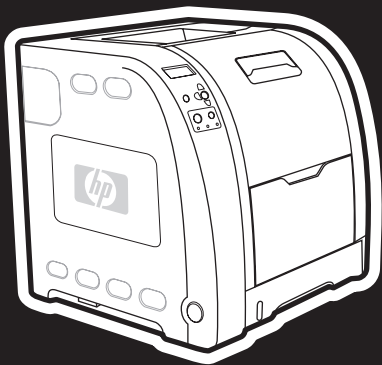


software
technical
reference



hp LaserJet 3500



hp LaserJet 3500 series printers

software technical reference

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1 Purpose and scope

Introduction

This Software Technical Reference (STR) provides information about and troubleshooting tips for the printing system software for the HP Color LaserJet 3500 series printer.

This document is prepared in an electronic format to serve as a quick-reference tool for Customer Care Center (CCC) agents, support engineers, system administrators, management information systems (MIS) personnel, and HP LaserJet printer end-users, as appropriate.

The following information is included in this technical reference:

- descriptions of drivers and platforms with system modifications
- procedures for installing and uninstalling software components
- descriptions of problems that can arise while using the printer, and known solutions to those problems

Note System modification information and descriptions of known software issues and workarounds are included as an addendum to this software technical reference.

The following table contains descriptions of the printer models that are described in this STR. The printing system software for each printer model accommodates the differences between models.

Note Bundle configurations might vary among countries/regions.

HP Color LaserJet 3500 series printer models

Model	Memory	Speed	Connectivity	Paper handling	Resolution and print cartridge
3500	<ul style="list-style-type: none"> 64 megabytes (MB) synchronous dynamic random-access memory (SDRAM) 	<ul style="list-style-type: none"> 12 pages per minute (ppm) letter-size media 11 ppm A4-size media 	<ul style="list-style-type: none"> USB 2.0 High-speed connection 	<ul style="list-style-type: none"> One 100-sheet multipurpose tray (tray 1); maximum paper size, legal (216 mm by 356 mm, 8.5 by 14 inches) One 250-sheet tray (tray 2); maximum paper size, legal (216 mm by 356 mm, 8.5 by 14 inches) Optional 500 sheet tray (tray 3); maximum paper size, letter (215 mm by 279 mm, 8.5 by 11 inches) 	<ul style="list-style-type: none"> 600 dpi or 2400 REt 6,000-page print cartridge
3500n	<ul style="list-style-type: none"> 64 megabytes (MB) synchronous dynamic random-access memory (SDRAM) 	<ul style="list-style-type: none"> 12 pages per minute (ppm) letter-size media 16 ppm A4-size media 	<ul style="list-style-type: none"> USB 2.0 High-speed connection HP JetDirect en3700 external print server for easy connectivity to 10/100baseT networks. 	<ul style="list-style-type: none"> One 100-sheet multipurpose tray (tray 1); maximum paper size, legal (216 mm by 356 mm, 8.5 by 14 inches) One 250-sheet tray (tray 2); maximum paper size, legal (216 mm by 356 mm, 8.5 by 14 inches) Optional 500 sheet tray (tray 3); maximum paper size, letter (215 mm by 279 mm, 8.5 by 11 inches) 	<ul style="list-style-type: none"> 600 dpi or 2400 REt 6,000-page print cartridge

2 Software description

Introduction

The HP Color LaserJet 3500 printer comes with software and installers for Microsoft (R) Windows (R) and Apple Computer, Inc., Macintosh systems. For information about specific system installers, drivers, and components, locate the section that corresponds to that system.

Supported operating systems

The following operating systems (OSs) support the HP Color LaserJet 3500 printing-system software, including standard printer command language (PCL) drivers. Windows OSs support a full-featured configuration of the HP Color LaserJet 3500 series printer; other OSs support varying levels of functionality.

- Windows 98
- Windows Millennium Edition (Me)
- Windows NT (R) (Service packs 3 through 6)
- Windows 2000 (Service packs 1 and 2)
- Windows XP Home Edition and Windows XP Professional (Service pack 1)
- Windows Server 2003

Note

Throughout this guide, Windows XP is used to denote both Windows XP Home Edition and Windows XP Professional.

Additional operating environments

The following operating environments also support the HP Color LaserJet 3500 printing system:

- Windows Terminal Server
- Citrix Terminal Server
- Windows Cluster Server
- Mac OS 9.x and Mac OS X (10.1 or later)

For more information, go to: <http://www.hp.com/support/lj3500>.

Technology background information

This section contains information about the following topics:

- HP Color LaserJet 3500 printer drivers
- HP Color LaserJet 3500 user documentation
- Bidirectional communication
- Driver Autoconfiguration
- HP Toolbox
- Remote firmware update
- Euro character

HP LaserJet printer drivers

HP LaserJet printer drivers for the HP Color LaserJet 3500 printer control the print settings. These printer drivers differ, depending on the operating system environment. The HP color LaserJet 3500 driver is available for the supported operating systems.

You gain access to the drivers through onscreen windows, or driver tabs, that offer dialog boxes with printer settings. The driver tabs are available in the software application from which you send your print jobs to the printer and from your computer control panel.

The graphical user interface (GUI) of the driver tabs differs from driver to driver. See Chapter 3, "Driver features," for detailed information about each of the HP printer drivers.

HP LaserJet user documentation

Adobe(R) Acrobat Reader(R)

The HP Color LaserJet 3500 software compact disk read-only memory (CD-ROM) includes Adobe Acrobat Reader for viewing online documentation. When you click any of the documentation links on the HP Color LaserJet 3500 software CD-ROM, the installer scans the system for an installed portable document format (PDF) reader. If the installer cannot find a reader, the installer presents the option to install the Adobe Acrobat Reader.

Note Adobe Acrobat Reader 4.0 or later is required to view the documents on the HP Color LaserJet 3500 software CD-ROM.

HP LaserJet guides

On the CD-ROM that came with the printer, the following guides for the HP Color LaserJet 3500 printer are supplied in Adobe Acrobat Reader PDF files for viewing on your computer. These guides are only available in electronic format.

- *User Reference Guide* for the HP Color LaserJet 3500: A full-size, comprehensive version of the User Guide.
- *User Guide* for the HP Color LaserJet 3500: An electronic copy of the printed, minimized version of the User Reference Guide that comes with the printer and is installed inside the front doors of the printer.

You can either view the guides from the HP Color LaserJet 3500 software CD-ROM or install them on your system. To view the guides from the HP Color LaserJet 3500 software CD-ROM, click **printer documentation** on the main screen, and then click the guide you want to view. To install the online user guides, select the **User Guide** check box during a Custom Installation. The guide is installed in the **Manuals** folder on the target system. You can also choose to install the guides later, or to read the guide on the printing-system software CD-ROM by navigating to **<language>/Manuals**.

In accordance with the Americans with Disabilities Act (ADA), Hewlett-Packard provides readable, onscreen versions of the *User Reference Guide* for the HP Color LaserJet 3500 at:
<http://www.hp.com/support/clj3500>

A hyperlinked, screen-readable version of the *User Reference Guide* for the HP Color LaserJet 3500 is available on the printer software CD-ROM. To view the user guide, navigate to the **<language>** folder for your language, and then to the **Manuals** folder. There, open the file with this file name:

LJ3500_USER_REFERENCE.CHM

HP Color LaserJet 3500 printing-system install notes

The *HP Color LaserJet 3500 Printing System Install Notes* are available on the HP Color LaserJet 3500 printing-system software CD-ROM. The install notes (file name LJ3500_INSTALL_NOTES.RTF) contain important information about printer features, instructions for installing the printing-system software, and technical assistance.

To view this text file from the HP Color LaserJet 3500 software CD-ROM, click **printer documentation** on the main screen of the CD-ROM, and then click **install notes**.

You can also gain access to the file by inserting the CD-ROM into the CD-ROM drive, navigating to **<language>**, and then clicking the file name LJ3500_INSTALL_NOTES.RTF. When you have the file open in Wordpad, you can click **File**, and then click **Save As** to save a copy of the file to another location.

HP Jetdirect Administrator's Guide

The *Hewlett-Packard Jetdirect Administrator's Guide* can be viewed from the HP Color LaserJet 3500 software CD-ROM by clicking **printer documentation** from the installer main screen and then clicking **hp jetdirect guide**. The guide is installed in the **Manuals** folder on the target system. You can also choose to install the guide later, or to read the guide on the printing-system software CD-ROM by navigating to **<language>/Manuals**, and then clicking the file name HPJDAG.PDF.

HP Color LaserJet 3500 printing-system release notes

The HP Color LaserJet 3500 Printing-System Release notes, late-breaking information, and other technical assistance, are available at:
<http://www.hp.com/support/clj3500>

Bidirectional communication

Bidirectional communication is the printer capability to respond to data inquiries from the computer and report back information, such as what type of print media is available or what accessories are connected to the printer. If a printer does not have this capability (that is, if it has no bidirectional mode), it can only accept commands from the host and cannot report back information.

Driver Autoconfiguration uses bidirectional communications software. The Typical Installation installs Driver Autoconfiguration in supported environments that contain the bidirectional communication software. Use Custom Installation when you do not want these features.

Bidirectional communication depends on the operating system on which your network runs and on the type of connection you have between your computer and your printer.

The following tables provide information about bidirectional communication availability in various operating systems and network environments.

Table 2: Bidirectional communication availability in Microsoft Windows and Microsoft Share

Method	Connection type		Microsoft Share								
			98	Me	NT 4.0	2000 ¹	XP 1, 3	9x/NT 4.0 host	2000/XP host ¹		
Installer	Direct connect	USB (DOT4)	x	x							
	Network	Jetdirect	TCP/IP	x	x	x	x	x	x	x ²	
			IPX/SPX	x	x	x			x		
		Standard	TCP/IP (HP)	x	x	x	x	x	x	x	x ²
			TCP/IP (MS)	x	x	x	x	x	x	x	x ²
			IPX/SPX (HP)	x	x	x				x	

1- In Windows 2000, Windows XP, and Windows Server 2003, the bidirectional-communication components that are installed for HP PCL 5c, PCL 6, and PS unidrivers are limited to TCP/IP connections. EAC is used for autoconfiguration.

2- During installation, **Auto Configure** works, but is limited to TCP/IP connections. The **Update Now** feature is not supported in environments where shared Windows NT 4.0, Windows 2000, Windows XP, or Windows Server 2003 clients are connected to Windows NT 4.0, Windows 2000, Windows XP, or Windows Server 2003 hosts.

3- This information also applies to Windows Server 2003.

Table 3: Bidirectional communication availability in Novell Netware environments

Method	Connection type		Novell			
			Netware 4.x		Netware 5.x	
Installer	Bindery	MS Netware Client ¹				
		Novell Netware Client	x	x	x	x
	NDS	MS Netware Client ¹				
		Novell Netware Client	x	x	x	x
	NDPS	MS Netware Client ¹				
		Novell Netware Client				

1- Bidirectional functionality is supported only with the client software from Novell. It is not supported with Microsoft Client Service for NetWare.

The following tables show the availability of Enterprise Autoconfiguration for various operating systems and network environments that support bidirectional communication.

Table 4: Enterprise Autoconfiguration availability in Microsoft Windows and Microsoft Share

Method	Connection type		Microsoft Windows					Microsoft Share			
			98	Me	NT 4.0	2000	XP ³	2000/XP host with 2000/XP client	NT 4.0 host with NT 4.0 client	Other ¹	
Installer	Direct connect	USB (DOT4)					x				
		Network	Jetdirect	TCP/IP	x	x	x	x	x	x ²	x ²
	IPX/SPX			x	x	x	x	x	x ²	x ²	
	Standard		TCP/IP (HP)	x	x	x	x	x	x ²	x ²	
			TCP/IP (MS)	x	x	x	x	x	x ²	x ²	
	IPX/SPX (HP)	x	x	x	x	x	x ²	x ²			
Add Printer	Direct connect	USB									
		Parallel									
	Network	Jetdirect	TCP/IP	x	x	x	x	x			
			IPX/SPX	x	x	x	x	x	x ²	x ²	
		Standard	TCP/IP (HP)	x	x	x	x	x	x ²	x ²	
			TCP/IP (MS)				x	x	x ²	x ²	
IPX/SPX (HP)	x	x	x	x	x	x ²	x ²				

1- This column represents the following Microsoft Share configurations:

- 2000, XP, or 2003 host with NT 4.0, 98, or Me client
- NT 4.0 host with 2000, XP, 2003, 98, or Me client
- 98 or Me host with any client

2- In this environment, client machines use Point and Print to download the configured driver from the host.

3- This information also applies to Windows Server 2003.

Table 5: Enterprise Autoconfiguration availability in Novell Netware environments

Method	Connection type		Novell				
			Netware 4.x		Netware 5.x		
			Bindery queue	NDS queue	Bindery queue	NT 4.0	
Installer	Direct connect	USB					
	Network	Jetdirect	TCP/IP	x	x	x	x
			IPX/SPX				
		Standard	TCP/IP (HP)				
			TCP/IP (MS ²)				
			IPX/SPX (HP)				

Driver Autoconfiguration

The HP LaserJet 6 drivers for Windows and the PS drivers for Windows 2000, Windows XP, and Windows Server 2003 feature bidirectional communication technology which, in supported environments, provides automatic discovery and driver configuration for printer accessories at the time of installation. Some accessories the Driver Autoconfiguration supports are the duplexing unit, optional paper trays, and dual inline memory modules (DIMMs).

If the environment supports bidirectional communication, the installer presents Driver Autoconfiguration as an installable component by default for a Typical Installation and for a Custom Installation. The Driver Autoconfiguration component installs the bidirectional communication software. If the installation environment does not support bidirectional communication, the Driver Autoconfiguration option does not appear during installation. However, installed drivers are configured automatically in accordance with the HP printer bundle that is selected during installation of the printing-system software, except in Windows 2000, Windows XP, and Windows Server 2003.

Windows 2000, Windows XP, and Windows Server 2003

For Windows 2000, Windows XP, and Windows Server 2003, Driver Autoconfiguration works in the following ways:

- In environments that support bidirectional communication, the computer communicates with the printer during installation, determines the physical configuration, and then configures the driver accordingly.

Note The bidirectional communication software that is necessary for the preceding method of Driver Autoconfiguration is included in a Typical Installation and a Custom Installation when installing a network printer in supported environments.

- Enterprise AutoConfiguration (EAC) uses bidirectional communication to provide autoconfiguration functionality for an Add Printer wizard installation over a network. An Add Printer wizard installation that includes EAC is configured with the same settings as the physical configuration of the device. Configuration occurs without user interaction. If bidirectional communication software has been installed previously, EAC is not activated, and the Add Printer Wizard uses the pre-existing bidirectional communication software to configure the printer driver. If bidirectional communication software has not been installed, EAC installs the bidirectional communication software. EAC communicates with the printer and automatically matches the printer driver with the actual printer configuration. EAC is activated only once to use the autoconfiguration utility, and is then shut off. The files required to install EAC remain on your system.

Note When you use the Add Printer wizard to install drivers, you must select the HP LaserJet model that corresponds to your printer. The Add Printer wizard installs the driver using the correct settings for the model without communicating with the printer. If you do not select the model that corresponds to your printer, the driver settings do not match the actual printer.

- HP Driver Preconfiguration is a software architecture and set of tools that permits HP software to be customized and distributed in managed corporate printing environments. Using HP Driver Preconfiguration, information

technology (IT) administrators in corporate and enterprise environments can preconfigure the printing and device defaults for HP printer drivers before installing the drivers in the network environment. For more information, see the *HP Driver Preconfiguration Support Guide*, which is available at: <http://www.hp.com/support/clj3500>

Windows 9.x, Windows Me, and Windows NT 4.0

For Windows 98, Windows Me, and Windows NT 4.0, Driver Autoconfiguration works in the following ways:

- In environments that support bidirectional communication, the computer communicates with the printer during installation, determines the physical configuration, and then configures the driver accordingly.
- If the configuration of the HP Color LaserJet 3500 printer changes after installation, the driver can be automatically updated with the new configuration in environments that support bidirectional communication. For example, if the HP Color LaserJet 3500hdn is installed and an optional paper-handling accessory is added later, you can automatically configure the accessory in the driver by clicking the **Update Now** button on the driver's **Configuration** tab. The **Update Now** button activates the HP Network Registry Agent (HPNRA) and triggers the driver to recheck the registry for new information. The HPNRA automatically updates the registry and changes the configuration information that appears on the **Configuration** tab in the **Printer** folder.

Note

The bidirectional communication software that is necessary for the two preceding methods of Driver Autoconfiguration is included in a Typical Installation and a Custom Installation when installing a network printer in supported environments.

- In environments that do not support bidirectional communication, the driver automatically configures options based on the HP Color LaserJet 3500 printer model that is selected during the installation of the printing-system software. Configuration is based solely on the definition of the printer model. See the following table, Driver Autoconfiguration Defaults, for more information.
- Enterprise AutoConfiguration (EAC) uses bidirectional communication to provide autoconfiguration functionality for an Add Printer wizard installation over a network. An Add Printer wizard installation that includes EAC is configured with the same settings as the physical configuration of the device. Configuration occurs without user interaction. If bidirectional communication software has been installed previously, EAC is not activated, and the Add Printer Wizard uses the pre-existing bidirectional communication software to configure the printer driver. If bidirectional communication software has not been installed, EAC installs the bidirectional communication software. EAC communicates with the printer and automatically matches the printer driver with the actual printer configuration. EAC is activated only once to use the autoconfiguration utility, and is then shut off. The files required to install EAC remain on your system.
- HP Driver Preconfiguration is a software architecture and set of tools that permits HP software to be customized and distributed in managed corporate printing environments. Using HP Driver Preconfiguration, information technology (IT) administrators in corporate and enterprise environments can preconfigure the printing and device defaults for HP printer drivers before installing the drivers in the network environment. For more information, see the *HP Driver Preconfiguration Support Guide*, which is available at: <http://www.hp.com/support/clj3500>

The following table lists the Driver Autoconfiguration defaults for Windows operating systems.

Operating System	Configuration Method	Add Printer Wizard			Network Installer
		Parallel	USB	Network	
Windows 98	Model configuration	NA	N	N	Y
	HP Preconfiguration	NA	Y ¹	Y ¹	Y ¹
	Enterprise Auto Configuration	NA	N	Y	Y
Windows Me	Model configuration	N	N	N	Y
	HP Preconfiguration	Y ¹	Y ¹	Y ¹	Y ¹
	Enterprise Auto Configuration	N	N	Y	Y
Windows NT 4.0	Model configuration	N	NA	N	Y
	HP Preconfiguration	Y ¹	NA	Y ¹	Y ¹
	Enterprise Auto Configuration	N	NA	Y	Y
Windows 2000 unidriver	Model configuration	N	N	N	N
	HP Preconfiguration	Y ¹	Y ¹	Y ¹	Y ¹
	Enterprise Auto Configuration	N	N	Y	Y
Windows 2000 traditional	Model configuration	N	N	N	Y
	HP Preconfiguration	Y ¹	Y ¹	Y ¹	Y ¹
	Enterprise Auto Configuration	N	N	Y	Y
Windows XP unidriver	Model configuration	N	N	N	N
	HP Preconfiguration	Y ¹	Y ¹	Y ¹	Y ¹
	Enterprise Auto Configuration	N	N	Y	Y
Windows XP traditional	Model configuration	N	N	N	Y
	HP Preconfiguration	Y ¹	Y ¹	Y ¹	Y ¹
	Enterprise Auto Configuration	N	N	Y	Y

The following table lists the drivers that support EAC in Windows operating systems.

Table 7: Drivers that support Enterprise AutoConfiguration

Product	Windows 98, Me	Windows NT 4.0	Windows 2000, XP ¹
HP LaserJet 2300	Yes	Yes	Yes
HP Color LaserJet 2500	Yes	Yes	Yes
HP LaserJet 4100 and 4100mfp	No	Yes	Yes
HP LaserJet 4200 and 4300	Yes	Yes	Yes
HP Color LaserJet 4550	No	Yes	Yes
HP Color LaserJet 4600	Yes	Yes	Yes
HP LaserJet 5100	No	Yes	Yes
HP Color LaserJet 5500	Yes	Yes	Yes
HP Color LaserJet 8150	No	Yes	Yes
HP LaserJet 9000mfp	No	Yes	Yes
HP Color LaserJet 3500	Yes	Yes	Yes

1- This information also applies to Windows Server 2003.

HP Toolbox

The HP Toolbox is a series of Web pages and a supporting Windows-based software program that provide access to the HP Color LaserJet 3500 embedded Web servers and other firmware functions, making them available on a browser-driven user interface where printer properties can be viewed and manipulated. Some pages are accessed through the Toolbox interface,

The HP Toolbox provides links to printer status information, help information, and tools for diagnosing and solving problems. The HP Toolbox also provides printer status and settings information from the embedded Web server, by clicking the **Advanced Settings** button in the upper right corner of each of the four tabs.

HP Toolbox requirements

The HP Toolbox depends on the Proxy Service (also referred to as Web Proxy) and HP bidirectional communication to gain access to direct-connect printer information through embedded Web servers. HP Toolbox requires one of these recent Internet browsers in order to show printer embedded Web server pages:

- Microsoft Internet Explorer 4.72.x or later
- Netscape 4.0 or later

These browser requirements are not necessarily minimum standards, but they are the minimum tested environments. Other, untested browsers might also provide access to Toolbox pages.

The HP Toolbox is supported only for Windows 98 and later operating systems (Windows Me, Windows NT 4.0, Windows 2000, and 32-bit Windows XP). You must have performed a complete software installation in order to use the HP Toolbox.

When the HP Color LaserJet printer is connected both through a network using a Jetdirect card and through a local parallel or USB connection, the network connection takes precedence. On a network connection, bidirectional communication is supported through a TCP/IP or an IPX/SPX connection. When the printer is connected using both a parallel and a USB connection, the parallel connection takes precedence, and the USB connection is disconnected.

To view the HP Toolbox

To open the HP Toolbox, on the **Start** menu, point to **Programs**, point to **HP Color LaserJet 3500**, and then click **HP Toolbox**

The HP Toolbox opens in your Web browser. The HP Toolbox software contains three tabs: the Device tab, the Documentation tab, and the Troubleshooting tab. These tabs are on local browser pages that are installed when you install the printing system software, and you do not need an Internet service provider to view them.

The toolbox also contains an area with links to the HP Web site. While you do not need to have Internet access to open and use the HP Toolbox, you must have Internet access in order to gain access to the site associated with the link in the Other Links area.

If your computer is connected to the HP Color LaserJet 3500 printer through a network, you can bookmark the URL of the HP Toolbox so that you can return to it quickly in the future.

The Toolbox Frame

Each page in Toolbox has a frame with a top banner, three category tabs, a leftaligned navigation menu bar, and a main-content area. Selecting one of the category tabs causes the corresponding left-aligned navigation bar to appear. The left-aligned navigation menu includes links to content appropriate for that tab. The main-content area displays information and options in response to navigation tab selections or from selections in the menu bar.

See the following sections for more information about each tab or area:

- Top banner
- Status Tab
- Troubleshooting Tab
- Alerts
- Documentation Tab
- "Other Links" in Other Links

Top Banner

The top banner has an HP logo. Next to the HP logo, the title of the page appears followed by the product name and a copyright notice. The top banner is the same for all Toolbox Web pages. The HP logo contains a link to <http://www.hp.com>.

Status tab

The **Status** tab, with the Device Status setting selected, is shown in the following figure.

Figure 1: Toolbox, Status tab, Device Status option

hp color LaserJet 3500 - DOT4_001 - hp color LaserJet 3500 Advanced Printer Settings

toolbox

[About toolbox](#)

Status Troubleshooting Alerts Documentation

Device Status

Supplies Status

Print Info Pages

toolbox Links

[Select a device](#)

[View current alerts](#)

[Test only page](#)

Other Links

[Order Supplies](#)

[Product Support](#)

[Product Registration](#)

[hp instant support](#)

Device Status

Powersave On

● Pause/Resume Button ✔ Continue

Supplies

Toners: (% remaining)

Black Print Cartridge 98%	Cyan Print Cartridge 98%	Magenta Print Cartridge 98%	Yellow Print Cartridge 98%
---------------------------	--------------------------	-----------------------------	----------------------------

Image Transfer Kit 100%	Image Fuser Kit 99%
-------------------------	---------------------

Media

Input/Output	Status	Size	Type
TRAY 1		LETTER	GLOSSY 75-105 G/M2
TRAY 2		LETTER	PLAIN
TRAY 3		LETTER	PLAIN
STANDARD OUTPUT		N/A	N/A

Product Information

Product Name:	hp color LaserJet 3500
Printer Serial Number:	XXXXXXXXXX
Service ID:	13216
Firmware Datecode:	20030519 0.028.0
Total Memory:	64 MB
IP Address:	DOT4_001
Printer Name:	hp color LaserJet 3500
Asset Number:	
Company Name:	
Contact Person:	

The following links are available on the **Status** tab:

- **Device Status.** This page shows the percentage of life remaining for each consumable; the status and configuration information for the input trays and output; and the accessories that are installed on the computer.
- **Supplies Status.** This page shows the levels remaining for all consumables and the HP Part Numbers for each consumable. (It is helpful to have the part numbers available when it is time to order supplies.)
- **Print Info Pages.** This page displays the device description, asset number, company name, contact person, and the printer's TCP/IP address, model, number, and serial number.
- **toolbox Links**
- **Other Links**

Note The remainder of the options on the **Status** tab are not shown in screenshots in this document.

Troubleshooting tab

The **Troubleshooting** tab and options are shown in the following illustration.

Figure 2: Toolbox, Troubleshooting tab, Print Quality Tools options



The **Troubleshooting** tab contains links to the following options:

- **Print Quality Tools**
- **Maintenance**
- **Error Messages**
- **Paper Jams**
- **Supported Media**
- **Printer Pages**

Note • Netscape users must download a plug-in so that printer management features can operate correctly. A link and instructions are provided in the Other Links section. After you click a link, a pop-up window appears that provides information and instructions about how to locate this plug-in.

Print Quality Tools

Print Quality tools consist of tools for general troubleshooting, Print Quality Troubleshooting Pages, a Calibrate Now Function, and a Cleaning Page.

Maintenance

Figure 3: Troubleshooting tab-Maintenance



The **Maintenance** option consist of tools for Managing Supplies, Changing Print Cartridges , Replacing the Image Transfer Kit, Replacung the Fuser Kit, and cleaning the printer.

Error Messages

This section displays messages that might appear in the control panel of the printer.

Control panel message	Description	Recommended action
Access Denied MENUS LOCKED	An attempt has been made to modify a menu item while the control panel security mechanism is enabled by the printer administrator. The message will disappear shortly, and the printer will return to Ready or BUSY state.	Contact the printer administrator to change settings.
Calibrating...<TEST>	The printer is calibrating.	No action necessary.
Canceling... <JOB NAME>	The printer is in the process of canceling a job. The message will continue to be displayed while the job is stopped, the paper path flushed, and any remaining incoming data on the active data channel is received and discarded.	No action necessary.
CANNOT DUPLEX CHECK REAR BIN alternates with CANNOT DUPLEX CHECK PAPER	The lower rear door (rear output bin) was opened during the automatic duplex job, or the printer detected a paper size that will not go through the auto-duplexer.	Close the lower rear door (rear output bin) or load paper that is supported for auto-duplexing. See Supported paper weights and sizes
Checking paper path	The engine is turning its rollers to check for possible paper jams.	No action necessary.
Checking printer	The engine is doing an internal test.	No action necessary.
CHOSEN PERSONALITY NOT AVAILABLE alternates with To continue press the Select button on the printer front panel.	The printer encountered a request for a personality that did not exist in the printer. The job is aborted and no pages will be printed.	<ol style="list-style-type: none"> 1. Press the Select button on the printer front panel. 2. Try a different driver.
CLOSE UPPER REAR DOOR	The upper rear door is open.	Close the upper rear door.
Cleaning...	The printer is in the process of cleaning.	No action necessary.
Clearing event log	This message is displayed while the event log is cleared. The printer will back up one screen to Service Menu upon completion of printing the page.	No action necessary.
Clearing paper path	The printer jammed or detected misplaced paper when turned on. The printer is attempting to eject jammed pages automatically.	No action necessary.
CLOSE FRONT DOOR	The front door needs to be closed.	Close the front door.
Creating... CLEANING PAGE	The printer is generating a cleaning page. The printer returns to the Ready state when the cleaning page is finished printing.	<ol style="list-style-type: none"> 1. Press MENU to enter the menus. 2. Load the cleaning page into Tray 1. 3. Select PROCESS CLEANING PAGE.
DATA RECEIVED alternates with Ready	The printer received data and is waiting for a form feed. When the printer receives another file, the message should disappear.	Press the Select button on the printer front panel to continue.

