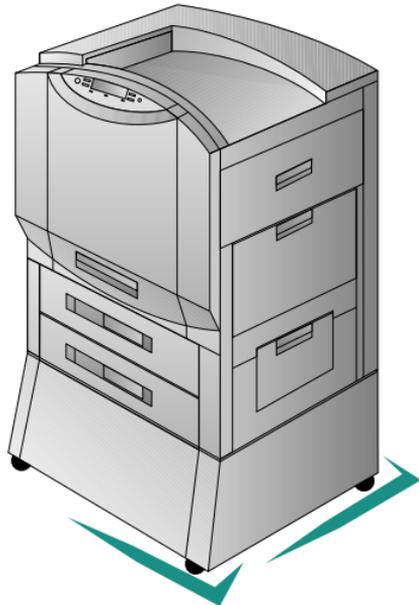


Color 
LaserJet™
8500, 8500 N, 8500 DN Printer



Quick Reference Guide



English

HP Color LaserJet
8500, 8500 N,
8500 DN Printer

Quick Reference
Guide

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Part number:
C3983-90919
First Edition:
October, 1997

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Finding Information About the Printer



Getting Started Guide provides information on installing the hardware and software for the printer.



Quick Reference Guide (this guide) provides information at the printer on media jams, loading media, and common printer control panel messages.



Online Help provides information at your computer about the printer software and printer drivers.



Online User's Guide provides information at your computer on the printer hardware, troubleshooting, and customer service.

Common Messages

Printer Control Panel Messages

The following are common printer control panel messages for conditions that will cause the printer to stop working. For a more complete list of messages, see the online user's guide, or contact the system administrator.

Control Panel Message	Description	Recommended Action
41.3 UNEXPECTED PAPER SIZE LOAD TRAY 1 <Type> <Size>	Tray 1 is configured for one media size, but the printer detects that a different size has been fed from tray 1. <Type> and <Size> are the media type and size specified in the printer driver or application.	Load the proper-size media in tray 1 or reconfigure tray 1 for the media size it contains.
41.5 UNEXPECTED PAPER TYPE LOAD TRAY <X> <Type> <Size>	The printer was expecting one type of media to be fed from an input tray and another type was fed.	Open and close the front door. The printer should feed the page through the printer. Verify that the printer control panel configuration and media are correct.
CLEAR DUPLEX JAM LOWER LEFT DOOR	The printer senses a media jam in the duplex unit.	See "To clear jams from the optional duplexer" in chapter 3.
CLEAR FUSER JAM LOWER LEFT DOOR	The printer senses a media jam in the fuser area.	See "To clear jams from the fuser area" in chapter 3.
CLEAR INPUT JAM	The printer senses a media jam in an input tray	See "To clear jams in tray 1," "To clear jams in trays 2 and 3," and "To clear jams in the optional tray 4" in chapter 3.
CLEAR MAILBOX JAM	The printer senses a media jam in the multi-bin mailbox.	See "To clear jams from the optional multi-bin mailbox" in chapter 3.
CLEAR OUTPUT JAM UPPER LEFT DOOR	The printer senses a media jam in the top output bin.	See "To clear top output bin and upper left door jams" in chapter 3.

Control Panel Message	Description	Recommended Action
CLEAR PAPER JAM	The printer senses a media jam.	Open the printer to locate and clear the jam. For more information, see chapter 3, "Media Jams."
CLEAR TRANSFER JAM	The printer senses a media jam in the transfer drum area.	See "To clear registration and transfer area jams" in chapter 3.
CLEAR TRAY 4 JAM	The printer senses a media jam in tray 4.	See "To clear jams in the optional tray 4" in chapter 3.
CLEAR UNEXPECTED PAPER SIZE JAM THEN LOAD TRAY 1 <Type> <Size>	The printer senses a media jam in tray 1.	See "To clear jams in tray 1" in chapter 3.
CLEARING PAPER FROM PRINTER	The printer is attempting to remove unusable media (such as media damaged in a media jam).	No action is required.
CLOSE <Location> DOOR	The printer senses that one of the printer doors is not closed properly. <Location> is one of the printer doors.	Close the door indicated in the message. After all printer doors are closed, the printer control panel might display the message WARMING UP.
DRUM ERROR REPLACE DRUM KIT	The printer has detected an error in the imaging drum.	Printing cannot continue until the drum kit has been replaced. See the installation guide included with the drum kit.
DRUM LIFE LOW REPLACE DRUM KIT	The imaging drum is almost past its specified life.	Although printing can continue, the drum kit should be replaced for optimum printer operation. See the installation guide included with the drum kit.
DRUM LIFE OUT REPLACE DRUM KIT	The imaging drum is past its specified life.	Printing cannot continue until the drum kit has been replaced. See the installation guide included with the drum kit.
DUPLEX ERROR CHECK DUPLEXER	The printer has detected an error in the duplexer preventing two-sided printing.	Remove the duplexer. Check for and remove any jammed media from the duplexer and reinstall the duplexer.
FACE UP OUTPUT BIN FULL	The top output bin of the multi-bin mailbox is full.	Remove all media from the top output bin on the multi-bin mailbox.
FUSER LIFE LOW REPLACE KIT	The fuser is almost past its specified life.	Although printing can continue, the fuser should be replaced for optimum printer operation. See the installation guide included with the fuser kit.

