply cord is connected securely to the printer. Make sure that the power cord is connect securely between the power supply and a working power outlet.

- Make sure that all packing tape has been removed from the outside and inside the printer.

- Make sure that the rear-access panel or the optional auto-duplex unit has been installed. The printer cannot work properly without the rear-access panel or the optional auto-duplex unit installed.

- Make sure that all of the printheads and ink cartridges are installed.

- Make sure the printheads and ink cartridges are installed properly. The printer cannot work if they are not installed.

    - Make sure that you have removed the protective tape from the printheads.

    - Make sure that all of the printheads are in their correct, color-coded slot.

    - Make sure that all of the ink cartridges are in their correct, color-coded slot.

    - Make sure that all of the printheads and ink cartridges are firmly installed into their slots. Press down firmly on each one to ensure proper contact.

- Make sure that the printhead latch is closed properly.

- Make sure that the printer is loaded with paper.

- Make sure no lights are on or blinking except the Power light, which should be on. If any other lights are on, see Printer lights reference to interpret the light pattern.

- Make sure that the printer can print a printer configuration page. Press and hold down the ⏻ (power button). While holding down the ⏻ (power button), press the ✕ (cancel button) one time. Release the ⏻ (power button). The printer configuration page should print.

- Make sure that any printer cable you are using is in good working order and that it is securely connected between the appropriate connector on the printer and the computer or a network connection.

Software installation issues

- Make sure your computer is running one of these operating systems: Windows 98, Windows 2000, Windows Me or Windows XP. If you are using a Macintosh computer, it must be running Mac OS 9.2 or later.

- Make sure the computer meets at least the minimum system requirements listed here.

    - **Minimum**
      Windows 98: Pentium® 90 MHz, 16 MB RAM, 60 MB hard disk space
      Windows NT 4.0*: Pentium 100 MHz, 32 MB RAM, 60 MB hard disk space
      Windows Me: Pentium 150 MHz, 32 MB RAM, 60 MB hard disk space
      Windows 2000: Pentium 300 MHz, 64 MB RAM, 60 MB hard disk space
      Windows XP, 32 bit: Pentium 233 MHz, 64 MB RAM, 60 MB hard disk space
      Mac OS X (10.1 or later): 32 MB RAM
      To view the CHM file (Windows), you must be running Internet Explorer 4.0 or later.

- **Recommended**
  Windows 98, Windows Me: Pentium 266 MHz, 32 MB RAM, 100 MB hard disk space
  Windows NT 4.0*: Pentium 266 MHz, 64 MB RAM, 100 MB hard disk space
  Windows 2000: Pentium 300 MHz, 64 MB RAM, 100 MB hard disk space
  Windows XP, 32 bit: Pentium 300 MHz, 128 MB RAM, 100 MB hard disk space
  Mac OS X (10.1 or later): 100 MB RAM
  To view the CHM file (Windows), you must be running Internet Explorer 4.0 or later.

  *Windows NT 4.0 is only supported if an optional HP Jetdirect print server is connected to the printer. For ordering information, see HP Jetdirect print servers.

- Before installing software on a Windows computer, make sure that all other programs in the Task Manager are closed.

- If the computer does not recognize the path that you type to the CD, make sure you are specifying the correct drive letter on the computer.