Control panel message	Description	Recommended action
Event Log Empty	SHOW EVENT LOG was selected from the control panel, and the event log is empty.	No action necessary.
Genuine HP supplies installed	A new HP cartridge has been installed. The printer returns to the Ready state after approximately 10 seconds.	No action necessary.
GENUINE HP SUPPLIES DESIGNED FOR <PROD>	This genuine HP supply was not designed for this printer and is not supported. Print quality might be affected.	Replace this supply with a genuine HP supply designed for this printer.
Incorrect	Access to the menu is restricted.	Contact the network administrator.
INCORRECT <COLOR> CARTRIDGE alternates with For help press ?	A color cartridge is installed in an incorrect slot or the cartridge is the wrong type, and the cover is closed.	Press ? for help. or See Changing print cartridges for more information.
INCORRECT SUPPLIES For status press the Select button on the printer front panel.	At least one supply item is incorrectly positioned in the printer and another supply item is missing, incorrectly placed, out, or low.	Press the Select button on the printer front panel and then press ? for help.
Initializing	This message is displayed when the printer is turned on, as soon as the individual tasks begin initialization.	No action necessary.
Initializing permanent storage	This message is displayed when the printer is turned on to show that permanent storage is being made ready for use.	No action necessary.
INSTALL <COLOR> CARTRIDGE alternates with For help press ?	The cartridge is either not installed or not correctly installed in the printer.	Press ? for help. or See Changing print cartridges for more information.
INSTALL FUSER For help press ?	The fuser is either not installed or not correctly installed in the printer.	Press ? for help. or See Replacing the fuser and pickup roller for more information.
INSTALL SUPPLIES For status press the Select button on the printer front panel.	At least one supply item is missing or is not correctly seated in the printer and another supply item is missing, incorrectly placed, out, or low. Insert the supply item or make sure the installed supply item is fully seated.	Press the Select button on the printer front panel and then press ? for help.
INSTALL TRANSFER UNIT alternates with For help press ?	The transfer unit is either not installed or not correctly installed in the printer.	Press ? for help. or See Replacing the transfer kit for more information.

Control panel message	Description	Recommended action
LOAD TRAY X <TYPE> <SIZE> alternates with To use another tray press the Select button on the printer front panel.	Tray X is either empty or configured for a type and size other than what is specified in the job.	Press ? for help. or Press the Select button on the printer front panel to print from another tray. See Configuring trays for more information.
LOAD TRAY X <TYPE> <SIZE> alternates with For help press ?	Tray X is either empty or configured for a type and size other than specified in the job. No other tray is available.	Press ? for help. or See Configuring trays for more information.
MANUALLY FEED OUTPUT STACK alternates with Then press the Select button on the printer front panel to print second sides	The first side of a manual 2-sided print job has been printed and the printer is waiting for the output stack to be inserted for the second side to be printed.	Take the output stack out of the output bin and reinsert it in Tray 1 to print the second side of the 2-sided print job.
If no paper is in the manual feed tray: MANUALLY FEED <TYPE> <SIZE> alternates with To continue press the Select button on the printer front panel.	Paper is in Tray 1, but a job sent requires a specific paper type and size that is not currently available.	Press the Select button on the printer front panel to print from the tray. or Press ? for help. or See Configuring trays for more information.
MANUALLY FEED <TYPE> <SIZE> alternates with For help press ?	Tray 1 is empty and no other tray is available.	Press ? for help. or See Configuring trays for more information.
MANUALLY FEED <TYPE> <SIZE> alternates with To use another tray press the Select button on the printer front panel.	There is no paper in the tray and a print job sent requires a specific paper type and size that is not currently available through Tray 1.	Press the Select button on the printer front panel to print from another tray. See Configuring trays for more information. or Press ? for help.
Moving solenoid alternates with To exit press STOP key	The printer is executing a Component Test and the component selected is Solenoid.	No action necessary.
Moving solenoid and motor alternates with To exit press STOP key	The printer is executing a Component Test and the components selected are Solenoid and Motor.	No action necessary.

Control panel message	Description	Recommended action
NON HP SUPPLY DETECTED alternates with For help press ?	A new supply has been installed that is not made by HP. This message is displayed until an HP supply is installed or the Select button on the printer front panel is pressed.	If you believe you purchased an HP supply, please call the HP fraud hotline at 1-877-219-3183. Service or repairs required as a result of using non-HP supplies is not covered under HP warranty. To continue printing, press the Select button on the printer front panel. The first pending job will be cancelled.
NON HP SUPPLY IN USE alternates with Ready	The printer has detected that a non-HP supply is currently installed and the Select button on the printer front panel (override) was pressed.	If you believe you purchased an HP supply, please call the HP fraud hotline at 1-877-219-3183. Service or repairs required as a result of using non-HP supplies is not covered under HP warranty.
ORDER <COLOR> CARTRIDGE alternates with Ready	The identified print cartridge is nearing the end of its useful life. The printer is ready and will continue for the estimated number of pages indicated.	Order the identified print cartridge. Printing will continue until REPLACE <COLOR> CARTRIDGE is shown. Note Estimated pages remaining is based upon historical page coverage with this supply of one percent.
ORDER FUSER KIT alternates with Ready For help press ?	The fuser is near end of life. The printer is ready and will continue for the estimated number of pages indicated.	Order the fuser kit. Printing can continue until REPLACE FUSER KIT is shown. or Press ? for help.
ORDER SUPPLIES alternates with Ready	More than one supply item is low.	1. Press the Select button on the printer front panel to identify which supplies should be ordered. 2. Order the identified supplies. Printing can continue until REPLACE SUPPLIES is reached. or Press ? for help.
ORDER TRANSFER KIT alternates with Ready For help press ?	The number of pages remaining for the transfer unit has reached the low threshold, and the SUPPLIES LOW setting in SYSTEM SETUP is set to STOP.	Order the transfer kit. Printing can continue until REPLACE TRANSFER KIT is reached. Press ? for help.
Paused alternates with To return to Ready press the STOP key	The printer has paused.	Press the STOP key to resume printing.
Performing... PAPER PATH TEST	The printer is performing a Paper Path Test.	No action necessary.
Performing upgrade	A firmware upgrade is in process.	No action necessary. Do not turn off the printer.
please wait	The printer is in the process of clearing data.	No action necessary.

Control panel message	Description	Recommended action
Powersave on	The printer is in the Powersave mode. Any button press or the receipt of data will clear PowerSave and execute the action.	No action necessary. The printer will automatically exit Powersave.
Printing... CONFIGURATION	The printer is generating the configuration page. The printer will return to the online Ready state when the page is completed. No action necessary.	No action necessary.
Printing... DEMO PAGE	The printer is generating the demo page. The printer will return to the online Ready state when the page is completed.	No action necessary.
Printing... MENU MAP	The printer is generating the printer menu map. The printer will return to the Ready state when the page is completed.	No action necessary.
Printing... PQ troubleshooting	The printer is generating the print quality troubleshooting pages. The printer will return to the Ready state when the pages are printed.	Follow the instructions on the printed pages.
Printing... REGISTRATION PAGE	The printer is generating the registration page. The printer will return to the SET REGISTRATION menu when the page is completed.	Follow the instructions on the printed pages.
PRINTING STOPPED To continue press the Select button on the printer front panel.	This message is displayed when a Print/ Stop Test is run and the time expires.	Press the Select button on the printer front panel to continue printing.
Printing... SUPPLIES STATUS	The printer is generating the supplies status page. The printer will return to the online Ready state when the page is completed.	No action necessary.
Processing...	This message precedes all other processing tasks, or appears when the printer receives non-printable data.	No action necessary.
Processing... INTERMITTENT MODE alternates with For help press ?	The printer has experienced a period of heavy use. To maintain a supported operating temperature, the printer will print and pause in one-minute intervals.	No action necessary. To avoid intermittent mode in the future, reduce the amount of heavy use.
Processing... <JOB NAME>	The printer is currently processing a job but is not yet picking pages. When paper motion begins, this message will be replaced by a message that indicates which tray the job is being printed from.	No action necessary.
Processing... <JOB NAME> alternates with from tray X	The printer is actively processing a job from the designated tray.	No action necessary.

Control panel message	Description	Recommended action
Ready Diagnostics mode alternates with To exit press Cancel Job key	The printer is online and ready for data. No status or device attendance messages are pending at the display.	No action necessary.
Ready	The printer is online and ready for data. No status or device attendance messages are pending at the display.	No action necessary.
Receiving upgrade	A firmware upgrade is in progress.	Do not turn the printer off until the printer returns to Ready.
RELOAD TRAY X TRANSPRNCY <SIZE> alternates with Verify transparency meets specification	The transparency currently loaded might not be supported.	CAUTION Use only transparencies specified for use with HP Color LaserJetprinters. Non-compatible transparencies can damage the printer. See the HP LaserJet Printer Family Print Media Specification Guide. 1. Remove all non-compatible transparencies from Tray X. 2. Load compatible transparencies in Tray 1.
REMOVE ALL PRINT CARTRIDGES alternates with To exit press Cancel Job key	The printer is executing a Component Test.	Remove all print cartridges. After diagnostics are complete, reinstall all print cartridges.
REMOVE AT LEAST ONE PRINT CARTRIDGE alternates with To exit press Cancel Job key	The printer is executing a Disable Cartridge Check or Component Test.	Remove one print cartridge. After the test is complete, reinstall the print cartridge.
REPLACE <COLOR> CARTRIDGE alternates with For help press ?	The identified print cartridge has reached the end of life. Printing will not continue until the cartridge is replaced.	Press ? for help.
REPLACE <COLOR> CARTRIDGE alternates with To continue press the Select button on the printer front panel.	The identified print cartridge is nearing the end of its useful life and the SUPPLIES LOW setting in SYSTEM SETUP is set to STOP. To override, press the Select button on the printer front panel..	1. Order the identified print cartridge. 2. Press the Select button on the printer front panel.to continue. or Press ? for help.

Control panel message	Description	Recommended action
REPLACE FUSER KIT For help press ?	The fuser kit is at end of life.	Press ? for help. or See Replacing the fuser and pickup roller for more information.
REPLACE FUSER KIT alternates with To continue press the Select button on the printer front panel.	The fuser is near end of life and the SUPPLIES LOW setting in SYSTEM SETUP is set to STOP.	1. Order the fuser kit. 2. Press the Select button on the printer front panel.to continue printing. Printing can continue until REPLACE FUSER KIT is reached. or Press ? for help.
REPLACE SUPPLIES alternates with For status press the Select button on the printer front panel.	At least one supply item is out and needs to be replaced and another supply item is either out or low.	1. Press the Select button on the printer front panel to identify which supplies should be replaced. 2. Press ? for help.
REPLACE SUPPLIES alternates with To continue press the Select button on the printer front panel.	More than one supply item is low, and the SUPPLIES LOW setting in SYSTEM SETUP is set to STOP.	1. Press the Select button on the printer front panel.to identify which supplies should be ordered. 2. Order the identified supplies. 3. Press the Select button on the printer front panel to continue printing.
REPLACE TRANSFER KIT For help press ?	The transfer unit is at end of life.	Press ? for help. or See Replacing the transfer kit for more information.
REPLACE TRANSFER KIT alternates with To continue press the Select button on the printer front panel.	The transfer unit is near end of life and the SUPPLIES LOW setting in SYSTEM SETUP is set to STOP.	1. Order the transfer kit. 2. Press the Select button on the printer front panel to continue printing.
Request accepted please wait	The printer has accepted a request to print an internal page, but the current job must finish printing before the internal page will print.	No action necessary.
Restoring factory settings	The printer is restoring factory settings.	No action necessary.
Restoring...	The printer is restoring settings.	No action necessary.
Resetting Kit Count	YES was selected in the RESET SUPPLIES menu to reset the counts for any of the supplies that cannot be detected as new.	No action necessary.

Control panel message	Description	Recommended action
Rotating <COLOR> motor alternates with To exit press STOP key	A component test is in progress; the component selected is <color> Cartridge motor.	Press STOP when ready to stop this test.
Rotating motor alternates with To exit press STOP key	The printer is executing a Component Test and the component selected is Rotating <COLOR>.	Press STOP when ready to stop this test.
Setting saved	A menu selection has been saved.	No action necessary.
Tray X <TYPE> <SIZE> alternates with To change size or type press the Select button on the printer front panel.	The printer is reporting the current configuration of Tray X.	No action necessary. See Configuring trays for more details.
UNAUTHORIZED SUPPLY IN USE alternates with Ready	The printer has detected that a non-HP supply is currently installed and the Select button on the printer front panel (override) was pressed.	If you believe you purchased an HP supply, please call the HP fraud hotline at 1-877-219-3183. Service or repairs required as a result of using non-HP supplies are not covered under HP warranty.
UNSUPPORTED DATA ON <FS> DIMM IN SLOT X alternates with To clear press the Select button on the printer front panel.	The data on the DIMM is not supported (although the DIMM itself may be supported).	Press the Select button on the printer front panel to clear this message. or Press SELECT to continue printing.
USE TRAY X <TYPE> <SIZE>	The printer is offering a selection of alternate paper to use for the print job.	1. If desired, use the up and down arrow buttons on the printer front panel to highlight a different size or type, and then press the Select button on the printer front panel to select the size or type. 2. Press the Back arrow button on the printer control panel to return to the previous size or type. See Configuring trays for more information.
Wait for printer to reinitialize	Settings have been changed before the printer automatically restarts, or external device modes have changed.	No action necessary.
10.92.YYSUPPLY MEMORY ERROR For help press ?	The printer cannot read or write to at least one print cartridge memory tag, or at least one memory tag is missing.	1. Open and close the front door. 2. If the error persists, contact HP Support.

Control panel message	Description	Recommended action
10.XX.YY UNAUTHORIZED SUPPLY alternates with For help press ?	A new supply has been installed that is not made by HP. This message is displayed until an HP supply is installed or the Select button on the printer front panel is pressed.	If you believe you purchased an HP supply, please call the HP fraud hotline at 1-877-219-3183. Service or repairs required as a result of using non-HP supplies are not covered under HP warranty. To continue printing, press the Select button on the printer front panel. The first pending print job will be cancelled.
10.92.YY CARTRIDGES NOT ENGAGED alternates with Open and close front door.	The cartridges are not engaged.	Open and close the front door to fully engage the cartridges.
13.XX.YY FUSER JAM LOWER REAR DOOR alternates with For help press ?	There is a jam inside the lower rear door (rear output bin) behind the fuser.	Press ? for help. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY JAM INSIDE FRONT DOOR alternates with For help press ?	There is a jam inside the front door.	Press ? for help. If the message persists after clearing all pages and exiting Help, contact HP Support. Note If Jam Recovery: OFF some pages will not be reprinted. Re-send the missing pages.
13.XX.YY JAM INSIDE FRONT DOOR alternates with REMOVE INCOMPATIBLE TRANSPARENCIES	There is a jam inside the front door caused by incompatible transparencies.	Press ? for help. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY JAM INSIDE LOWER REAR DOOR alternates with Clear jam then press the Select button on the printer front panel.	A page is jammed in the lower rear door (rear output bin).	Press ? for help. If the message persists after clearing all pages and exiting Help, contact HP Support.

Control panel message	Description	Recommended action
13.XX.YY JAM INSIDE UPPER REAR DOOR alternates with Clear jam then press the Select button on the printer front panel.	There is a jam inside the upper rear door, the upper rear door was opened during printing, or the door has been left open and a print job was sent to the printer.	Close the upper rear door. Press ? for help. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY JAM IN TRAY 1 alternates with For help press ? Clear jam then press the Select button on the printer front panel.	A page is jammed in the multipurpose tray.	Press ? for help. If the message persists after clearing all pages and exiting Help, contact HP Support. Note If Jam Recovery: OFF some pages will not be reprinted. Re-send the missing pages.
13.XX.YY JAM IN TRAY X alternates with For help press ? Clear jam then press the Select button on the printer front panel.	A page is jammed in Tray X.	Press ? for help. If the message persists after clearing all pages and exiting Help, contact HP Support. Note If Jam Recovery: OFF some pages will not be reprinted. Re-send the missing pages.
20 INSUFFICIENT MEMORY alternates with For help press ? To continue press the Select button on the printer front panel.	The printer has received more data from the computer than fits in available memory.	1. Press the Select button on the printer front panel to continue printing. Note A loss of data will occur. 2. Reduce the complexity of the print job to avoid this error. 3. Adding memory to the printer may allow printing of more complex pages.
22 USB I/O BUFFER OVERFLOW alternates with To continue press the Select button on the printer front panel.	The printer's USB buffer has overflowed during a busy state.	1. Press the Select button on the printer front panel to continue printing. Note A loss of data will occur. 2. If the message persists, contact HP Support.

Control panel message	Description	Recommended action
41.3 UNEXPECTED SIZE IN TRAY X alternates with LOAD TRAY X <TYPE> <SIZE>	Paper is loaded that is longer or shorter in the feed direction than the size configured for the tray.	<ol style="list-style-type: none"> 1. Load the paper as instructed. 2. Press the Select button on the printer front panel to print. 3. If the incorrect size was selected, press STOP to cancel the job or press ? for help. 4. If the incorrect tray was selected, press STOP to cancel the job. 5. Configure the trays correctly and resend the job. <p>Ensure all trays are configured correctly before printing again. See Configuring trays for more information.</p>
41.5 UNEXPECTED TYPE IN TRAY X alternates with LOAD TRAY X <TYPE> <SIZE>	The printer senses a different paper type in the paper path than what is configured in the tray.	<ol style="list-style-type: none"> 1. Load the paper as instructed. 2. Press the Select button on the printer front panel to print. 3. If the incorrect type was selected, press STOP to cancel the job or press ? for help. 4. Configure the trays correctly and resend the job. <p>Ensure all trays are configured correctly before printing again. See Configuring trays for more information.</p>
41.X PRINTER ERROR alternates with To continue press the Select button on the printer front panel.	A printer error has occurred.	<ol style="list-style-type: none"> 1. Press the Select button on the printer front panel to continue or press ? for more information. 2. If the message persists after exiting help, turn the printer off and then back on. 3. If the message still persists, contact HP Support.
49.XXXX PRINTER ERROR alternates with To continue turn off then on	A critical firmware error has occurred.	<ol style="list-style-type: none"> 1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.
50.X FUSER ERROR For help press ?	A fuser error has occurred.	<ol style="list-style-type: none"> 1. Turn the printer off. 2. Verify the fuser is properly installed and fully seated. 3. Turn on the printer. 4. If the message persists, contact HP Support.
51.XY PRINTER ERROR alternates with To continue turn off then on	A printer error has occurred.	<ol style="list-style-type: none"> 1. Press the Select button on the printer front panel to continue. 2. If the message persists, turn the printer off and then back on. 3. If the message persists, contact HP Support.

Control panel message	Description	Recommended action
52.XY PRINTER ERROR alternates with To continue turn off then on	A printer error has occurred.	<ol style="list-style-type: none"> 1. Press the Select button on the printer front panel to continue. 2. If the message persists, turn the printer off and then back on. 3. If the message persists, contact HP Support.
53.XX.X CHECK RAM/ROM MEMORY	<p>An error occurred in some memory of the printer.</p> <p>Values of X, Y, and ZZ are:</p> <p>X DIMM Type</p> <p>0 ROM</p> <p>1 RAM</p> <p>Y Device Location</p> <p>0 On board RAM/ROM</p> <p>1 DIMM Slot 1</p> <p>2 DIMM Slot 2</p> <p>3 DIMM Slot 3</p> <p>ZZ Error Number</p> <p>0 Unsupported memory</p> <p>1 Unrecognized memory</p> <p>2 Unsupported memory size</p> <p>3 Failed RAM test</p> <p>4 Exceeded maximum RAM size</p> <p>5 Exceeded maximum ROM size</p> <p>6 Invalid DIMM speed</p>	<ol style="list-style-type: none"> 1. Press STOP. 2. If the problem persists, contact HP support.
54.X PRINTER ERROR	A printer command error has occurred.	<ol style="list-style-type: none"> 1. Turn the printer off and then back on. 2. If the message persists, contact HP support.
55.X PRINTER ERROR alternates with To continue turn off then on	A printer command error has occurred.	<ol style="list-style-type: none"> 1. Press to continue. 2. If the message persists, turn the printer off and then back on. 3. If the message persists, contact HP Support.
57.X PRINTER ERROR alternates with To continue turn off then on	A printer fan error has occurred.	<ol style="list-style-type: none"> 1. Turn the printer off and then back on.
59.X PRINTER ERROR alternates with To continue turn off then on	A printer motor error has occurred.	<ol style="list-style-type: none"> 1. Turn the printer off and then back on. 2. If the message persists, contact HP Support. <p>Note This message might also appear if the transfer unit is missing or incorrectly installed. Ensure that the transfer unit is correctly installed.</p>

Control panel message	Description	Recommended action
62 NO SYSTEM	No system was found.	<ol style="list-style-type: none"> 1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.
64 PRINTER ERROR For help press ? alternates with To continue turn off then on	Scan buffer error.	<ol style="list-style-type: none"> 1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.
68.X PERMANENT STORAGE FULL alternates with To continue press	A non-volatile storage device is full. Press to clear the message. Printing can continue, but there could be unexpected behavior.X Description1 for removable disk (flash or hard)0 for onboard NVRAM	<ol style="list-style-type: none"> 1. Press to continue. 2. For 68.0 errors, turn the printer off and then back on. 3. If a 68.0 error persists, contact HP Support. 4. For 68.1 errors, use the HP Web Jetadmin software to delete files from the disk drive. 5. For 68.1 errors that persist, contact HP Support.
68.X PERMANENT STORAGE WRITE FAIL alternates with To continue press	A non-volatile storage device is full. Press to clear the message. Printing can continue, but there could be unexpected behavior.X Description0 for onboard NVRAM1 for removable disk (flash or hard)	<ol style="list-style-type: none"> 1. Press to continue. 2. If the problem persists, contact HP Support.
68.X STORAGE ERROR SETTINGS CHANGED alternates with To continue press	One or more printer settings saved in the non-volatile storage device is invalid and has been reset to its factory default. Press to clear the message. Printing can continue, but there could be unexpected behavior.	<ol style="list-style-type: none"> 1. Press to continue. 2. Turn the printer off and then back on. 3. If the message persists, contact HP Support.
79.XXXX PRINTER ERROR alternates with To continue turn off then on	A critical hardware error has occurred.	<ol style="list-style-type: none"> 1. Turn the printer off and then back on. 2. If the problem persists, contact HP Support.

Paper Jams

The **Paper Jam** option shows the internal paper path and explains paper jam recovery.

Figure 4: Toolbox, Troubleshooting tab, Paper Jams option

hp color LaserJet 3500 - DOT4_001 - hp color LaserJet 3500
toolbox Advanced Printer Settings

About toolbox

Status **Troubleshooting** Alerts Documentation

Print Quality Tools
 Maintenance
 Error Messages
Paper Jams
 Supported Media
 Printer Pages

toolbox Links
[Select a device](#)
[View current alerts](#)
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Other Links
[Order Supplies](#)
[Product Support](#)
[Product Registration](#)
[hp instant support](#)

Paper jams

Use this illustration to troubleshoot paper jams in the printer.

Paper jam locations (shown without optional Tray 3)

1	output bin
2	paper path
3	Tray 1 input
4	trays
5	duplex path
6	path to lower rear door (rear output bin)

Paper jam recovery

Supported Media

Figure 5: Troubleshooting tab-Supported Media

The screenshot shows the HP printer toolbox interface. At the top, there is a blue header with the HP logo and 'invent' text on the left, and 'hp color LaserJet 3500 - DOT4_001 - hp color LaserJet 3500' and 'Advanced Printer Settings' on the right. Below the header is a navigation bar with tabs for 'Status', 'Troubleshooting', 'Alerts', and 'Documentation'. The 'Troubleshooting' tab is active. On the left side, there is a vertical menu with options: 'Print Quality Tools', 'Maintenance', 'Error Messages', 'Paper Jams', 'Supported Media', and 'Printer Pages'. Below this menu is a 'toolbox Links' section with links for 'Select a device', 'View current alerts', and 'Text only page'. At the bottom left, there is an 'Other Links' section with links for 'Order Supplies', 'Product Support', 'Product Registration', and 'hp instant support'. The main content area is titled 'Supported Media' and contains a description: 'Lists supported paper weights and sizes for each tray, how to configure input trays and troubleshooting paper handling problems.' Below the description are three links: 'Supported Paper Weights and Sizes', 'Configuring Trays', and 'Paper Handling Problems'.

The **Supported Media** section shows a list of supported paper widths and sizes, explains how to configure tray, and discusses paper handling problems.

Printer Pages

Figure 6: Toolbox, Troubleshooting tab, Printer Pages option

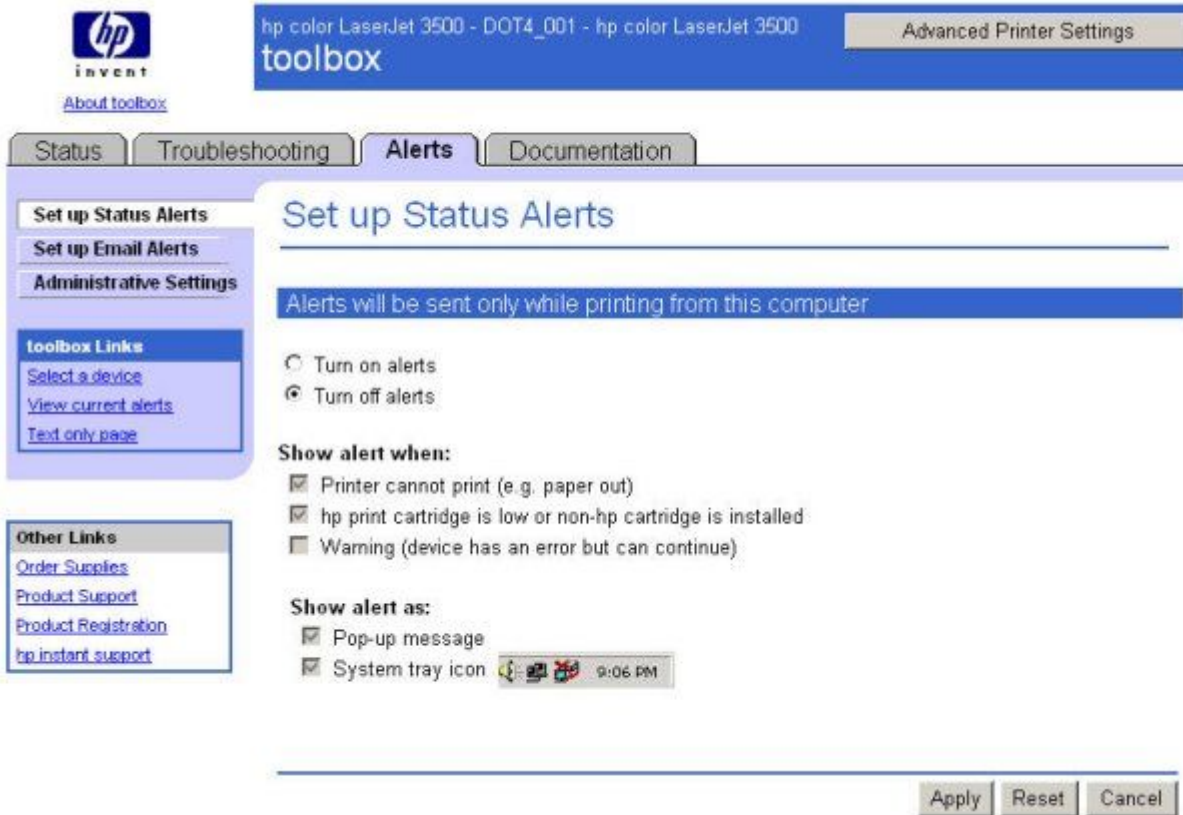
The screenshot shows the HP printer toolbox interface. At the top, there is a blue header with the HP logo, the text "hp color LaserJet 3500 - DOT4_D01 - hp color LaserJet 3500", and a button for "Advanced Printer Settings". Below the header is a navigation bar with tabs for "Status", "Troubleshooting" (which is selected), "Alerts", and "Documentation". On the left side, there is a sidebar menu with categories: "Print Quality Tools", "Maintenance", "Error Messages", "Paper Jams", "Supported Media", "Printer Pages" (which is highlighted), "Toolbox Links" (containing "Select a device", "View current alerts", and "Text only page"), and "Other Links" (containing "Order Supplies", "Product Support", "Product Registration", and "hp instant support"). The main content area is titled "Printer Pages" and contains a description: "Provides various pages that can be used to troubleshoot printer problems." Below this, there are four entries, each with a description and a button: "Configuration Page: The Configuration Page lists current settings and properties of the printer. View", "Supplies Page: The Supplies Page shows you the current status of the consumable supplies within your printer. View", "Registration Page: Instruction on how to interact with control panel to print and interpret the printed Registration Page. View", and "Event Log Page: Displays the events occurring on your printer including printer jams, service errors, and other printer conditions. Print". At the bottom, there is a link for "Paper Path Test Page: Instruction on how to interact with control panel to print the Paper Path Test Page".

The **Printer Page** section shows a list of useful information pages generated by the printer.

Alerts tab

The **Alerts** tab, with the **Set up Status Alerts** option selected, is shown in the following illustration.

