Quick Reference Guide

**HEWLETT®
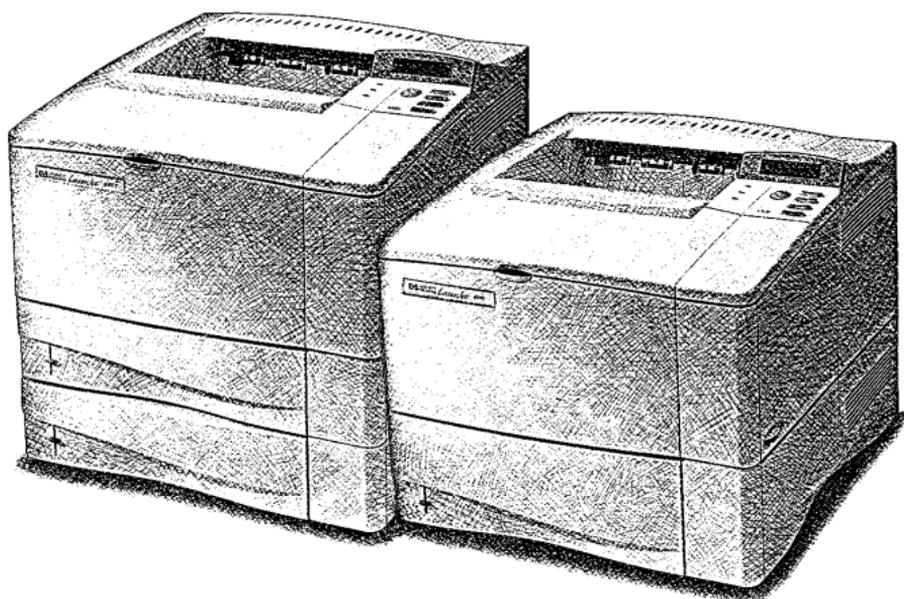PACKARD**

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

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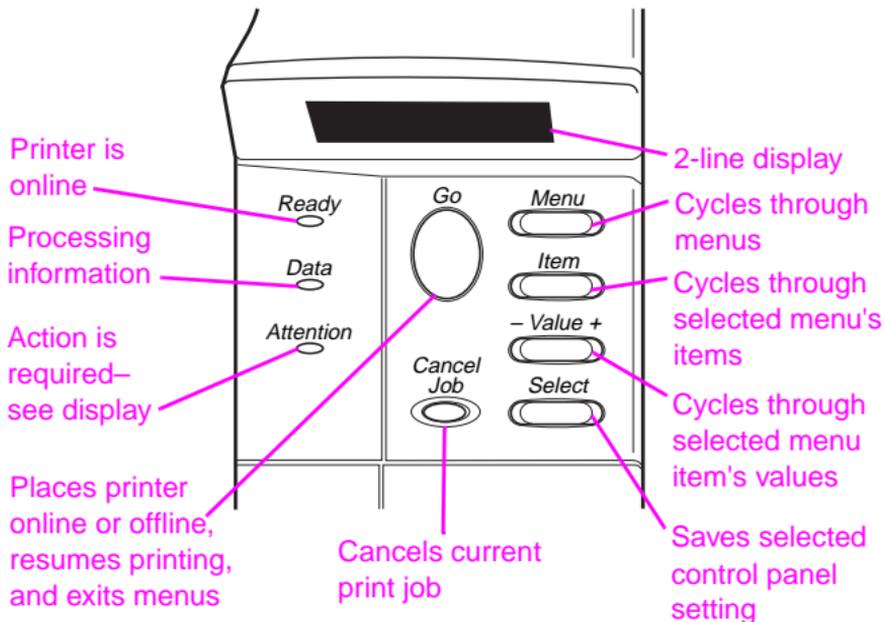
Contents

Contents (continued)

