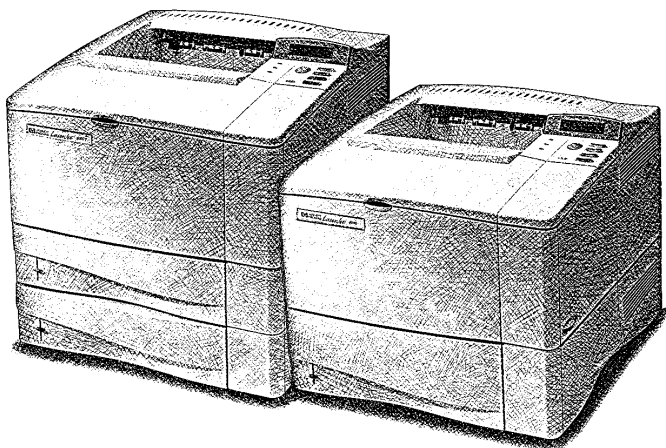


# Quick Reference Guide

---



English



HP LaserJet 4000, 4000 T,  
4000 N, and 4000 TN Printers

---

# Quick Reference Guide

---

HP LaserJet 4000, 4000 T,  
4000 N, and 4000 TN  
Printers

---

© Copyright Hewlett-Packard  
Company 1997, 1998

All Rights Reserved.

Reproduction, adaptation, or  
translation without prior written  
permission is prohibited, except  
as allowed under the copyright  
laws.

Publication number  
C4118-91111

First edition, February 1998

### **Warranty**

The information contained in  
this document is subject to  
change without notice.

Hewlett-Packard makes no  
warranty of any kind with  
respect to this information.  
HEWLETT-PACKARD  
SPECIFICALLY DISCLAIMS  
THE IMPLIED WARRANTY OF  
MERCHANTABILITY AND  
FITNESS FOR A  
PARTICULAR PURPOSE.

Hewlett-Packard shall not be  
liable for any direct, indirect,  
incidental, consequential, or  
other damage alleged in  
connection with the furnishing  
or use of this information.

### **Trademark Credits**

Adobe, PostScript, and Adobe  
Photoshop are trademarks of  
Adobe Systems Incorporated  
which may be registered in  
certain jurisdictions.

Arial, Monotype, and Times  
New Roman are U.S.  
registered trademarks of the  
Monotype Corporation.

CompuServe is a U.S.  
trademark of CompuServe,  
Inc.

Helvetica, Palatino, Times, and  
Times Roman are trademarks  
of Linotype AG and/or its  
subsidiaries in the U.S. and  
other countries.

Microsoft, MS Windows,  
Windows, and Windows NT  
are U.S. registered trademarks  
of Microsoft Corporation.

TrueType is a U.S. trademark  
of Apple Computer, Inc.

ENERGY STAR is a U.S.  
registered service mark of the  
U.S. EPA.

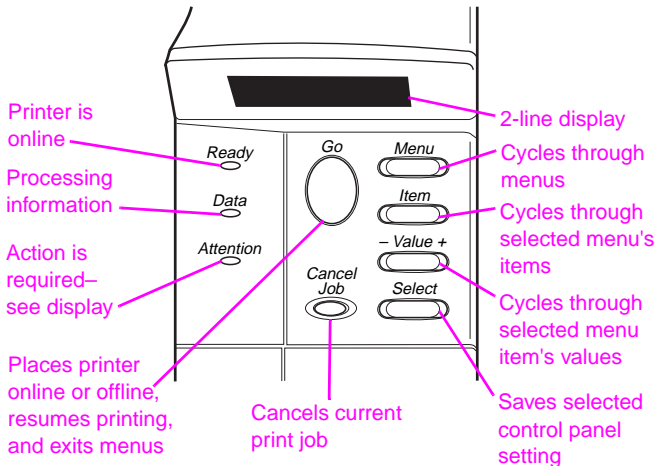
# Contents

<b>Control Panel</b> .....	<b>1</b>
To Change a Control Panel Setting .....	1
To Check the Printer's Configuration .....	2
To Print a Menu Map .....	2
To Print a Configuration Page .....	2
To Print a PCL or PS Font List .....	2
Common Printer Messages.....	3
<b>Printing Tasks</b> .....	<b>6</b>
Manually Feeding Paper from Tray 1 .....	6
Selecting the Output Bin .....	7
Loading Tray 1 .....	7
Loading Tray 2 (4000/4000 N) .....	8
Loading Trays 2 and 3 (4000 T/4000 TN) .....	9
Loading Optional 500-Sheet Tray .....	10
Loading Envelopes in the Envelope Feeder ..	11
<b>Special Paper in Tray 1</b> .....	<b>12</b>
Envelopes .....	12
Transparencies .....	12
Letterhead/Pre-punched .....	12
Labels.....	12
Card Stock/Custom Sizes .....	12