- If the computer cannot recognize the CD in the CD drive, inspect the CD for damage. You can download the printer driver from http://www.hp.com/support/businessinkjet1000.
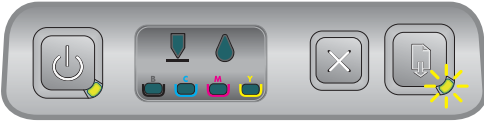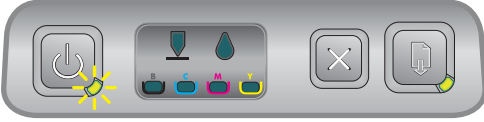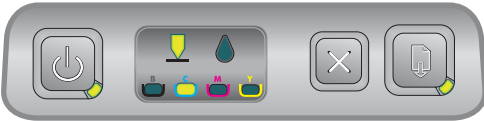
5 Printer lights reference
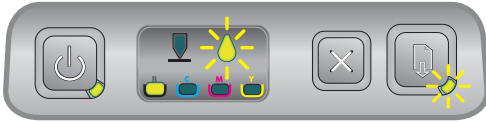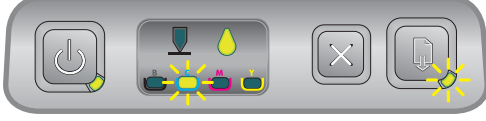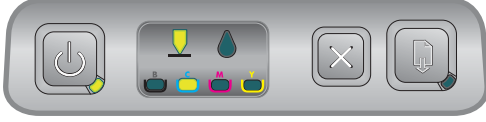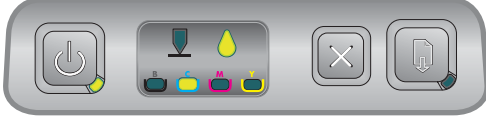
The printer LEDs (or lights) indicate printer status and are useful for diagnosing printing problems. This chapter provides a list of LED status light combinations, what they indicate, and how to solve the problem.
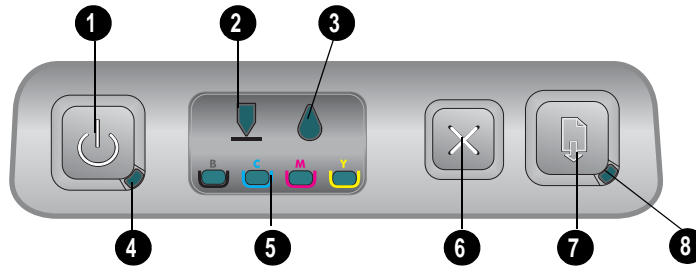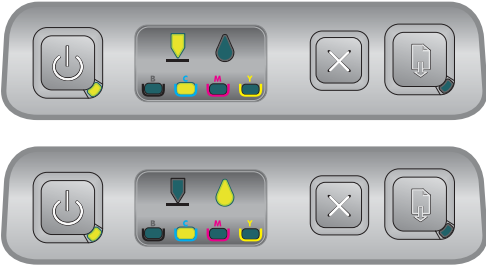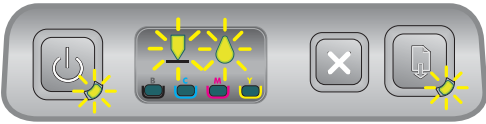
1. Power button
2. Printhead light
3. Ink cartridge light
4. Power light
5. Color indicator lights
6. Cancel button
7. Resume button
8. Resume light

Light pattern	Light description	Explanation and recommended action
	No lights are on.	The printer is off. • Press the ⏻ (power button).
	The Power light is on.	The printer is ready. • No action is required.
	The Power light blinks.	The printer is turning on or off or processing a print job, or a print job has been cancelled. • No action is required.

Light pattern	Light description	Explanation and recommended action
	The Power light is on and the Resume light blinks.	The printer is out of paper. • Load paper and then press the 🗋 (resume button). The printer is in manual duplex mode. It is waiting for the ink to dry so the pages can be flipped over and reloaded. • Reload the stack into the printer and press the 🗋 (resume button). The printer is pausing for the ink to dry. • Wait for the ink to dry. The Resume light will stop blinking. The printer has printed a banner, and the banner needs to be removed from the printer. • Press the 🗋 (resume button) to remove the banner from the printer. The rear-access panel or the optional auto-duplex unit is not installed. The printer cannot print without it installed. • Install the rear-access panel or the optional auto-duplex unit, and then press the 🗋 (resume button).
	The Power light and Resume light blink.	Print media is jammed in the printer. • Press the 🗋 (resume button) to eject the jammed media. • Remove all media from the output tray. Open the top cover to locate the jam. After clearing the jam, press the 🗋 (resume button) to continue the print job.
	The Power light blinks and the Resume light is on.	One or more covers on the printer are open. • Close any open covers. • Make sure the auto-duplex unit is properly installed. A printer error has occurred. • Turn the printer off and then on again.
	The Power light blinks and the Printhead and Resume light are on.	The printhead latch is not secured. • Open the printing supplies cover and secure the printhead latch.
	The Printhead light, a color indicator light, and the Resume light are on.	One or more of the printheads needs attention. • Reinstall the printheads and try to print. • Try cleaning the printhead contacts. See Cleaning the printhead contacts. • If the error persists, replace the printhead or printheads indicated.
	The Ink Cartridge light, a color indicator light, and the Resume light are on.	One or more of the ink cartridges needs attention. • Reinstall the ink cartridges and try to print. • If the error persists, replace the ink cartridge or cartridges indicated.