Control Panel

Printer is online — **Ready**

Processing information — **Data**

Action is required– see display — **Attention**

Go

Menu — Cycles through menus

Item — Cycles through selected menu's items

– Value + — Cycles through selected menu item's values

Select — Saves selected control panel setting

Cancel Job

2-line display

Places printer online or offline, resumes printing, and exits menus

Cancels current print job

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 MENUS LOCKED	The control panel function you are trying to access has been locked. See your network adminstrator.
ENV FEEDER LOAD [TYPE] [SIZE]	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.
	Press **[Go]** if the desired envelope is already loaded in the feeder.
	Press **[-Value+]** to scroll through the available types and sizes. Press **[Select]** to accept the alternate type or size.
MANUALLY FEED [TYPE] [SIZE]	Load the requested paper into Tray 1.
	Press **[Go]** if the desired paper is already loaded in Tray 1.
	Press **[-Value+]** to scroll through the available types and sizes. Press **[Select]** to accept the alternate type or size.
OFFLINE	Press **[Go]** 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]	Load the requested paper into the specified tray (X).
	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.
	Press **[Go]** to print from the next available tray.
	Press **[-Value+]** to scroll through the available types and sizes. Press **[Select]** to accept the alternate type or size.
13.X PAPER JAM [LOCATION]	Remove jammed paper from the specified location. Open and close the top cover to clear the message.
	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.)

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
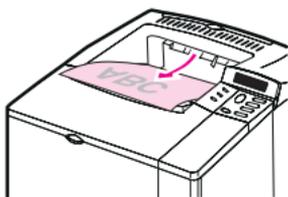
Rear Output Bin
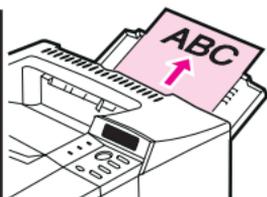
Use top output bin when printing:

- over 50 sheets of paper, continuously
- transparencies

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

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

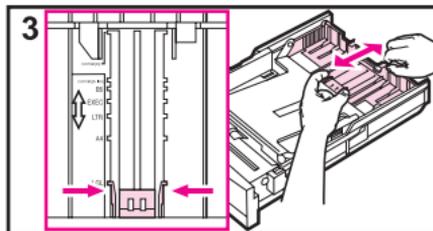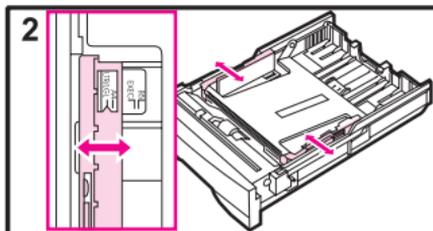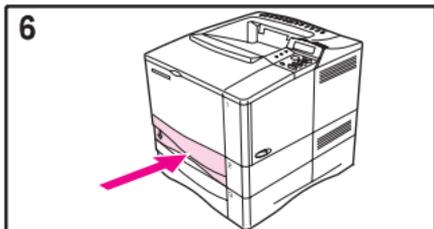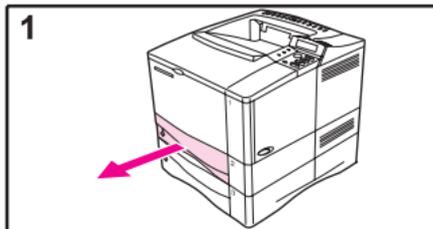# Loading Tray 1

1

2

3

4

5
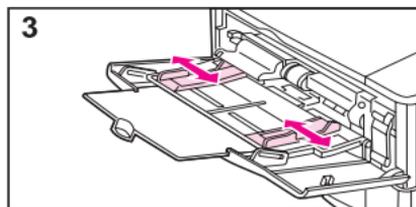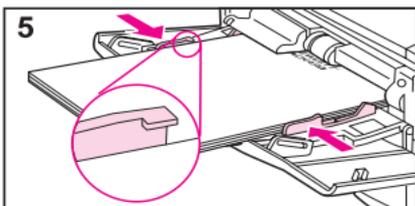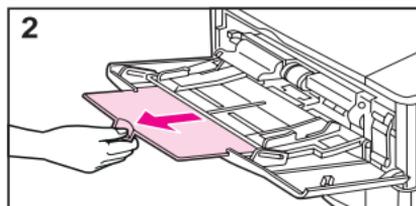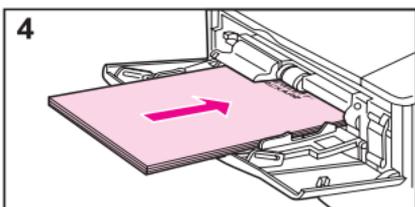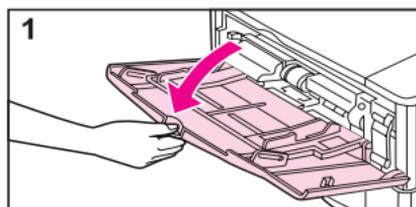
Note