Figure 7: Toolbox, Alerts tab, Set up Status and Alerts option



The navigation bar on the **Alerts** tab contains links to the information pages of the printer. These three pages are identical to those in the **Device Status and Alerts** tool installed in the standard installation of the software (available in **Start > Programs > HPLaserJet 3500**). From this section, you can view the following options:

- **Set up Status and Alerts**
- **Set up Email Alerts**
- **Administrative Settings**

Note

The remainder of the options on the **Alerts** tab are not shown in screenshots in this document. More information on the **Device Status and Alerts** is found later in this document.

Documentation tab

The **Documentation** tab, with the install Notes option selected, is shown in the following illustration.

Figure 8: Toolbox, Documentation tab, Install Notes option



The navigation bar on the **Documentation** tab contains links to these information sources:

- **Install Notes.** Contains late-breaking information about the printer. In English only.
- **User Guide**

Linking to Advanced Printer Settings

To gain access to the printer's Advanced Printer Settings, click **Advanced Printer Settings** button in the upper right of any Toolbox page. Or, if the printer is networked, open a browser window and type in the JetDirect IP address.

For additional information go to the following URL:

<http://www.hp.com/support/clj3500>

Other Links

This section contains links that connect you to the Internet. These links are displayed on the left navigational bar throughout the Advanced Printer Settings pages. You must have Internet access in order to use any of these links. If you use a dial-up connection and did not connect when you first opened the HP Toolbox, you must connect before you can visit these Web sites. Connecting might require that you close the HP Toolbox and reopen it.

HP Instant Support (TM) This link connects you to a set of dynamic Web resources that you can use to solve specific problems and determine additional services that might be available for your device. Specific status and configuration information about the product is retained and directed to the "Solve a Problem" Web site, which offers targeted support content and messages to help resolve problems as quickly as possible.

Order Supplies. Click this link to connect to an ordering page where you can order genuine HP supplies, such as print cartridges, an imaging drum, and paper.

Product Support. This link connects you with an HP product support page from which you can search for information, contact the HP customer care home page, or find additional resources for your product.

HP Advanced Printer Settings

Advanced Printer Settings provides a simple, easy-to-use solution for one-to-one printer management. The HP Toolbox connects to HP Web Access through the Proxy Service using a browser interface. The Proxy Service enables bidirectional communication to gain access to the printer's EWS through a direct connection, but it also functions in the same way with network connections. For network connectivity, the Proxy Service operates only over TCP/IP. The Proxy Service was not implemented to operate over IPX.

In environments that have a larger number of printers, where one-to-one management is impractical, HP Web Access and HP Web JetAdmin work together to provide scalable remote printer management. HP Web JetAdmin is used for consolidated management tasks, where operations are performed on a selected set of printers instead of on individual printers. For such environments, HP has provided hooks between HP Web Access and HP Web JetAdmin so that Web Access features can be configured on multiple printers in one operation.

In environments with a larger number of printers, where one-to-one management is impractical, the HP Advanced Printer Settings and HP Web JetAdmin work together to provide scalable remote printer management. Use HP Web JetAdmin for consolidated management tasks, when you want to perform operations on a selected set of printers instead of on individual printers. For such environments, HP provides hooks between the HP Advanced Printer Settings and HP Web JetAdmin so that you can configure HP Advanced Printer Settings features on multiple printers in one operation. For example, you can set the security password for the HP Advanced Printer Settings on a population of printers simultaneously.

You also can view information about an installed HP Jetdirect print server, if one is installed, by clicking the **Networking** tab in the HP Advanced Printer Settings window.

To print a copy of the EIO Jetdirect page from the printer control panel display, follow these steps:

1. Press the select button (the one with the check mark) to open the menus.
2. Press the up and down buttons to scroll to INFORMATION, and then press the select button.
3. Press the up and down buttons to scroll to PRINT CONFIGURATION.
4. Press the select button to print the configuration page.
5. Look in the configuration page section marked "Printer Information" for the firmware date code. The firmware date code looks something like this: 20030502 05.003.0

Advanced Printer Settings Pages

The **Information** tab of HP Advanced Printer Settings, with the Device Status option selected, is shown in the following illustration.

Figure 9: Advanced Printer Settings, Information tab, Device Settings Options

The screenshot shows the HP Advanced Printer Settings web interface for an HP color LaserJet 3600. The page is titled "Advanced Printer Settings" and includes a "Back to toolbox" button. The "Information" tab is selected, and the "Device Status" option is chosen from the left-hand navigation menu. The main content area displays the "Device Status" section, which includes a "Powersave On" indicator and two status buttons: "Pause/Resume Button" (green circle) and "Continue" (green checkmark). Below this is the "Supplies" section, titled "Toners: (% remaining)", which shows four color cartridges (Black, Cyan, Magenta, Yellow) and two kits (Image Transfer Kit and Image Fuser Kit), all with 98% or 100% remaining. The "Media" section displays a table of tray settings, including Input/Output, Status, Size, and Type. The "Capabilities" section provides printer details such as the serial number, firmware datecode, and tray capacities.

hp color LaserJet 3600 - DOT4_001 - hp color LaserJet 3600

Back to toolbox

hp
invent

Information Settings

Device Status
Configuration Page
Supplies Status
Event Log
Device Information
Control Panel

Device Status

Powersave On

Pause/Resume Button Continue

Supplies

Toners: (% remaining)

Black Print Cartridge	Cyan Print Cartridge	Magenta Print Cartridge	Yellow Print Cartridge
98%	98%	98%	98%

Image Transfer Kit	Image Fuser Kit
100%	99%

Media

Input/Output	Status	Size	Type
TRAY 1		LETTER	GLOSSY 75-105 G/M2
TRAY 2		LETTER	PLAIN
TRAY 3		LETTER	PLAIN
STANDARD OUTPUT		N/A	N/A

Capabilities

Printer Serial Number: XXXXXXXXXX
Firmware Datecode: 20030519 0.028.0
1: TRAY: 1, 100 Sheets
2: TRAY: 2, 250 Sheets
3: TRAY: 3, 500 Sheets

Other Links
[Order Supplies](#)
[Product Support](#)
[Product Registration](#)
[hp instant support](#)

The **Information** tab of the HP Advanced Printer Settings contains links to the following options.

- **Device Status.** This page provides current status information about your printer.
- **Configuration Page.** This page provides information about the configuration of your printer.
- **Supplies Status.** This page provides information about the print cartridge and the total pages printed, and the serial number of the printer.
- **Event Log.** This page provides information about reported printer errors.
- **Device Information.** This page shows device information, such as the printer TCP/IP address if applicable, and serial number.
- **Control Panel.** This page shows the layout of the control panel.

In addition, a section entitled **Other Links** provides links to off-printer solutions.

Device status

If a printer problem exists, status information (such as whether the printer is online or the toner is low) is available through your Web browser on a computer that is linked directly to the printer. You can view this information without physically going to the printer to identify the status. Refer to the previous screenshot to view the options.

Configuration page

The HP Advanced Printer Settings configuration page provides configuration information about the printer in the same way as the configuration page printed from the printer. The following illustration shows an example of a configuration page viewed remotely through the HP Advanced Printer Settings.

Figure 10: Advanced Printer Settings, Information tab, Configuration page option

hp color LaserJet 3500 - DOT4_D01 - hp color LaserJet 3500 Back to toolbox

Advanced Printer Settings

Information Settings

Device Status
Configuration Page
 Supplies Status
 Event Log
 Device Information
 Control Panel

Other Links
[Order Supplies](#)
[Product Support](#)
[Product Registration](#)
[hp instant support](#)

Configuration Page

Device Information

Product Name:	hp color LaserJet 3500
Printer Name:	hp color LaserJet 3500
Printer Model:	CXXXXA
Printer Serial Number:	XXXXXXXXXX
Firmware Datecode:	20030519 0.028.0
Service ID:	13216
Page Count:	181
Color Page Count:	102

Memory

Total Memory:	64 MB
DWS :	56.62 MB

Security

Control Panel Lock:	NONE
Control Panel Password:	DISABLED

Paper Trays and Options

Default Paper Size:	LETTER
Tray 1 Size:	LETTER
Tray 1 Type:	GLOSSY 75-105 G/M2
Tray 2 Size:	LETTER
Tray 3 Size:	LETTER

Internal

Input Trays:

- 1: TRAY: 1, 100 Sheets
- 2: TRAY: 2, 250 Sheets
- 3: TRAY: 3, 500 Sheets

Output Bins:

- 1: STANDARD OUTPUT, 250 Sheets, Face Down

Calibration Information

Last CPR (page count): 80
 Last DMax/DHalf (page count): 180

A B C D E F G H I J K L M N O P
 1 0D 3A 49 5C 7D 8B 9E A9 0B 0C 1B 42 5A 63 7D AA

Note The remainder of the options on the **Information** tab are not shown in screenshots in this document.

Note The difference between the Total Memory setting and the DIMM Slot 1 memory value is reserved for system use.

Other Links

Links within the home page of the HP Web Server provide an easy way to locate information or complete tasks.

- **hp instant support.** This link connects you to a set of dynamic Web resources that help you solve specific problems and determine additional services that might be available for your device. Specific status and configuration information about the printer is retained and directed to the "Solve a Problem" Web site. This site offers targeted support content and messages to help resolve problems as quickly as possible.
- **Order Supplies.** This link connects to an ordering page where you can order genuine HP supplies, such as print cartridges and paper.
- **Product Support.** This link connects to an HP product support page from which you can search for information, contact the HP customer care home page, or find additional resources for your printer.

Settings tab

The **Settings** tab, with the Configure Device option selected, is shown in the following illustration.

Figure 11: Advanced Printer Settings, Settings Tab, Configure Device Option

The screenshot displays the HP Advanced Printer Settings interface for an hp color LaserJet 3500. At the top, the HP logo and the text "hp color LaserJet 3500 - DOT4_001 - hp color LaserJet 3500" are visible, along with a "Back to toolbox" button. The main navigation area features two tabs: "Information" and "Settings". The "Settings" tab is active, and within it, "Configure Device" is selected. Below the "Settings" tab, there is a vertical navigation menu with three options: "Configure Device", "Security", and "Device Information". To the left of the main content area, there is an "Other Links" section with four links: "Order Supplies", "Product Support", "Product Registration", and "hp instant support". The main content area is titled "Configure Device" and contains a "Select A Menu" section with four expandable options: "INFORMATION", "PAPER HANDLING", "CONFIGURE DEVICE", and "DIAGNOSTICS".

The **Settings** tab contains links to the following options:

- Configure Device
- Security
- Device Information

Configure Device

You can obtain printer configuration information by opening the printer HP Advanced Printer Settings page and changing any of the basic configuration information on the **Settings** tab. Security and password controls give management information system managers the level of control that they require within their environments.

Expand and collapse options by clicking the plus in the menu. Then, change the displayed options as required. Available options include Information, Paper Handling, Configure Device, and Diagnostics. Refer to the previous section for an illustration of the Configure Device option

Some configuration tasks cannot be performed remotely because you must examine printed pages.

Note The remainder of the options on the **Settings** tab are not shown in screenshots in this document.

Networking tab

If your HP Color LaserJet 3500 printer is installed on a network, the **Networking** tab (not shown here) is available in the HP Toolbox (it does not appear when the printer is installed through a USB connection). The Networking pages allow you to view network status and configure the printer's network card from your PC. The Networking pages are not part of the Advanced Printer Settings in your printer; they reside on an Advanced Printer Settings that is included with your HP JetDirect EIO network card. The appearance and features of the Networking pages will differ, depending on the version of your HP JetDirect card.

The networking tab is not illustrated in this section.

Networking Tab Categories

The menu on the left of the screen contains networking options under three categories:

- Configuration
- Security
- Diagnostics

Configuration

- Network Settings
- Other Settings
- Select Language

Security

- Settings
- Authorization
- Management Protocols

Diagnostics

Network Statistics

Protocol Info

Configuration Page

To the right of the menu, various network settings are available.

- TCP/IP
- IPX/SPX
- AppleTalk
- Data Link Control/Logical Link Control (DLC/LLC)
- Simple Network Management Protocol (SNMP)

Below are some of the tasks you may be able to perform from the Networking pages:

- Change network configuration settings for various types of network connections.
- Enable or disable printing protocols.
- Set up a support contact and support URLs.
- Set up a password to control who can remotely access the Networking pages.
- View general network status information, including network statistics stored on the print server.
- View protocol information for all supported network connections.
- Display the HP JetDirect Configuration Page.
- Set the frequency at which the Advanced Printer Settings will check the network status.

Device Status and Alerts

The HP Color LaserJet 3500 printing-system software includes a utility called Device Status and Alerts that you can use to monitor print jobs and printer status from the desktop. The Device Status and Alerts feature provides printer and job status information such as printing history, job progress, toner and paper levels, and consumables and supplies reordering information, and presents a simulated view of the printer control panel. This utility offers several options for configuring pop-up windows to view the status of the printer and of individual print jobs.

Device Status and Alerts is a selectable component of Custom Installation. To install Device Status and Alerts, select **Custom Installation**, and then select the **Device Status and Alerts** check box.

Device Status and Alerts features are available for printers that have a connection that supports bidirectional functionality, whether directly or over a network. The Device Status and Alerts feature cannot be installed over infrared (IR) or serial ports. See "Bidirectional communication."

HP Device Status and Alerts communicates with the printer only during an active print job, which minimizes network traffic.

The following restrictions apply to HP products that use Device Status and Alerts:

When using Device Status and Alerts with Microsoft printer sharing, the following items apply:

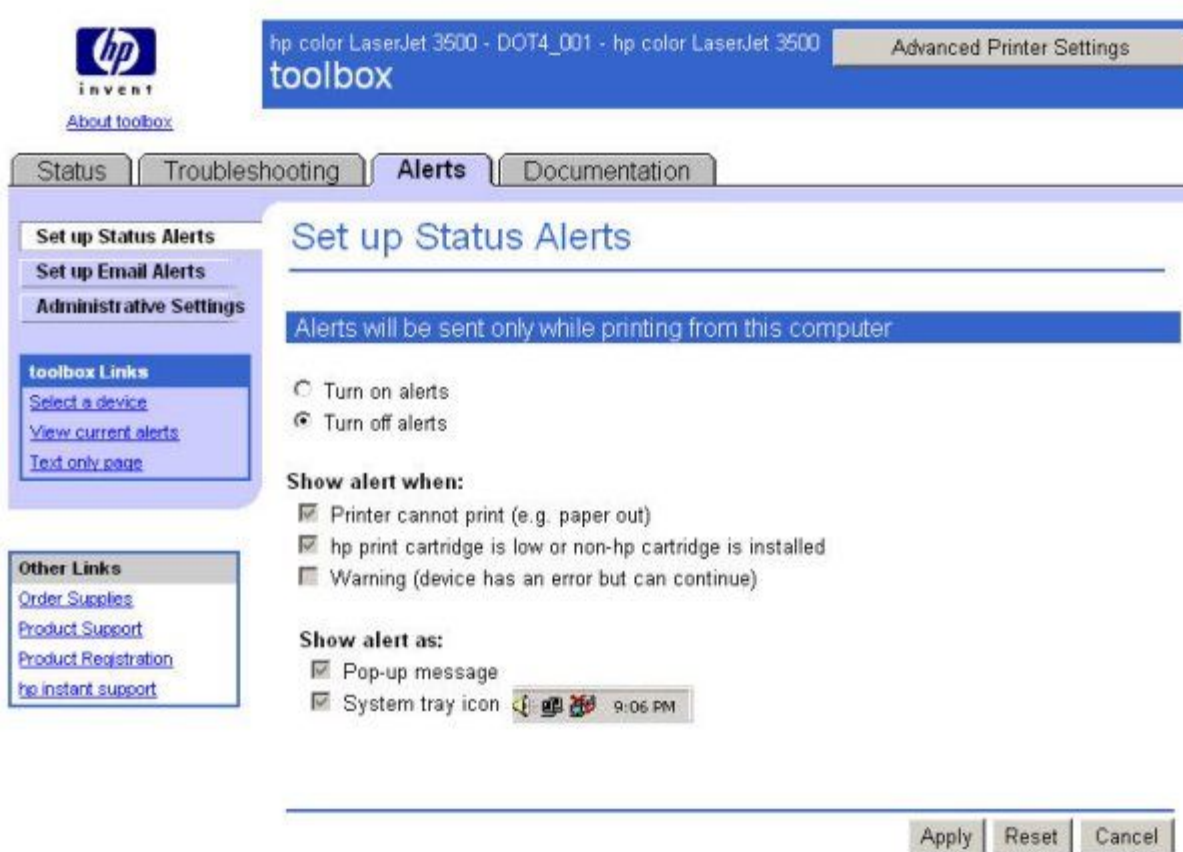
When the Device Status and Alerts feature is installed, a status icon in the form of a printer is included in the Windows system tray in the lower-right corner of the screen, in the Systray. The printer icon remains unchanged until you send a print job to the HP Color LaserJet 3500 series printer. When you send a print job, the icon changes to alert you to the status of the print job. Eight icons exist in this feature. Neither the **Receiving** nor the **Waiting** icon ever shows up in the Systray. When the print job is in a receiving or waiting state, the **Printing** icon appears in the Systray.

Figure 12: System Tray Notification of Device Status and Alerts



Double-click the status icon to start **Device Status and Alerts**. The **Device Status and Alerts** Tab with the **Set up Status Alerts** option selected is shown in the following illustration.

Figure 13: Device Status and Alerts, Alerts tab, Set up Status Alerts option



The **Alerts** tab contains links to the following options:

- **Set up Status Alerts**
- **Set up Email Alerts**
- **Administrative Settings**

Set up Status and Alerts

The Set up Status and Alerts option allows automatic notification of printer status to an email address, a mobile device or a web address. This option lets you activate the alarm feature and set conditions for its use.

Refer to the previous section for an illustration of the Set up Status and Alerts option.

Set up Email Alerts

The Set up Email Alerts option allows you to specify the destination of the alert (an email address, a mobile device, or a URL).

Figure 14: Device Status and Alerts, Alerts tab, Set up Status Alerts option

hp color LaserJet 3500 - DOT4_001 - hp color LaserJet 3500 **toolbox** Advanced Printer Settings

About toolbox

Status Troubleshooting **Alerts** Documentation

Set up Status Alerts
Set up Email Alerts
Administrative Settings

toolbox Links
[Select a device](#)
[View current alerts](#)
[Text only page](#)

Other Links
[Order Supplies](#)
[Product Support](#)
[Product Registration](#)
[hp instant support](#)

Set up Email Alerts

Step 1: Enter Alert Destinations

Example 1: an email address > (your_name)@(your_company).com
Example 2: a mobile device > 208-555-5555@(mobile_company).net
Example 3: a URL > http://www.(your_server).com

Destination 1
Destination 2
Destination 3
Destination 4

Step 2: Choose Alerts

Choose alert categories to send to lists or click category link to select individual alerts.

Alert Category	Destination 1	Destination 2	Destination 3	Destination 4
Supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paper Path	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advisory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Step 3: Configure Email Server

Enter the information for the email server that will be sending out the email alert messages for this device. These values only need to be set if you are using email alerts.

SMTP Server: (Example: mail.company.com)

Contact your email administrator if you do not know what email server settings to enter.

Administrative Settings

The Administrative settings option allows you to specify the notification rate of the alert.

Figure 15: Device Status and Alerts, Alerts tab, Administrative Settings option

The screenshot shows the HP printer's web interface. At the top, there is a header with the HP logo, the text 'hp color LaserJet 3500 - DOT4_001 - hp color LaserJet 3500', and a 'toolbox' button. Below the header is a navigation bar with tabs for 'Status', 'Troubleshooting', 'Alerts', and 'Documentation'. The 'Alerts' tab is selected. On the left side, there is a sidebar with several sections: 'Set up Status Alerts', 'Set up Email Alerts', 'Administrative Settings', 'toolbox Links' (with sub-links: 'Select a device', 'View current alerts', 'Text only page'), and 'Other Links' (with sub-links: 'Order Supplies', 'Product Support', 'Product Registration', 'hp instant support'). The main content area is titled 'Administrative Settings' and contains a section for 'Printer Status Check Rate'. This section includes a descriptive paragraph: 'Set up the rate at which your printer will be checked for alerts. Increasing the rate will provide more timely status to alert events, but will increase I/O traffic. Decreasing the rate will reduce I/O traffic, but may cause a delay in receiving alert messages.' Below this text are three radio button options: 'Less Often', 'Normal', and 'More Often'. The 'Normal' option is selected. At the bottom right of the settings area are 'Apply' and 'Cancel' buttons.

Remote firmware update

The HP Color LaserJet 3500 series printer features a remote firmware update (RFU) capability. The method for downloading remote firmware updates from the Web site is similar to that used to download the latest printing-system software and printer drivers.

The process for remotely upgrading printer firmware involves three steps:

1. Determine the current level of firmware installed on the HP Color LaserJet 3500 series printer.
2. Go to the Web site and download the latest firmware to your computer.
3. Download the new firmware to the printer.

Determining the current level of firmware

To determine the current level of firmware, view the configuration page. To print a configuration page, press 22 on the printer control panel or follow these instructions.

1. On the printer control panel, press the select button (the one with the check mark) to open the menus.
2. Press the up and down buttons to scroll to INFORMATION, and then press the select button.
3. Press the up and down buttons to scroll to PRINT CONFIGURATION.
4. Press the select button to print the configuration page.
5. Look in the configuration page section marked **Printer Information** for the firmware date code. The firmware date code looks something like this: 20030502 05.003.0

Downloading the new firmware from the HP Web site

For support information about downloading new firmware from the Web, go to:
http://www.hp.com/go/clj3500_firmware

Downloading the new firmware to the printer

The printer can receive an .RFU update to a printer as long as it is in a "ready" state. The printer waits for all of the input/output (I/O) channels to become idle before performing the update.

Note

The firmware update involves a change in the format of nonvolatile random-access memory (NVRAM). Any menu settings that are changed from the default settings may return to default settings and must be changed again if you want settings that are different from the defaults. Examples of settings that are affected in this way are tray types, default symbol sets, and Web access alerts.

The elapsed time for an update depends on the I/O transfer time, as well as the time that it takes for the printer to reinitialize. The I/O transfer time depends on a number of things, including the speed of the host computer that is sending the update and the I/O method (USB or network). The reinitialization time depends on the specific hardware configuration of the printer, such as the number of EIO devices installed, the presence of external paper-handling devices, and the amount of memory installed.

If the remote firmware update process is interrupted before the firmware is downloaded (while RECEIVING UPGRADE appears on the control panel display), the firmware file must be sent again. If power is lost during the flash DIMM update (while UPGRADING PRINTER appears on the control panel display), the update is interrupted and the message RESEND UPGRADE appears (in English only) on the control panel display.

Finally, any print jobs ahead of the .RFU job in the queue are printed before the update is processed.

Note

The printer automatically turns off and then on again after processing the update.

Use one of the following methods to update your printer.

Remote firmware update through a local Windows port

If the printer is connected through a local USB port, then you can send the .RFU file directly to the printer by using a COPY command from a command prompt or an MS-DOS (R) window. At the command prompt, perform the following steps for your operating system.

Remote firmware update through a Windows network

If the printer is shared on a Windows network, follow these instructions.

1. From a command prompt or in an MS-DOS window, type:
copy /B <FILENAME> \\<COMPUTERNAME>\<SHARENAME>
where <FILENAME> is the name of the .RFU file (including the path), <COMPUTERNAME> is the name of the computer from which the printer is being shared, and <SHARENAME> is the printer share name. For example:
C:\>copy /B c:\3500fw.rfu \\your_server\your_computer

Note

If the file name or path includes a space, you must enclose the file name or path in quotation marks. For example, type:

```
C:\>copy/b "c:\My Documents\3500fw.rfu" \\your_server\your_computer
```

2. Press **Enter** on the keyboard. The printer control panel displays the messages described in the section "Printer messages during firmware update". At the end of the upgrade process, the control panel displays the READY message. The message **1 file(s) copied** appears on the computer screen.

Remote firmware update for UNIX systems

For UNIX systems, any command method that delivers the .RFU file to the printer is acceptable, including the following:

1. At the command prompt, type:

```
$cp </home/yourmachine/FILENAME/dev/parallel>
```

where </home/yourmachine/FILENAME> contains the .RFU file.

Remote firmware update using FTP on a direct network connection

If the HP Color LaserJet 3500 series printer uses a direct network connection, use file transfer protocol (FTP) to update your HP LaserJet firmware. Complete the following steps for your operating system.

Windows operating systems

1. Take note of the TCP/IP address on the EIO Jetdirect page. The HP Jetdirect page is the second page of the configuration page printout. To print a configuration page, see "Determining the current level of firmware".

Note

Before connecting to the printer, make sure that the printer is not in PowerSave mode. Also make sure that any error messages are cleared from the control panel display.

2. Open a command window on your computer.

3. Type:

```
ftp <TCP/IP PRINTER ADDRESS>
```

For example, if the TCP/IP address is 192.168.0.90, type:

```
ftp 192.168.0.90
```

4. Press **Enter** on the keyboard.
5. When prompted for the user name, press **Enter**.
6. When prompted for the password, press **Enter**.
7. Type:

```
bin
```

at the command prompt.

8. Press **Enter**. The message **200 Types set to I, Using binary mode to transfer files** appears in the command window.

9. Type:

```
put <FILENAME>
```

where <FILENAME> is the name of the .RFU file that was downloaded from the Web, including the path. For example, type:

```
put C:\LJ\3500FW.RFU
```

and then press **Enter**.

Note

If the file name or path includes a space, you must enclose the file name or path in quotation marks. For example, type:

```
put "c:\My Documents\LJ\3500fw.rfu"
```

The following series of messages appears in the command window:

200 PORT command successful
150 Opening BINARY mode data connection
226 Ready
226 Processing Job
226 Transfer complete

Then, a message containing transfer speed information appears.

10. The download process begins and the firmware is updated on the printer. This can take about five minutes. Let the process finish without further interaction with the printer or computer.

Note

The printer automatically turns off and then on again after processing the upgrade.

11. At the command prompt, type:
bye
to exit the ftp command.
12. At the command prompt, type:
exit
to return to the Windows (R) interface.

Mac operating systems

1. Take note of the TCP/IP address on the EIO Jetdirect page. The Jetdirect page is the second page of the configuration page printout. To print a configuration page, see the "Determining the current level of firmware" section of this guide.
2. Open a Terminal window on your Macintosh. You can find the Terminal application on the computer hard drive under the Applications/Utilities folder.
3. Type:
FTP <TCP/IP PRINTER ADDRESS>
For example, if the TCP/IP address is 192.168.0.90, type:
FTP 192.168.0.90.
4. Press **Enter** on the keyboard.
5. When prompted for a user name and password, press **Enter**.
6. Type:
put <path>
where <path> is the location where the .RFU file was downloaded from the Web, including the path. For example, type:
put C:\LJ\3500FW.RFU
and then press **Enter**.

Note

If the file name or path includes a space, you must enclose the file name or path in quotation marks. For example, type:

put "c:\My Documents\LJFW.RFU"

Note To ensure that the entire proper path to the .RFU file is placed in the **put** command, type **put** and a **space** and then click and drag the .RFU file on to the terminal window. The complete path to the file will be placed after the **put** command automatically.

7. The download process begins and the firmware is updated on the printer. This can take about five minutes. Let the process finish without further interaction with the printer or computer.

Note The printer automatically turns off and then turns on again to activate the update.

Remote firmware update using FTP through a browser

Follow the instructions below to use FTP through a browser to update the printer firmware remotely.

Note The following instructions can be used on Windows or Mac operating systems.

1. Open a browser window.
2. In the address line of the browser, type:
ftp://<IPADDRESS>
where <IPADDRESS> is the TCP/IP address of your printer. For example, if the TCP/IP address is 192.168.0.90, type:
FTP 192.168.0.90
3. Locate the .RFU file for the printer.
4. Drag and drop the .RFU file onto the **PORT1** icon in the browser window.

Remote firmware update using Fetch (Mac OS 9.x only)

For Mac OS 9.x OSs, a shareware program called Fetch provides FTP control for a **put** command. Download and install the program from:

<http://download.cnet.com/downloads/0-10207-100-5250613.html>

Follow these instructions to use Fetch.

1. Start the program by clicking on the **Fetch** icon.
2. Type the IP address of the printer in the **Host:** box
3. Click the **Put Files** button and browse to the location of the .RFU file.
4. Double-click the file to select it and download it to the printer. A confirmation message appears in the main window.
5. Click **OK**.

Remote firmware update using the HP LaserJet Utility (Mac OS 9. x only)

Follow these instructions to update the firmware using the HP LaserJet Utility.

1. The first step is to make sure you have the tools and files necessary for the update. You will need the HP LaserJet Utility and the **3500fw.rfu** file, which is the firmware file for the printer.

The HP LaserJet Utility can be found on the HP Color LaserJet 3500 printing-system software CD-ROM that came with the printer. If you do not have the software CD-ROM, you can obtain the HP LaserJet Utility by downloading the latest printer installer from:

<http://www.hp.com>

The firmware file (**3500fw.rfu**) can be downloaded from:

http://www.hp.com/go/clj3500_firmware

See the "Downloading the new firmware to the printer" section of this guide for more information.