Light pattern	Light description	Explanation and recommended action
	The Ink Cartridge light blinks, and one or more of the color indicator lights and the Resume light are on.	An ink cartridge is low on ink and will need to be replaced soon. • Press the (resume button) to continue printing.
	The Ink Cartridge light, one or more of the color indicator lights, and the Resume light are on.	An ink cartridge is out of ink and must be replaced before you can continue printing. • Replace the ink cartridge indicated.
	The Ink Cartridge light is on and a color indicator light and the Resume light blink.	A non-HP ink cartridge is installed. **CAUTION:** Damage to the printer that results from modifying or refilling the ink cartridges, or from using non-HP ink cartridges, is not covered under the warranty. • If you thought that this ink cartridge was an HP ink cartridge, return it to the place where you purchased it. Buy and install an HP ink cartridge. • If you choose to use a non-HP ink cartridge, press and hold down the (power button) and press the (resume button) three times. Release the (power button). All lights except the Power light go off. *Damage that results to the printer from using this cartridge is not covered under the warranty.*
	The Printhead light and a color indicator light are on.	The printer detects a faulty printhead. • Replace the printhead indicated.
	The Ink Cartridge light and a color indicator light are on.	The printer detects a faulty ink cartridge. • Replace the ink cartridge indicated.

Light pattern	Light description	Explanation and recommended action
	The Printhead light and a color indicator light blink alternately with an Ink Cartridge light and a color indicator light. The Resume light is on.	The printer detects a faulty ink cartridge and a faulty printhead. • Replace the applicable printheads and ink cartridges.
	The Power light, Printhead light, Ink Cartridge light, and Resume light all blink.	Multiple printer errors have occurred. • Turn the printer off, and then on again. • If the printer still shows an error, turn the print off, and unplug it. Wait a minute and then turn on the printer again. If the printer error has cleared, send the job again. • If these measures do not work, see Support and warranty.

A HP supplies and accessories

You can order HP supplies and accessories from the HP website. Visit HPshopping.com (http://www.hpshopping.com) for more information. You can also order printing supplies using the Toolbox.

Ordering printing supplies through the Toolbox

The three requirements to use this features are listed here.

- The Toolbox must be installed on your computer (supported for Windows only).
- The printer must be connected to your computer using a USB cable.
- You must have access to the Internet.

To order printing supplies through the Toolbox

1. In the status area of the Windows taskbar (near the clock), double-click the **Toolbox** icon.

2. On the **Printer Status** tab, click **Order Supplies**. Your default browser opens and displays a website from which you can purchase printing supplies.

3. Follow the instructions on the website to select and order printing supplies.

Finding accessory part numbers

You can order the following accessories for HP Business Inkjet 1000 series printers.

Two-sided printing accessory (duplex unit)

Two-sided printing accessory (duplex unit)	CB005A

USB cable

HP USB A-B (2 meter)	C6518A

HP Jetdirect print servers

Visit http://www.hp.com for the latest information. HP Jetdirect servers might support additional operating systems such as Windows NT 4.0. For more information, see the documenation included with the print server.

HP Jetdirect 380x 802.11b Wireless Print Server	J6061A
HP Jetdirect ew2400 802.11g Wireless Print Server	J7951A
HP Jetdirect en3700 Fast Ethernet Print Server	J7942A
HP Jetdirect 175y External Print Server / Internet Connector	J6035C

Finding supplies part numbers

All of the following supplies work with all models of the HP Business Inkjet 1000 series printers.

Ink cartridges

HP No. 10 Black	C4844A
HP No. 13 Black	C4814A
HP No. 11 Cyan	C4836A
HP No. 13 Cyan	C4815A
HP No. 11 Magenta	C4837A
HP No. 13 Magenta	C4816A
HP No. 11 Yellow	C4838A
HP No. 13 Yellow	C4817A

Printheads

HP No. 11 Black	C4810A
HP No. 11 Cyan	C4811A
HP No. 11 Magenta	C4812A
HP No. 11 Yellow	C4813A

HP Bright White Inkjet Paper

500 sheets	Letter (8.5 by 11 inches)	HPB1124
250 sheets	Tabloid (11 by 17 inches)	HPB1724
500 sheets	A4 (210 by 297 mm)	C1825A

HP Premium Plus Photo Paper

20 sheets, glossy	Letter (8.5 by 11 inches)	C6831A
50 sheets, glossy	Letter (8.5 by 11 inches)	Q1785A
20 sheets, glossy	4 by 6 inches	Q1977A
20 sheets, matte	Letter (8.5 by 11 inches)	C6950A
20 sheets, glossy	A4 (210 by 297 mm)	C6832A
20 sheets, matte	A4 (210 by 297 mm)	C6951A

HP Premium Photo Paper

50 sheets, glossy	Letter (8.5 by 11 inches)	C6979A
15 sheets, glossy	A4 (210 by 297 mm)	Q2519A

HP Photo Paper

20 sheets, two-sided glossy	Letter (8.5 by 11 inches)	C1846A
20 sheets, two-sided glossy	A4 (210 by 297 mm)	C1847A
20 sheets, one-sided glossy	A4 (210 by 297 mm)	C6765A