Control Panel Message	Description	Recommended Action
FUSER LIFE OUT REPLACE KIT	The fuser and paper rollers are past their specified life.	Replace the fuser kit and reset the fuser counter before attempting to print. See the installation guide included with the fuser kit.
INPUT DEVICE PAPER PATH OPEN	The media transfer door on tray 4 is open.	Close the media transfer door.
INSTALL <Color> TONER	One or more of the four toner cartridges are either not installed or not correctly installed in the printer. <Color> can be cyan, magenta, yellow, or black.	Insert the cartridge or make sure the installed cartridge is fully seated in the printer.
INSTALL FUSER LOWER LEFT DOOR	The printer has detected that the fuser is not installed.	Install the fuser and verify that it is properly seated in the printer before attempting to print. See the installation guide included with the fuser kit.
INSTALL IMAGING DRUM OPEN FRONT DOOR	The printer has detected that the imaging drum is not installed.	Install the imaging drum before attempting to print. See the getting started guide or the installation guide included with the drum kit.
INSTALL TRANSFER DRUM OPEN RIGHT DOOR	The printer has detected that the transfer drum is not installed.	Install the transfer drum before attempting to print. See the getting started guide or the installation guide included with the transfer kit.
LOCK TONER LEVER	The blue lever inside the clear door is not locked.	Open the front door of the printer, open the clear door, swing the blue lever to the left to lock it, and close the clear door and the front door.
MAILBOX X OUTPUT BIN FULL	A mailbox on the multi-bin mailbox is full (X can be mailbox 1 through 8).	Remove all media from the mailbox.
MAILBOX NOT ATTACHED	The multi-bin mailbox is not correctly attached to the printer.	Push the mailbox up against the printer. Verify that the wheels on the multi-bin mailbox are not preventing the mailbox from attaching to the printer.
MANUALLY FEED <Type> <Size>	The printer is requesting that a sheet of media or an envelope be manually fed.	Load the proper type and size media into tray 1.
OFFLINE	The printer is offline and there are no error messages pending.	Press Go to bring the printer online.
POWERSAVE ON	The printer is in power save mode.	Clear this message by pressing any key or by sending a print job to the printer.

Control Panel Message	Description	Recommended Action
PROCESSING COPY <X> OF <Y>	The printer is processing a proof and print or copy job.	No action is required.
SEPARATOR OUTPUT BIN FULL	The multi-bin mailbox output bins are full.	Remove all media from the output bins on the multi-bin mailbox.
STACKER OUTPUT BIN FULL	The multi-bin mailbox output bins are full.	Remove all media from the output bins on the multi-bin mailbox.
TONER LOW REPLACE <Color>	The printer is almost out of the specified toner. <Color> can be cyan, magenta, yellow, or black.	Although printing can continue, the toner cartridge should be replaced for optimum printer operation. See the installation guide included with the toner cartridge.
TONER OUT REPLACE <Color>	The printer is out of the specified color of toner. <Color> can be cyan, magenta, yellow, or black.	Printing cannot continue until the specified toner cartridge has been replaced. See the installation guide included with the toner cartridge.
TOP OUTPUT BIN FULL	The top output bin on the printer is full.	Remove all media from the top output bin.
TRANSFER KIT LOW REPLACE KIT	The transfer drum, transfer belt, cleaning roller, and filters are almost past their specified life.	Although printing can continue, the transfer kit should be replaced for optimum printer operation. See the installation guide included with the transfer kit.
TRANSFER KIT OUT REPLACE KIT	The transfer drum, transfer belt, cleaning roller, and filters are past their specified life.	Replace the transfer kit and reset the transfer counter before attempting to print. See the installation guide included with the transfer kit.
TRAY 1 CONTAINS UNKNOWN MEDIA	Media was stacked in tray 1 for continuous manual feed printing and the job has been completed. However, media remains in tray 1. Tray 1 is considered to be not configured.	Configure the media type for tray 1 or remove the remaining media. To configure the media type for tray 1, see the instructions in chapter 2, "Loading Media."
TRAY 1 LOAD <Type> <Size>	There is a user request for a media size that is not currently installed in tray 1.	Load the media type and size specified on the display. After loading the tray, the printer brings itself online.
TRAY X EMPTY <Type> <Size>	A tray not currently selected has run out of media.	Load the media type and size specified on the display.
TRAY X LOAD <Type> <Size> CHECK CONTROL PANEL SETTING	There is a user request for a media size that is not currently installed in the printer. -Or- The tray has run out of media.	Load the media specified on the display, and configure the input tray in the printer control panel. After the tray is loaded, the printer brings itself online. Pressing Go will cause the printer to attempt to print the page on the default size media.

Loading Media

Media Specifications

The table below contains information about loading media including special types such as transparencies, envelopes, labels, and prepunched media. For more complete information on media specifications for this printer, see the online user's guide.

Location	Media Type & Size	Media Weight	Orientation*	Maximum Capacity
Tray 1	Paper Heavy paper (28 to 58 lb; 105 to 216 g/m ²) Letter A4 Executive Legal 11-by-17 inch A3 A5 Custom sizes: minimum 3.9 by 7.5 inch maximum 12 by 18.5 inch	16 to 58 lb (60 to 216 g/m ²) bond	SS: Face up DS: Face down L&F: Short edge (top) toward the rear of tray Letter/A4: Long edge toward the printer	100 sheets of 20 lb (75 g/m ²) bond Limit to media-fill mark on the media width guides
	Prepunched media Letter A4	16 to 58 lb (60 to 216 g/m ²) bond	SS: Face up, with the holes toward printer DS: Face down, with the holes away from printer	100 sheets of 20 lb (75 g/m ²) bond Limit to media-fill mark on the media width guides
	Transparencies Letter A4	4 to 5 mils (0.10 to 0.13 mm) thick**	Face up, with the long edge toward the printer	Limit to media-fill mark on the media width guides