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

Loading Tray 2 (4000/4000 N)
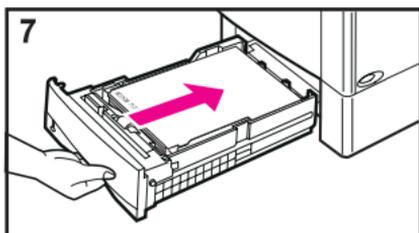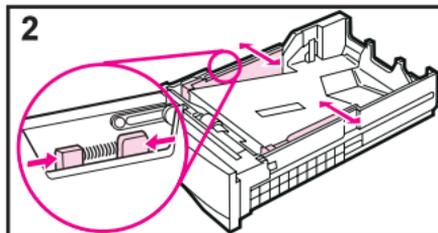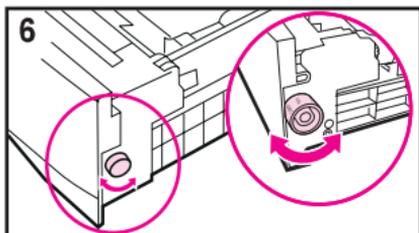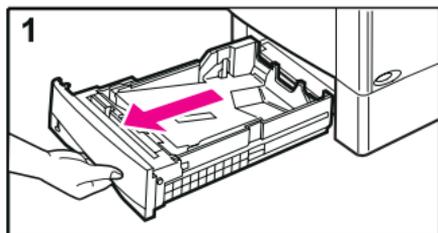
1

2

A4
LTR/LGL

3

LGL

A4

LTR

4

5
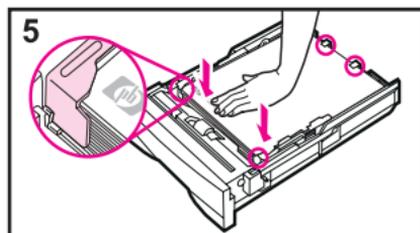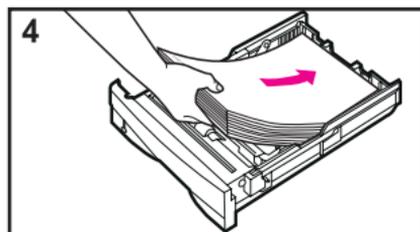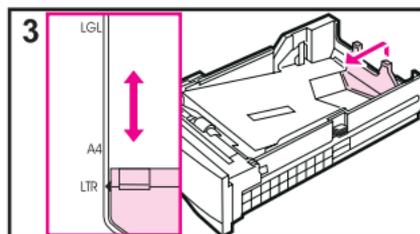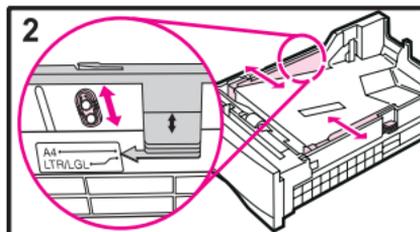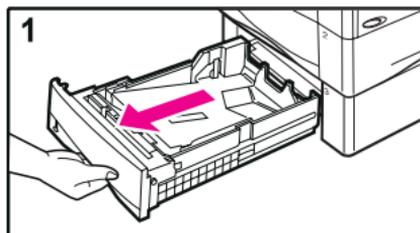
Loading Trays 2 and 3 (4000 T/4000 TN)

1

6

2

3

4
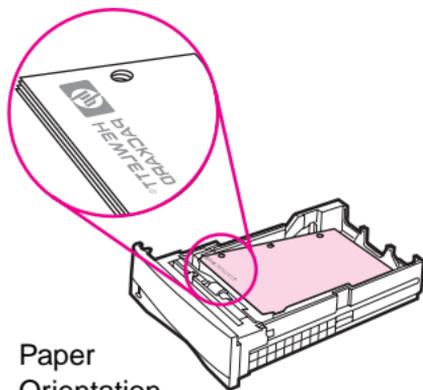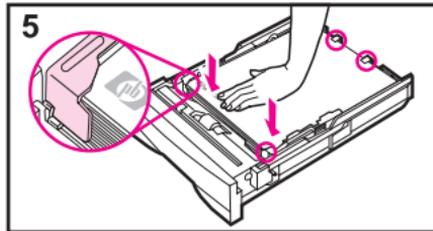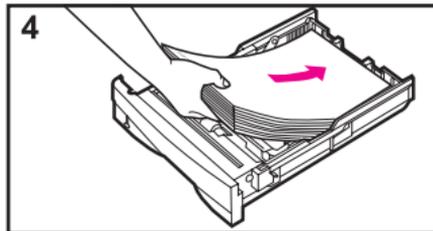
Paper
Orientation