HP ColorFast Photo Paper

20 sheets, glossy	Letter (8.5 by 11 inches)	C7013A
20 sheets, glossy	A4 (210 by 297 mm)	C7014A

HP Photo-Quality Inkjet Paper

25 sheets, two-sided, semi-gloss	A4 (Europe) (210 by 297 mm)	C6984A

HP Everyday Photo Paper

100 sheets, two-sided, matte	Letter (8.5 by 11 inches)	C7007A
25 sheets, two-sided, matte	Letter (8.5 by 11 inches)	C6983A
25 sheets, two-sided, semi-gloss	A4 (Asia/Pacific) (210 by 297 mm)	C7006A

HP Brochure and Flyer Paper

50 sheets, two-sided, glossy	Letter (8.5 by 11 inches)	C6817A
50 sheets, matte	Letter (8.5 by 11 inches)	C6955A
100 sheets, tri-fold, two-sided, glossy	Letter (8.5 by 11 inches)	C7020A
50 sheets, two-sided, glossy	A4 (210 by 297 mm)	C6818A

HP Premium Paper

200 sheets	Letter (8.5 by 11 inches)	51634Y

HP Premium Inkjet Paper

200 sheets, coated, matte	A4 (210 by 297 mm)	51634Z
100 sheets, coated, heavyweight	A4 (210 by 297 mm)	C1853A

HP Premium Inkjet Transparency Film

20 sheets	Letter (8.5 by 11 inches)	C3828A
50 sheets	Letter (8.5 by 11 inches)	C3834A
20 sheets	A4 (210 by 297 mm)	C3832A
50 sheets	A4 (210 by 297 mm)	C3835A

HP Premium Plus Inkjet Transparency Film

20 sheets	Letter (8.5 by 11 inches)	C7030A
50 sheets	Letter (8.5 by 11 inches)	C7028A

HP Banner Paper

100 sheets	Letter (8.5 by 11 inches)	C1820A
100 sheets	A4 (210 by 297 mm)	C1821A

HP Textured Greeting Cards

20 sheets, 20 envelopes, felt-textured, ivory/half-fold	Letter (8.5 by 11 inches)	C6828A
20 sheets, 20 envelopes, textured, white/half-fold	Letter (8.5 by 11 inches)	C7019A
20 sheets, 20 envelopes, felt-textured, cream/half-fold	A4 (210 by 297 mm)	C6829A

HP Photo Greeting Cards

10 sheets, 10 envelopes, half-fold	Letter (8.5 by 11 inches)	C6044A
10 sheets, 10 envelopes, half-fold	A4 (210 by 297 mm)	C6045A

HP Matte Greeting Cards

20 sheets, 20 envelopes, white/quarter-fold	Letter (8.5 by 11 inches)	C1812A
20 sheets, 20 envelopes, white/quarter-fold	A4 (210 by 297 mm)	C6042A
20 sheets, 20 envelopes, white/half-fold	A4 (210 by 297 mm)	C7018A

HP Iron-on T-shirt Transfers

10 sheets (12 transfers per sheet)	Letter (8.5 by 11 inches)	C6049A
10 sheets (12 transfers per sheet)	A4 (210 by 297 mm)	C6050A

B Support and warranty

The information in this section suggests solutions to common problems. If your printer is not operating properly and those suggestions did not solve your problem, try using one of the following support services to obtain assistance.

Toolbox

The Toolbox is available only to Windows users. You must have installed the printer driver through AUTORUN.EXE. After installing your printer, you can open the Toolbox by clicking **Start**, pointing to **Programs**, pointing to **HP Business Inkjet 1000 Series**, and clicking **HP Business Inkjet 1000 Series Toolbox**.

The **Troubleshooting** tab in the Toolbox provides easy step-by-step solutions to common printing problems. You should be able to resolve most printing problems by stepping through the provided solutions.

HP Instant Support

HP Instant Support, which is available only to Windows users, is a Web-based tool that provides product-specific services, troubleshooting tips, and information about your printer's ink and media usage. To open HP Instant Support, click **HP Instant Support** on the Toolbox's **Information** tab.

NOTE: HP Instant Support Web pages are dynamically created. Do not bookmark this site; always open it from the Toolbox.

Web

Visit the HP Business Inkjet website on hp.com for the latest printer software, product, operating system, and support information.

http://www.hp.com/support/businessinkjet1000

Obtaining HP telephone support

During the warranty period, you may obtain assistance from the HP Customer Care Center.

Before you call

To assist our Customer Care Center representatives to serve you better, prepare the following information before calling.