* SS = single-sided printing; DS = double-sided printing; L&F = letterhead and preprinted forms

**HP recommends using 5 mils (0.13 mm) thick transparencies with this printer.

Location	Media Type & Size	Media Weight	Orientation*	Maximum Capacity
Tray 1 (continued)	Envelopes Double postcard (JPOSTD) B5 Commercial #10 C5 DL Monarch	Maximum of 24 lb (90 g/m ²)	Face up, with the short edge toward the printer	Approximately 10 Limit to media-fill mark on the media width guides
	Labels Letter A4	—	Face up, with the long edge toward the printer	Limit to media-fill mark on the media width guides
Trays 2 and 3 (and optional Tray 4)	Paper Letter A4 Executive Legal Trays 3 and 4 only 11-by-17 inch A3	16 to 28 lb (60 to 105 g/m ²)	SS: Face down DS: Face up L&F: Short edge (top) toward the rear of tray	500 sheets of 20 lb (75 g/m ²) bond (trays 2 and 3) 2,000 sheets of 20 lb (75 g/m ²) bond (tray 4) Limit to media-fill mark on the media width guides
	Prepunched media Letter A4	16 to 28 lb (60 to 105 g/m ²)	SS: Face down, with the holes to the right DS: Face up, with the holes to the left	500 sheets of 20 lb (75 g/m ²) bond (trays 2 and 3) 2,000 sheets of 20 lb (75 g/m ²) bond (tray 4) Limit to media-fill mark on the media width guides
Trays 2 and 3 (only)	Transparencies Letter and A4	4 to 5 mils (0.10 to 0.13 mm) thick**	Face down	Limit to media-fill mark on the media width guides

* SS = single-sided printing; DS = double-sided printing; L&F = letterhead and preprinted forms

**HP recommends using 5 mils (0.13 mm) thick transparencies with this printer.

Loading the Input Trays

To load the input trays, first adjust the media guides and then load the media. When you have finished loading the media, configure the input tray in the printer control panel.

Follow the procedures below to adjust the media guides and load media into the input trays. For complete instructions on loading and configuring input trays, see the online user's guide.

Caution

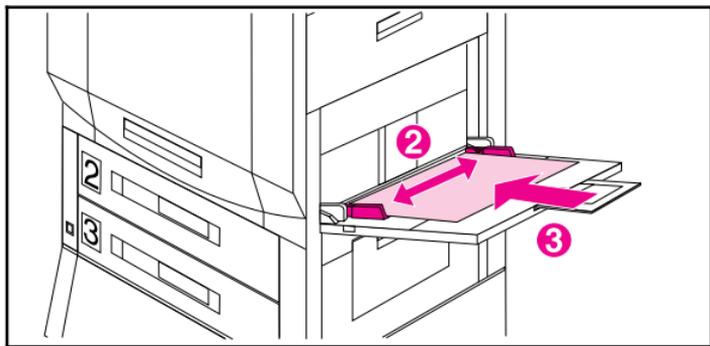
To avoid media jams, never add or remove media while the printer is printing and never overload an input tray.

Loading media (including envelopes) into tray 1

Note

The default mode for tray 1 is First mode. When tray 1 is in First mode, the printer will look for media loaded in tray 1 first. If media is loaded in tray 1, the printer will print from tray 1.

Figure 2-1



- 1 Open tray 1. (Use the tray extension if the media is longer than the tray.)
- 2 Slide the media width guides to the size that matches the media.
- 3 Place the media in the tray and slide it into the printer as far as it will go (until the leading edge rests lightly against the printer).

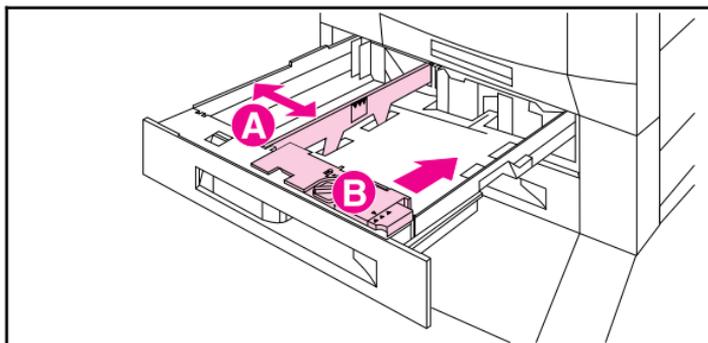
Note

Do not fill the tray above the media-fill mark.

- 4 Configure the media type and size in the PAPER HANDLING MENU in the printer control panel.

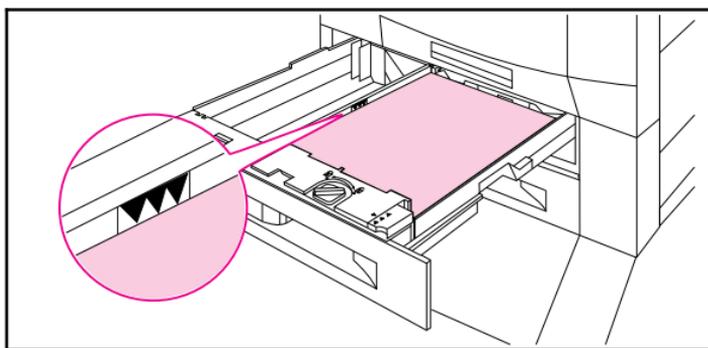
Loading media into trays 2 and 3

Figure 2-2



- 1 Open tray 2 or 3.
- 2 To load media that is a different size from the media previously loaded in the tray, move the two media guides (A and B) to the correct positions.