5

Loading Optional 500-Sheet Tray

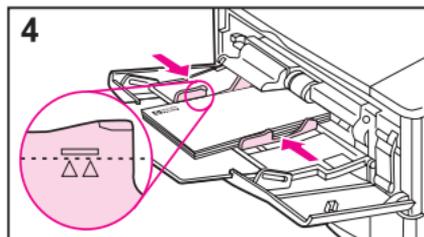**1**

2

3

LGL

A4
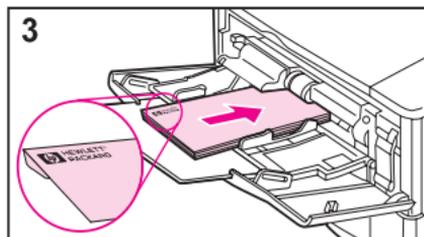
LTR

EXEC

B5

4

5

6

7
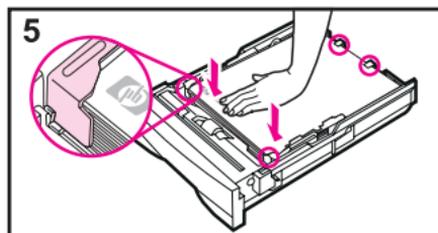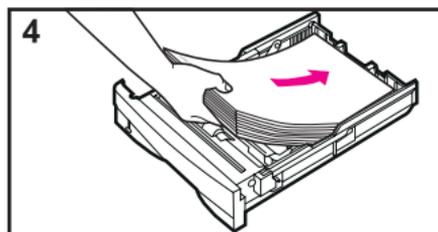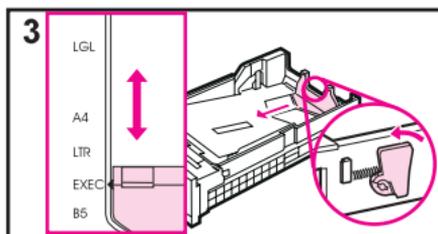
Loading Envelopes in the Envelope Feeder
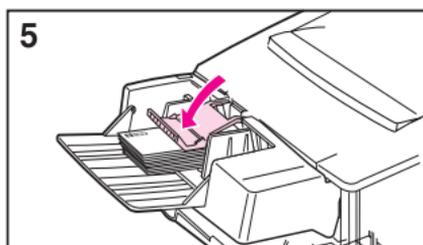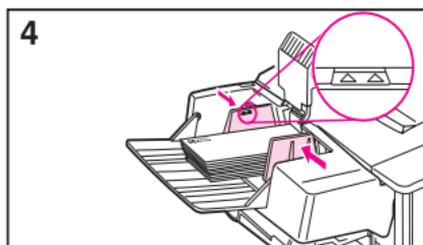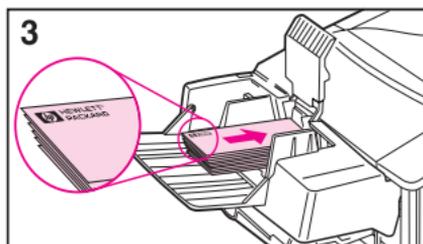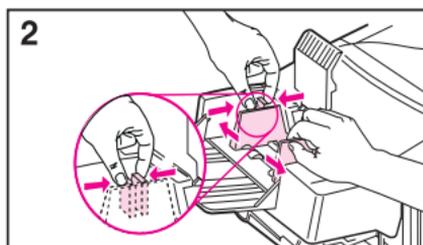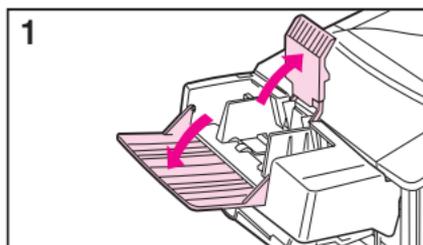
Special Paper in Tray 1