Once you have the firmware file and the HP LaserJet Utility, you are ready to begin the upgrade process.

2. Launch the HP LaserJet Utility.

3. Click **Select Printer** and locate the printer you would like to upgrade on the network.
4. Select the printer on the right side of the dialog box, and click **OK**. An information dialog box for the HP Color LaserJet 3500 printer appears.
5. On the left side of the information dialog box, click **Files**. A dialog box appears that allows you to choose a file to be downloaded to the printer.
6. Click **Select File**.
7. Locate the **3500fw.rfu** file on your hard disk, and click the file name to highlight it. Then click **Select**. The **Files** dialog box updates showing the **3500fw.rfu** file under **File to download**.
8. Click **Download**.

The HP LaserJet Utility starts downloading the file to the printer. A progress bar keeps you updated on how much of the file has been downloaded. While the file is downloading, the RECEIVING UPGRADE message appears on the control-panel display on the printer. After the file has downloaded to the printer the PERFORMING UPGRADE message appears on the control-panel display.

Note

The printer automatically turns off and then turns back on again after processing the upgrade.

9. After the printer has turned on again and finished initializing, print a configuration page to verify that the new firmware has been installed. Press 2, 2, on the printer control panel to print a configuration page. See the "Determining the current level of firmware" section of this guide for more information.

Remote firmware update using the LPR command

Note

This remote firmware update method is for use in Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003.

Follow the instructions below to update the printer software remotely using the LPR command.

1. From a command window, type:


```
lpr -P <IPADDRESS> -S <IPADDRESS> -o l <FILENAME>
```

-OR-

```
lpr -S <IPADDRESS> -Pbinps <FILENAME>
```

-OR-

```
lpr -S <hostname or IPADDRESS> -Praw <FILENAME>
```

where <IPADDRESS> can be either the TCP/IP address or the hostname of the printer, and where <FILENAME> is the filename of the .RFU file.

Note

The parameter (-o l) consists of a lowercase "O", not a zero, and a lowercase "L", not the numeral 1. This parameter sets the transport protocol to binary mode.

2. Press **Enter** on the keyboard. The printer control panel displays the messages described in the section "Printer messages during firmware update". At the end of the upgrade process, the printer control panel displays the READY message.
3. Type:


```
exit
```

 at the command prompt to close the command window.

Using HP Web JetAdmin to download the firmware to the printer

This procedure requires that you install HP Web JetAdmin version 7.0 or later on your computer. Complete the following steps to update a single printer through HP Web JetAdmin after downloading the .RFU file from the HP Web site.

1. Start HP Web JetAdmin.
2. Type the TCP/IP address or IP host name of the printer in the **Quick Device Find** field, and then click **Go**. The printer Status window appears.

3. Open the **Device Management** folder in the drop-down list in the Navigation panel. Navigate to the **Device Lists** folder.
4. Expand the **Device Lists** folder and select **All Devices**. Locate the printer you wish to update in the list of printers and click to select it.
5. Locate the drop-down box for **Device Tools** in the upper right corner of the window. Select **Update Printer Firmware** from the **choose action** list.
6. If the name of the .RFU file is not listed in the **All Available Images** box, click **Browse** in the **Upload New Firmware Image** dialog box and navigate to the location of the .RFU file you downloaded from the web at the start of this procedure. If the filename is listed, select it.
7. Click **Upload** to move the .RFU file from your hard drive to the HP Web JetAdmin server.
8. Refresh the browser.
9. Select the .RFU file from the **Printer Firmware Update** drop-down menu.
10. Click **Update Firmware**. HP Web JetAdmin sends the selected .RFU file to the printer. The printer control panel displays the messages described in the section "Printer messages during firmware update". At the end of the upgrade process, the printer control panel displays the READY message.

Also, HP Web JetAdmin 6.5 can be used to perform multiple or unattended installations.

1. Start HP Web JetAdmin.
2. Create a device group. A simple way to do this is to follow these steps:
 - a. Click **Device Management**, then click **All Devices**.
 - b. Shift-click to select printers that you want to be included in the group, and then click **OK**.
 - c. When prompted, type a name for the new device group, and then click **OK**.
3. To modify several printers in a group, click the group name, and then click **Open**.
4. The drop-down menu for **Device Group Tools** appears in the right side of the window. Scroll if necessary to view it.
5. In the **Device Group Tools** drop-down box, choose an action. Type in the appropriate information, and click **Return to Device Group** when finished.

Printer messages during firmware update

The printer shows three messages that appear during a normal update process.

Table 9: Update messages

Printer message	Explanation
RECEIVING UPGRADE	This message appears from the time the printer recognizes the beginning of an .RFU update until the time the printer has verified the validity and integrity of the .RFU update.
UPGRADING PRINTER	This message appears while the printer is actually reprogramming the firmware.
WAIT FOR PRINTER TO REINITIALIZE	This message appears from the time the printer has finished reprogramming the DIMM until the printer reinitializes.

Note To verify that the firmware update succeeded, print a new configuration page from the printer control panel and verify that the firmware date code on the configuration page has changed.

Troubleshooting a firmware update

The following table lists the causes and results of possible interruptions to the firmware update.

Table 10: Troubleshooting a firmware update

Cause	Result
The job was cancelled from the printer control panel.	No update has occurred.
A break in the I/O stream occurred during send (for example, the parallel cable was removed).	No update has occurred.
A power cycle occurred during RECEIVING UPGRADE.	No update has occurred.
A power cycle occurred during UPGRADING PRINTER.	No update has occurred. Resend the update through a parallel port.
A power cycle occurred during WAIT FOR PRINTER TO REINITIALIZE.	The update has been completed.

Print jobs sent to the printer while an update is in process do not interrupt the update.

The following table lists possible reasons for the failure of a remote firmware update and the corrective action required for each situation.

Table 11: Troubleshooting a firmware update failure

Reason for firmware update failure	Corrective action
The .RFU file is corrupted.	The printer recognizes that the file is corrupted and rejects the update. Download the file again and send the new file to the printer. Download the file from: http://www.hp.com/go/clj3500_firmware
The wrong printer model is contained in the .RFU file.	The printer recognizes the model mismatch and rejects the update. Download the correct file and send it to the printer. Download the file from: http://www.hp.com/go/clj3500_firmware
The upgrade was interrupted.	See the "Troubleshooting a firmware update" table.
A flash hardware failure occurred.	Although it is extremely unlikely, the device might have a hardware failure. Call technical support to address the problem (see the flyer that came with the printer for a local telephone support list).

Note All HP LaserJet printers leave the factory with the latest available firmware version installed. If a remote firmware update fails, the .RFU file must be sent over a parallel port connection.

Euro character

The euro is the name for the currency of the European Union (EU). This unit was launched on January 1, 1999. The euro has changed the way business is conducted in Europe and has affected every company and industry in the world. It is vital that companies understand and prepare for the changes the euro brings.

This HP Color LaserJet 3500 series printer includes euro characters for each of the internal fonts. The printer can print the euro character in the Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003 operating systems. HP is committed to maximizing document portability through supporting and promoting euro-symbol standards.

Printing-system components

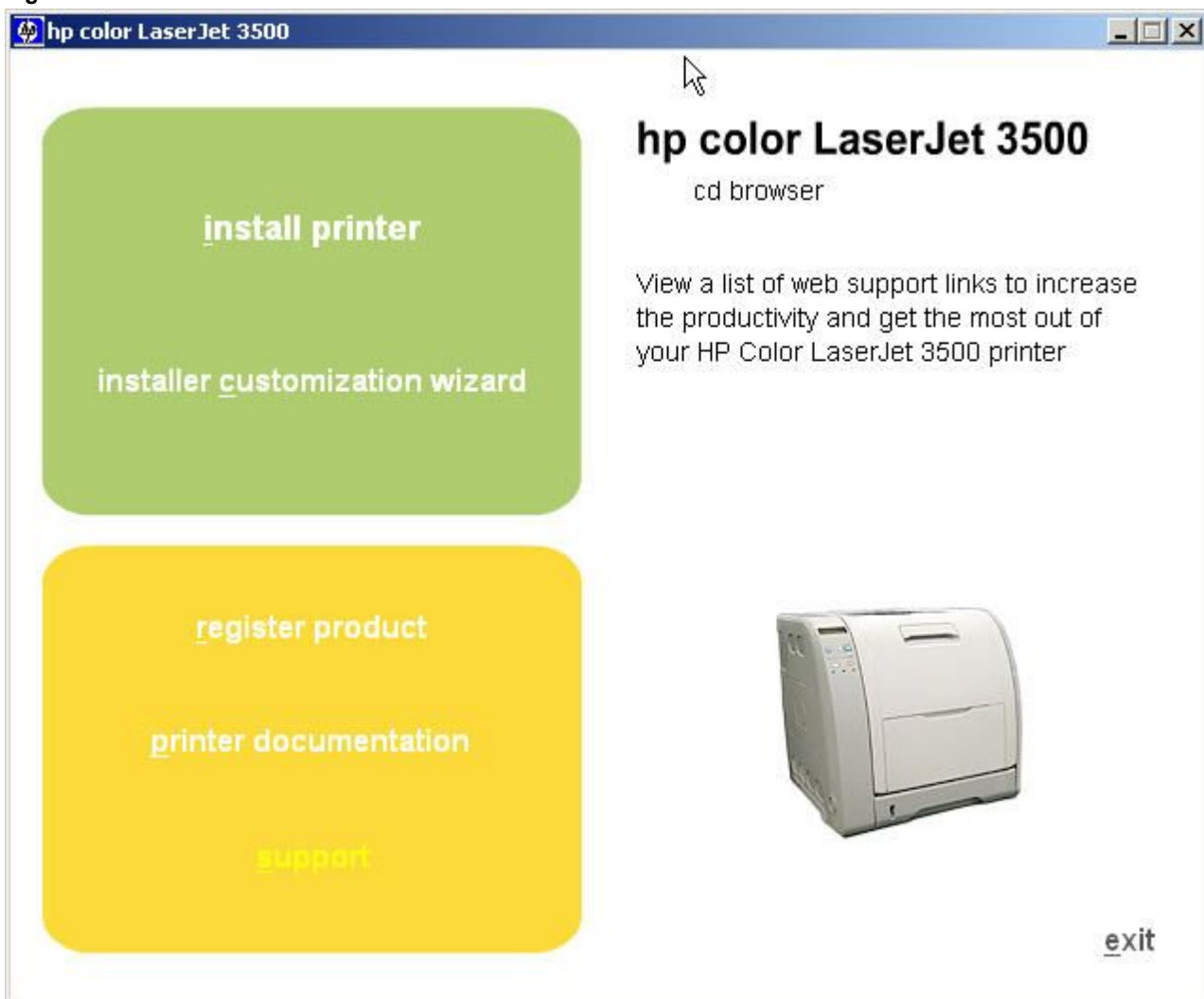
Printing system and installer

HP Color LaserJet 3500 software CD-ROM for Windows systems

In previous versions of the printing-system software, the installer was started by locating and running the SETUP.EXE file. For the Microsoft Windows environment (Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003), the HP Color LaserJet 3500 software CD-ROM provides an interactive software window that you can use not only to install the printer drivers and related components, but also to gain access to online product registration, user documentation, a customization utility, Adobe Acrobat Reader software, and optional HP software.

The following illustration shows the main screen of the HP Color LaserJet 3500 software CD-ROM, which appears when you insert the printing software CD-ROM in your CD-ROM drive. If the screen does not appear when you insert the CD-ROM, click **Start**, click **Run**, click **Browse...**, navigate to the root directory of the CD-ROM, and then double-click the SETUP.EXE file to start the CD-ROM.

Figure 16: Installation software CD-ROM main screen



The HP Color LaserJet 3500 software CD-ROM contains the following options. The text that follows each of the following options is approximately the same text that appears when you put the cursor on the option button.

Note The options on your printer might vary from the illustration.

install printer - This wizard guides you through the installation of your HP Color LaserJet 3500 printing-system software. You are given the choice of performing a Typical Installation or a Custom Installation. If you select Typical Installation, only the necessary software is installed. If you select Custom Installation, you can select the components you want to install.

customization utility - This utility can be used to create a custom software installer for the HP Color LaserJet 3500 series printer that can then be copied to other media, such as a local hard drive or a network drive.

register product - This option can be used to register your HP Color LaserJet 3500 series printer now and to receive the following information at no cost:

- notification of driver updates
- technical support updates
- news about emerging technologies

printer documentation - This option can be used to view the HP Color LaserJet 3500 series printer documentation. The following document options are available:

- **user guide**
- **user reference guide**
- **install notes**
- **hp jetdirect guide**

Note For systems that do not have Adobe Acrobat Reader 4.0 or later installed, you are given the option to install that software. Clicking any of the links to documentation that is provided in the Adobe Acrobat PDF file format opens a dialog box from which you can install Adobe Acrobat Reader software from the HP Color LaserJet 3500 software CD-ROM.

support - To increase productivity and get the most use from your HP Color LaserJet 3500 printer, view a list of optional software available for installation and links to HP Web sites. The following options are available:

- Click **HP web jetadmin** to download HP Web JetAdmin software from the Web for a Web browser-based network-printer-management tool.
- Click **color matching information** for information about how to make best use of the color functions of your HP Color LaserJet 3500.
- Click **supplies** for information about ordering HP Color LaserJet 3500 series printing supplies.
- Click **product information** for HP Color LaserJet 3500 series printer support information and updates.
- Click **hp.com** to go to the HP home Web page for products and services, support, drivers, and HP online stores.

Installer features

The common installer is designed to provide a simple and consistent installation method for the product line. The common installer is available for the Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003 operating systems.

The common installer offers the following features:

- The HP Color LaserJet 3500 software CD-ROM features an interactive software interface. See the "HP Color LaserJet 3500 software CD-ROM for Windows systems" section of this guide.
- Acrobat Reader is available.
- The installer is Web-enabled, providing access to the HP Web site for the latest software components and drivers.
- Network connection is integrated so that you can install drivers and connect to a network printer in a single process.
- The selection dialog box sets the operating-system language as the default language (for Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003 only). You can use the installer to select any of the languages on the HP Color LaserJet 3500 software CD-ROM.

The HP Color LaserJet 3500 software CD-ROM also includes the following features:

- the HP LaserJet Uninstaller Utility
- product registration, using the Web and e-mail
- the HP Customization Utility for custom installations

All of the Windows system components are installed by using the HP Color LaserJet 3500 printing-system installer. The installer automatically senses your language of choice and your operating system. It offers selections for each printer model. You can select the type of installation you prefer: Typical Installation or Custom Installation.

When performing a Web installation, the installer compares the versions of the software components on the HP Color LaserJet 3500 software CD-ROM to those on the HP Web site. If newer versions are on the HP Web site, the installer downloads them.

Installable components

This section provides information about the various installable components that are available either with the HP Color LaserJet 3500 software CD-ROM or from the HP Web site.

Printer drivers

In some cases, older drivers can be used with new printers. Because earlier (legacy) HP LaserJet printers might have different versions of the PCL language, new drivers are not supported with legacy printers. The drivers associated with each printer use the version of PCL language that is installed in the printer.

The printing system for the HP Color LaserJet 3500 series printer includes the following printer drivers.

Printer drivers

The following drivers are available for the HP Color LaserJet 3500 series printer.

- HP traditional printer drivers for Windows 98, Windows Me, and Windows NT 4.0.
- HP unidrivers for Windows 2000, Windows XP, and Windows Server 2003.

All of the drivers provide access to the printer paper-handling and print-quality features, and are described in Chapter 3 of this guide.

Note

If you select a Typical Installation during installation of the printing-system software, the PCL 6 driver is set as the default driver.

Windows 98, Me, NT 4.0, 2000, XP, and Server 2003 driver versions

The PCL 6 support for Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003 operating systems is provided by using the HP Color LaserJet 3500 series printer drivers for the HP Color LaserJet 3500 series printer. For Windows 2000, Windows XP, and Windows Server 2003, the HP Color LaserJet 3500 generic printer description (GPD) provides information about printer features for the PCL 6 driver. The HP Color LaserJet 3500 PS printer description (PPD) provides PS feature support for the HP Color LaserJet 3500 series printer.

- Configure
- NT Forms
- Finishing
- Effects
- Paper
- Destination
- Basics

If you are using an HP unidriver in Windows 2000, Windows XP, or Windows Server 2003 environments, follow these steps to find driver version information:

1. Click **Start**.
2. Click **Settings**.
3. Click **Printers** (or **Printers and Faxes** in Windows XP and Windows Server 2003).
4. Right-click the printer icon.
5. Click **Properties**.
6. Click the **About** tab.

Macintosh and Macintosh-compatible system-driver versions

The HP Color LaserJet 3500 printing solution for Macintosh is composed of Print Center for OS X and the Apple LaserWriter for OS Mac OS 8.6-9.x, which are provided with the operating system, and HP-created PPD files. The driver uses these files to determine the features and PS commands that the printer supports. Bidirectional support in AppleTalk and USB connections supports autoconfiguration of the software. The installable components are:

- the HP LaserJet Installer for Mac OS 8.6-9.x, and Mac OS X.
- the HP LaserJet Screen Fonts Installer.
- SYSTEM/EXTENSIONS/PRINTER DESCRIPTIONS (for Mac OS 8.6-9.x).
- LIBRARY/PRINTERS/PPDS/CONTENTS/RESOURCES/LANGUAGE.LPROJ (for Mac OS X).
- the HP LaserJet Utility, an HP printer utility that is installed in the HP LaserJet folder of Mac OS 8 and Mac OS 9. The HP LaserJet Utility provides configuration and management support for PS .
- online Help, an HTML-based printer and utility help that can be viewed through a browser or in the Macintosh OS Help Center (English only).
- install notes.

Additional productivity tools

HP Web Registration

You can use this component to register your HP Color LaserJet 3500 series printer on the HP Web site or through e-mail. After you have successfully installed the software, the installer prompts you to register your HP Color LaserJet 3500 printer. Also, you can gain access to HP Web Registration from the HP Color LaserJet 3500 software CD-ROM by clicking **Register Product**. You can choose to complete the online registration at that time or later. If you want to register your printer later, click **Register Product** from the HP Color LaserJet 3500 program group when you decide to complete your registration.

HP Web JetAdmin

Use HP Web JetAdmin to manage HP Jetdirect connected printers within your intranet by using a browser. HP Web JetAdmin is a browser-based management tool and should be installed only on the network administrator's computer.

When it is installed on a host server, any client can use HP Web JetAdmin through a supported Web browser (such as Microsoft Internet Explorer 5.5 and 6.0, or Netscape Navigator 7.0, by browsing to the HP Web JetAdmin host. HP Web JetAdmin 7.0 and later versions have the following features:

- task-oriented user interface that provides configurable views for network managers
- customizable user profiles that can be customized to let network administrators include only the function that is being viewed or used
- routing of instant e-mail notification of hardware failure, low supplies, and other printer problems to different people
- remote installation and management from anywhere by using only a standard Web browser
- advanced automatic discovery of peripherals on the network without manually typing information about each printer into a database
- simple integration into enterprise-management packages
- capacity to find peripherals based on parameters such as the Internet protocol (IP) address, color capability, and model name
- capacity to organize peripherals into logical groups, with an option that provides virtual office maps for easy navigation

HP Web JetAdmin can be used for access to the HP Embedded Web Server, ordering supplies, and remote firmware updates (for supported printers).

The HP Color LaserJet 3500 software CD-ROM browser provides the following link to download the latest version of the HP Web JetAdmin software:

<http://www.hp.com/go/webjetadmin>

Click **support** from the CD-ROM browser, and then click **hp web jetadmin**. The following table shows the supporting operating systems and hardware for HP Web JetAdmin.

Table 12: HP Web JetAdmin support

Protocols	<ul style="list-style-type: none"> • TCP/IP • IPX/SPX
Compatible operating systems	<ul style="list-style-type: none"> • Microsoft Windows 2000 Professional, Server, and Advanced Server • Microsoft Windows XP Professional with service pack 1 and Windows Server 2003 • Microsoft Windows NT Server and Workstation with service pack 3 or later <p>Shared print queue creation support</p> <ul style="list-style-type: none"> • Microsoft Windows 2000 Professional, Server and Advanced Server • Microsoft Windows XP Professional and Windows Server 2003 • Microsoft Windows NT 4.0 Server and Workstation • HP-UX 11.0 • Novell NetWare 5.1 and 6.0 (IPX only) using Netware Client 4.83 -- using HP Web JetAdmin only on a Microsoft Windows NT 4.0, Windows 2000, Windows XP, or Windows Server 2003 system
Supported products	All HP and non-HP printers connected through HP Jetdirect print servers, and standard MIB-compliant third-party network connected printers.
Supported browsers	<ul style="list-style-type: none"> • Microsoft Internet Explorer 5.5 and 6.0 (Windows only); • Netscape 7.0 (English) all operating systems
Supported printers	All HP and non-HP printers connected through HP Jetdirect print servers, and standard MIB-compliant third-party network connected printers.

3

Printer driver features

Introduction

This chapter describes the features of the the HP Color LaserJet 3500 series printer drivers. The chapter contains the following major sections:

- Color LaserJet 3500. This section describes the traditional HP Color LaserJet 3500 drivers for Windows 98, Windows Me, and Windows NT 4.0.
- Structure and availability of the HP Color LaserJet 3500 printing-system software CD-ROM. This section describes the three printing-system software CD-ROMs that are included with the HP Color LaserJet 3500 printer.
- Driver feature comparison in Windows and Macintosh operating systems. The tables in this section provide an overview of printer driver features.

You can control print jobs from several places: the printer control panel, the software program, and the driver UI. Generally, for features that are common to two or more of these places (for instance, you can select the media input tray from any of them), settings made at the printer control panel are overridden by settings made from within a software program, and settings made from within a software program are overridden by settings made to driver properties through the driver UI.

Color LaserJet 3500 driver features

When you install the printer in Windows 98, Windows Me, or Windows NT 4.0, the Color LaserJet 3500 drivers for that operating system are used.

This section describes the options that are available on each tab of the HP traditional PCL 6 and PCL 5c driver interfaces.

Access to drivers

To gain access to driver settings from within most software programs, click **File**, click **Print**, and then click **Properties**. The appearance and names of the driver tabs that appear vary, depending on the printer model and the driver.

You can also control the drivers directly from your computer. In Windows 98, Windows Me, Windows NT 4.0, and Windows 2000, click **Start**, click **Settings**, click **Printers**, right-click the printer name, and then click **Printing Preferences** or **Document Defaults** (depending on the operating system (OS) and driver), to gain access to the same set of driver tabs that the software program controls.

If, after right-clicking the printer name, you click **Properties**, you gain access to a different set of tabs that control the driver and driver connections.

Help system

The HP LaserJet 6 and PCL 5c drivers include a full-featured Help system to provide assistance with printing and configuration options.

What's this? Help

What's this? Help is supported in Windows 98, Windows Me, and Windows NT 4.0. You can gain access to What's this? Help messages in any of the following ways:

- Right-click a control and click **What's this?**, and a pop-up Help window appears.
- Click the ? button at the upper-right corner of the frame, next to the X, to change the cursor to an arrow with a question mark. Use this special cursor to select a control, and the pop-up Help window for that feature appears.
- Press the **F1** key, and the Help window for the currently selected control appears.

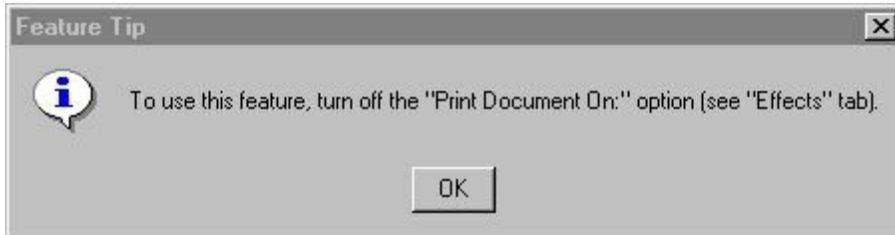
Context-sensitive Help

Press the **Help** button on a driver tab or in a dialog box, and context-sensitive Help appears.

Constraint messages

Constraint messages are unsolicited messages that appear in response to specific actions you take. These messages alert you to selections that are illogical or impossible given the capabilities of the printer or the current settings of other controls. For example, if you click **Print on Both Sides** and then change the paper type to transparencies, a message appears asking you to resolve this conflict.

Figure 17: A typical constraint message with an OK button



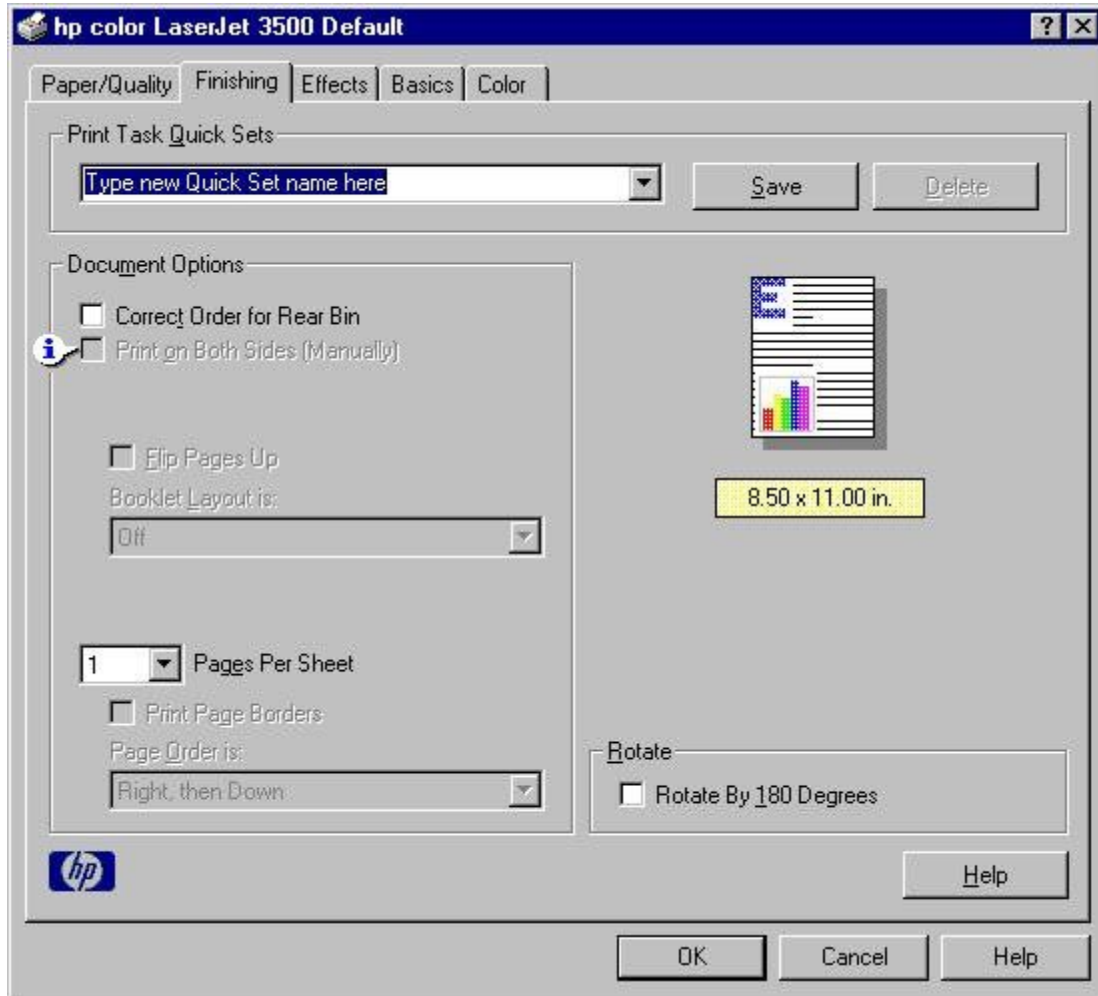
Whenever a constraint message appears with the **OK** or **Cancel** button, the interpretation of the button is as follows:

- Clicking **OK** accepts the change that was just made, and the driver then resets the conflicting control to a setting that is compatible with the new value.
- Clicking **Cancel** rejects the change that was just made, and the control returns to its previous value.

Bubble Help

Bubble Help features a graphical icon that resembles a cartoon speech bubble with a lowercase "i" in it, representing the international symbol for information. The following illustration shows Bubble Help icons on a driver tab.