Figure 2-3



- 3 Load media up to the media-fill marks. For example, 500 sheets of 20 lb (75 g/m²) bond media will fit in the tray.

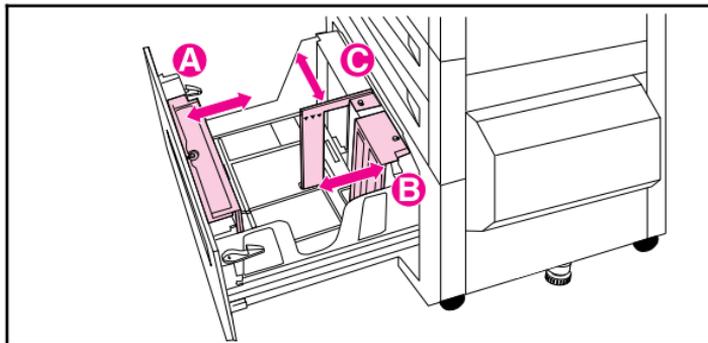
Note

Do not fill the tray above the media-fill mark.

- 4 Push the tray into the printer.
- 5 Configure the media type in the **PAPER HANDLING MENU** in the printer control panel.

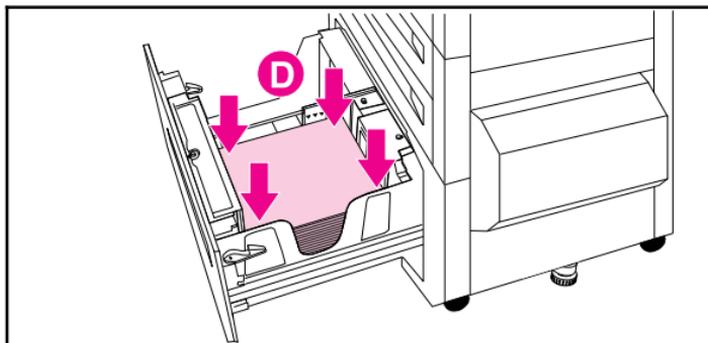
Loading media into (optional) tray 4

Figure 2-4



- 1 Open tray 4.
- 2 To load media that is a different size from the media previously loaded in the tray, move the three media guides (A, B, and C) to the correct positions. Move the left media guide (C) to the back of the tray to load 11-by-17 inch paper.

Figure 2-5



- 3 Load media into the right side of the tray up to the media-fill mark. For example, 2,000 sheets of 20 lb (75 g/m²) bond media will fit in the tray. Push down on all four corners of the media.

Note

Do not place anything in tray 4 to the left of the media guides (D). Also, do not fill the tray above the media-fill mark.

- 4 Push the tray into the printer.
- 5 Configure the media type in the PAPER HANDLING MENU in the printer control panel.

Configuring Media Type in the Printer Control Panel

Configure the printer to recognize the type of media in each of the input trays. If the media type is correctly configured for each tray, the printer will print based on the type and size of media you choose in the printer driver and will automatically use the correct input tray.

Note

If the media type is not set correctly, then the printer might not print on the correct media or at the correct speed for the media type, which can result in poor print quality.

To configure input trays

- 1 Press **Menu** until PAPER HANDLING MENU appears on the printer control panel display.
- 2 Press **Item** until TRAY <number> TYPE = appears on the display.

Note

TRAY 1 TYPE = will only appear if tray 1 is in Cassette mode.

- 3 Press **- Value +** until the correct media type appears on the display.
- 4 Press **Select** to save the selection. An asterisk (*) appears next to the selection.

Note

Tray 2, tray 3, and the optional tray 4 automatically sense the media size. To configure media size for tray 1 in Cassette mode, continue with step 5. Otherwise, proceed to step 8.

- 5 Press **Item** until TRAY 1 SIZE = appears on the display.
- 6 Press **- Value +** until the correct media size appears on the display.
- 7 Press **Select** to save the selection. An asterisk (*) appears to the right of the selection.
- 8 Repeat steps 2 through 4 to configure media type in other trays.
- Or -
Press **Go** to bring the printer online.

For more information about First and Cassette modes for tray 1 and about input tray configuration, see the online user's guide.

Media Jams

Removing Jammed Media

The procedures on the following pages explain how to clear the most commonly occurring jams. After all jammed media have been removed, the printer will warm up and resume printing.

The printer control panel displays messages about where jams occur and which doors to open to clear jams. As a first step, try opening and then closing the front door of the printer. The printer will attempt to clear a jam from the paper path and send the page to an output bin.

If the printer does not clear the jam, try the following:

- Remove all portions of the jammed media from the printer.
- After removing media that has jammed in one area of the printer, check other areas to make sure all media has been removed.