Envelopes
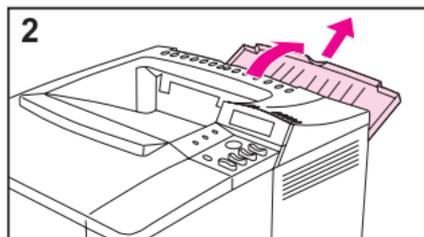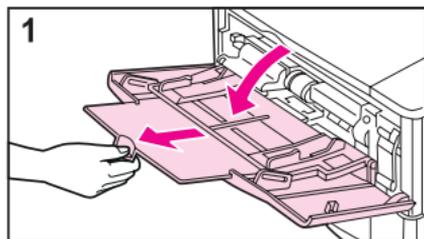
Transparencies
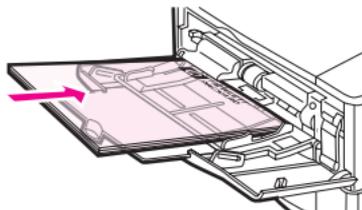
Letterhead/Pre-punched

Labels

Card Stock/Custom Sizes

Paper Jams

Locations

Output areas (top and rear)

Top cover area

Input tray area (optional envelope feeder)

Optional duplexer
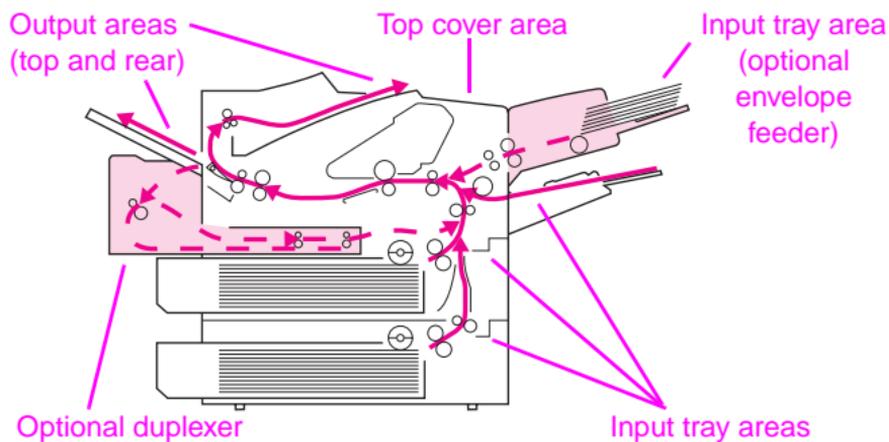
Input tray areas

Input Tray Areas

Optional Envelope Feeder

1

2

3

4

5
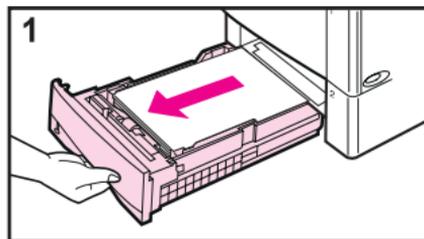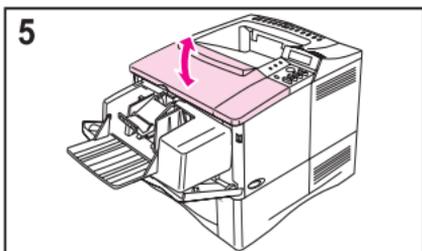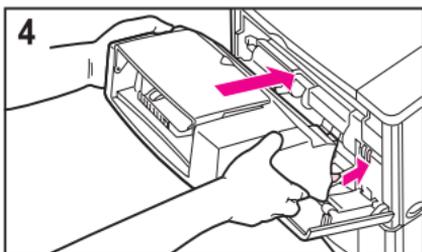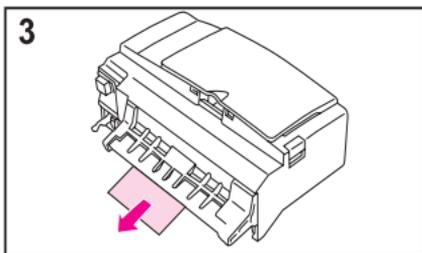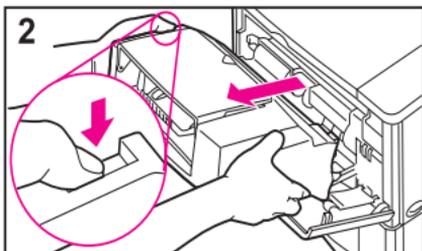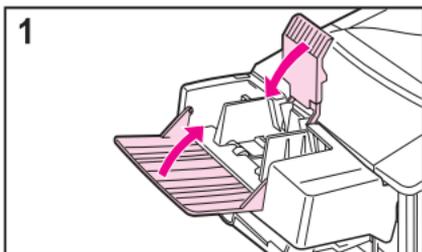