# Contents (continued)

<b>Paper Jams .....</b>	<b>13</b>
Locations .....	13
Input Tray Areas .....	13
Optional Envelope Feeder .....	14
Top Cover Area .....	15
Output Areas.....	15
Optional Duplexer .....	16
Solving Repeated Paper Jams.....	17
<b>Output Quality Problems .....</b>	<b>19</b>
Examples .....	19
Troubleshooting Steps .....	20
Continue Printing When Toner Is Low.....	22
<b>Resetting the Printer .....</b>	<b>23</b>
<b>Paper Sizes Supported .....</b>	<b>25</b>
<b>For More Information .....</b>	<b>28</b>

# Control Panel



## To Change a Control Panel Setting:

- 1 Press **[Menu]** until the desired menu appears.
- 2 Press **[Item]** until the desired item appears.
- 3 Press **[- Value +]** until the desired setting appears.
- 4 Press **[Select]** to save the selection.
- 5 Press **[Go]** to exit the menu.

## To Check the Printer's Configuration:

From the printer, you can print the following information pages, which give details about the printer and its configuration:

- Menu Map
- Configuration Page
- PCL or PS Font List

### To Print a Menu Map:

- 1 Press **[Menu]** until INFORMATION MENU appears.
- 2 Press **[Item]** until PRINT MENU MAP appears.
- 3 Press **[Select]** to print the menu map.

### To Print a Configuration Page:

- 1 Press **[Menu]** until INFORMATION MENU appears.
- 2 Press **[Item]** until PRINT CONFIGURATION appears.
- 3 Press **[Select]** to print the configuration page.

### To Print a PCL or PS Font List:

- 1 Press **[Menu]** until INFORMATION MENU appears.
- 2 Press **[Item]** until PRINT PCL FONT LIST or PRINT PS FONT LIST appears.
- 3 Press **[Select]** to print the font list.

# Common Printer Messages

Message	Explanation
ACCESS DENIED MENU LOCKED	The control panel function you are trying to access has been locked. See your network administrator.
ENV FEEDER LOAD [TYPE] [SIZE]	<p>Load the requested envelope type and size into the envelope feeder. Make sure the envelope size and type are set correctly from the Paper Handling Menu in the control panel.</p> <p>Press <b>[Go]</b> if the desired envelope is already loaded in the feeder.</p> <p>Press <b>[-Value+]</b> to scroll through the available types and sizes. Press <b>[Select]</b> to accept the alternate type or size.</p>
MANUALLY FEED [TYPE] [SIZE]	<p>Load the requested paper into Tray 1.</p> <p>Press <b>[Go]</b> if the desired paper is already loaded in Tray 1.</p> <p>Press <b>[-Value+]</b> to scroll through the available types and sizes. Press <b>[Select]</b> to accept the alternate type or size.</p>
OFFLINE	Press <b>[Go]</b> to place the printer online.
PERFORM PRINTER MAINTENANCE	It is time to perform routine printer maintenance. For more information, see the user's guide for the printer.



Message	Explanation
TRAY X LOAD [TYPE] [SIZE]	<p>Load the requested paper into the specified tray (X).</p> <p>Ensure that the trays are correctly adjusted for size. The tray type settings (and size for Tray 1) must be set from the printer's control panel. If you are trying to print from the optional 500-sheet tray, be sure to set the paper size dial. If you are trying to print A4 or letter size paper, and this message appears, make sure the default paper size is set correctly from the Printing Menu in the printer's control panel.</p> <p>Press <b>[Go]</b> to print from the next available tray. Press <b>[-Value+]</b> to scroll through the available types and sizes. Press <b>[Select]</b> to accept the alternate type or size.</p>
13.X PAPER JAM [LOCATION]	<p>Remove jammed paper from the specified location. Open and close the top cover to clear the message.</p> <p>If the message persists after all jams have been cleared, a sensor may be stuck or broken. Contact an HP-authorized service or support provider. (See the HP Support pages in the user's guide for the printer.)</p>

## Message

## Explanation

41.3 UNEXPECTED  
PAPER SIZE

The paper size you are trying to print is not the same as the settings for the tray.