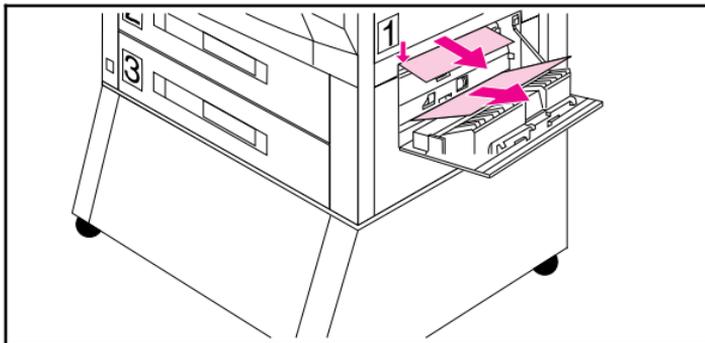
Solving Repetitive Media Jams

If the printer continues to jam, try the following:

- Use only media that meets the media specifications detailed in chapter 2, “Loading Media.”
- Make sure that the media is correctly loaded in the input trays and that all media width guides are correctly set.
- Make sure the tray is not overloaded with media.
- Do not use media that is torn, worn, or irregular.
- Turn over the stack of media in the tray.
- Print heavy media from tray 1.

If the printer continues to jam, contact a local authorized HP service provider. For more information on solving repetitive jams, see the online user’s guide.

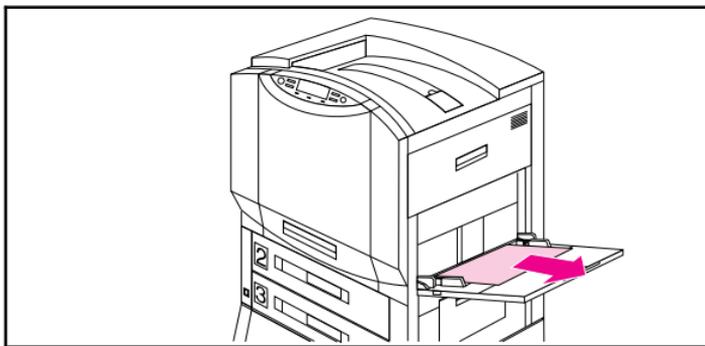
Figure 3-1



To clear jams from the lower right door

- 1 Open the lower right door.
- 2 Remove any jammed media.
- 3 At the left side of the opening, pull the green tab down to lower the bar, remove any jammed media, and release the tab.
- 4 Close the lower right door.

Figure 3-2



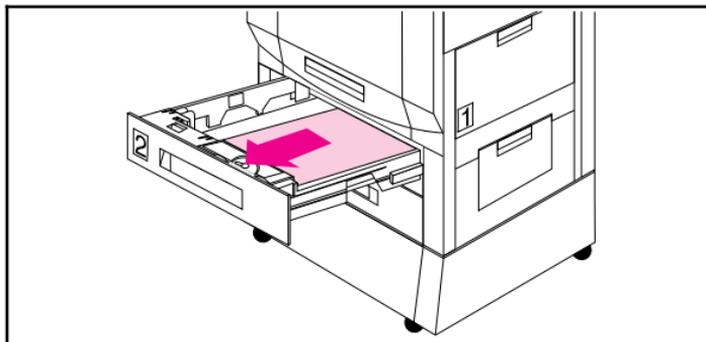
To clear jams in tray 1

- 1 Remove media from tray 1.
- 2 Gently remove any jammed media.
- 3 Load media back into tray 1 and resume printing.

Note

If the media does not come out easily, see “To clear registration and transfer area jams” later in this chapter.

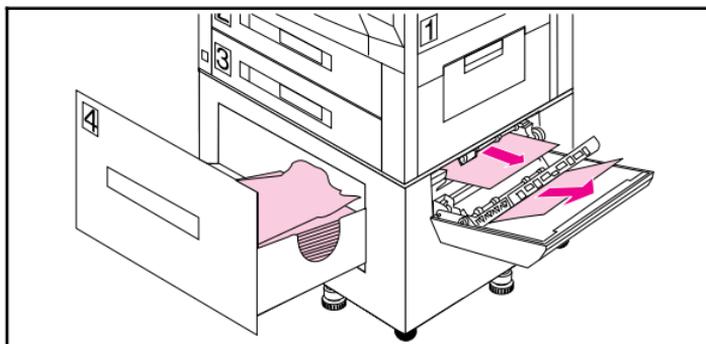
Figure 3-4



To clear jams in trays 2 and 3

- 1 Open tray 2 or tray 3.
- 2 Remove any jammed media. You might have to remove the tray, by lifting it slightly and pulling it out, and look into the opening to locate the jammed media.
- 3 Close the tray.

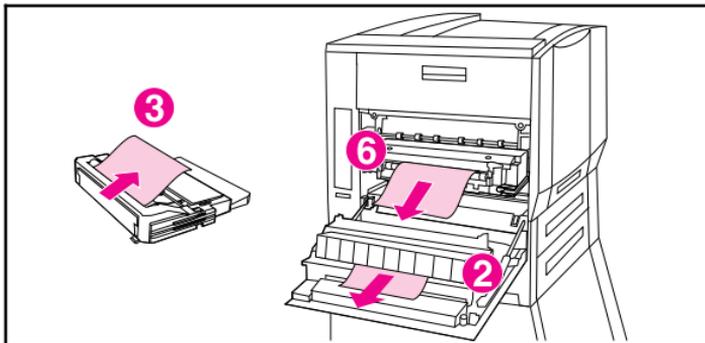
Figure 3-3



To clear jams in the optional tray 4

- 1 Open tray 4.
- 2 Remove any jammed media.
- 3 Open the media transfer door and remove any media.
- 4 Lift the green bar, remove any jammed media, and release the bar.
- 5 Close the media transfer door and tray 4.

Figure 3-5



To clear jams from the fuser area

- 1 Open the lower left door.
- 2 Gently remove any jammed media from the inside of the door or from between the rollers near the top of the opening.