Figure 18: A property page with Bubble Help icons

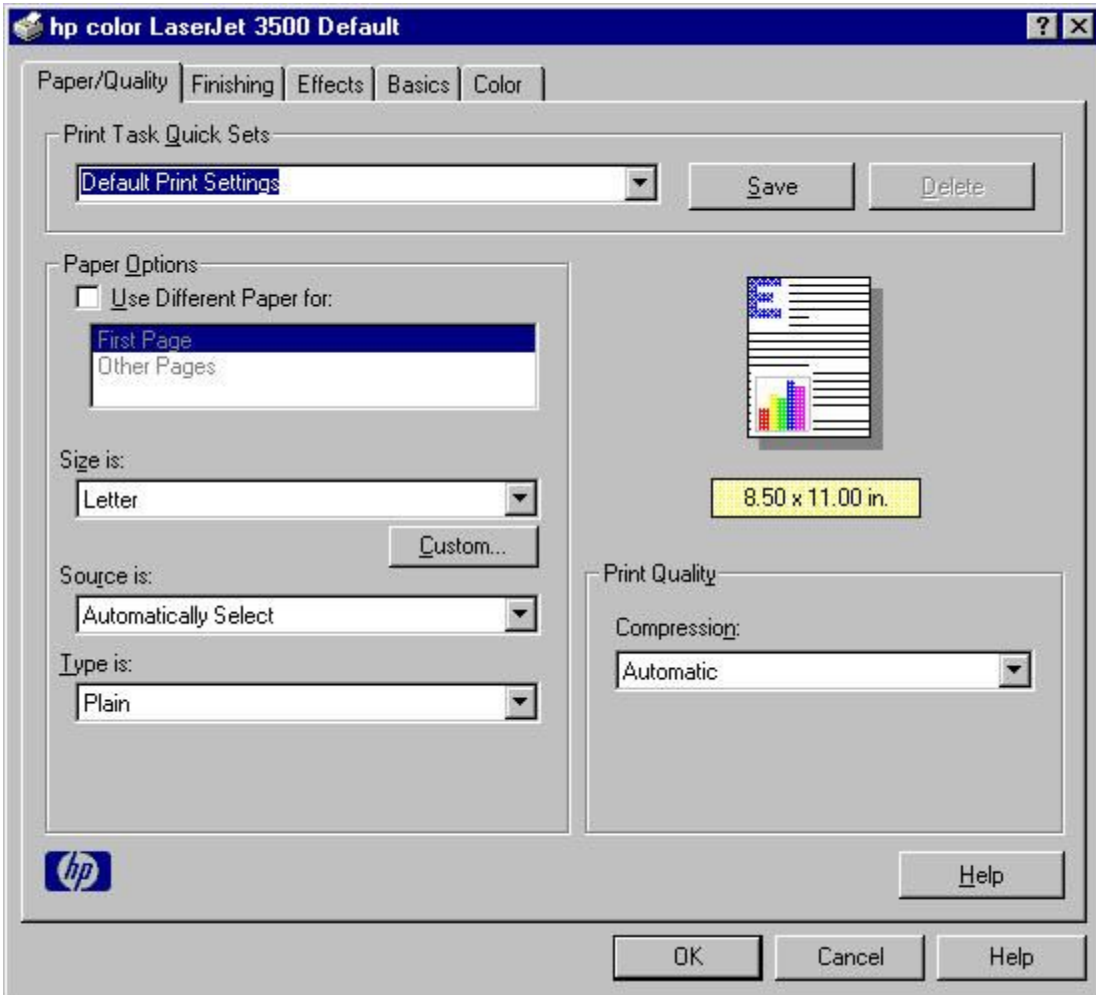


The bubble typically appears next to a disabled control, although it can also accompany an enabled control if there is an important note concerning its use. Moving the pointer over the bubble changes the arrow to a gloved hand, which indicates that the area underneath the pointer is selectable. When the bubble is selected by using either the mouse or the keyboard, a message box appears that contains a brief explanation about why the control is disabled and what can be done to enable it. If the control is not disabled, the message is a tip or a precaution you should be aware of when using that particular feature.

Paper/Quality tab features

Use the **Paper/Quality** tab to specify the size, type, and source of the media, as well as to define a custom paper size. If you want to, you can use this tab to indicate different paper-selection choices for the first page and back cover of the document. The following illustration shows the **Paper/Quality** tab.

Figure 19: Paper/Quality tab



The **Paper/Quality** tab contains the following controls.

- **Print Task Quick Sets** group box
- Document preview image
- **Paper Options** group box

Print Task Quick Sets

The first group box in the upper-left portion of the **Paper/Quality** tab view is **Print Task Quick Sets**. Any change to the **Print Task Quick Sets** group box that is made on the **Paper/Quality** tab affects the group box on the **Finishing** tab, the **Effects** and the **Color** tab, as they are the same control.

The **Print Task Quick Sets** control is used to store the current combination of driver settings that are found on all other **Document Defaults** or **Printing Preferences** driver tabs. Print task quick sets are either preset or user-defined printing specifications, such as paper size and pages per sheet.

Print Task Quick Sets is a setting that is available on all of the tabs except the **Advanced** tab. It stores the current combination of driver settings that is found on all of the other tabs. **Print Task Quick Sets** are either preset or user-defined printing specifications (such as paper size, pages per sheet, and so on).

The **Print Task Quick Sets** control is available on four of the five of the **Document Defaults** or **Printing Preferences** driver tabs (the **Paper/Quality**, **Finishing**, **Effects**, and **Color** tabs). The **Print Task Quick Sets** control does *not* appear on the **Advanced** tab, nor on the driver **Properties** tabs.

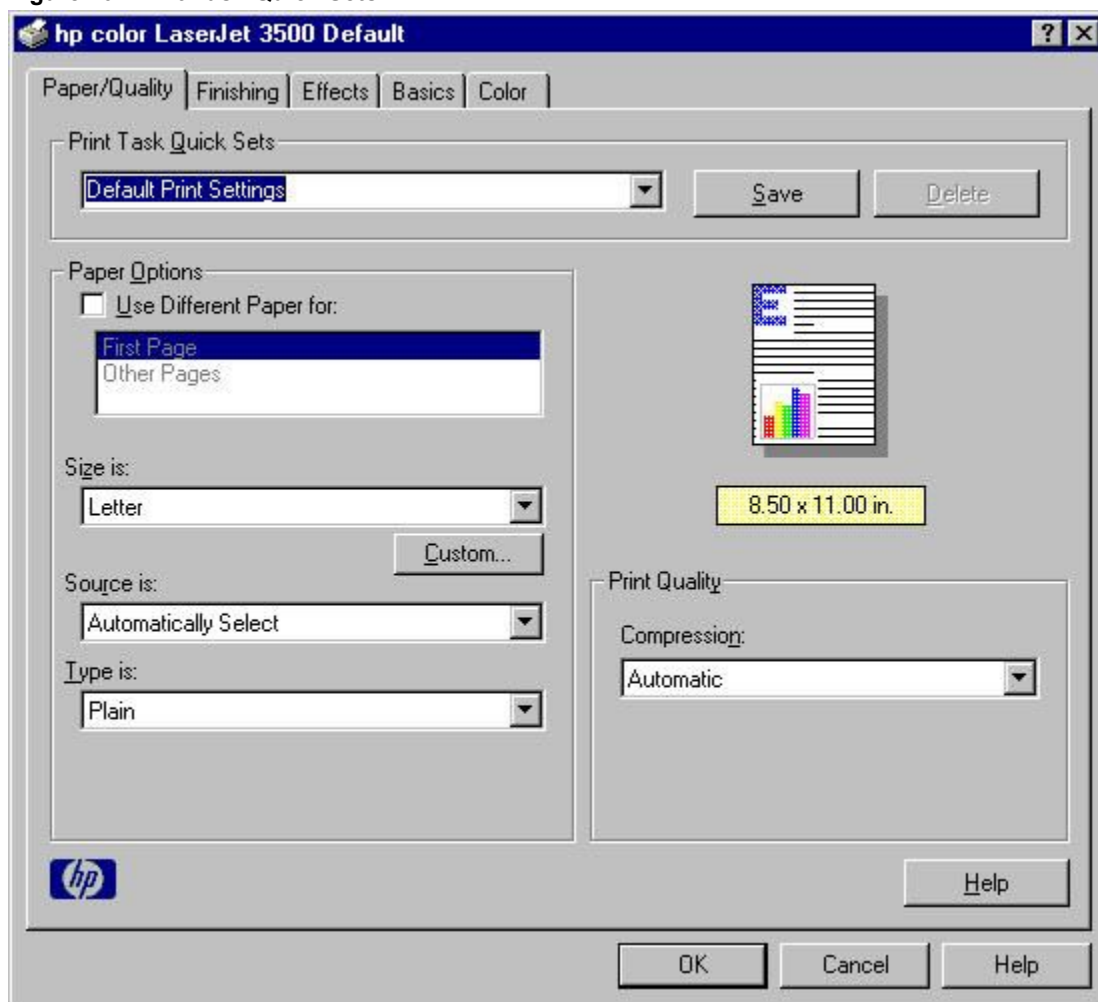
The **Print Task Quick Sets** control is used to store the current combination of driver settings that are found on all other **Document Defaults** or **Printing Preferences** driver tabs.

The following settings are available in the **Print Task Quick Sets** drop-down menu.

- **Default Print Settings**
- **User Guide Print Settings**

An illustration of the available **Print Task Quick Sets** appears below.

Figure 20: Print Task Quick Sets



Default Print Settings

When you select **Default Print Settings**, nearly all of the settings are restored to the combination that existed after the driver was installed (the original settings). However, if the attribute combinations that are associated with watermark

definitions, custom paper sizes, or the **User Guide Print Settings** quick set have been changed or deleted, the original settings are not restored.

Type a new Quick Set name here appears in the **Print Task Quick Sets** menu automatically if no other driver settings have been changed since the driver was installed, or if all of the driver settings match the original settings. Otherwise, the setting in the **Print Task Quick Sets** menu is the same label that appeared when you last closed the printing **Properties** dialog box by clicking **OK**.

The following table shows the default settings for **Print Task Quick Sets**. See the "HP Driver Preconfiguration" section of this document for information about preconfigurable driver settings.

Table 13: Print Task Quick Set default values for the HP Color LaserJet 3500 printer

Driver feature	U.S. English Print Task Quick Sets default values	Other language default setting (if different)	Preconfigurable ¹
Print on both sides	Off		Yes
Flip pages up	Off		Yes
Booklet printing	Off		Yes
Pages per sheet	1		Yes
Print page border	Off		Yes
Page order	Right, then down		Yes
Print quality	Best quality		Yes
Current setting	PCL 6: This is the "Faster Printing" setting PCL 5c: This is the "Best Quality" setting		No
Scale patterns (WYSIWYG)	On		Yes
Print text as black	Off		Yes
TrueType as bitmaps	Off - send TrueType fonts as outlines	On (in Thai only)	Yes (except in Thai)
Print document on	Off - print on the size specified in the Paper tab		Yes
Size to print on	Letter	Default value depends on regional paper size	Yes
Scale to fit	Off		Yes
% of normal size	100		Yes
Watermarks	(none)		Yes
Watermarks first page only	Off		Yes
Current watermarks	(none), Confidential, Draft, SAMPLE		Yes ²
Watermark message	(none)		Yes ²
Watermark message angle	Diagonal		Yes ²
Watermark message custom angle	52		Yes
Watermark font name	Arial (R)	Language dependent	Yes ²
Watermark font color	Gray		Yes ²
Watermark font shading	Very Light		Yes ²
Watermark font size	140		Yes
Watermark font style	Regular		Yes ²
Mini pages tab	All pages		No
Use different paper for first page	Off - all of the pages use the same paper		No

Driver feature	U.S. English Print Task Quick Sets default values	Other language default setting (if different)	Preconfigurable ¹
All pages and first page size is	Letter	Default value depends on regional paper size	Yes
All pages and first page source is	Auto Select		Yes
All pages and first page type is	Unspecified		Yes
Other pages source is	Auto Select		No
Other pages type is	Unspecified		No
Back cover	No back cover		No
Back cover source is	Auto Select		No
Back cover type is	Unspecified		No
Custom paper size width	8.50 inches	210 mm	No
Custom paper size height	11.0 inches	297 mm	No
Paper size units	Inches	Millimeters	No
Destination features	Job Storage		No
Job storage mode	Off		No
Job storage require PIN to print	Off		No
Job storage user name	User logon name <blank - user must enter>		No
Job storage job name	<blank - user must enter>		No
Job storage PIN to print	0000		No
Output bin	Top bin (face-down)		Yes
Output bin option	(none)		Yes
Copies	1		Yes
Orientation	Portrait		Yes
Rotate by 180 degrees	Off		Yes

1- Preconfigurable by using an HP Preconfiguration tool. For more information, go to: <http://www.hp.com/support/clj3500>

2- Not supported in Windows 98, and Windows Me

User Guide Print Settings

The **User Guide Print Settings** option provides a **Print Task Quick Set** for optimal printing of the *User Reference Guide* for the HP Color LaserJet 3500.

Type new Quick Set name here

By default, the **Print Task Quick Set** menu is set to **Type new Quick Set name here**. When you change any of the default settings on any of the **Document Defaults** driver tabs and you want to save the configuration as a **Print Task Quick Set**, highlight the word **Type new Quick Set name here**, type the name you want for your new **Print Task Quick Set**, and click **Save**. **Print Task Quick Sets** are saved in the system registry. To delete a **Print Task Quick Set**, select it from the drop-down menu and click **Delete**.

You can store a maximum of 25 user-defined **Print Task Quick Sets** on a particular system. If you attempt to save too many, a message box appears that reads, "There are too many Print Task Quick Sets defined. Please delete some before adding new ones."

Document preview image

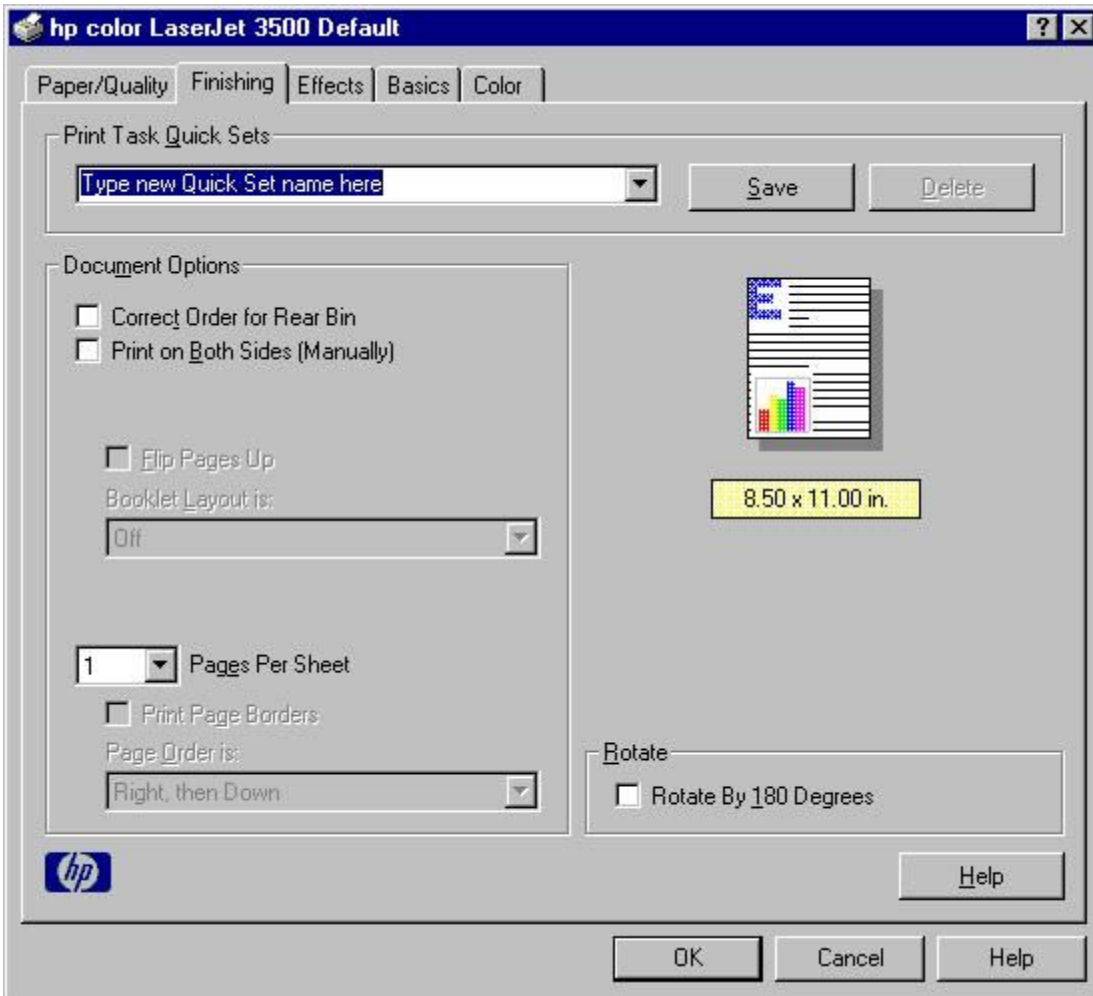
The document preview image is a color, line-drawn image of a page that represents graphics and text. The preview image appears in the upper-right corner of these **Document Defaults** or **Printing Preferences** driver tabs (the **Paper/Quality**, **Finishing**, **Effects**, and **Color** tabs).

Switching between tabs does not change the location or appearance of the preview image. When you move the mouse over the preview image, the mouse cursor changes from an arrow to a gloved hand. You can toggle between portrait and landscape page orientation by clicking on the image. The pale-yellow dimensions label that appears below the preview image reflects the selected page size. The horizontal dimension is always first, so the order of the numbers reverses when the orientation changes. Click on the label to toggle between English and metric units.

Finishing tab features

The appearance of the **Finishing** tab differs, depending on the printer model and the installed paper-handling accessories. The following illustration shows the default appearance of the **Finishing** tab.

Figure 21: The default appearance of the Finishing tab



The **Finishing** tab contains the following controls.

- **Print Task Quick Sets** group box
- **Document Options** group box
- Document preview image
- **Rotate** group box

Print Task Quick Sets

The **Print Task Quick Sets** control is available on the **Paper/Quality**, **Finishing**, **Effects**, and **Destination** tabs. The feature is used to store the current combination of driver settings that are found on all of the other tabs. **Print Task Quick Sets** are either preset or user-defined printing specifications (such as paper size, pages per sheet, and so on). For more information, see the "Print/Quality tab features" in this section.

Document Options

The **Document Options** group box contains the following controls.

- **Correct Order for Rear Bin**
- **Print on Both Sides (manually)**
- **Flip Pages Up** (available when the **Print on Both Sides (manually)** setting on the **Device Settings** tab is installed)
- **Booklet Layout** (available when the **Print on Both Sides (manually)** setting on the **Device Settings** tab is installed)
- **Pages per Sheet**
- **Print Page Borders** (activated when **Pages per Sheet** setting is greater than 1)
- **Page Order** (activated when the **Pages per Sheet** setting is greater than 1)

Flip Pages Up

The **Flip Pages Up** check box, enabled only when **Print on Both Sides** is selected, is used to specify the duplex-binding option. By default, the **Flip Pages Up** check box is not selected. The following table demonstrates the results of selecting this box, depending on the paper orientation selected on the **Basics** tab.

Table 14: Page orientation

Orientation (Basics tab)	Flip Pages Up selected	Flip Pages Up not selected
Portrait	Short-edge binding	Long-edge binding
Landscape	Long-edge binding	Short-edge binding

When **Print on Both Sides** is selected, the document preview image changes to show a spiral binding along either the left or the top edge of the page. In addition, a folded-over corner appears in the lower-right portion of the preview image, indicating that printing will occur on the back side. An arrow on the folded-over corner points in the direction that the pages would be flipped if they were bound together.

Booklet layout

For more information about printing books and booklets, see the end of this section.

The **Booklet Layout** drop-down menu, visible when **Print on Both Sides** is selected, offers choices that are based on the current paper size. The default setting for the **Booklet Layout** drop-down menu is **Off**.

- **Left Edge Binding**
- **Right Edge Binding**

When you select **Left Edge Binding** or **Right Edge Binding**, the document preview image changes to show the location of the binding, and, if the **Pages per Sheet** setting is on the default setting of 1, it automatically changes to 2. You may change the **Pages per Sheet** setting manually to 4, 6, 9, or 16.

Book and booklet printing

Book and booklet printing are both supported by the HP Color LaserJet 3500 printer.

A book is a print job consisting of at least two pages that can have a different media type for the first page (front cover) or last page (back cover). Use the **First Page** and **Back Cover** options on the **Paper/Quality** tab (available when you select the **Use different paper for first page** check box) to select different media for the first and last pages.

A booklet is a print job that places two pages on each side of a sheet that can be folded into a booklet that is half the size of the media type. Use the **Booklet Layout** drop-down menu on the **Finishing** tab to control booklet settings.

Printing a Booklet using Booklet Layout

1. In your software program, click **File**, click **Print**, and then click **Properties**.
2. Click the **Finishing** tab. Click the **Print on Both Sides** check box to select it.
3. In the **Booklet Layout** drop-down menu, select the type of booklet printing that you want. The booklet printing type consists of the location of the binding (for example, **Left Edge Binding**).

Printing a Book using Booklet Layout

A book is a print job consisting of at least two pages that can have a different media type of the first page (front cover) or the last page (back cover). The booklet cover must be the same size as the inside sheets. Follow these instructions for book printing.

1. In your software program, click **File**, click **Print**, and then click **Properties**.
2. Click the **Paper/Quality** tab, and then click the **Use different paper** check box to select it.
3. Click the **First Page** option. On the **Source is:** and **Type is:** menus, select the source and type settings for your cover.
4. Click the **Other Pages** option. On the **Source is:** and **Type is:** menus, select the source and type settings for the inside sheets of your print job.
5. Click the **Back Cover** option. The **Add a blank back cover** check box appears. If you select this check box, the **Source Is:** and **Type Is:** menus appear. Select the source and type settings for the back cover.

Whenever you make changes to all of the pages (that is, when **Use different paper** is not selected), these changes are reflected in both the **First Page** and **Other Pages** settings whenever you set **Use different paper**.

Note

The **Back Cover** option is not available when you select any **Booklet Layout** setting except **Off**, which is the default. When you use this feature, the last page of the print job is folded into the middle of the booklet.

Pages per Sheet

The **Pages per Sheet** drop-down menu provides six settings: 1 (default), 2, 4, 6, 9 and 16.

Related controls indented beneath the **Pages per Sheet** edit box are **Print Page Borders** and **Page Order**, which become active when the **Pages Per Sheet** setting is greater than 1.

Print Page Borders

When you select the **Print Page Borders** check box, a line is set around each page image on a printed sheet to help visually define the borders of each logical page.

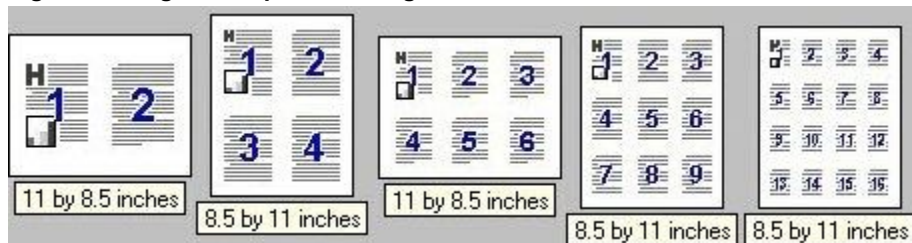
Page Order

The **Page Order** drop-down menu contains four selections:

- **Right, then Down**
- **Down, then Right**
- **Left, then Down**
- **Down, then Left**

The preview document image changes to reflect alterations in these settings, as shown by the examples in the following illustration.

Figure 22: Page-order preview images



- 2 pages per sheet
- 4 pages per sheet
- 6 pages per sheet
- 9 pages per sheet
- 16 pages per sheet

Document preview image

The preview image is a color, line-drawn image of a page that represents graphics and text. The preview image appears in the upper-right corner of the **Paper/Quality**, **Finishing**, **Effects**, **Destination**, and **Color** tabs. For more information about the document preview image, see the "Paper/Quality tab features" section of this document.

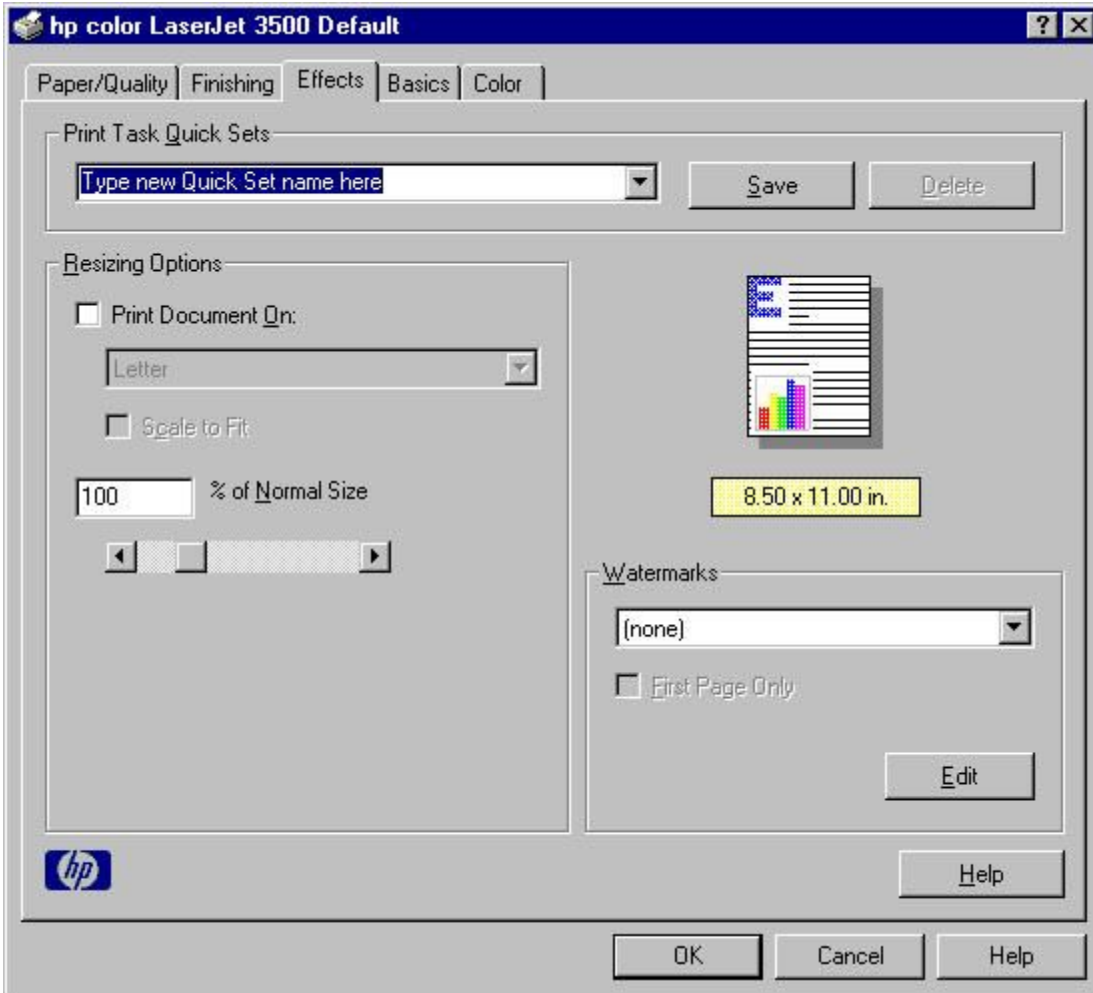
Rotate

Rotate by 180 degrees. This creates a landscape or portrait orientation in which the image is rotated 180 degrees. This setting is useful for printing envelopes and when using some third-party paper-handling devices. You can toggle orientation between portrait and landscape by left-clicking the preview image. If you select the **Rotate by 180 degrees** check box, there is no change in the preview image

Effects tab features

Use the **Effects** tab to create unique paper effects such as scaling and watermarks. The following illustration shows the **Effects** tab.

Figure 23: Effects tab



The **Effects** tab contains the following controls.

- **Print Task Quick Sets** group box
- **Resizing options** group box
- Document preview image
- **Watermarks** group box

Print Task Quick Sets

The document preview image is a color, line-drawn image of a page that represents graphics and text. The preview image appears in the upper-right corner of these **Document Defaults** or **Printing Preferences** driver tabs (the **Paper/Quality**, **Finishing**, **Effects**, and **Color** tabs). For more information about the document preview image, see the "Paper/Quality tab features" section of this document.

Resizing options group box

The **Resizing options** group box consists of the following controls.

- **Print Document On** setting
- **Scale to Fit** option
- **% of Normal Size** setting

Print Document On setting

Select the **Print Document On** check box to format the document for one paper size and then print the document on a different paper size, with or without scaling the image to fit the new paper size.

The **Print Document On** control is disabled by either of the following conditions:

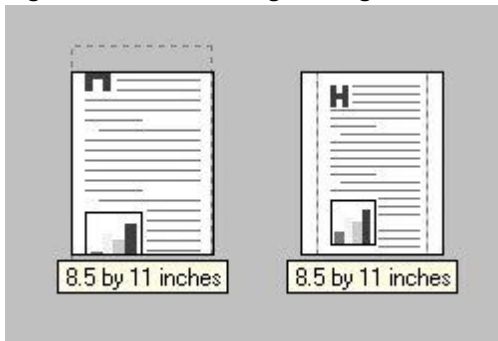
- The **% of Normal Size** value is not 100.
- The **Pages per Sheet** value (on the **Finishing** tab) is not 1.