Make sure that all trays are correctly adjusted for size. (The printer will continue trying to print the job until size settings are correct.)

If you are trying to print from Tray 1, make sure the printer's control panel setting for paper size is correctly configured.

If you are trying to print from the optional 500-sheet tray, be sure to set the paper size dial to match the paper size loaded in the tray.

After performing the actions above, press **[Go]**. The page containing the error will automatically be reprinted. (Or, you might want to press **[Cancel Job]** to clear the job from the printer's memory.)

---

---

# Printing Tasks

## Manually Feeding Paper from Tray 1

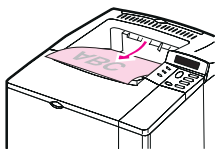
The Manual Feed feature allows you to print on special paper from Tray 1, such as envelopes or letterhead. If Manual Feed is selected, the printer will print only from Tray 1.

Select Manual Feed through the software or printer driver. Manual Feed can also be enabled from the Paper Handling Menu in the printer's control panel.

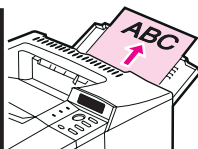
When Manual Feed is selected, if `TRAY 1 MODE=FIRST` the printer automatically prints (if paper is in the tray). If `TRAY 1 MODE=CASSETTE` the printer prompts to load Tray 1 whether or not Tray 1 is loaded. This enables you to load different paper if necessary. Press **[Go]** to print from Tray 1.

## Selecting the Output Bin

### Top Output Bin



### Rear Output Bin



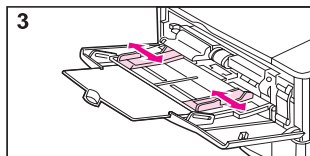
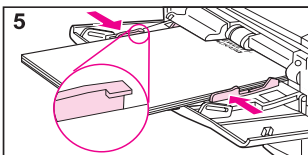
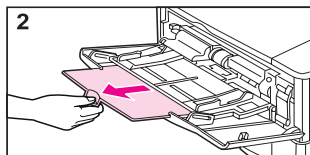
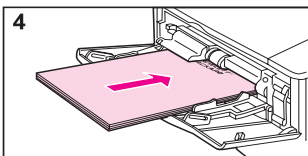
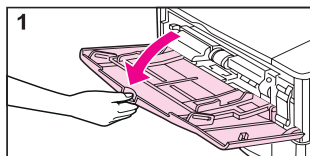
Use top output bin when printing:

- over 50 sheets of paper, continuously
- transparencies

Opening the rear output bin might improve output quality with the following:

- envelopes
- labels
- small custom-size paper
- postcards
- heavy paper

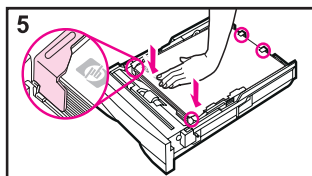
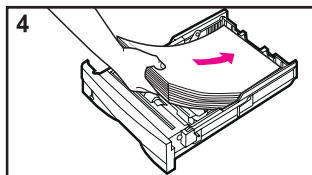
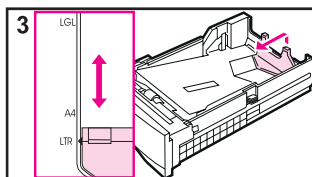
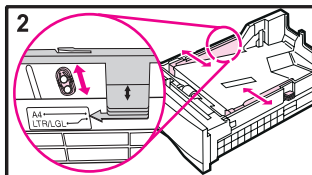
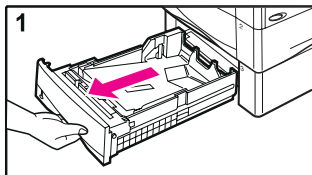
## Loading Tray 1