1. Print the printer configuration page. See Printing a configuration page for instructions on how to print this page. If the printer does not print, get the following information ready.

   a. model number and serial number. (Check the back of the printer.)

   b. printer model

2. Check the operating system that you are using, such as Windows 98 SE.

3. If the printer is connected to the network, check the network operating system, such as Windows XP.

4. Note how the printer is connected to your system, such as USB or network.

5. Obtain the printer driver and version number of the printer software, such as HP Business Inkjet 1000 Series Version: 2.325.0.0. (To find the printer driver version number, open the printer settings or properties dialog box and click the HP logo in the dialog box.)

6. If you have a problem printing from a particular application, note the application and version number.

Telephone support numbers

In many location, HP provides toll free telephone support during the warranty period. However, some of the support numbers listed below may not be toll free.

For the most current list of telephone support numbers, see http://www.hp.com/support.

Country/Region	Telephone number
Albania	*
Algeria	213 17 63 80
Anguilla	1-800-711-2884
Antigua and Barbuda	1-800-711-2884
Argentina	0-800- 555-5000 Capital Federal (Buenos Aires): 54-11-4708-1600
Aruba	800-8000 / 800-711-2884
Australia	(03) 8877 8000
Austria	08 1000 1000
Bahamas	1-800-711-2884
Bahrain	800 171
Barbados	1-800-711-2884
Belgium	078 600 600
Belize	811 / 800-711-2884
Bermuda	1-800-711-2884
Bolivia	0-800-100-293
Bosnia-Hercogovina	*
Brazil	0-800-709-7751 Sao Paulo: 55-11-4004-7751
British Virgin Islands	1-800-711-2884
Bulgaria	*
Canada	1 800 HP INVENT (1 800-474-6836)
Cayman Islands	1-800-711-2884
Chile	800-360-999 Santiago: 562-361-1160
China	021-38814518
Colombia	01-8000-51-4746-8368 (01-8000-51- HP INVENT) Bogota: 571-606-9191
Costa Rica	0800-011-1046
Croatia	*
Cyprus	800 9 2649
Czech Republic	2 61 307 310
Denmark	70 11 77 00
Dominica	1-800-711-2884

Country/Region	Telephone number
Dominican Republic	1-800-711-2884
Ecuador	1-999-119 / 800-711-2884 (Andinatel)
	1-800-225-528 / 800-711-2884 (Pacifitel)
Egypt	202 532 5222
El Salvador	800-6160
Estonia	6 813 823
Finland	0203 53232
France	0826 10 4949
French Guiana	0-800-990-011 / 800-711-2884
Germany HP bietet während der Gewährleistungsfrist vielerorts gebührenfreien telefonischen Support an. Die nachfolgend aufgelisteten Rufnummern sind jedoch unter Umständen nicht gebührenfrei. Zur weiteren Klärung oder um zusätzliche Information zu erhalten, können Sie Kontakt mit der Online-Kundenbetreuung von HP (http://www.hp.com/cpso-support/guide/psd/cscemea.html) aufnehmen.	01805 258 143
Gibraltar	0870 842 2339
Greece	801 11 22 55 47
Grenada	1-800-711-2884
Guadeloupe	0-800-990-011 / 800-711-2884
Guatemala	1-800-711-2884
Guyana	159 / 800-711-2884
Haiti	183 / 800-711-2884
Honduras	800-0-123 / 800-711-2884
Hong Kong S.A.R.	85 (2) 2802 4098
Hungary	1 382 1111
Iceland	507 10 00
India	+91-80-8526900 or 1 600 447-737
	Support in Hindi & English
Indonesia	+62 (21) 350 3408
Ireland	1890 946 500
Israel	9 830 4848
Italy	02 3859 1212
Jamaica	1-800-711-2884
Japan	0120-014-121 (Toll Free, Japan Domestic Only)
	+81-3-5374-3089
Jordan	+971 4 366 2020
Kazakhstan	*
Korea, Republic of	1588 3003
Kuwait	+971 4 366 2020

Country/Region	Telephone number
Latvia	7 030 721 / Toll-free: 800 80 12
Lebanon	+971 4 366 2020
Liechtenstein	0848 802 020
Lithuania	5 210 3333 / Toll -free: 800 10000
Luxembourg	27 303 303
Macedonia	*
Malaysia	+1800 805 405
Malta	*
Martinique	0-800-990-011 / 877-219-8671
Mexico	01-800-474-68368 (800 HP INVENT) Ciudad de Mexico (DF): 55-5258-9922 Servicios 55-5091-7000 Pre-Ventas
Moldova	*
Morocco	22 40 47 47
Netherlands	0900 117 0000
Netherlands Antilles	001-800-872-2881 / 800-711-2884
New Zealand	+64 (9) 356 6640
Nicaragua	1-800-0164 / 800-711-2884
Nigeria	*
Norway	800 62 800
Oman	+971 4 366 2020
Panama	1-800-711-2884
Paraguay	(009) 800-541-0006
Peru	0-800-10111 Lima: 511-411-2043
Philippines	(2) 867 3551
Poland	(22) 5666 000
Portugal	213 164 164
Puerto Rico	1-877 232 0589 787-474-8570
Qatar	+971 4 366 2020
Romania	21 315 4442
Russia	Moscow: 095 797 3520 St. Petersburg: 812 346 7997
Saint-Martin	1-800-711-2884
St. Kitts and Nevis	1-800-711-2884
St. Vincent and the Grenadines	1-800-711-2884
San Marino	02 3859 1212
Saudi Arabia	800 897 1444
Serbia and Montenegro	+359 (2) 960-1963
Singapore	6272 5300