When **Print Document On** is selected, the drop-down menu shows the media sizes on which you can print. The list contains all of the the standard media sizes that are supported by the selected media source and any custom sizes that you have created (if the currently selected media source is manual, auto, or any tray). When **Print Document On** is selected, **Scale to Fit** is automatically selected.

Scale to Fit option

The **Scale to Fit** options box specifies whether each formatted document page image is scaled to fit the target paper size. By default, **Scale to Fit** is selected when **Print Document On** is selected. If the setting is turned off, then the document page images will not be scaled, and are instead centered at full size on the target paper. If the document size is larger than the target paper size, then the document image is clipped. If it is smaller, then it is centered within the target paper. The following illustration shows preview images for a document formatted for legal-size paper with the **Print Document On** check box selected, and the target size specified as **Letter**.

Figure 24: Preview images - Legal on Letter; Scale to Fit off (left) and on (right)



When the size for which the document is formatted (that is, the logical size) differs from the target size, the preview image uses a dashed gray line to show the boundaries of the logical page in relation to the target page size.

% of Normal Size option

The **% of Normal Size** option provides a slider bar to use for scaling the percentage setting. The default setting in the entry box is 100 percent of normal size. Normal size is defined as the paper size that is selected within the driver or what the driver receives from the software program (if the software program does not negotiate the paper size with the driver). The driver scales the page by the appropriate factor and sends it to the printer.

The limits of the range are from 25 percent to 400 percent, and any values outside the range are adjusted to those limits as soon as the focus is removed from the control (that is, when the Tab key is pressed or another control is selected).

Any change to the scale also changes the page preview, which increases or decreases from the upper-left corner of the preview.

The slider bar controls the scale directly. The value in the edit box changes as the scroll bar indicator is dragged, and the preview image is updated to the new image scale. Each click on the scroll bar arrows increases or decreases the scale by one percent. Each click on the slider bar affects the scale by 10 percent.

You cannot achieve an exact value by dragging the scroll bar indicator at the default Windows resolution; use the scroll bar indicator to approximate the desired value, and then use the scroll bar arrows to refine the value.

The following settings disable **% of Normal Size**:

- **Print Document On** is selected
- **Pages per Sheet** is not 1

Watermarks group box

Use the **Watermarks** feature to choose a watermark, create your own custom watermarks (text only), or edit an existing watermark. The following watermarks are preset in the driver:

- (none)
- CONFIDENTIAL
- DO NOT COPY
- DRAFT

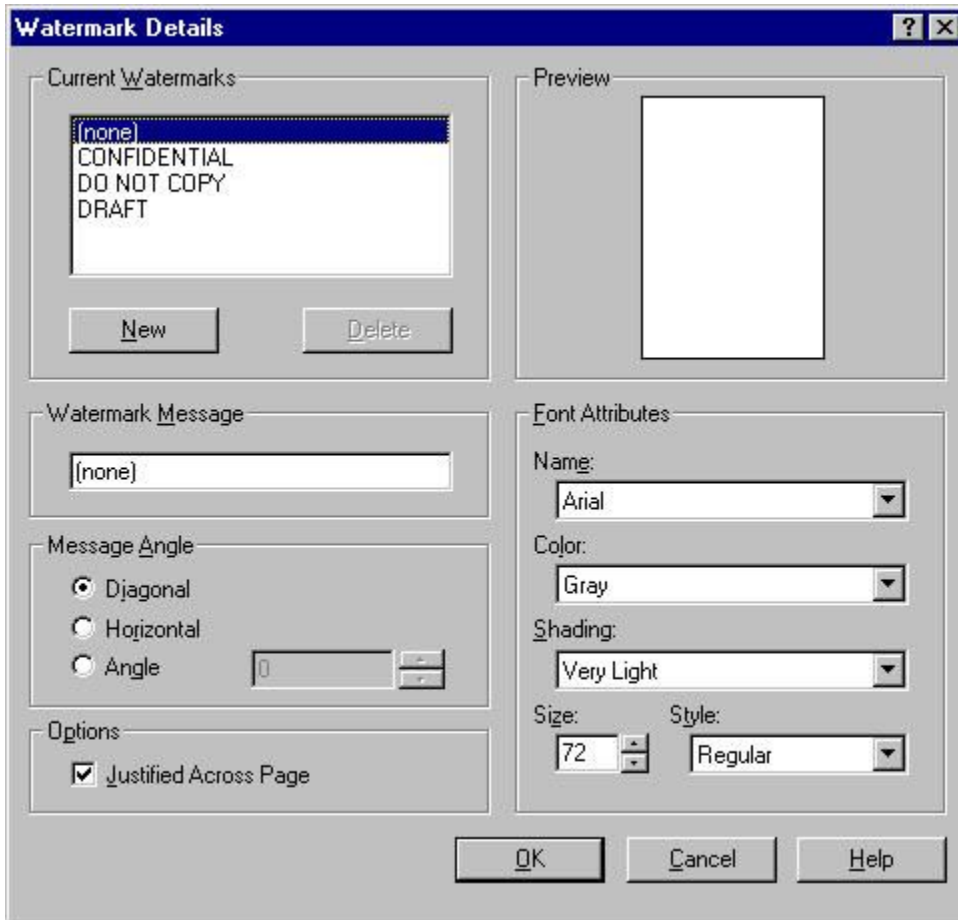
The drop-down menu shows alphabetically sorted watermarks that are currently available on the system, plus the string "(none)", which indicates that no watermark is selected. This is the default setting. Any watermark selected from this list appears in the preview image.

When **First Page Only** is selected, the watermark is printed only on the first page of the document. The **First Page Only** check box is disabled when the current watermark selection is "(none)".

Watermarks are applied to logical pages. For example, when **Pages per Sheet** is set to "4" and **First Page Only** is turned off, four watermarks appear on the physical page (one on each logical page).

Click **Edit**, and the **Watermark Details** dialog box appears.

Figure 25: Watermark details



The dialog box shows a preview image and provides options for creating a new watermark and controlling the message angle and font attributes.

Click **OK** to accept all of the changes that are made in the **Watermark Details** dialog box. However, clicking **Cancel** does not cancel all of the changes. If you make changes to a watermark, and then select a different watermark or click **New**, all of the changes made to the previous watermark are saved, and only the current, unsaved changes can be canceled.

Current watermarks

The **Current Watermarks** group box contains a list of available watermarks, both predefined watermarks made available in the driver and any new watermarks you have created.

To create a new watermark, click **New**. The new watermark appears in the **Current Watermarks** list and in the **Watermark Message** edit box as "Untitled" until you name it. The name that you type in the **Watermark Message** field appears in the **Current Watermarks** group box in the **Watermark Details** dialog box and in the **Watermarks** group box on the **Effects** tab.

To name the new watermark, type the selected watermark text in the **Watermark Message** edit box. To delete a watermark, select the watermark in the **Current Watermarks** list and click **Delete**. A warning appears asking whether

you are sure you want to delete the selected item. Click **Cancel** if you want to keep the watermark. Click **OK** to delete the selected watermark.

Note

You can have no more than 30 watermarks in the **Current Watermarks** list at one time. When you reach the limit of 30 watermarks, the **New** button is disabled, and a Bubble Help message appears that explains why the button is disabled and how to enable it.

To edit an existing watermark, select the watermark in the **Current Watermarks** list. If you change the **Watermark Message** for that watermark, you are, in effect, creating a new watermark.

Watermark message

The **Watermark Message** is also the name that identifies the watermark in the **Current Watermarks** list, except when more than one watermark has the same message. For example, you might want several different watermarks with the message DRAFT, each with a different font or size. When this occurs, the string is appended with a space, a pound sign, and a number (for example, **Draft #2**). When a number is added, the number two is used first, but if the resulting name is also in the list, then the number increases until the name is unique.

Message angle

Use the controls in the **Message Angle** group box to print the watermark in different orientations in relation to the page's text. The settings are **Diagonal**, **Horizontal**, or **Angle** (custom). The default is **Diagonal**. All three settings automatically center the watermark string within the page; the selection of a particular setting affects only the angle of the string placement. **Diagonal** places the text along a line that spans the lower-left to upper-right corners of the page. **Horizontal** places the text along a line that spans the mid-left and mid-right edges of the page. **Angle** places the text at the specified angle across the page.

Options

Justify across Text check box

Font attributes

Use the controls in the **Font Attributes** group box to change the font and the color, shading, size, and style of the font.

Name

The **Name** drop-down menu lists TrueType fonts that are currently installed on the system. The default is language-dependent.

Color

The **Color** drop-down menu lists the fixed, unalterable color choices for the watermark. The color options are:

- Gray
- Red
- Yellow
- Green
- Cyan
- Blue
- Magenta

Shading

The following range of shades is available from the **Shading** drop-down menu:

- **Lightest**
- **Very Light** (default)
- **Light**
- **Medium Light**
- **Medium**
- **Medium Dark**
- **Dark**
- **Very Dark**
- **Darkest**

These values represent the intensity of the gray that is used for the **Color** attribute. A choice of **Light** plus **Gray** (from the **Color** attribute) produces a lightly saturated gray watermark. A choice of **Lightest** plus **Gray** produces the lightest shade of watermark; **Darkest** plus **Gray** produces a black watermark.

Size

Font sizes from **1** to **999** points are available from the **Size** menu. The default point size is language-dependent. The choice of **Regular**, **Bold**, **Italic**, and **Bold Italic** is available from the **Style** drop-down menu.

Default settings

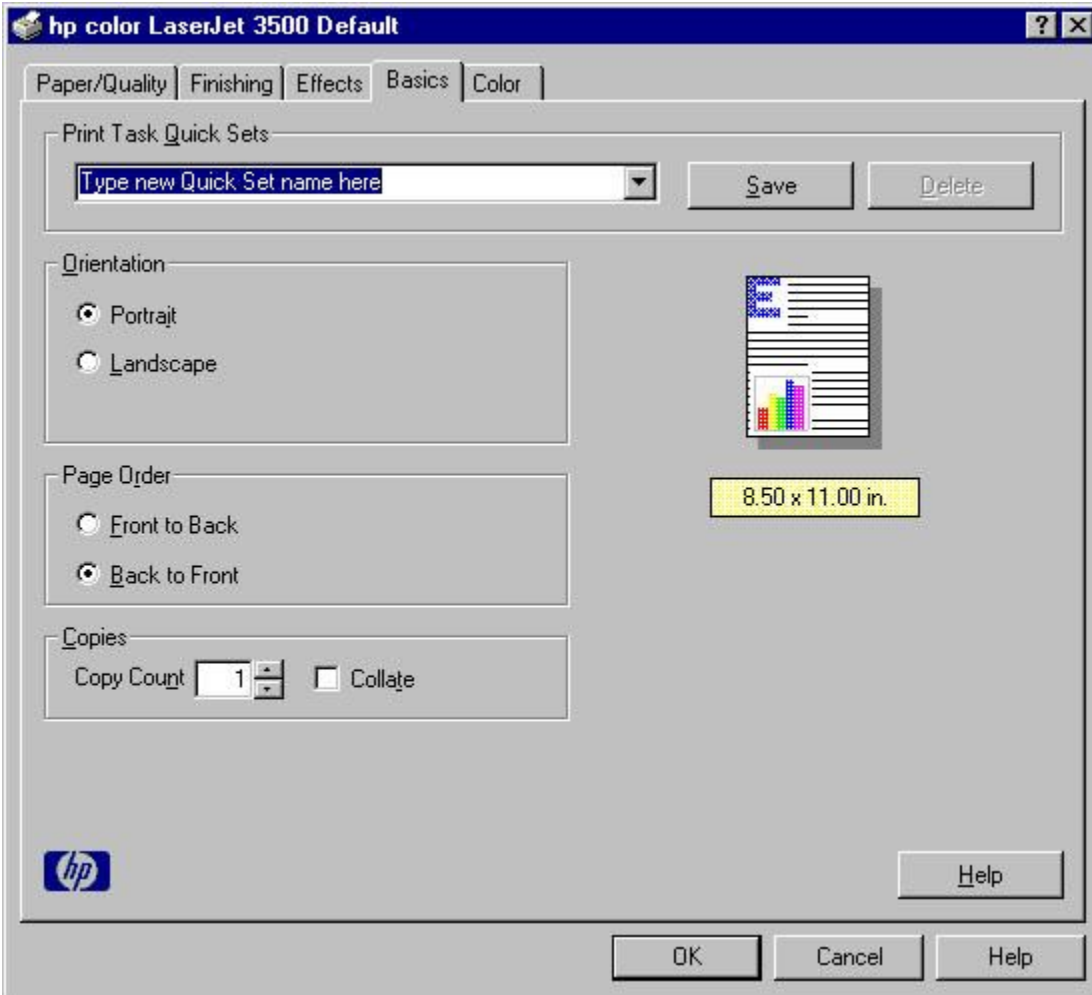
The default settings for new watermarks are **Arial** font, **Gray** color, **Very Light** shading, **72** points, and **Regular** style. The default settings for preset watermarks are **Arial** font, **Gray** color, **Very Light** shading, and **Bold** style. The default point size for preset watermarks is language-dependent, and varies.

Basics tab features

The **Basics** tab provides options for setting the number of copies to be printed and for the orientation of the print job. You can also use it to retrieve information about the driver.

Note The Basics tab is only available for the traditional driver (Windows 98, Windows Me, and NT 4.0.)

Figure 26: Basics tab



The **Basics** tab contains the following controls.

- **Print Task Quick Sets** group box
- **Orientation** group box
- **Page Order** group box
- **Copies** group box
- Document preview image

Print Task Quick Sets

The **Print Task Quick Sets** control is available on all of the **Document Defaults** or **Printing Preferences** driver tabs (the **Finishing**, **Effects**, **Paper**, **Destination**, **Basics**, and **Color** tabs). The feature is used to store the current combination of driver settings that are found on all other tabs. Print task quick sets are either preset or user-defined printing specifications, such as paper size and pages per sheet. For more information, see the "Finishing tab features" section of this guide.

Orientation

Orientation refers to the layout of the image on the page, and does not affect the manner in which media is fed into the printer. You can specify the orientation of the print job. The three available orientations are portrait, landscape, and rotated. The default orientation is Portrait.

The three orientation options have these configurations:

- **Portrait.** The top edge of the document is the shorter edge of the paper.
- **Landscape.** The top edge of the document is the longer edge of the paper.

You can toggle orientation between portrait and landscape by left-clicking the preview image. If you select the **Rotate by 180 degrees** check box, there is no change in the preview image.

Page Order

Orientation refers to the layout of the image on the page, and does not affect the manner in which media is fed into the printer. You can specify the orientation of the print job. The three available orientations are portrait, landscape, and rotated. The default orientation is Portrait.

The three orientation options have these configurations:

- **Front to Back.**
- **Back to Front.**

Copies

Use the Copies feature to specify the number of copies to print.

The number of copies you request appears in the **Copies** box. You can select the number by typing in the box or by using the up and down arrows to the right of the edit box. Valid entries are numbers from 1 to 9999 for the HP Color LaserJet 3500 series printer. The copies value will not advance from the maximum number (9999) to 1 when the up arrow is used, or change from 1 to the maximum number (9999) when the down arrow is used. When you click another group box or leave the **Basics** tab, invalid entries into the edit box (such as non-numerical input, numbers less than 1, or numbers greater than the maximum allowed) are changed to the last valid value that appeared in the box. The default number of copies is 1.

Because you can set the number of copies you want from some programs, conflicts between the program you are using and the driver can arise. In most cases, the program and the driver communicate, so that the number of copies set in one location (such as the program) will appear in the other (such as the driver). For some programs, this communication does not take place, and the copies values are treated independently. For these programs, setting 10 copies in the program and then setting 10 copies in the driver will result in 100 copies (10 x 10) being printed. It is recommended that you set the number of copies in the program, wherever possible.

Copy Count

This driver setting is useful for software programs that do not provide a copy count.

Collated

The **Collated** check box appears beside the **Copy Count** setting when the **Copy Count** setting is greater than 1.

This setting is not synchronized with the collate setting in the software program print dialog box. For instance, when using Microsoft Word, the **Collate** check box in the **Print** dialog box is selected by default, whereas, in the driver, the **Collated** check box in the **Advanced** tab is not selected by default. The software program setting takes precedence over the driver setting, and the printed output is collated by default. To obtain uncollated printed output, the **Collate** setting must not be selected in the driver and in the software program. Similarly, the **Collated** check box might be selected in the driver, but if the **Collate** setting is not enabled in the software program, the printed output is uncollated.

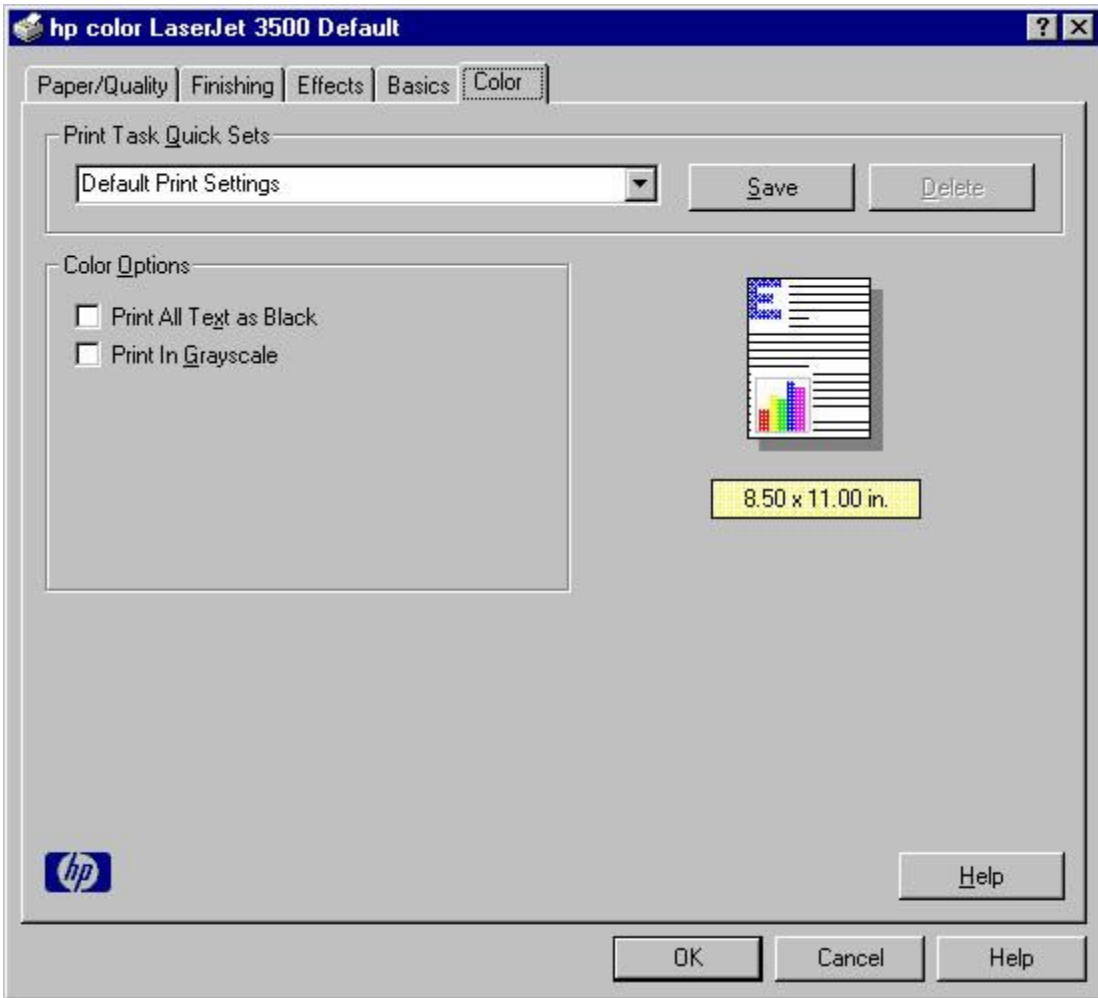
Document preview image

The document preview image is a color, line-drawn image of a page that represents graphics and text. The preview image appears in the upper-right corner of all of the **Document Defaults** or **Printing Preferences** driver tabs (the **Finishing**, **Effects**, **Paper**, **Destination**, **Basics**, and **Color** tabs). For more information about the document preview image, see the "Finishing tab features" section of this document.

Color tab features

Use the **Color** tab to specify predefined color-option settings or to fine-tune the color treatments and halftone settings. Color output can also be converted to grayscale. The **Color** tab is shown in the following illustration.

Figure 27: Color tab



The **Color** tab contains the following controls.

- **Print Task Quick Sets** group box
- Document preview image
- **Color Options** group box

Print Task Quick Sets

The document preview image is a color, line-drawn image of a page that represents graphics and text. The preview image appears in the upper-right corner of these **Document Defaults** or **Printing Preferences** driver tabs (the **Paper/Quality**, **Finishing**, **Effects**, and **Color** tabs). For more information about the document preview image, see the "Paper/Quality tab features" section of this document.

Document preview image

The document preview image is a color, line-drawn image of a page that represents graphics and text. The preview image appears in the upper-right corner of all of the **Document Defaults** or **Printing Preferences** driver tabs (the

Finishing, Effects, Paper, Destination, Basics, and Color tabs). For more information about the document preview image, see the "Finishing tab features" section of this document.

Color Options group box

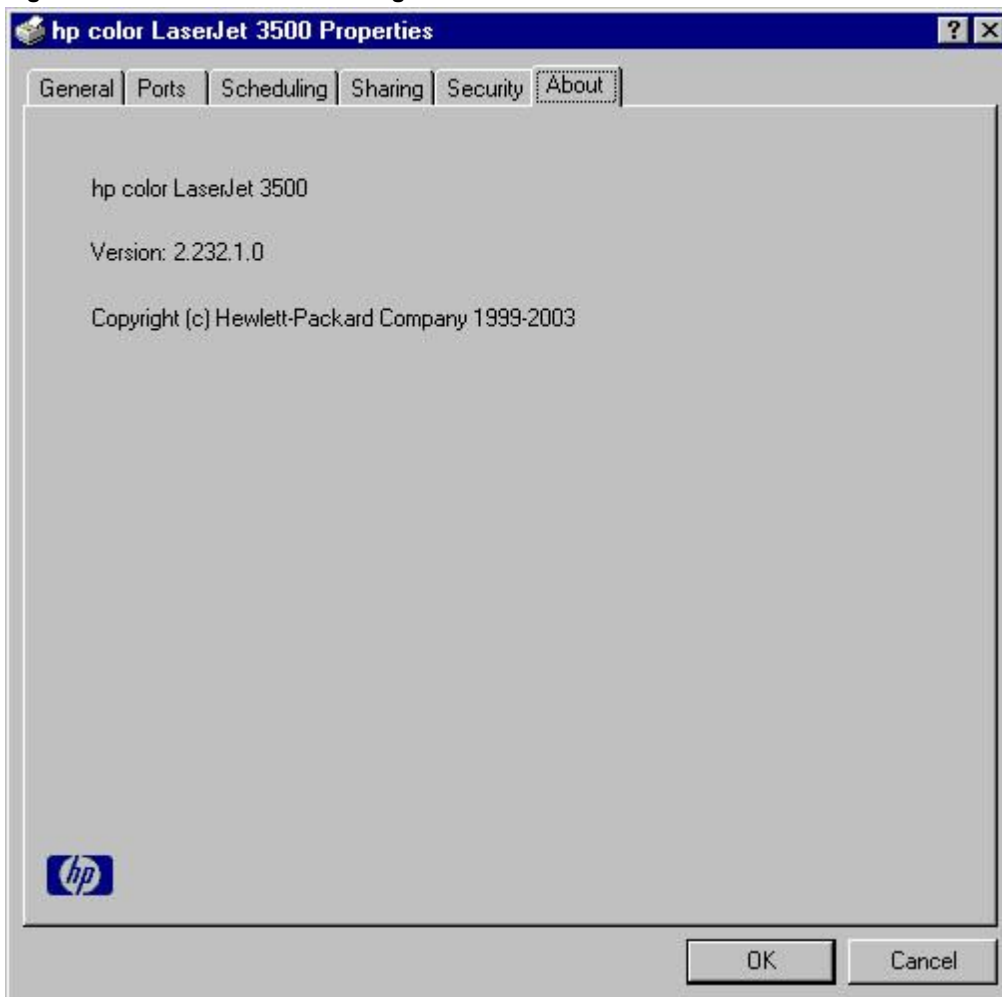
To convert color information to grayscale and print the document in black and white, select the **Print in Grayscale** checkbox.

Printer Properties Tabs

About tab

By clicking the **About** tab in **Printer Properties** tab or clicking the HP logo on any of the driver property pages, the **About This Driver** dialog box appears. To close the **About** box, click **OK**, press Esc, press Alt + F4, or press Enter. The following figure shows the **About This Driver** dialog box. The information it contains varies according to HP LaserJet model number, driver, date, and versions.

Figure 28: About This Driver dialog box



The **About** tab indicates whether the driver was autoconfigured, whether administrator preferences were set, the date the driver was last configured, and whether the configuration is default or user-defined.

HP Color LaserJet printing system features

When you install your printer using Windows 2000, Windows XP, and Windows Server 2003, the HP Color LaserJet 3500 printing system is installed.

This section describes the options available on each tab of the HP Color LaserJet interface.

Access to drivers

To gain access to driver settings from within most software programs, click **File**, click **Print**, and then click **Properties**. The appearance and names of the driver tabs that appear vary, depending on the printer model and the driver.

You can also control the drivers directly from your computer.

- In Windows 2000, click **Start**, click **Settings**, click **Printers**, right-click the printer name, and then click **Printing Preferences** or **Document Defaults** (depending on the operating system and driver), to gain access to the same set of driver tabs that are controlled by the software program.
- In Windows XP and Windows Server 2003, click **Start**, click **Control Panel**, click **Printers and Faxes** (Windows XP Professional) or **Printers and other hardware devices** (Windows XP Home) to gain access to the same set of driver tabs that are controlled by the software program.

If, after right-clicking the printer name, you click **Properties**, you gain access to a different set of tabs that control the driver and driver connections.

Help system

The HP LaserJet PCL 6 and PS unidrivers include a full-featured Help system to provide assistance with printing and configuration options.

Note

Bubble Help, which shows driver constraint messages with an "i" icon, is a feature of the the HP traditional PCL 6 and PCL 5c drivers, and is not used by the HP traditional PS driver or the HP PCL 6, or PS unidrivers.

What's this? Help

Windows 2000, Windows XP, and Windows Server 2003 support "What's this?" Help. You can gain access to "What's this?" Help messages in any of the following ways:

- Press the **Help** button in the lower-right corner of the **Paper/Quality**, **Finishing**, **Effects**, **Destination**, or **Color** tabs for a general Help message that describes the use of the driver tabs.
- Right-click a control and click **What's this?**, and a pop-up Help window appears.
- Click the ? button at the upper-right corner of the frame, next to the **X**, to change the cursor to an arrow with a question mark. Use this special cursor to select a control, and the pop-up Help window for that feature appears.
- Press the **F1** key, and the Help window for the currently selected control appears.

Context-sensitive Help

Press the **Help** button on a driver tab or in a dialog box, and a context-sensitive Help message appears.

Incompatible Print Settings (constraint) messages

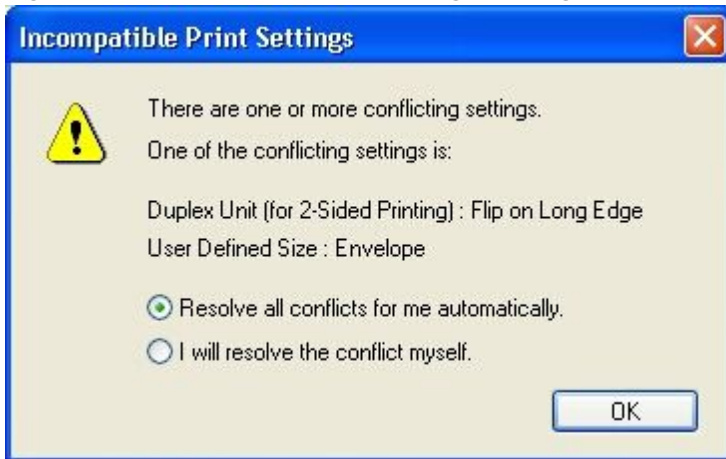
Incompatible print settings (constraint) messages are unsolicited messages that appear in response to specific actions that you take. These messages alert you to the selections that are illogical or impossible given the capabilities of the printer or the current settings of other controls.

In Windows 2000, Windows XP, and Windows Server 2003 operating environments, some technically invalid print-driver configurations can be set without resulting in the appearance of warning messages. Duplexing, for instance, is not possible when the Transparency media type is selected. However, the incompatible print settings message does appear when you try to print with the incompatible settings.

For PCL 6, clicking the **Resolve all conflicts for me automatically** option button, and then clicking **OK** accepts the change that was just made, and the driver then resets the conflicting control to a setting that is compatible with the new value. If you want to keep the conflicting setting, click the **I will resolve the conflict myself** option button, and then click **OK**.