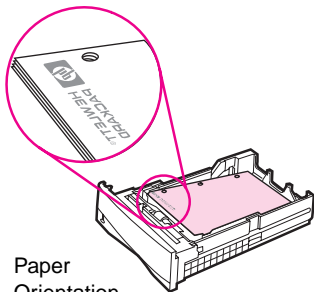
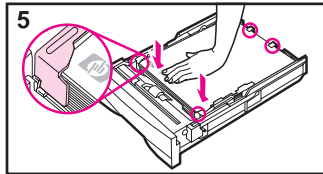
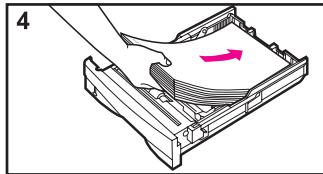
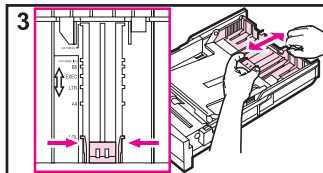
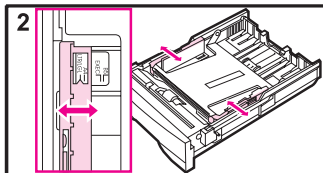
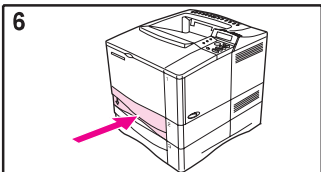
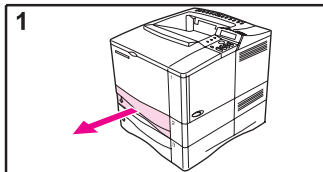
### Note

To avoid paper jams, do not load trays while the printer is printing.

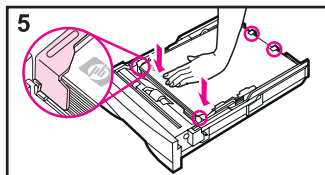
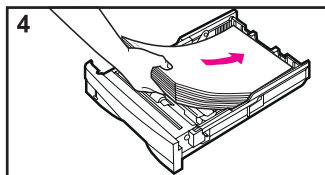
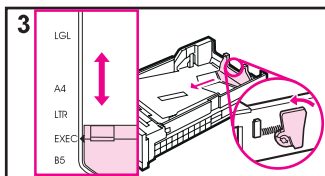
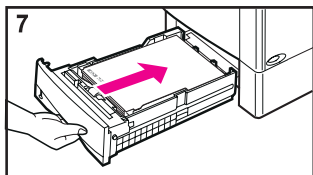
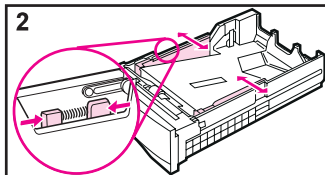
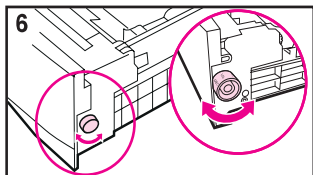
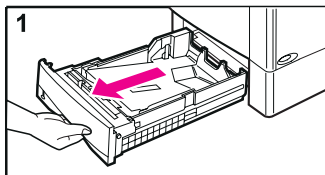
# Loading Tray 2 (4000/4000 N)



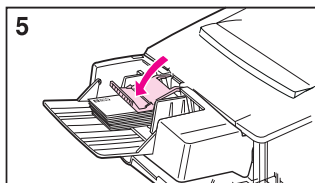
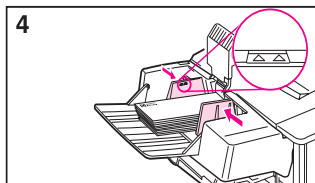
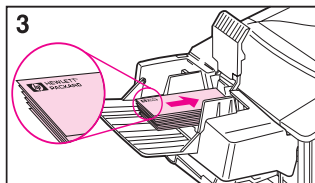
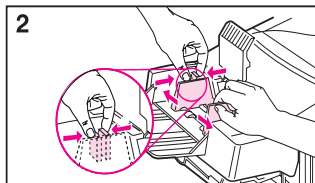
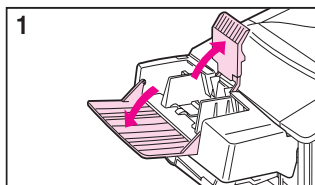
# Loading Trays 2 and 3 (4000 T/4000 TN)



# Loading Optional 500-Sheet Tray



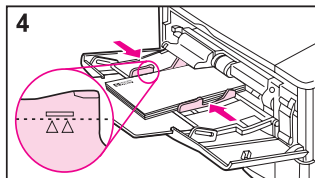
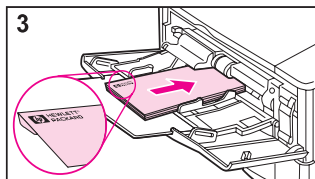
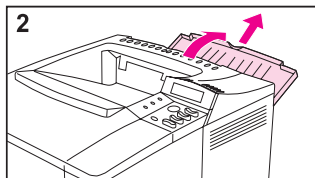
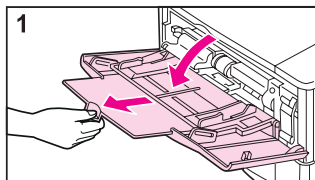
# Loading Envelopes in the Envelope Feeder