Country/Region	Telephone number
Slovakia	2 5752 5752
Slovenia	*
South Africa (RSA), Republic of	086 000 1030
Spain	902 010 333
Suriname	156 / 800-711-2884
Sweden	077 130 3000
Switzerland	0848 80 20 20
Syria	+971 4 366 2020
Taiwan	886-2-8722-8000 886-800-010-055
Thailand	(2) 353 9000
Trinidad & Tobago	1-800-711-2884
Tunisia	71 89 12 22
Turkey	212 444 71 71
Turks and Caicos Islands	01-800-711-2884
Ukraine	Kiev: 44 4903520
United Kingdom	0870 842 2339
United Arabic Emirates (UAE)	800 4520 04 366 2020
United States	1-800 HP INVENT
Uruguay	0004-054-177
U.S. Virgin Islands	1-800-711-2884
Vatican City	02 3859 1212
Venezuela	0-800-474-6836 (0-800 HP INVENT) Caracas: 58-212-278-8666
Vietnam	(8) 823 4530
West Africa (English-speaking countries/regions)	*
West Africa (French-speaking countries/regions)	+351 213 17 63 80
Yemen	+971 4 366 2020

* For support information, call your HP service provider.

Hewlett-Packard limited warranty statement

HP product	Duration of Limited Warranty
Software	1 year
Accessories	1 year
Ink cartridges	6 months*
Printheads	1 year*
Printer peripheral hardware (see below for details)	1 year

*For more detailed warranty information, see http://www.hp.com/support/inkjet_warranty.

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; or

   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.

C Printer specifications

Print method	Drop on-demand thermal inkjet printing				
Print speed (Letter/A4)		Draft	Fast Normal	Normal	Best
	Black	23 ppm	6 ppm	6 ppm	3 ppm
	Color	18 ppm	5 ppm	5 ppm	3 ppm
	Full Page Color*	33 seconds	38 seconds	64 seconds	104 seconds
	*Plain Paper				
Black and color resolution	Black up to 1200 dpi with pigmented black ink HP PhotoREt III enhanced color-layering technology or up to 4800 x 1200 optimized dpi available on HP premium photo papers				
Printer languages	HP Business Inkjet 1000: HP PCL 3 enhanced				
Software compatibility	Microsoft Windows 98, Windows Me, Windows NT 4.0*, Windows 2000, Windows XP Mac OS X (10.1 or later) *Windows NT 4.0 is only supported if an optional HP Jetdirect print server is connected to the printer. For ordering information, see HP Jetdirect print servers.				
Fonts	US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic.				
Media size	**Standard US:** letter, legal, executive, statement, index cards **Standard International:** A6, A5, A4 **Custom US:** 3 by 5 inches wide to 8.5 by 14 inches long **Custom Metric:** 76.2 by 127 mm wide to 216 by 356 mm long				
Media type	Paper (plain, inkjet, photo, and banner), envelopes, transparencies, labels, iron-on transfers, greeting cards				
Media handling	Tray 1, output tray				
Recommended media weight	**Paper:** 16 to 28 lb Bond using Tray 1 or Tray 2 **Envelopes:** 20 to 24 lb Bond **Cards:** 110 lb Index				
Media supported (maximum number of pages supported)	**Tray 1** (up to 0.58 inch or 15 mm stack): 150 sheets of plain paper, 22 envelopes, 30 transparencies.				
I/O interface	USB and LIO (either a IEEE 1284-compliant parallel connection or network connection model)				
Printer memory	8 MB built-in RAM				
Dimensions	19.5 inches or 495 mm (width); 8.4 inches or 215 mm (height); 16.2 inches or 411 mm (depth)				
Weight	14.330 lb (6.5 kilograms)				
Duty cycle	Up to 6,250 pages per month				
Power supply	Universal power adaptor				
Power requirements	**Input voltage:** 100 to 240 VAC (± 10 percent), 50 to 60 Hz **Output supply:** 31~32 VDC, 2200 mA				
Maximum allowable power consumption	70 to 75 Watts				