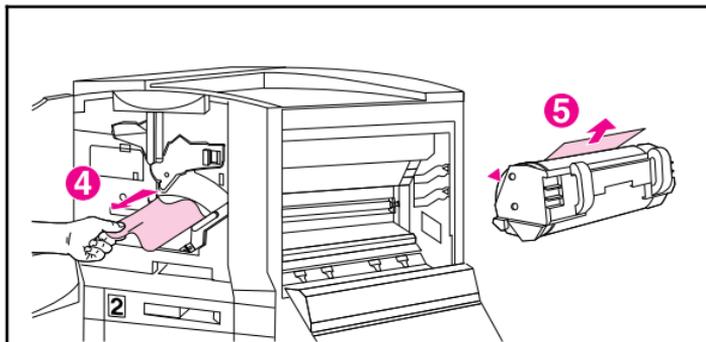
If an optional duplexer is installed, continue with step 3; otherwise, proceed to step 6.
- 3 Press the green tab on the right side of the duplexer and pull the duplexer out of the printer.
- 4 Remove any jammed media from the duplexer.
- 5 Lift the green guide, remove any media, and lower the green guide.

WARNING! Do not touch the fuser; it might be very hot and could cause burns.

- 6 On the left side of the fuser, pull down on the green tab, carefully remove any media, and release the tab.

Repeated jams in the fuser area indicate that the fuser might be installed improperly. Complete steps 7 through 9 if you experience repeated jams in the fuser area; otherwise, proceed to step 10.
- 7 Press down on the large green lever on the right side of the fuser to ensure that it is in its proper position.
- 8 On each side of the fuser, rotate the blue levers down slightly.
- 9 Rotate the blue levers back up until they snap into place.
- 10 If an optional duplexer was removed from the printer, slide the duplexer back into the printer until it clicks into place.
- 11 Close the lower left door.

Figure 3-6



To clear transfer drum jams

- 1 Open the front door, press the white button on the lower (green) lever, and swing the lever to the right.
- 2 Open the upper right door.
- 3 Using the handles, gently pull out the transfer drum until it stops.
- 4 From the front of the printer, remove any jammed media.
- 5 Lift the transfer drum out of the printer and remove any media wrapped around the drum.
- 6 Align the arrows on ends of the transfer drum with the matching arrows on the tracks inside the printer.
- 7 Push the transfer drum into the printer.
- 8 Close the upper right door.

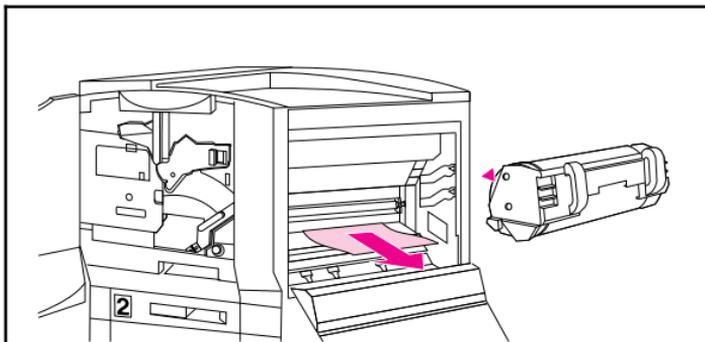
Note If the upper right door does not close, the transfer drum might not be all the way in the printer.

- 9 In the front of the printer, swing the lower (green) lever back to the left, making sure it clicks into place.

Note If the lever does not return to its original position, the transfer drum might not be all the way in the printer.

- 10 Close the front door.

Figure 3-7



To clear registration and transfer area jams

- 1** Open the front door, press the white button on the lower (green) lever, and swing the lever to the right.
- 2** Open the upper right door.
- 3** Using the handles, gently pull out the transfer drum until it stops.
- 4** Remove jammed media from inside the opening.

If the entire page can be removed easily, without forcing it out, continue to step 7. If only one edge of the media can be removed easily, do not force the other edge out.

- 5** In the front of the printer, turn the blue knob counterclockwise to feed the jammed media into the printer.
- 6** From the front of the printer, remove the jammed media.
- 7** Push the transfer drum into the printer.
- 8** Close the upper right door.

Note

If the upper right door does not close, the transfer drum might not be all the way in the printer.

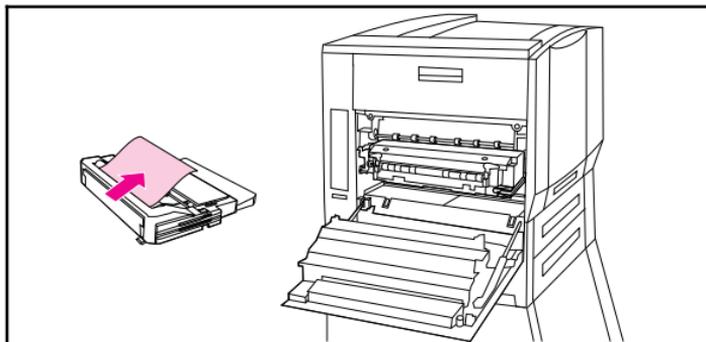
- 9** In the front of the printer, swing the lower (green) lever back to the left, making sure it clicks into place.

Note

If the lever does not return to its original position, the transfer drum might not be all the way in the printer.

- 10** Close the front door.