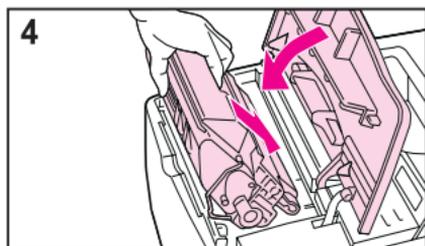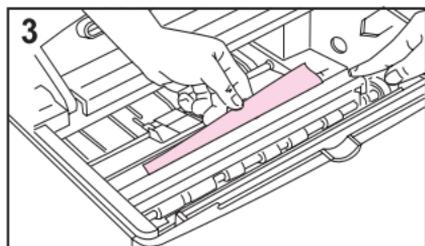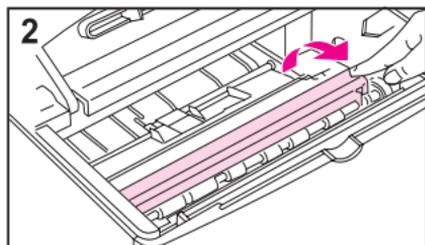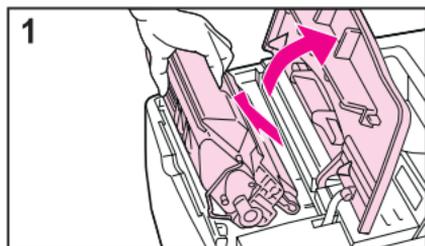
Top Cover Area   **Output Areas**
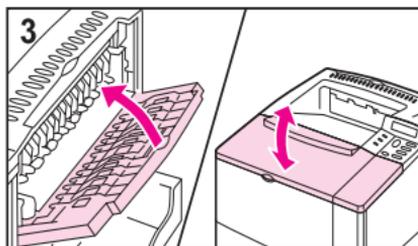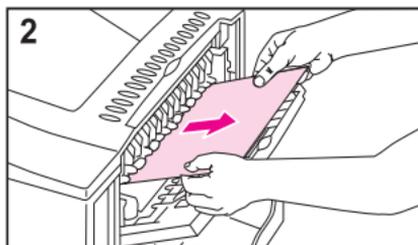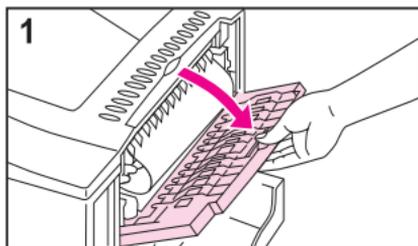
Optional Duplexer
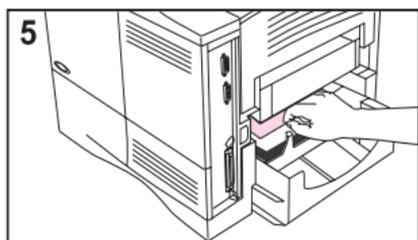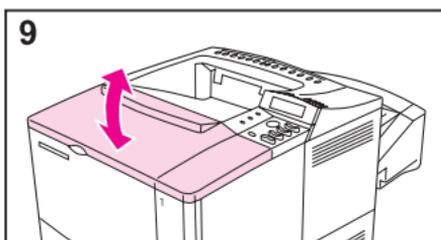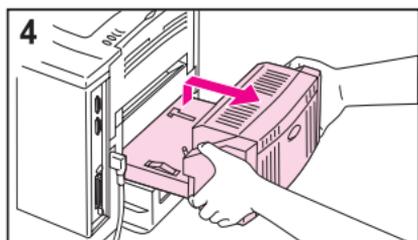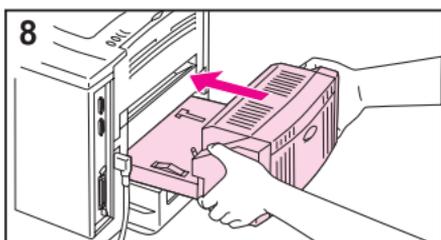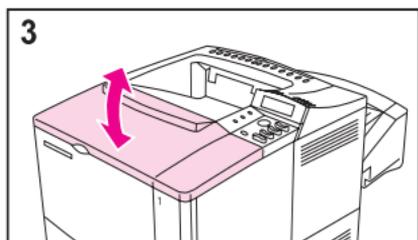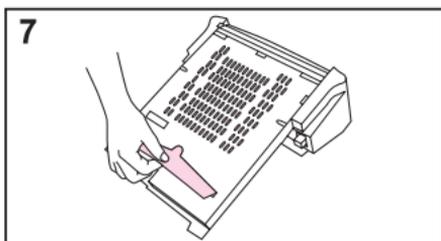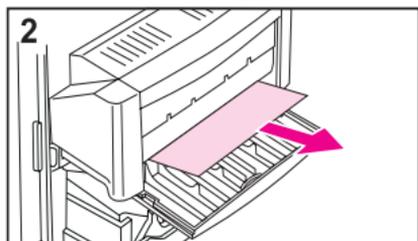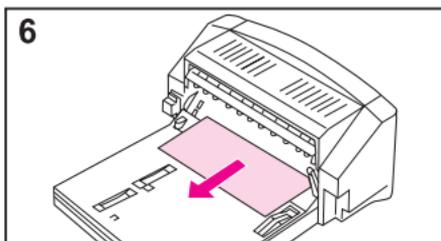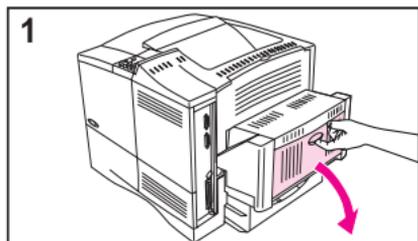
Solving Repeated Paper Jams