Operating environment	**Operating temperature:** 50 to 99 degrees F (10 to 35 degrees C)
	Storage temperature: -40 to 158 degrees F (-40 to 70 degrees C)
	Relative humidity: 20 to 80 percent RH non-condensing
	Noise levels per ISO 9296: Sound power LwAD: 61 dB; Sound pressure LpAm: 51 dB
System requirements	**Minimum**
	Windows 98: Pentium 90 MHz, 16 MB RAM, 60 MB hard disk space
	Windows NT 4.0*: Service pack 6 or later, Pentium 100 MHz, 32 MB RAM, 60 MB hard disk space
	Windows Me: Pentium 150 MHz, 32 MB RAM, 60 MB hard disk space
	Windows 2000: Pentium 300 MHz, 64 MB RAM, 60 MB hard disk space
	Windows XP, 32 bit: Pentium 233 MHz, 64 MB RAM, 60 MB hard disk space
	Mac OS X (10.1 or later): 333 MHz (iMac) or 350 MHz (Power Mac G3 or later), 32 MB RAM
	To view the CHM file (Windows), you must be running Internet Explorer 4.0 or later.
	Recommended
	Windows 98, Windows Me: Pentium 266 MHz, 32 MB RAM, 100 MB hard disk space
	Windows NT 4.0*: Service pack 6 or later, Pentium 266 MHz, 64 MB RAM, 100 MB hard disk space
	Windows 2000: Pentium 300 MHz, 64 MB RAM, 100 MB hard disk space
	Windows XP, 32 bit: Pentium 300 MHz, 128 MB RAM, 100 MB hard disk space
	Mac OS X (10.1 or later): 333 MHz (iMac) or 350 MHz (Power Mac G3 or later), 64 MB RAM
	To view the CHM file (Windows), you must be running Internet Explorer 4.0 or later.
	*Windows NT 4.0 is only supported if an optional HP Jetdirect print server is connected to the printer. For ordering information, see HP Jetdirect print servers.

D   Regulatory information

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.

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.

EMI statement (Korea)

사용자 안내문 (B 급기기)

이 기기는 비업무용으로 전자파 장해검정을 받은 기기로서, 주거지역에서는 물론
모든 지역에서 사용할 수 있습니다.

VCCI statement (Japan)

　この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準
に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用すること
を目的としていますが、この装置がラジオやテレビジョン受信機に近接して
使用されると受信障害を引き起こすことがあります。
　取り扱い説明書に従って正しい取り扱いをして下さい。

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number.
The Regulatory Model Number for your product is **SNPRC-0302**. The regulatory number should not be
confused with the product name (HP Business Inkjet 1000) or product number (C8179A).

Power cord statement

The power cord cannot be repaired. If it is defective, it should be discarded or returned to the supplier.

LED classification

CLASS 1 LED PRODUCT
LED KLASSE 1
APPARECCHIO LED DI CLASSE 1
PRODUCT CLASY 1 Z DIODAMI (EWHECYCMILED)
Appareil à Diode Electriuminescente de Classe 1
ZARIZENI LED TRIY 1
KLASS 1 LED APPARAT
LUOKAN 1 LED

Environmental sustainability program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. HP continuously improves the design processes of its printers to minimize the negative impact on the office environment and on the communities where printers are manufactured, shipped, and used. HP has also developed processes to minimize the negative impact of the disposal of the printer at the end of its printing life.

For more information about HP's environmental sustainability program, see http://www.hp.com/hpinfo/globalcitizenship/environment/index.html.

Reduction and elimination

Paper use

This product's two-sided (duplex) printing and N-up printing feature (which allows you to print multiple pages of a document on one sheet of paper) can reduce paper usage and the resulting demands on natural resources. See this guide for more information about using these features.

Ink use

This product's Draft mode uses less ink, which might extend the life of the cartridges. See the printer driver's online Help for more information.

Ozone-depleting chemicals

Ozone-depleting chemicals, such as CFCs, have been eliminated from HP manufacturing processes.

Power consumption

Power usage drops significantly while in PowerSave mode, which saves natural resources and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR® (version 3.0), which is a voluntary program to encourage the development of energy-efficient office products.

ENERGY STAR® is a U.S. registered service mark owned by the U.S. government. As an ENERGY STAR® Partner, Hewlett-Packard Company has determined this product meets ENERGY STAR® guidelines for energy efficiency. For more information, see http://www.energystar.gov.

Hazardous materials

This HP product contains lead in solder that may require special handling at end-of-life.

Material safety data sheets

Material safety data sheets (MSDSs) can be obtained from the following HP website: http://www.hp.com/go/msds.