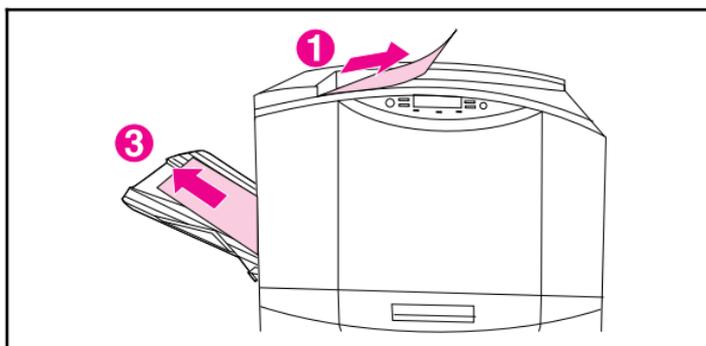
Figure 3-8



To clear jams from the optional duplexer

- 1 Open the lower left door.
- 2 Remove any jammed media from the duplexer.
- 3 Press the green tab on the right side of the duplexer, and pull the duplexer out.
- 4 Lift the green guide, remove any media, and lower the green guide.
- 5 Slide the duplexer back into the printer until it clicks into place.
- 6 Close the lower left door.

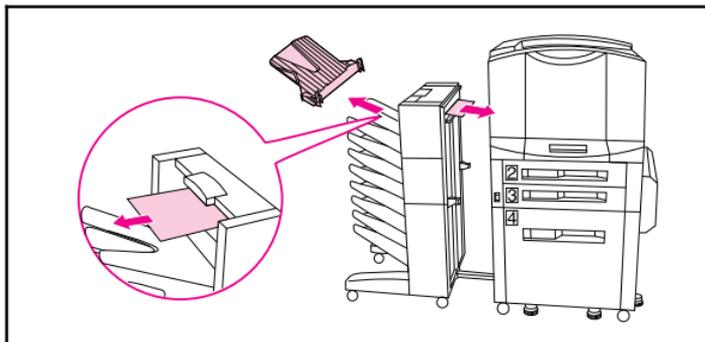
Figure 3-9



To clear top output bin and upper left door jams

- 1 Slowly remove any jammed media from the top output bin.
- 2 Open the upper left door.
- 3 Gently remove any jammed media.
- 4 Close the upper left door.

Figure 3-10



To clear jams from the optional multi-bin mailbox

- 1 Remove the left output bin, remove any jammed media, and replace the left output bin.
- 2 Pull the multi-bin mailbox away from the printer.
- 3 Remove any jammed media from between the mailbox and printer.
- 4 Push the multi-bin mailbox back toward the printer.

Service and Support Information

Take a look at all HP Support has to offer!

Thank you for your purchase. Along with your product, you receive a variety of support services from Hewlett-Packard and our support partners designed to give you the results you need, quickly and professionally.

<p>Online Services: for 24-hour access to information over your modem, we suggest these services.</p>	<p>World Wide Web URL—Printer drivers, updated HP printer software, plus product and support information may be obtained from the following URLs:</p> <p>in the U.S.: http://www.hp.com in Europe: http://www2.hp.com</p> <p>Printer drivers may be obtained from the following sites:</p> <p>in Japan: ftp://www.jpn.hp.com/drivers/ in Korea: http://www.hp.co.kr in Taiwan: http://www.hp.com.tw or from a local driver website of http://www.dds.com.tw.</p>
	<p>HP Bulletin Board Service—Our electronic download service provides convenient access to HP printer drivers, updated HP printer software, product information, and troubleshooting hints. Set your communication software to N, 8, 1 and dial or use:</p> <p>in the U.S. and Canada: (1) (208) 344-1691 in Taiwan: (886) (2) 923-3233 in Korea: HITEL or CHOLIAN (Go HPK) in Australia: (61) (3) 9890 0276 in New Zealand: (64) (9) 356 3660 in China: (86) (10) 6261-4172</p> <p>European Bulletin Board Service numbers are listed at http://www2.hp.com</p>
	<p>America OnLine—(America OnLine/Bertelsmann is available in France, Germany, and the UK)—Printer drivers, updated HP printer software, and support documentation are available to help answer questions on HP products. Use Keyword HP to start your tour or call (1) (800) 827-6364 and ask for representative #1118 to subscribe.</p>

Online Services (continued)	CompuServe —Printer drivers, updated HP printer software, and interactive sharing of technical information with other members are available on CompuServe's HP User's forums (GO HP), or call (1) (800) 524-3388 and ask for representative #51 to subscribe. (CompuServe is also available in the UK, France, Belgium, Switzerland, Germany, and Austria.)
Obtaining Software Utilities and Electronic Information: For U.S. and Canada: For Asia-Pacific Countries/Regions: For Australia, New Zealand, and India: For European English:	Phone: (1) (970) 339-7009 Mail: Hewlett-Packard Co. Fax: (1) (970) 330-7655 P.O. Box 1754 Greeley, CO 80632 USA Contact Fulfill Plus at (65) 740-4477 (Hong Kong, Indonesia, Malaysia, Philippines, or Singapore). For Korea, call (82) (2) 3270-0805 or (82) (2) 3270-0893. For Australia and New Zealand, call (61) (2) 565-6099. For India, call (91) (11) 682-6035. Call (44) (142) 986-5511.
HP Direct Ordering for Accessories and Supplies	Call (1) (800) 538-8787 (U.S.) or (1) (800) 387-8164 (Canada).
HP Support Assistant compact disc:	This support tool offers a comprehensive online information system designed to provide technical and product information on HP products. To subscribe to this quarterly service in the U.S. or Canada, call (1) (800) 457-1762. In Hong Kong, Indonesia, Malaysia, or Singapore, call Fulfill Plus at (65) 740-4477.
HP Service Information:	To locate HP-authorized dealers, call (1) (800) 243-9816 (U.S.) or (1) (800) 387-3867 (Canada).
HP Service Agreements:	Call (1) (800) 446-0522 (U.S.) or (1) (800) 268-1221 (Canada).