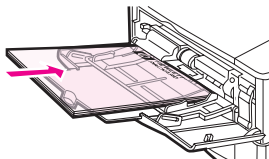


# Special Paper in Tray 1

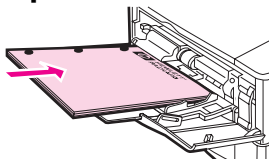
## Envelopes



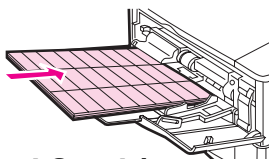
## Transparencies



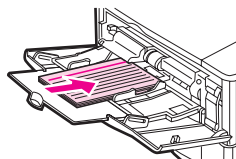
## Letterhead/ Pre-punched



## Labels

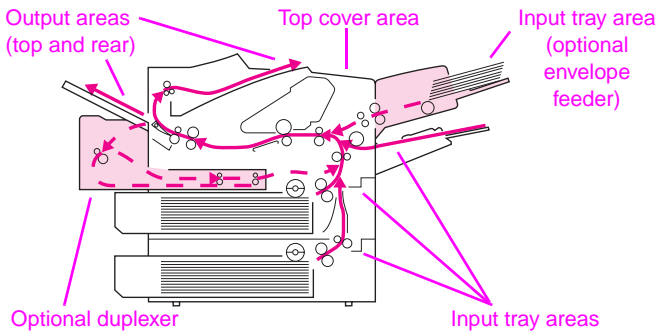


## Card Stock/ Custom Sizes

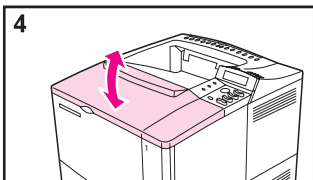
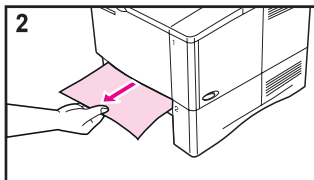
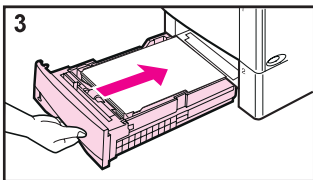
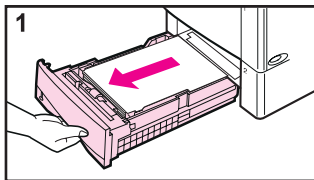


# Paper Jams

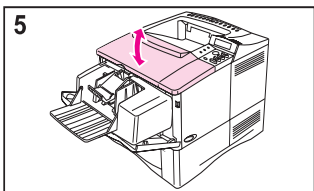
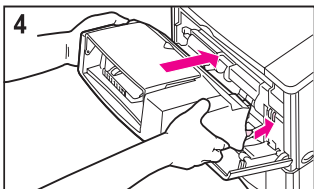
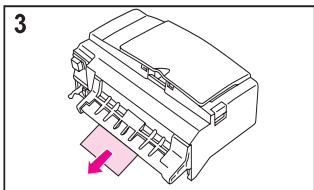
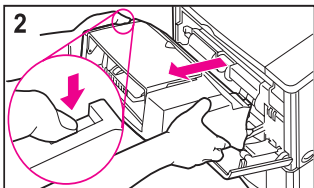
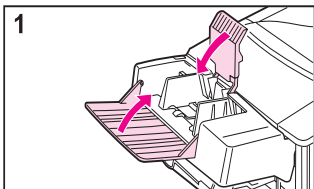
## Locations



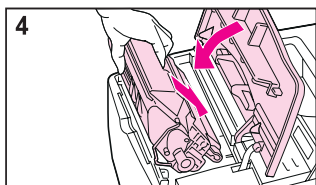
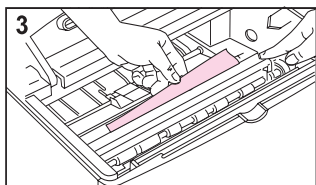
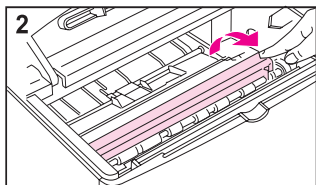
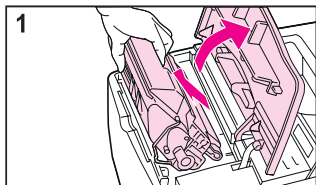
## Input Tray Areas