Recycling

Design for recycling has been incorporated into this printer:

- The number of materials has been kept to a minimum while ensuring proper functionality and reliability.

- Dissimilar materials have been designed to separate easily.

- Fasteners and other connections are easy to locate, access, and remove using common tools.

- High-priority parts have been designed so that they can be accessed quickly for efficient disassembly and repair.

Printer packaging

The packaging materials for this printer have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the printer assists in minimizing both packaging materials and damage rates.

HP products and supplies

HP's Planet Partners™ recycling service provides an easy way to recycle any brand of computer equipment or HP printing supplies. HP's state-of-the-art processes ensure that your unwanted hardware or HP printing supply is recycled in a way that conserves resources.

For more information, see http://www.hp.com/recycle.

Declaration of conformity

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Singapore (Pte) Ltd.
Manufacturer's Address:	Imaging and Printing Manufacturing Operation Singapore
	60 Alexandra Terrace
	#07-01 The Comtech
	Singapore 118502

declares, that the product

Product Name:	HP Business Inkjet 1000
Product Number:	C8179A
Regulatory Model Number[1]:	SNPRC-0302
Product Accessory Number:	NIL
Product Options:	NIL

conforms to the following Product Specifications:

Safety:	IEC 60950-1: 1999 / EN 60950-1:2000
	EN 60825-1:1994 + A1:2002 Class 1 for LEDs
EMC:	CISPR 22: 1997 / EN 55022:1998 Class B [2]
	CISPR 24:1997 + A1 + A2 / EN 55024: 1998 + A1 + A2
	IEC 61000-3-2:2000 / EN 61000-3-2:2000
	IEC 61000-3-3:1994 + A1:2001 / EN 61000-3-3:1995 + A1:2001
	FCC Title 47 CFR, Part 15 Class B / VCCI-2 [2]
	ICES-003 Issue 4

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.

(1)This product is assigned a Regulatory Model Number that stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports; this number should not be confused with the marketing name or the product numbers.

(2)The product was tested in a typical configuration with Hewlett-Packard personal computer systems.

Singapore, 24 November 2004   Chan Kum Yew
Director, Quality

Local Contact for regulatory topics only:

European Contact: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany

USA Contact: Hewlett-Packard Company, HPCC, 20555 S.H. 249 Houston, Texas, 77070

Australia Contact: Hewlett-Packard Australia Ltd, Product Regulations Manager, 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

Index

Glossary

Booklet printing

This option enables you to print two pages onto a single, larger sheet of paper and reorder the page sequencing so that the page numbers are sequential when you fold the paper in half to form a booklet. For more information, see the printer driver Help.

Flip pages up

This option allows you to choose the orientation of duplexed pages. When you choose an option, view its icon in the printer driver to see how the page will look if you choose that option. For more information, see the printer driver Help.

HP PhotoREt Color Layering technology

This technology uses small, precisely placed drops of ink that visually blend together to create rich colors, smooth gradations, and cleanly defined color boundaries. This type of technology works with the printer resolution to deliver superb results without creating large file sizes and without slowing down printing.

Ink cartridges

Ink cartridges hold the ink used for printing. Each color ink cartridge must be inserted firmly into its color-coded slot in order for the printer to work. Ink cartridges work with Printheads.

PCL 3 driver

Printer command language. A type of printer driver that processes print jobs using the processor and memory in the printer. It provides an efficient way for applications to control a wide range of printer features and is designed to translate application output quickly into high-quality raster print images. The 3 in PCL 3 identifies the version of the printer driver.

Print server or print server card

A print server or print server card is a piece of hardware that can be connected to a printer (or other device), either internally or externally. The print server allows the printer to communicate with the computers on a network. This type of print server should not be confused with a computer acting as a server, or print server. The computer acting as a print server runs the software that the printer needs to operate.

Printer driver

A printer driver (or PPD on a Macintosh) is the software on a computer that allows the computer to communicate with the printer. Use the printer driver to set printing options, such as setting the type of paper you are using or selecting the print quality.

Printheads

Printheads transfer ink from ink cartridges onto the paper or other print media. There is one printhead for each color of ink cartridge. Each printhead must be inserted firmly into its color-coded slot in order for the printer to work. Printheads work with Ink cartridges.

Quick Sets

Quick Sets allow you to save the current printer driver settings (such as page orientation, print on both sides, paper source) for reuse. Quick sets can be selected and saved from most tabs in the printer driver. They are useful for projects that you print often that need the same settings each time. For more information, see the printer driver Help.

Resolution

Resolution is a measure of the quality of the image you are printing. In HP printers, the resolution and printing technologies work together to produce superb results that resolution alone cannot offer.

www.hp.com/support/businessinkjet1000