The following illustration shows an **Incompatible Print Settings** message.

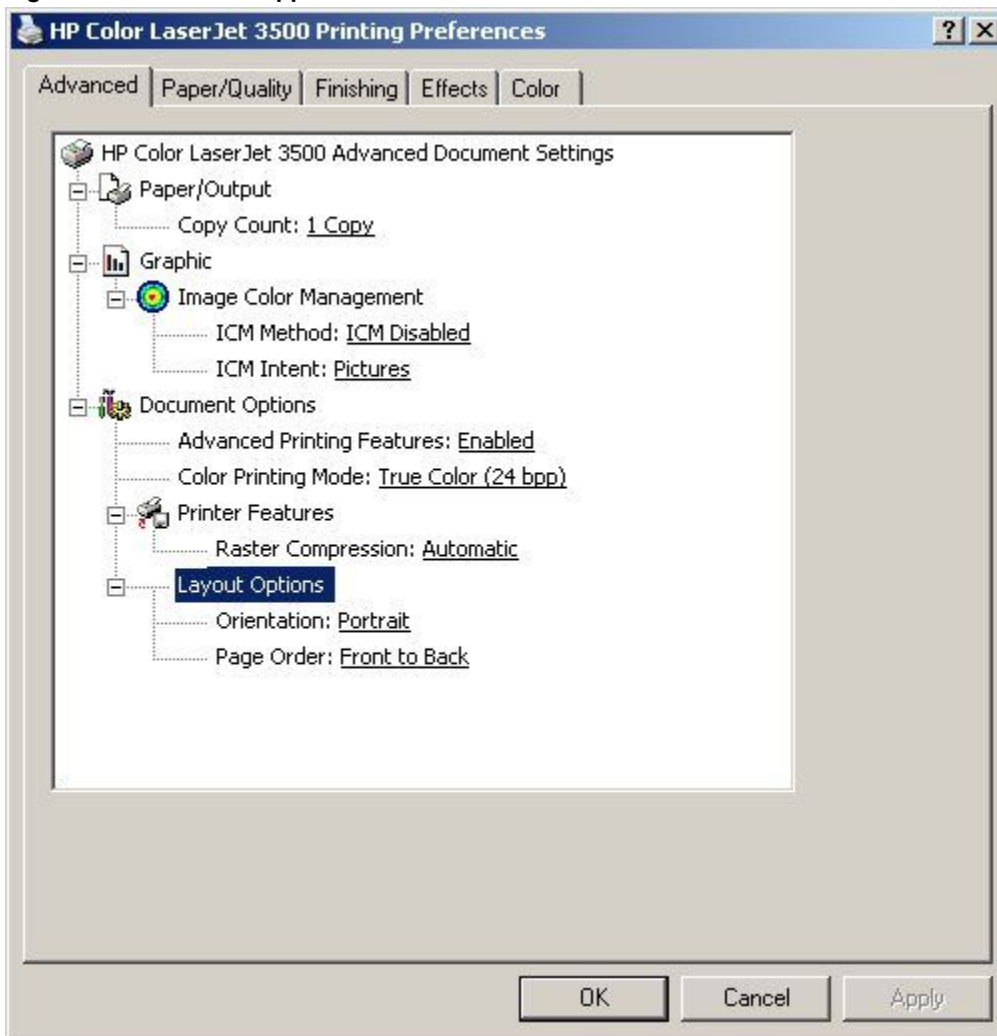
Figure 29: An Incompatible Print Settings message



Advanced tab features

You can use the **Advanced** tab to change the layout of printed pages. Using this tab, you can select items such as paper size and copies in the driver (although most current software programs support these features in the print dialog box or through the software program page settings) or special controls that are not commonly used. The following illustration shows the **Advanced** tab.

Figure 30: The default appearance of the **Advanced** tab



The **Advanced** tab contains the following controls.

- **Paper/Output** settings
- **Graphic** settings
- **Document Options** settings (containing Printer Features and Layout Options)

Paper/Output settings

The **Paper/Output** settings contain the following controls.

- **Copy Count** setting

Copy Count

This driver setting is useful for software programs that do not provide a copy count.

Collated

The **Collated** check box appears beside the **Copy Count** setting when the **Copy Count** setting is greater than 1.

This setting is not synchronized with the collate setting in the software program print dialog box. For instance, when using Microsoft Word, the **Collate** check box in the **Print** dialog box is selected by default, whereas, in the driver, the **Collated** check box in the **Advanced** tab is not selected by default. The software program setting takes precedence over the driver setting, and the printed output is collated by default. To obtain uncollated printed output, the **Collate** setting must not be selected in the driver and in the software program. Similarly, the **Collated** check box might be selected in the driver, but if the **Collate** setting is not enabled in the software program, the printed output is uncollated.

Graphic settings

The **Graphic** settings contain the following options.

- **Image Color Management** group box

Image Color Management

This option lists the available Image Color Management (ICM) options used for printing color graphics. ICM, a set of calculations for color matching, makes it possible for software programs to adjust colors before printing so that the color of images displayed on the screen more closely match the color of images when printed.

The **Image Color Management** settings contain the following controls.

- **ICM Method** settings
- **ICM Intent** settings

ICM Method

The **ICM Method** setting specifies how to print your color graphics. The following options are available.

- **Disabled** is the default setting.
- **ICM Handled by Host System** causes the calculations for color matching to be performed on the host computer before it sends the document to the printer.
- **ICM Handled by Printer** calculates the color matching on your printer. In this case, a set of rules for mapping the colors is created and downloaded to the printer (which must be PostScript level 2 emulation or higher). The printer uses these rules to adjust colors in the document.

ICM Intent

This control specifies how color images are created to produce the best looking image on the printed page.

The following options are available.

- **Graphics** is the best setting to use if you are printing a chart or using fully saturated, bright colors.
- **Pictures** is the default setting. Use this setting to maximize the contrast for photographs or pictures where the colors blend together.
- **Proof** is the setting to use if your document uses a color that you need to match exactly, and you are sending the document to a printer that has that specific color of ink.
- **Match** allows you to preview the color settings from another printer.

Document Options

The **Document Options** settings contain the following controls.

- **Advanced Printing Features**
- **Printer Features**
- **Layout Options**

Advanced Printing Features

When the **Advanced Printing Features** setting is **Enabled**, metafile spooling is turned on and **Finishing**-tab options such as **Page Order**, **Booklet Layout**, and **Pages per Sheet** are available, depending on your printer. For normal printing, leave the **Advanced Printing Features** setting at the default (**Enabled**). If compatibility problems occur, you can disable the feature. When disabled, metafile spooling is turned off and the printing options might be unavailable.

Printer Features

The following **Printer Features** are available.

- **Raster Compression**

Layout Options

The following **Layout Options** are available.

- **Orientation**
- **Page Order**

Orientation

Orientation refers to the layout of the image on the page. It does not affect in any way the manner in which the media is fed into the printer. The default orientation is **Portrait**. The other setting is **Landscape**.

Note Nearly all software programs establish the orientation for the printed page, so the page orientation in the driver is useful only for the few software programs that do not set an orientation.

Page Order

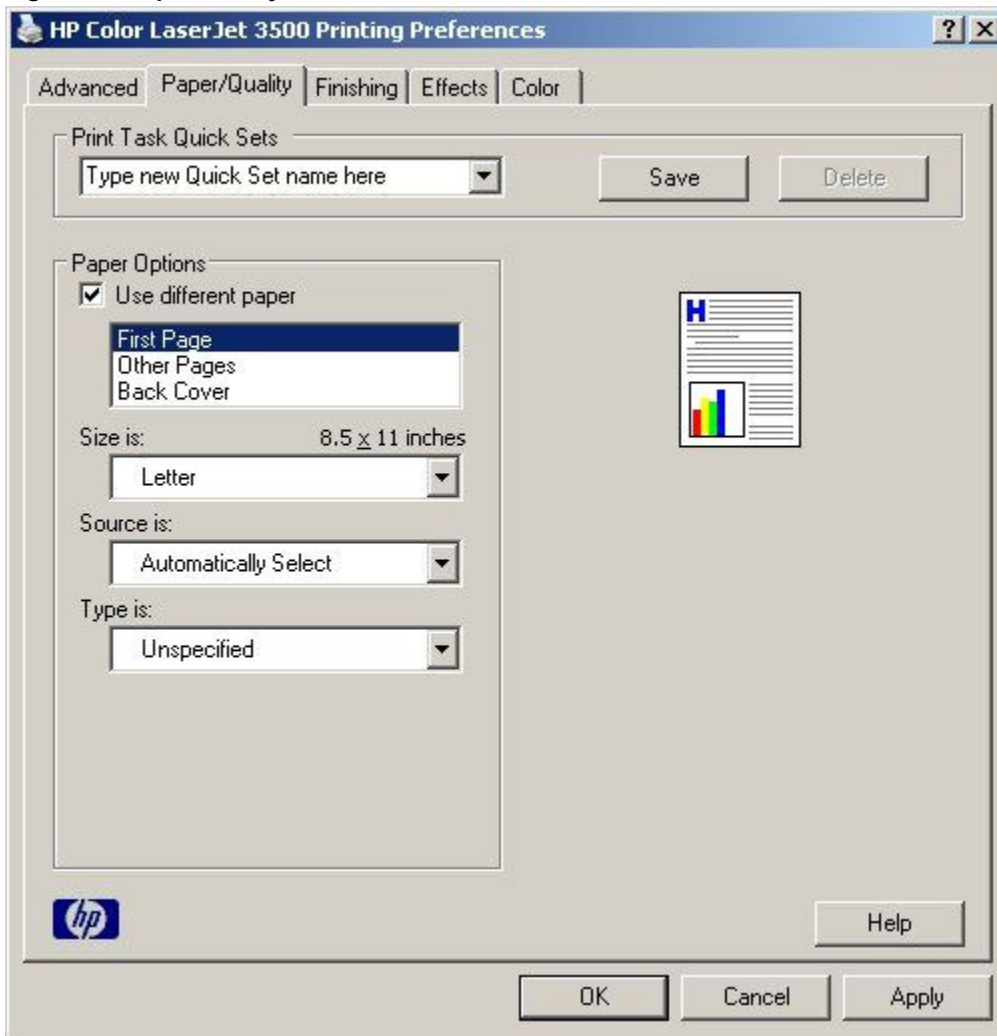
Page Order specifies the order in which the pages of your document are printed. **Front to Back** prints the document so that page 1 prints first. **Back to Front** prints the document so that page 1 prints last. The **Back to Front** setting is useful if you are printing to a face-up output bin to achieve output in the correct order.

Note The page-ordering operation works on whole sheets of paper rather than on individual logical pages. Accordingly, if you set **N-up** to be greater than one, the ordering of logical pages on a physical sheet of paper does not change.

Paper/Quality tab features

Use the **Paper/Quality** tab to specify the size, type, and source of the media, as well as to define a custom paper size. If you want to, you can use this tab to indicate different paper-selection choices for the first page and back cover of the document. The following illustration shows the **Paper/Quality** tab.

Figure 31: Paper/Quality tab



The **Paper/Quality** tab contains the following controls.

- **Print Task Quick Sets** group box
- Document preview image
- **Paper Options** group box

Print Task Quick Sets

The first group box in the upper-left portion of the **Paper/Quality** tab view is **Print Task Quick Sets**. Any change to the **Print Task Quick Sets** group box that is made on the **Paper/Quality** tab affects the group box on the **Finishing** tab, the **Effects** and the **Color** tab, as they are the same control.

The **Print Task Quick Sets** control is used to store the current combination of driver settings that are found on all other **Document Defaults** or **Printing Preferences** driver tabs. Print task quick sets are either preset or user-defined printing specifications, such as paper size and pages per sheet.

Print Task Quick Sets is a setting that is available on all of the tabs except the **Advanced** tab. It stores the current combination of driver settings that is found on all of the other tabs. **Print Task Quick Sets** are either preset or user-defined printing specifications (such as paper size, pages per sheet, and so on).

The **Print Task Quick Sets** control is available on four of the five of the **Document Defaults** or **Printing Preferences** driver tabs (the **Paper/Quality**, **Finishing**, **Effects**, and **Color** tabs). The **Print Task Quick Sets** control does *not* appear on the **Advanced** tab, nor on the driver **Properties** tabs.

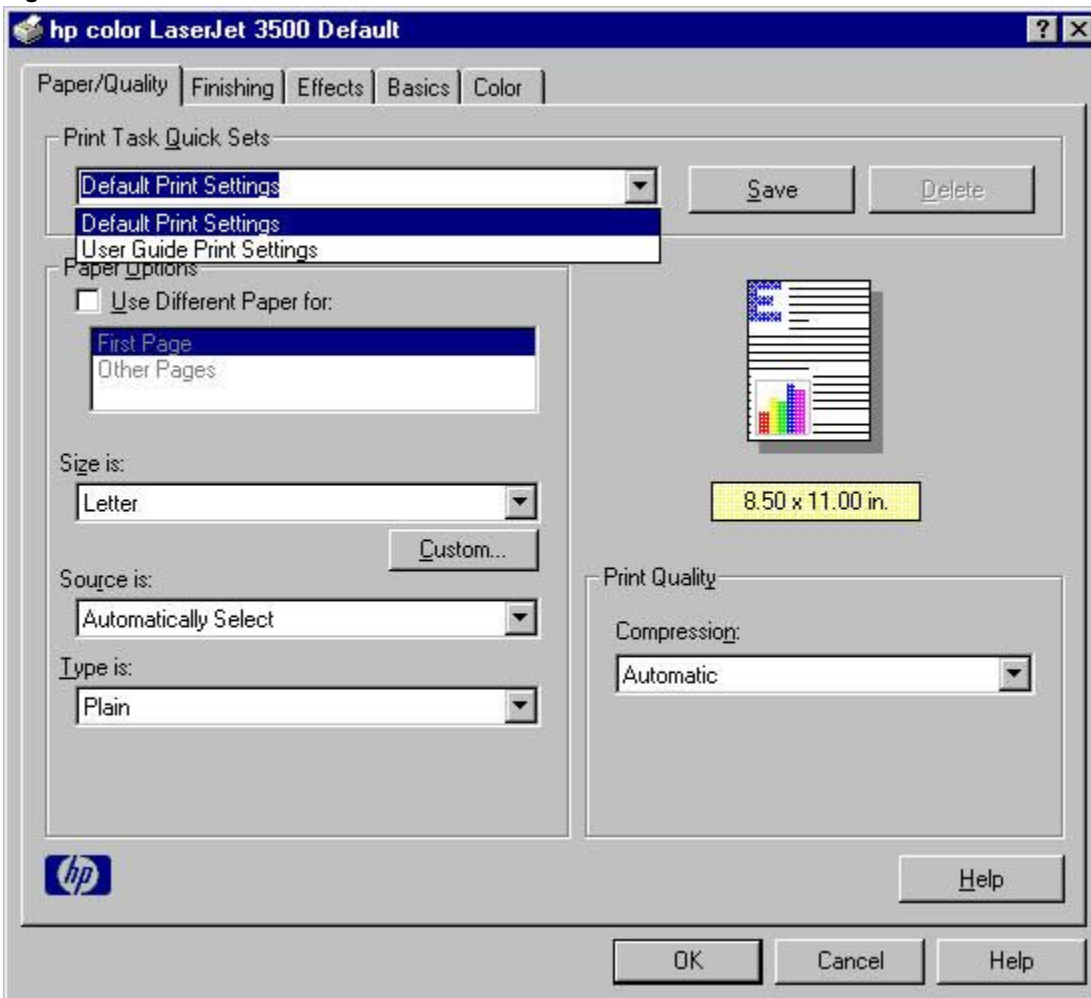
The **Print Task Quick Sets** control is used to store the current combination of driver settings that are found on all other **Document Defaults** or **Printing Preferences** driver tabs.

The following settings are available in the **Print Task Quick Sets** drop-down menu.

- **Default Print Settings**
- **User Guide Print Settings**

An illustration of the available **Print Task Quick Sets** appears below.

Figure 32: Print Task Quick Sets



Default Print Settings

When you select **Default Print Settings**, nearly all of the settings are restored to the combination that existed after the driver was installed (the original settings). However, if the attribute combinations that are associated with watermark definitions, custom paper sizes, or the **User Guide Print Settings** quick set have been changed or deleted, the original settings are not restored.

Type a new Quick Set name here appears in the **Print Task Quick Sets** menu automatically if no other driver settings have been changed since the driver was installed, or if all of the driver settings match the original settings. Otherwise, the setting in the **Print Task Quick Sets** menu is the same label that appeared when you last closed the printing **Properties** dialog box by clicking **OK**.

The following table shows the default settings for **Print Task Quick Sets**. See the "HP Driver Preconfiguration" section of this document for information about preconfigurable driver settings.

Table 15: Print Task Quick Set default values for the HP Color LaserJet 3500 printer

Driver feature	U.S. English Print Task Quick Sets default values	Other language default setting (if different)	Preconfigurable ¹
Print on both sides	Off		Yes
Flip pages up	Off		Yes
Booklet printing	Off		Yes
Pages per sheet	1		Yes
Print page border	Off		Yes
Page order	Right, then down		Yes
Print quality	Best quality		Yes
Current setting	PCL 6: This is the "Faster Printing" setting PCL 5c: This is the "Best Quality" setting		No
Rendering mode (PCL 5c only)	Automatic		No
Scale patterns (WYSIWYG)	On		Yes
Print text as black	Off		Yes
TrueType as bitmaps	Off - send TrueType fonts as outlines	On (in Thai only)	Yes (except in Thai)
Print document on	Off - print on the size specified in the Paper tab		Yes
Size to print on	Letter	Default value depends on regional paper size	Yes
Scale to fit	Off		Yes
% of normal size	100		Yes
Watermarks	(none)		Yes
Watermarks first page only	Off		Yes
Current watermarks	(none), Confidential, Draft, SAMPLE		Yes ²
Watermark message	(none)		Yes ²
Watermark message angle	Diagonal		Yes ²
Watermark message custom angle	52		Yes
Watermark font name	Arial (R)	Language dependent	Yes ²
Watermark font color	Gray		Yes ²

Driver feature	U.S. English Print Task Quick Sets default values	Other language default setting (if different)	Preconfigurable ¹
Watermark font shading	Very Light		Yes ²
Watermark font size	140		Yes
Watermark font style	Regular		Yes ²
Mini pages tab	All pages		No
Use different paper for first page	Off - all of the pages use the same paper		No
All pages and first page size is	Letter	Default value depends on regional paper size	Yes
All pages and first page source is	Auto Select		Yes
All pages and first page type is	Unspecified		Yes
Other pages source is	Auto Select		No
Other pages type is	Unspecified		No
Back cover	No back cover		No
Back cover source is	Auto Select		No
Back cover type is	Unspecified		No
Custom paper size width	8.50 inches	210 mm	No
Custom paper size height	11.0 inches	297 mm	No
Paper size units	Inches	Millimeters	No
Destination features	Job Storage		No
Job storage mode	Off		No
Job storage require PIN to print	Off		No
Job storage user name	User logon name <blank - user must enter>		No
Job storage job name	<blank - user must enter>		No
Job storage PIN to print	0000		No
Output bin	Top bin (face-down)		Yes
Output bin option	(none)		Yes
Copies	1		Yes
Orientation	Portrait		Yes
Rotate by 180 degrees	Off		Yes

1- Preconfigurable by using an HP Preconfiguration tool. For more information, go to:
<http://www.hp.com/support/clj3500>

2- Not supported in Windows 98, and Windows Me

User Guide Print Settings

The **User Guide Print Settings** option provides a **Print Task Quick Set** for optimal printing of the *User Reference Guide* for the HP Color LaserJet 3500.

Type new Quick Set name here

By default, the **Print Task Quick Set** menu is set to **Type new Quick Set name here**. When you change any of the default settings on any of the **Document Defaults** driver tabs and you want to save the configuration as a **Print Task Quick Set**, highlight the word **Type new Quick Set name here**, type the name you want for your new **Print Task Quick Set**, and click **Save**. **Print Task Quick Sets** are saved in the system registry. To delete a **Print Task Quick Set**, select it from the drop-down menu and click **Delete**.

You can store a maximum of 25 user-defined **Print Task Quick Sets** on a particular system. If you attempt to save too many, a message box appears that reads, "There are too many Print Task Quick Sets defined. Please delete some before adding new ones."

Document preview image

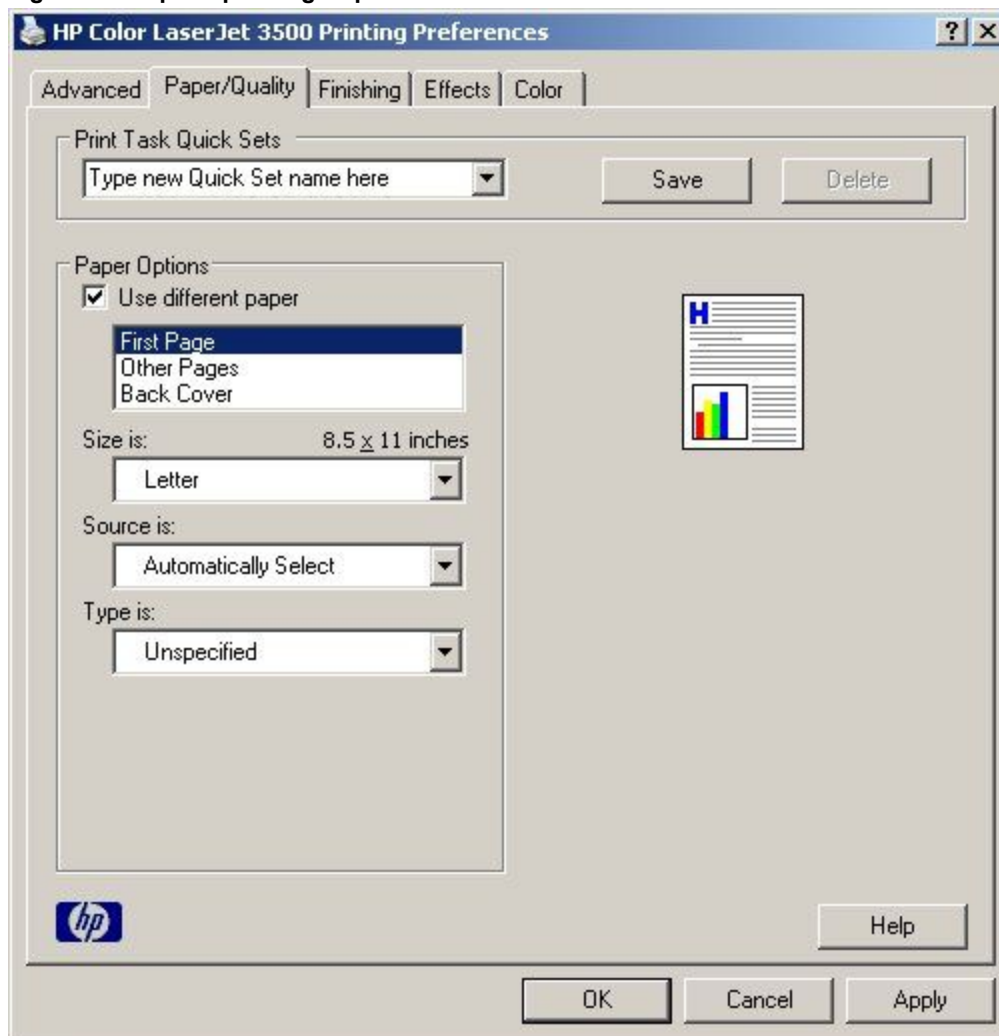
The document preview image is a color, line-drawn image of a page that represents graphics and text. The preview image appears in the upper-right corner of these **Document Defaults** or **Printing Preferences** driver tabs (the **Paper/Quality**, **Finishing**, **Effects**, and **Color** tabs).

Switching between tabs does not change the location or appearance of the preview image. When you move the mouse over the preview image, the mouse cursor changes from an arrow to a gloved hand. You can toggle between portrait and landscape page orientation by clicking on the image. The pale-yellow dimensions label that appears below the preview image reflects the selected page size. The horizontal dimension is always first, so the order of the numbers reverses when the orientation changes. Click on the label to toggle between English and metric units.

Paper Options group box

The settings specified in that group box apply to all of the pages of the document. The following illustration shows the **Paper Options** group box and the **First Page**, **Other Pages**, and **Back Cover** selections.

Figure 33: Paper Options group box

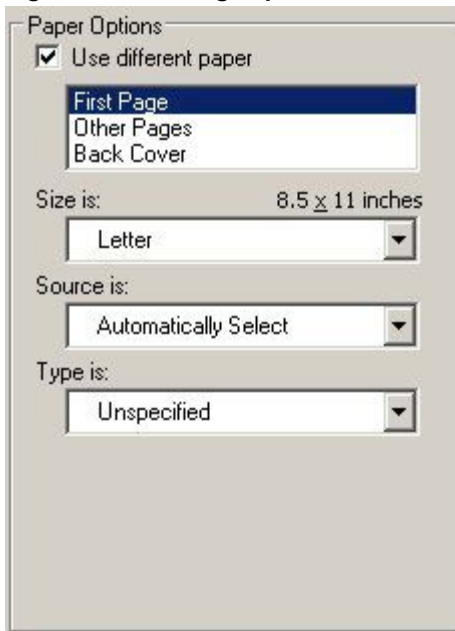


When you click the **Use different paper** check box, the **First Page**, **Other Pages**, and **Back Cover** options become selectable. Each of the selections contain different options, as noted in the following sections.

First Page options

The **Paper Options** group box allows three sets of choices when you select the **Use different paper** check box: **First Page**, **Other Pages**, and **Back Cover**. The **First Page** options are shown in the following illustration.

Figure 34: First Page options



The **First Page** options are as follows:

- **Use different paper** check box
- **Size is:** drop-down menu
- **Source is:** drop-down menu
- **Type is:** drop-down menu

Use different paper check box

To select different media for the first page of a print job, follow these steps:

1. Click **File**, click **Print**, and then click **Properties**. The **Document Properties** dialog box appears.
2. Click the **Paper/Quality** tab, and then select the **Use different paper** check box.
3. Click the **First Page** selection. In the **Size is:**, **Source is:**, and **Type is:** drop-down menus, select the size, source, and type settings for your cover.

Size is: drop-down menu

This feature actually functions as two controls: a drop-down menu that contains all of the supported media sizes (including any user-defined custom sizes) and a text label that indicates the dimensions of the selected size.

Moving the pointer over the text label causes the arrow to change to a gloved hand, indicating that the area beneath the pointer is selectable. Clicking here toggles the units of measure between inches and millimeters, offering the same options on the dimensions label in the preview image. Selecting a new size from the drop-down menu updates the media-dimensions text label as well as the preview image.

You can specify size only for the first page or for all of the pages. On the **Other Pages** and **Back Cover** group boxes, the **Size is** drop-down menu does not appear because the media size must be consistent for all of the pages of the job. Certain software programs can override this command and specify different media sizes within a single document. Any change in the media size selection causes the **Booklet Printing** feature to be turned off.

Source is: drop-down menu

The **Source is:** setting specifies the paper source to use for printing a document. Different printer models support different paper sources. The list of paper sources depends on the printer model and its accessories. Any optional paper trays that are installed through the **Configure** tab are also shown here.

The **Source is:** drop-down menu can contain the following options:

- **Automatically Select**
- **Printer Auto Select**
- **Manual Feed in Tray 1**
- **Tray 1** (500-sheet tray)
- **Tray 2** (500-sheet tray)

The default setting is **Automatically Select**. When this setting is selected, the printer uses the paper tray that supports the media size that you have selected. If you select a paper source other than **Automatically Select**, make sure that the correct paper size is loaded in the paper source.

If a conflict exists among paper source, size, and type, and you choose to keep the conflicting settings, the settings are processed in the following order: paper size, paper type, and then paper source.

For information about media sizes and types, see the “Media attributes” section of this guide.

Type Is drop-down menu

The **Type Is** drop-down menu shows all of the the paper types that the HP Color LaserJet 3500 series printer supports, as well as any user-defined types that have been created by a network administrator. The default setting is **Unspecified**, which allows the software program to select the paper type.

You cannot manually add custom paper types through the driver. Custom sizes can be added only if you use the bidirectional communication mechanism, so the sizes must already exist in the printer when the bidirectional query occurs. If bidirectional communication is enabled, then the information returned is an updated list of paper types. If bidirectional communication is not enabled, then the driver looks for custom paper types saved from a previous bidirectional communication query, and uses those. Otherwise, no custom paper types are available through the driver.

The following standard types appear in the lists:

- Bond
- Cardstock (> 164 g/m²)
- Color
- Glossy (75 - 105 g/m²)
- Envelope
- Heavy (106 - 163 g/m²)
- Heavy Glossy
- Labels
- Letterhead
- Light (< 75 g/m²)
- Plain
- Preprinted
- Prepunched
- Recycled
- Tough Paper

- Transparency
- Unspecified

For more information about media types and sizes, see the "Media attributes" section of this guide.