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.

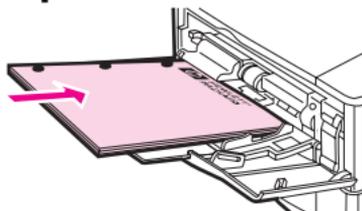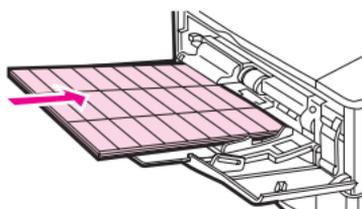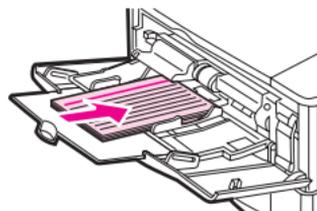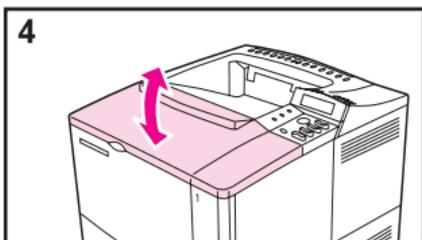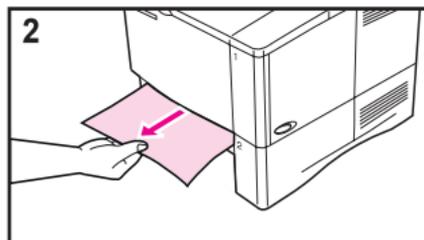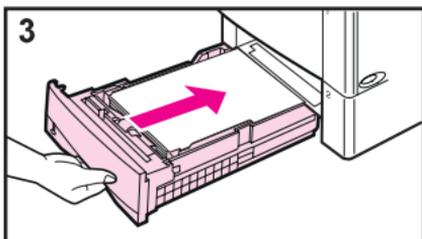- Check that paper is correctly loaded in the trays, that the trays are correctly adjusted for the loaded paper size, and that the trays are not overfilled.