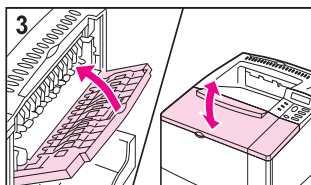
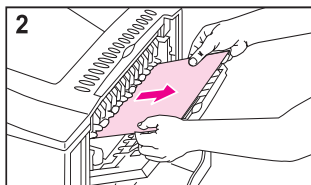
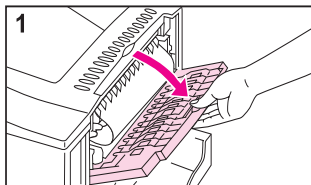
## Optional Envelope Feeder



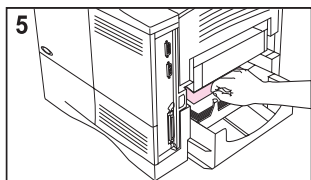
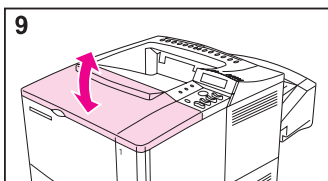
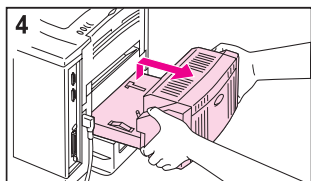
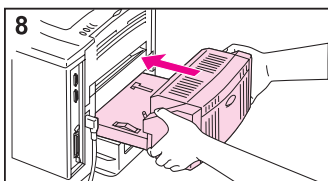
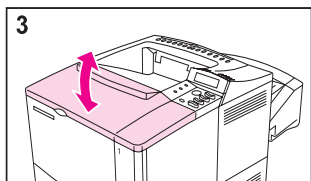
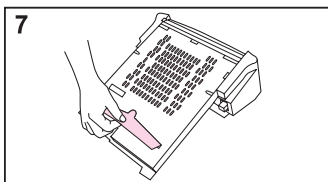
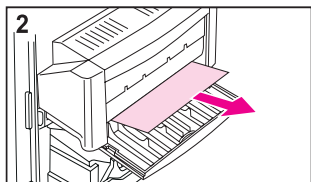
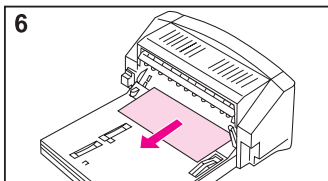
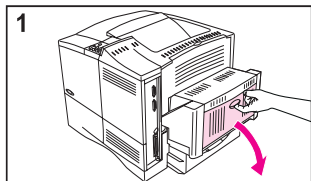
## Top Cover Area



## Output Areas



## Optional Duplexer



# Solving Repeated Paper Jams

**If paper jams occur frequently, try the following:**

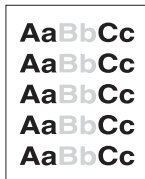
- Check all the paper jam locations. A piece of paper might be stuck somewhere in the printer.
- Check that paper is correctly loaded in the trays, that the trays are correctly adjusted for the loaded paper size, and that the trays are not overfilled.
- Check that all trays and paper handling accessories are completely inserted into the printer. (If a tray is opened during a print job, this might cause a paper jam.)
- Check that all covers and doors are closed. (If a cover or door is opened during a print job, this might cause a paper jam.)
- Try printing to a different output bin.
- The sheets might be sticking together. Try bending the stack to separate each sheet. Do not fan the stack.
- If you are printing from Tray 1, try feeding fewer sheets of paper or fewer envelopes at a time.
- If you are printing small sizes (less than 5 inches long), make sure the paper is oriented correctly in the tray.
- Turn over the stack of paper in the tray. Also try rotating the paper 180°.
- Check the quality of the paper being printed. Damaged or irregular paper should not be used.
- Use only paper that meets HP specifications.