HP FIRST: HP FIRST Fax will deliver detailed troubleshooting information on common software and troubleshooting tips for your HP product. Call from any touch-tone phone and request up to three documents per call. These documents will be sent to the fax of your choice.

Australia	(61) (3) 9272-2627	Korea	(82) (2) 769-0543
Austria	(43) (1) 0660-8128	Malaysia	(60) (3) 298-2478
Belgium	(32) (2) 0800-1-1906	Netherlands	(31) (20) 0800-22-2420
(Dutch)		New Zealand	(64) (9) 356-6642
Belgium	(32) (2) 0800-1-7043	Norway	(47) 800-11319
(French)		Philippines	(65) 291-7951
Canada	(1) (800) 333-1917	Portugal	(351) (1) 0505-313342
China	(86) (10) 6505-5280	Singapore	(65) 275-7251
Denmark	(45) 8001-0453	Spain	(34) (90) 099-3123
English	(31) (20) 681-5792	Sweden	(46) (2) 079-5743
(outside of		Switzerland	(41) (1) 0800-551527
UK)		(German)	
Finland	(358) (9) 0800-13134	Switzerland	(41) (1) 0800-551526
France	(01) (43) 623-444	(French)	
Germany	(49) (13) 081-0061	Taiwan	(886) (2) 719-5589
Hong Kong	(852) 2506-2422	Thailand	(66) (2) 661-3511
Hungary	(36) (1) 252-4647	United	(44) (134) 0800-960271
India	(91) (11) 682-6035	Kingdom	
Indonesia	(62) (21) 352-2044	United States	(1) (800) 333-1917
Italy	(39) (2) 1678-59020		
Japan	(81) (3) 3335-8622		

Customer Support Options Worldwide

In addition to the phone numbers listed below, appendix E of the online user's guide, "Warranty and Support Information," contains worldwide sales and service addresses and phone numbers for countries/regions not listed here.

Customer Support & Product Repair Assistance for the U.S. and Canada:	Call (1) (208) 323-2551 Monday through Friday from 6 am to 6 pm (Mountain Time) <i>free of charge during the Warranty Period. However, your standard long-distance phone charges still apply.</i> Have your serial number ready when calling.
	Post-warranty telephone assistance is available to answer your product questions. Call (1) (900) 555-1500 (\$2.50* per minute, U.S. only) or call (1) (800) 999-1148 (\$25* per call, Visa or MasterCard, U.S. and Canada). <i>Charges begin only when you connect with a support technician. *Prices subject to change.</i>

European Customer Support Center Language and In-Country Options Available
Open Monday-Friday 8:30-18:00 CET

HP provides a free telephone support service during the warranty period. By calling a telephone number listed below, you will be connected to a responsive team waiting to help you. If you require support after your warranty has expired, you can receive support for a fee through the same telephone number. The fee is charged on a per-incident basis. When calling HP, please have the following information ready: product name and serial number, date of purchase, and description of the problem.

Danish: Denmark (45) 3929-4099	German: Austria (43) (1) 0660-6386
Dutch: Belgium (32) (2) 626-8806	Germany (49)(180) 525-8143
Netherlands (31) (20) 606-8751	Italian: Italy (39) (2) 264-10350
English: Ireland (353) (1) 662-5525	Norwegian: Norway (47) 2211-6299
UK (44) (171) 512-5202	Portuguese: Portugal (351) (1) 441-7199
International (44) (171) 512-5202	Spanish: Spain (34) (90) 232-1123
Finnish: Finland (358) (9) 0203-47288	Swedish: Sweden (46) (8) 619-2170
French: Belgium (32) (2) 626-8807	
France (01) (43) 623-434	
Switzerland (41) (84) 880-1111	

In-country/region Support Numbers

If you require support after your warranty has expired or additional product repair services, or if your country/region is not listed below, see the "World Wide Sales and Service" section in appendix E of the online user's guide.

Argentina (54) (1) 781-4059	Malaysia (60) (3) 295-2566
(54) (1) 781-4069	México D.F. (52) (5) 326-4600
Australia (61) (3) 272-8000	México Guadalajara (52) (3) 669-9500
Brazil (55) (11) 709-1444	México Monterey (52) (83) 378-4240
Canada (1) (208) 323-2551	Middle East/Africa (41) (22) 780-7111
China (86) (10) 6261-4174	New Zealand (64) (9) 356-6640
(86) (10) 6261-4175	Philippines (63) (2) 894-1451
(86) (10) 6261-4176	Poland (48) (22) 37-5065
(86) (10) 6262-5666	Portugal (351) (1) 301-7330
Czech Republic (42) (2) 471-7321	Russia (7) (95) 923-5001
Greece (30) (1) 689-6411	Singapore (65) 272-5300
Hong Kong (852) 800-7729	Switzerland (41) (1) 753-7111
Hungary (36) (1) 343-0310	Taiwan (886) (2) 717-0055
India (91) (11) 682-6035	Thailand (66) (2) 661-4011
(91) (11) 682-6069	(66) (2) 661-4012
Indonesia (62) (21) 350-3408	Turkey (90) (1) 224-5925
Japan (81) (3) 3335-8333	
Korea (82) (2) 3270-0700;	
outside Seoul, call (82)	
(80) 999-0700	



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Printed in USA 10/97

**Manual Part No.
C3983-90919**



C3983-90919



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