- 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
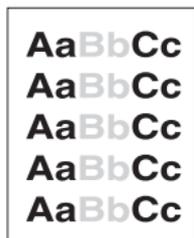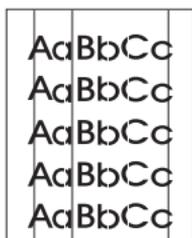
AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

Light Print or Fade

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

Specks (front or back)

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

Dropouts

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

Lines

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

Gray Background

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

Toner Smear

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

Loose Toner

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

Repeating Defects

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

Misformed Characters

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

Page Skew

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

Curl or Wave

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc
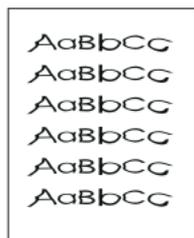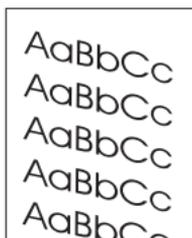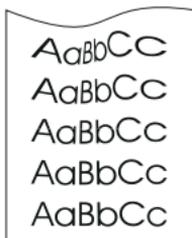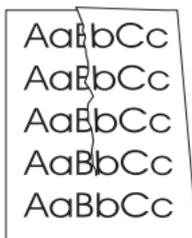
Wrinkles or Creases

Troubleshooting Steps

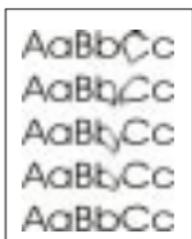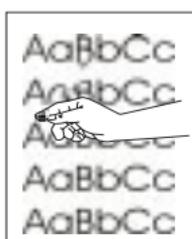| Light Print or Fade	Specks	Dropouts	Lines	Gray Background	Toner Smear	Loose Toner	Repeating Defects	Misformed Characters	Page Skew	Curl or Wave	Wrinkles or Creases	Troubleshooting Steps (Follow the steps in the order they are listed.)
	✓		✓		✓	✓	✓				✓	1. Print a few more pages to see if the problem 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°.
✓	✓	✓[1]		✓	✓[1]	✓[1]		✓[1]	✓	✓	✓	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)
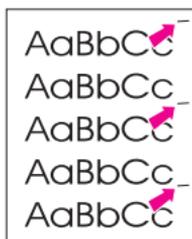
Light Print or Fade	Specks	Dropouts	Lines	Gray Background	Toner Smear	Loose Toner	Repeating Defects	Misformed Characters	Page Skew	Curl or Wave	Wrinkles or Creases	**Troubleshooting Steps** (Follow the steps in the order they are listed.)
		✓				✓						10. Change the fuser mode setting to High or choose 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

1
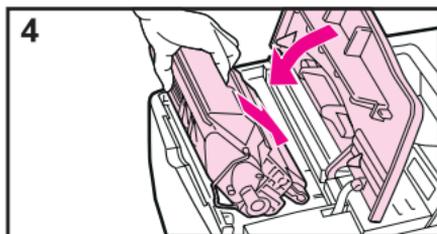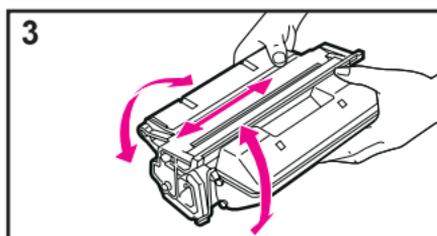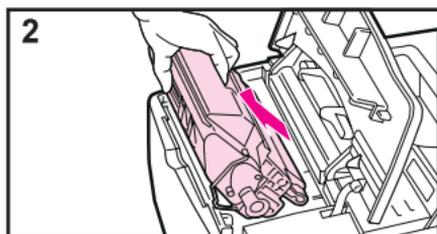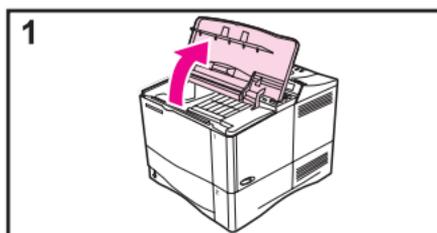
Caution

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

2

3

4

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	This item clears the printer buffer and the active I/O input buffer, and makes the control panel defaults current.
	The DATA RECEIVED message may display on the control panel.
	Resetting memory during a print job can result in data loss.
RESTORE FACTORY SETTINGS	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.
	The DATA RECEIVED message may display on the printer control panel.

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^2)	100 sheets of 20 lb (75 g/m^2) 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^2)	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^2)	500 sheets of 20 lb (75 g/m^2) 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^2)	250 sheets of 20 lb (75 g/m^2) 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^2)	500 sheets of 20 lb (75 g/m^2) 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^2)	500 sheets of 20 lb (75 g/m^2) 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.

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