## **Solving Repeated Paper Jams (continued)**

- Do not use paper that has already been used in a printer or copier. (Do not print on both sides of envelopes, transparencies, or labels.)
- Check that the power supplied to the printer is steady, and meets printer specifications.
- Clean the printer.
- Perform routine printer maintenance. Order the Printer Maintenance Kit. See the user's guide for the printer.

# Output Quality Problems

## Examples



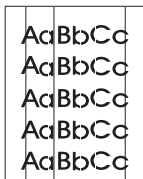
Light Print or  
Fade



Specks  
(front or  
back)



Dropouts



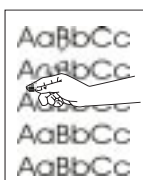
Lines



Gray  
Background



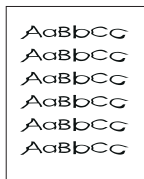
Toner Smear



Loose Toner



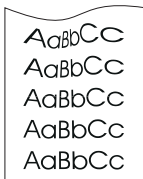
Repeating  
Defects



Misformed  
Characters



Page Skew




Curl or Wave




Wrinkles or  
Creases



# Troubleshooting Steps

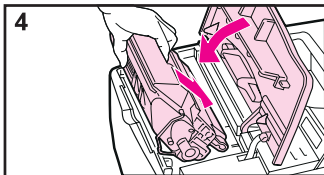
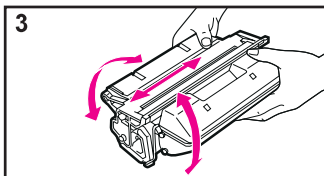
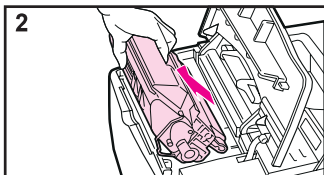
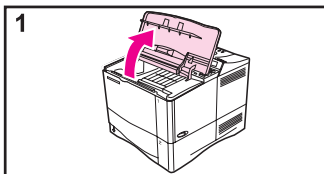
Light Print or Fade	Specks	Dropouts	Lines	Gray Background	Toner Smear	Loose Toner	Repeating Defects	Misformed Characters	Page Skew	Curl or Wave	Wrinkles or Creases	<b>Troubleshooting Steps</b> (Follow the steps in the order they are listed.)  
	✓		✓		✓	✓	✓				✓	1. Print a few more pages to see if the problem will correct itself.
	✓				✓	✓						2. Clean the inside of the printer or use the printer's cleaning page.
✓												3. Make sure EconoMode is off.
										✓	✓	4. Turn over the stack of paper in the tray. Also try rotating the paper 180°.
✓	✓	✓ <sup>1</sup>		✓	✓ <sup>1</sup>	✓ <sup>1</sup>		✓ <sup>1</sup>	✓	✓	✓	5. Check the paper (or other print media) type and quality.
✓		✓		✓						✓	✓	6. Check the printer's environment.
									✓		✓	7. Make sure paper is loaded correctly and that the guides are not too tight or too loose against the paper stack.
										✓	✓	8. Print to a different output bin.
✓		✓		✓								9. Adjust the toner density setting.

## Troubleshooting Steps (Continued)

Light Print or Fade	Specks	Dropouts	Lines	Gray Background	Toner Smear	Loose Toner	Repeating Defects	Misformed Characters	Page Skew	Curl or Wave	Wrinkles or Creases	<b>Troubleshooting Steps</b> (Follow the steps in the order they are listed.)  
		✓				✓						10. Change the fuser mode setting to High or choose rough paper type from the printer driver.
✓												11. Redistribute the toner in the toner cartridge.
✓		✓	✓	✓	✓		✓	✓				12. Install a new HP toner cartridge. (See instructions provided with the toner cartridge.)
	✓						✓					13. To alternate small and standard paper, from the Configuration Menu set SMALL PAPER SPEED=SLOW.
✓	✓	✓	✓	✓	✓		✓					14. Order and install the Printer Maintenance Kit.
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	15. After trying all the steps suggested above, contact an HP-authorized service or support provider. (See the HP Support pages in the user's guide.)

1. Paper may be too smooth.

## Continue Printing When Toner Is Low



### Caution

To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes.

# Resetting the Printer

You can reset the printer by selecting the reset items in the Resets Menu.

Use this menu with caution. You can lose buffered page data or printer configuration settings when you select these items. Only reset the printer under the following circumstances:

- You want to restore the printer's default settings.
- Communication between the printer and computer has been interrupted.
- You are using both the serial and parallel I/O ports, and one of the ports is having problems.

(The items in the Resets Menu will clear all memory in the printer, while **[Cancel Job]** clears only the current job.)

Item	Explanation
RESET MEMORY	<p>This item clears the printer buffer and the active I/O input buffer, and makes the control panel defaults current.</p> <p>The DATA RECEIVED message may display on the control panel.</p> <p>Resetting memory during a print job can result in data loss.</p>
RESTORE FACTORY SETTINGS	<p>This item performs a simple reset and restores most of the factory (default) settings. This item also clears the input buffer for the active I/O.</p> <p>The DATA RECEIVED message may display on the printer control panel.</p>

Item	Explanation
RESET ACTIVE I/O CHANNEL	This item performs a simple reset and clears the input and output buffers (for the active I/Os only). The DATA RECEIVED message may display on the printer control panel.
RESET ALL I/O CHANNELS	This item performs a simple reset and clears the input and output buffers for all I/Os.

# Paper Sizes Supported

Tray 1	Dimensions	Weight	Capacity
Minimum Size (custom)	3 by 5 in (76 by 127 mm)	16 to 53 lb (60 to 199 g/m <sup>2</sup> )	100 sheets of 20 lb (75 g/m <sup>2</sup> ) paper
Maximum Size	8.5 by 14 in (216 by 356 mm)		
Transparency	Same as minimum and maximum paper sizes listed above.	Thickness: 0.0039 in to 0.0045 in (0.099 to 0.114 mm)	75 transparencies
Labels		Thickness: 0.005 in to 0.007 in (0.127 mm to 0.178 mm)	50 labels
Envelopes		20 to 28 lb (75 to 105 g/m <sup>2</sup> )	10 envelopes

## Paper Sizes Supported (continued)

Tray 2 (4000/4000 N)	Dimensions	Weight	Capacity
Letter	8.5 by 11 in (216 by 279 mm)	16 to 28 lb (60 to 105 g/m <sup>2</sup> )	500 sheets of 20 lb (75 g/m <sup>2</sup> ) paper 50-100 transparencies
A4	8.3 by 11.7 in (210 by 297 mm)		
Executive	7.3 by 10.5 in (191 by 267 mm)		
Legal	8.5 by 14 in (216 by 356 mm)		
B5 (ISO)	6.9 by 9.9 (176 by 250 mm)		
B5 (JIS)	7.2 by 10 (182 by 257 mm)		
A5	5.8 by 8.2 (149 by 210 mm)		

## Paper Sizes Supported (continued)

### Trays 2 and 3

(4000 T/4000 TN)

	Dimensions	Weight	Capacity
Letter	8.5 by 11 in (216 by 279 mm)	16 to 28 lb (60 to 105 g/m <sup>2</sup> )	250 sheets of 20 lb (75 g/m <sup>2</sup> ) paper 50-100 transparencies
A4	8.3 by 11.7 in (210 by 297 mm)		
Legal	8.5 by 14 in (216 by 356 mm)		

### Optional 500-Sheet Tray

	Dimensions	Weight	Capacity
Letter	8.5 by 11 in (216 by 279 mm)	16 to 28 lb (60 to 105 g/m <sup>2</sup> )	500 sheets of 20 lb (75 g/m <sup>2</sup> ) paper 50-100 transparencies
A4	8.3 by 11.7 in (210 by 297 mm)		
Executive	7.3 by 10.5 in (191 by 267 mm)		



## Paper Sizes Supported (continued)

### Optional 500-Sheet

#### Tray (continued)

	Dimensions	Weight	Capacity
Legal	8.5 by 14 in (216 by 356 mm)	16 to 28 lb (60 to 105 g/m <sup>2</sup> )	500 sheets of 20 lb (75 g/m <sup>2</sup> ) paper 50-100 transparencies
B5 (ISO)	6.9 by 9.9 (176 by 250 mm)		
B5 (JIS)	7.2 by 10 (182 by 257 mm)		
A5	5.8 by 8.2 in (148 by 210 mm)		
Custom	5.8 by 8.2 to 8.5 by 14 in (149 by 210 to 216 by 356 mm)		

## For More Information

- See the user's guide for the printer.
- See the printer software or printer driver help.



Printed on  
Recycled Paper

Copyright© 1997, 1998  
Hewlett-Packard Co.  
Printed in Singapore

Manual Part No.  
C4118-91111



C4118-91111