Other Pages options

Use the group **Other Pages** options to select an alternative media type or source for the pages that follow the first page of a document. The following illustration shows the **Other Pages** options.

options

The **Other Pages** options are as follows.

- **Source is:** drop-down menu
- **Type is:** drop-down menu

Source is: drop-down menu

The **Source is:** setting specifies the paper source to use for printing a document. Different printer models support different paper sources. The list of paper sources depends on the printer model and its accessories. Any optional paper trays that are installed through the **Configure** tab are also shown here. For more information about the **Source is:** setting, see the "First Page options" section of this guide.

Type is: drop-down menu

The **Type is:** drop-down menu shows all of the the media types supported by the printer, as well as any user-defined types that have been created by a network administrator using Web JetAdmin. When you use the default setting, **Unspecified**, the printer uses the default media type, usually **Plain**.

Using the First Page and Other Pages options

A cover can have two forms, depending on the type of booklet you are printing:

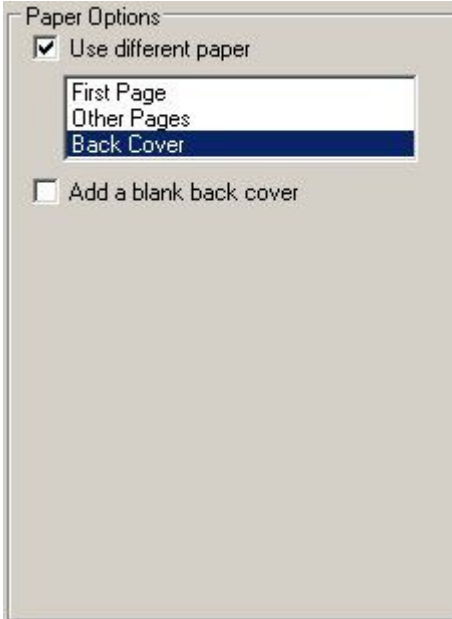
- For a full-size book (for example, Letter size, Letter type), select a different media for the first page and add an extra blank back page. The front cover can contain print or be a blank page, and can either be pulled from a different paper source or be of another media type. The back cover can be printed on a different media from the front cover.
- For two-page-per-sheet (2-up) booklet printing, you can obtain a cover by selecting a different media for the first page only. The back cover setting is hidden, because this page would otherwise be printed in the middle of a booklet.

Whenever you make changes to all of the pages (that is, when **Use different paper for first page** is not selected), these changes are reflected in both the **First Page** and **Other Pages** settings whenever you set "Use different paper".

Back Cover options

The **Back Cover** options allow you to include a blank back cover on a document, or to include a back cover from a paper source different from that used for the remainder of the document. Use the **Back Cover** options to select an alternative media source (or the same source as **First Page**) from which a blank page is drawn and placed after the final page of the body of the document. The following illustration shows the **Back Cover** options.

Figure 35: Back Cover options



The **Back Cover** options are not available when the **Booklet Layout** is enabled on the **Finishing** tab.

The group box contains one option button.

- **Add a blank back cover** option button

Add a blank cover option check box

Clicking the **Add a blank back cover** check box activates two drop-down menus. The drop-down menu values default to the same source as that chosen for the **First Page** options.

- **Source is:** drop-down menu (default)
- **Type is:** drop-down menu

Source is: drop-down menu

The **Source is:** setting specifies the paper source to use for printing a document. Different printer models support different paper sources. The list of paper sources depends on the printer model and its accessories. Any optional paper trays that are installed through the **Configure** tab are also shown here. For more information about the **Source Is:** setting, see the "First Page group box" section of this guide.

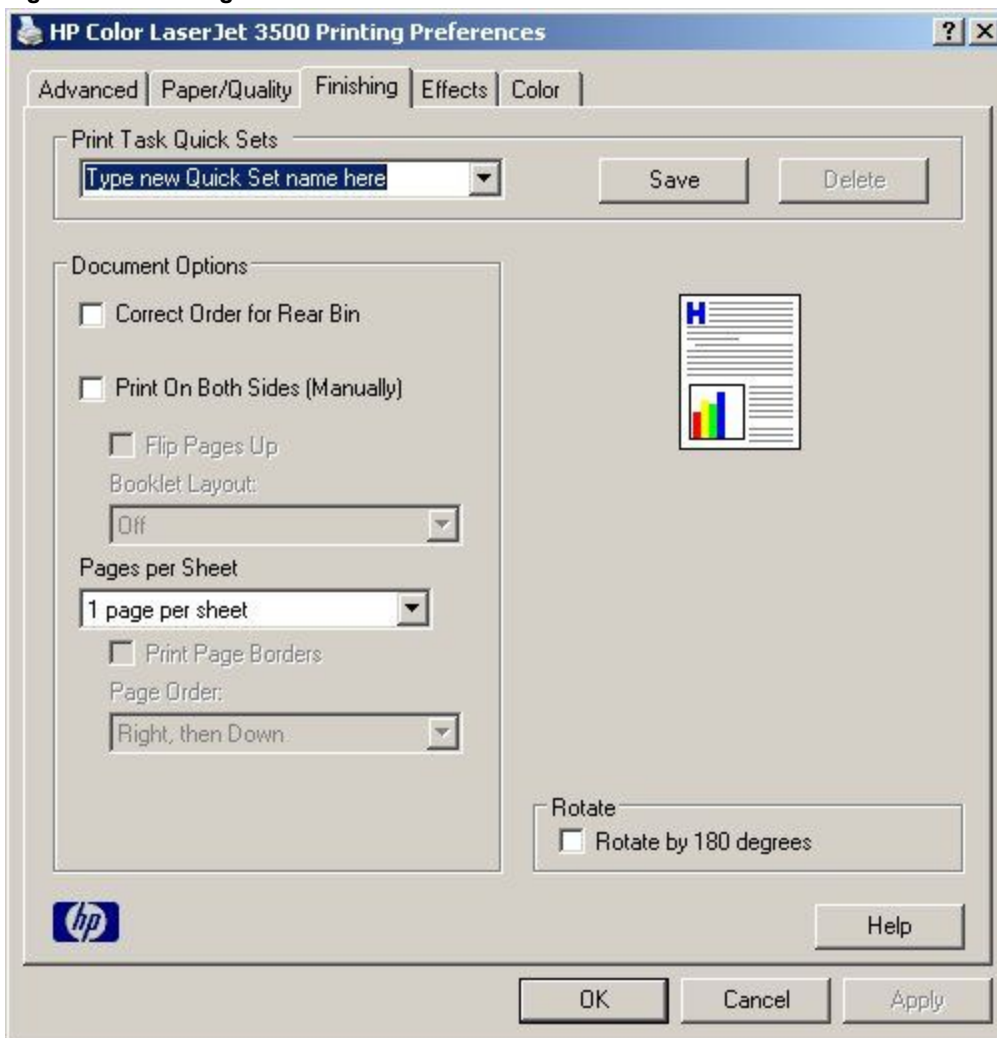
Type is: drop-down menu

The **Type is:** drop-down menu shows all of the the media types supported by the printer, as well as any user-defined types that have been created by a network administrator using Web JetAdmin. When you use the default setting, **Unspecified**, the printer uses the default media type, usually **Plain**.

Finishing tab features

Use the **Finishing** tab to print booklets and control the paper output. The following illustration shows the **Finishing** tab.

Figure 36: Finishing tab



The **Finishing** tab contains the following controls.

- **Print Task Quick Sets** group box
- **Document Options** group box
- Document preview image
- **Rotate** check box

Print Task Quick Sets group box

The document preview image is a color, line-drawn image of a page that represents graphics and text. The preview image appears in the upper-right corner of these **Document Defaults** or **Printing Preferences** driver tabs (the **Paper/Quality**, **Finishing**, **Effects**, and **Color** tabs). For more information about the document preview image, see the "Paper/Quality tab features" section of this document.

Document Options group box

The **Document Options** group box contains the following controls.

- **Correct order for rear bin** check box
- **Print on Both Sides (manually)** check box
- **Flip Pages Up** option
- **Booklet Layout** drop-down menu
- **Pages Per Sheet** spin box
- **Print Page Borders** check box
- **Page Order** drop-down menu

Correct Order for Rear Bin

Use this feature when the product has been adjusted to send print jobs to the face-up output bin rather than the default output bin. The setting reverses the order of pages during this process to maintain proper page sequence. See the *User Guide* or the *User Reference Guide* for the HP Color LaserJet 3500 for additional settings that may need to be made on the product.

Print on Both Sides (manually)

When you select this option, all documents are printed on both sides manually when the **Correct Order for Rear Bin** check box is selected. Some media types, such as labels and transparencies, should not be printed on both sides.

Flip Pages Up

The **Flip Pages Up** check box, enabled only when **Print on Both Sides** is selected, is used to specify the duplex-binding option. By default, the **Flip Pages Up** check box is not selected. The following table demonstrates the results of selecting this box, depending on the paper orientation selected on the **Basics** tab.

Table 16: Page orientation

Orientation (Basics tab)	Flip Pages Up selected	Flip Pages Up not selected
Portrait	Short-edge binding	Long-edge binding
Landscape	Long-edge binding	Short-edge binding

When **Print on Both Sides** is selected, the document preview image changes to show a spiral binding along either the left edge or the top edge of the page. In addition, a folded-over corner appears in the lower-right portion of the preview image, indicating that printing occurs on the back side. An arrow on the folded-over corner points in the direction that the pages would be flipped if they were bound together.

Booklet layout

The **Booklet Layout** drop-down menu, visible when **Print on Both Sides** is selected, offers choices that are based on the current paper size. The default setting for the **Booklet Printing** drop-down menu is **Off**. The other settings have the following format, where [paper size] depends on the paper size set on the **Paper** tab.

- [paper size] (Left Binding)
- [paper size] (Right Binding)

When you select [paper size] (Left Binding) or [paper size] (Right Binding), the document preview image changes to show the location of the binding, and, if the **Pages per Sheet** setting is on the default setting of 1, it automatically changes to 2. You may change the **Pages per Sheet** setting manually to 4, 6, 9, or 16.

Booklet printing is enabled only when Letter, Legal, 11x17, or B4 (JIS) is selected as the paper size. Booklet printing is disabled when other paper sizes are selected, including envelopes and postcards of any size.

The **Booklet Printing** drop-down menu appears only when:

- **Print on Both Sides** is selected.
- **% of Normal Size** (on the **Effects** tab) is 100.
- **Pages per Sheet** is 1.
- **Print Document On** <media type> (on the **Effects** tab) is not selected.

If any of these conditions is not met (except the first), a Bubble Help appears next to **Booklet Printing** to tell you why it is disabled. Again, is there bubble help for this driver?

Book and booklet printing

Book and booklet printing are both supported by the HP Color LaserJet 3500 printer.

A book is a print job consisting of at least two pages that can have a different media type for the first page (front cover) or last page (back cover). Use the **First Page** and **Back Cover** minitabs on the **Paper** tab (available when you select the **Use different paper for first page** check box) to select different media for the first and last pages.

A booklet is a print job that places two pages on each side of a sheet that can be folded into a booklet that is half the size of the media type. Use the **Booklet Printing** drop-down menu on the **Finishing** tab to control booklet settings.

Printing a Booklet

A booklet is a print job that places two pages on each side of a sheet and that can be folded into a booklet that is half the size of the media type. Follow the instructions below for printing a booklet.

Note

The following instructions apply only to the HP traditional PCL 6 drivers. The HP PS driver supports booklet printing through Windows programs that provide booklet-printing configuration settings.

1. Click **File**, click **Print**, and then click **Properties**.
2. Click the **Finishing** tab. On the drop-down menu, select **Print on Both Sides**.
3. In the **Booklet Printing** drop-down menu, select the type of booklet printing that you want. The booklet printing type consists of the media size and the location of the binding (for example, **Letter [Left binding]**).

Printing a book

A book is a print job consisting of at least two pages that can have a different media type for the first page (front cover) or last page (back cover). The book cover must be the same size as the inside sheets. Follow these instructions for book printing.

1. Click **File**, click **Print**, and then click **Properties**.
2. Click the **Paper** tab, and then select the **Use different paper for first page** check box.
3. Click the **First Page** tab. On the **Size is**, **Source is**, and **Type is** menus, select the size, source, and type settings for your cover.
4. Click the **Other Pages** tab. On the **Size is** and **Source is** menus, select the size and source settings for the inside sheets of your print job.
5. Click the **Back Cover** tab. The back cover, if there is one, must be the same size as the booklet cover and the inside sheets. The **No back cover** is the default setting. If your print job has a back cover that uses the same source and type settings you selected in the **First Page** tab, select **Use the first page source**. If not, select **Use an alternate source**, and then select the back-cover settings in the **Source is** and **Type is** menus.

Whenever you make changes to all of the pages (that is, when **Use different paper** is cleared), these changes are reflected in both the **First Page** and **Other Pages** settings whenever you set **Use different paper**.

Note

The **Back Cover** tab is not available when you select any **Booklet Printing** setting except **Off** (which is the default). When you use this feature, the last page of the print job is folded into the middle of the booklet.

Pages per Sheet

The **Pages per Sheet** drop-down menu provides six settings: 1 (default), 2, 4, 6, 9, and 16. If you type another value into the box (for example, 3), the control rounds that value to the nearest valid value (in this example, 4).

Print Page Borders

Related controls indented beneath the **Pages per Sheet** edit box are **Print Page Borders** and **Page Order**, which become active when **Pages Per Sheet** is greater than 1.

Print Page Borders sets a line around each page image on a printed sheet to help visually define the borders of each logical page.

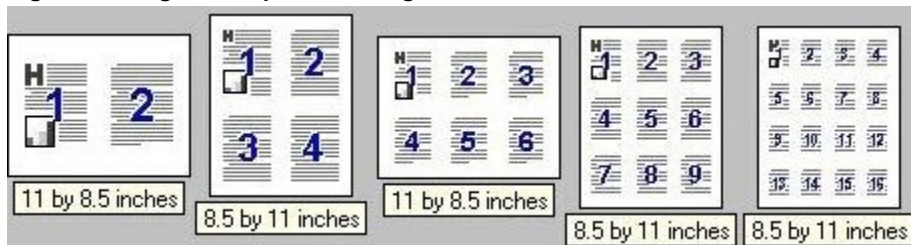
Page Order

The **Page Order** drop-down menu contains four selections:

- **Right, then Down**
- **Down, then Right**
- **Left, then Down**
- **Down, then Left**

The preview document image changes to reflect alterations in these settings, as shown by the examples in the following illustration.

Figure 37: Page-order preview images

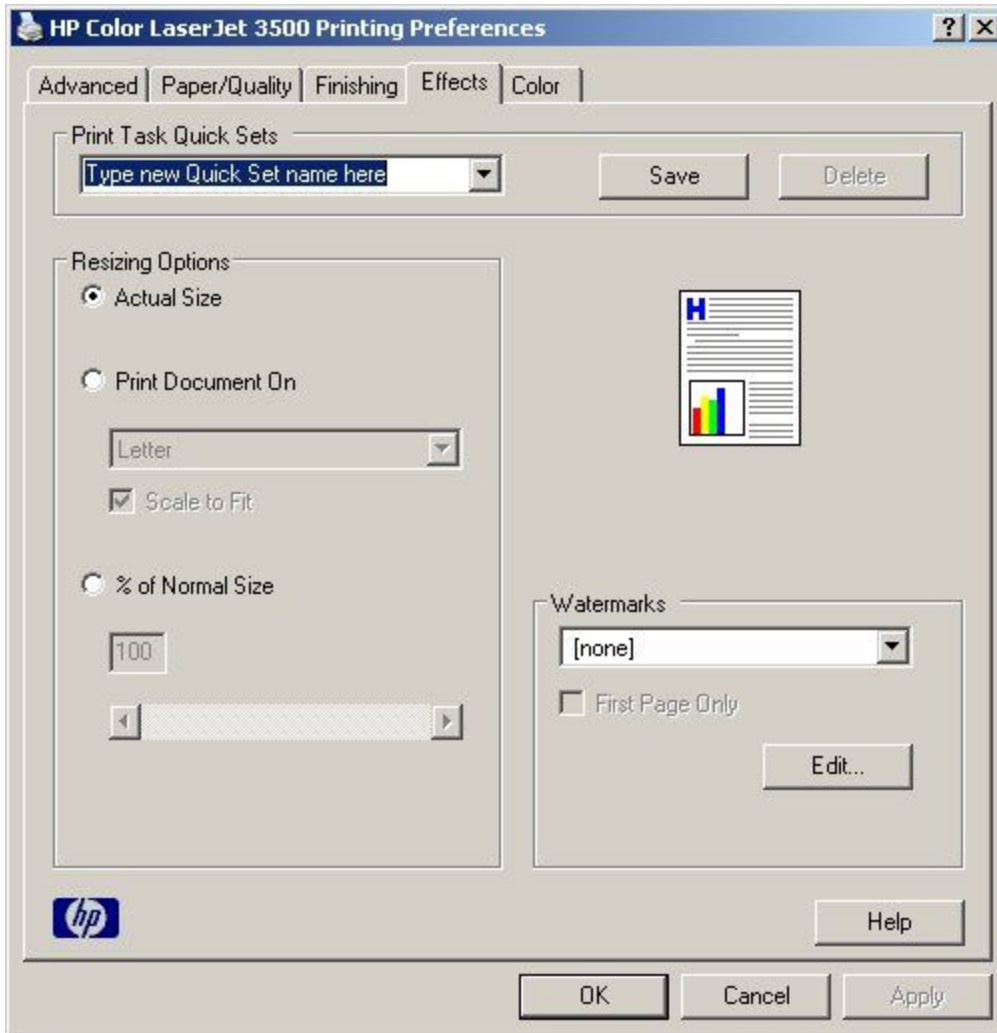


- 2 pages per sheet
- 4 pages per sheet
- 6 pages per sheet
- 9 pages per sheet
- 16 pages per sheet

Effects tab features

Use the **Effects** tab to create unique paper effects such as scaling and watermarks. The following illustration shows the **Effects** tab.

Figure 38: Effects tab



The **Effects** tab contains the following controls.

- **Print Task Quick Sets** group box
- **Resizing options** group box
- Document preview image
- **Watermarks** group box

Print Task Quick Sets

The **Print Task Quick Sets** control is available on the **Paper/Quality**, **Finishing**, **Effects**, **Destination**, and **Color** tabs. The feature is used to store the current combination of driver settings that are found on all of the other tabs. The print task quick sets are either preset or user-defined printing specifications, such as paper size and pages per sheet. For more information, see the "Paper/Quality tab features" section of this guide.

Document Preview

The document preview image is a color, line-drawn image of a page that represents graphics and text. The preview image appears in the upper-right corner of these **Document Defaults** or **Printing Preferences** driver tabs (the **Paper/Quality**, **Finishing**, **Effects**, and **Color** tabs). For more information about the document preview image, see the "Paper/Quality tab features" section of this document.

Resizing options group box

The **Resizing options** group box consists of the following controls.

- **Actual Size** setting
- **Print Document On** setting
- **Scale to Fit** option
- **% of Normal Size** setting

Print Document On setting

Select the **Print Document On** check box to format the document for one paper size and then print the document on a different paper size, with or without scaling the image to fit the new paper size.

The **Print Document On** control is disabled by either of the following conditions:

- The **% of Normal Size** value is not 100.
- The **Pages per Sheet** value (on the **Finishing** tab) is not 1.

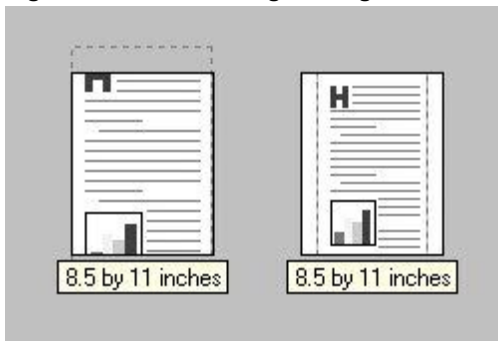
When **Print Document On** is selected, the drop-down menu shows the media sizes on which you can print. The list contains all of the the standard media sizes that are supported by the selected media source and any custom sizes that you have created (if the currently selected media source is manual, auto, or any tray). When **Print Document On** is selected, **Scale to Fit** is automatically selected.

Actual Size setting

Scale to Fit option

The **Scale to Fit** options box specifies whether each formatted document page image is scaled to fit the target paper size. By default, **Scale to Fit** is selected when **Print Document On** is selected. If the setting is turned off, then the document page images will not be scaled, and are instead centered at full size on the target paper. If the document size is larger than the target paper size, then the document image is clipped. If it is smaller, then it is centered within the target paper. The following illustration shows preview images for a document formatted for legal-size paper with the **Print Document On** check box selected, and the target size specified as **Letter**.

Figure 39: Preview images - Legal on Letter; Scale to Fit off (left) and on (right)



When the size for which the document is formatted (that is, the logical size) differs from the target size, the preview image uses a dashed gray line to show the boundaries of the logical page in relation to the target page size.

% of Normal Size option

The **% of Normal Size** option provides a slider bar to use for scaling the percentage setting. The default setting in the entry box is 100 percent of normal size. Normal size is defined as the paper size that is selected within the driver or what the driver receives from the software program (if the software program does not negotiate the paper size with the driver). The driver scales the page by the appropriate factor and sends it to the printer.

The limits of the range are from 25 percent to 400 percent, and any values outside the range are adjusted to those limits as soon as the focus is removed from the control (that is, when the Tab key is pressed or another control is selected).

Any change to the scale also changes the page preview, which increases or decreases from the upper-left corner of the preview.

The slider bar controls the scale directly. The value in the edit box changes as the scroll bar indicator is dragged, and the preview image is updated to the new image scale. Each click on the scroll bar arrows increases or decreases the scale by one percent. Each click on the slider bar affects the scale by 10 percent.

You cannot achieve an exact value by dragging the scroll bar indicator at the default Windows resolution; use the scroll bar indicator to approximate the desired value, and then use the scroll bar arrows to refine the value.

The following settings disable **% of Normal Size**:

- **Print Document On** is selected
- **Pages per Sheet** is not 1

Watermarks group box

Use the **Watermarks** feature to choose a watermark, create your own custom watermarks (text only), or edit an existing watermark. The following watermarks are preset in the driver:

- (none)
- Confidential
- Draft
- SAMPLE

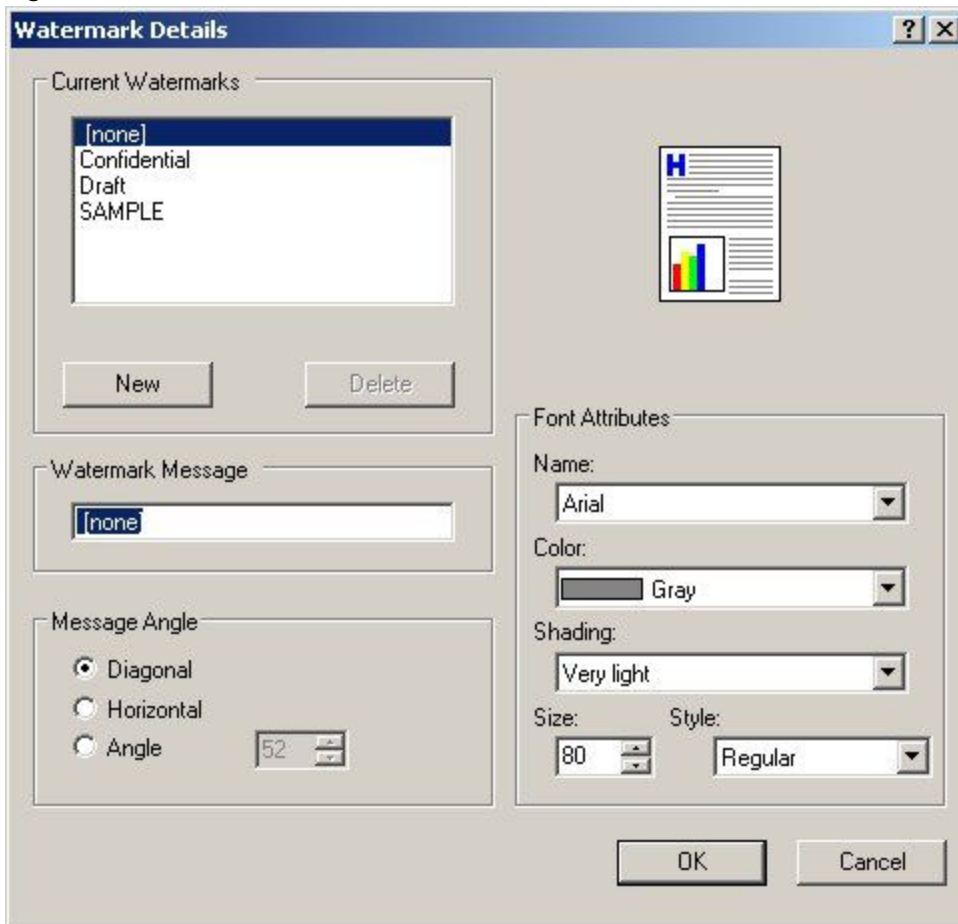
The drop-down menu shows alphabetically sorted watermarks that are currently available on the system, plus the string "(none)", which indicates that no watermark is selected. This is the default setting. Any watermark selected from this list appears in the preview image.

When **First Page Only** is selected, the watermark is printed only on the first page of the document. The **First Page Only** check box is disabled when the current watermark selection is "(none)".

Watermarks are applied to logical pages. For example, when **Pages per Sheet** is set to "4" and **First Page Only** is turned off, four watermarks appear on the physical page (one on each logical page).

Click **Edit**, and the **Watermark Details** dialog box appears.

Figure 40: Watermark details



The dialog box shows a preview image and provides options for creating a new watermark and controlling the message angle and font attributes.

Click **OK** to accept all of the changes that are made in the **Watermark Details** dialog box. However, clicking **Cancel** does not cancel all of the changes. If you make changes to a watermark, and then select a different watermark or click **New**, all of the changes made to the previous watermark are saved, and only the current, unsaved changes can be canceled.

Current watermarks

The **Current Watermarks** group box contains a list of available watermarks, both predefined watermarks made available in the driver and any new watermarks you have created.

To create a new watermark, click **New**. The new watermark appears in the **Current Watermarks** list and in the **Watermark Message** edit box as "Untitled" until you name it. The name that you type in the **Watermark Message** field appears in the **Current Watermarks** group box in the **Watermark Details** dialog box and in the **Watermarks** group box on the **Effects** tab.

To name the new watermark, type the selected watermark text in the **Watermark Message** edit box. To delete a watermark, select the watermark in the **Current Watermarks** list and click **Delete**. A warning appears asking whether

you are sure you want to delete the selected item. Click **Cancel** if you want to keep the watermark. Click **OK** to delete the selected watermark.

Note

You can have no more than 30 watermarks in the **Current Watermarks** list at one time. When you reach the limit of 30 watermarks, the **New** button is disabled, and a Bubble Help message appears that explains why the button is disabled and how to enable it.

To edit an existing watermark, select the watermark in the **Current Watermarks** list. If you change the **Watermark Message** for that watermark, you are, in effect, creating a new watermark.

Watermark message

The **Watermark Message** is also the name that identifies the watermark in the **Current Watermarks** list, except when more than one watermark has the same message. For example, you might want several different watermarks with the message DRAFT, each with a different font or size. When this occurs, the string is appended with a space, a pound sign, and a number (for example, **Draft #2**). When a number is added, the number two is used first, but if the resulting name is also in the list, then the number increases until the name is unique.

Message angle

Use the controls in the **Message Angle** group box to print the watermark in different orientations in relation to the page's text. The settings are **Diagonal**, **Horizontal**, or **Angle** (custom). The default is **Diagonal**. All three settings automatically center the watermark string within the page; the selection of a particular setting affects only the angle of the string placement. **Diagonal** places the text along a line that spans the lower-left to upper-right corners of the page. **Horizontal** places the text along a line that spans the mid-left and mid-right edges of the page. **Angle** places the text at the specified angle across the page.

Font attributes

Use the controls in the **Font Attributes** group box to change the font and the color, shading, size, and style of the font.

Name

The **Name** drop-down menu lists TrueType fonts that are currently installed on the system. The default is language-dependent.

Color

The **Color** drop-down menu lists the fixed, unalterable color choices for the watermark. The color options are:

- Gray
- Red
- Yellow
- Green
- Cyan
- Blue
- Magenta

Shading

The following range of shades is available from the **Shading** drop-down menu:

- **Lightest**
- **Very Light** (default)
- **Light**
- **Medium Light**
- **Medium**
- **Medium Dark**
- **Dark**
- **Very Dark**
- **Darkest**

These values represent the intensity of the gray that is used for the **Color** attribute. A choice of **Light** plus **Gray** (from the **Color** attribute) produces a lightly saturated gray watermark. A choice of **Lightest** plus **Gray** produces the lightest shade of watermark; **Darkest** plus **Gray** produces a black watermark.

Size

Font sizes from **1** to **999** points are available from the **Size** menu. The default point size is language-dependent. The choice of **Regular**, **Bold**, **Italic**, and **Bold Italic** is available from the **Style** drop-down menu.

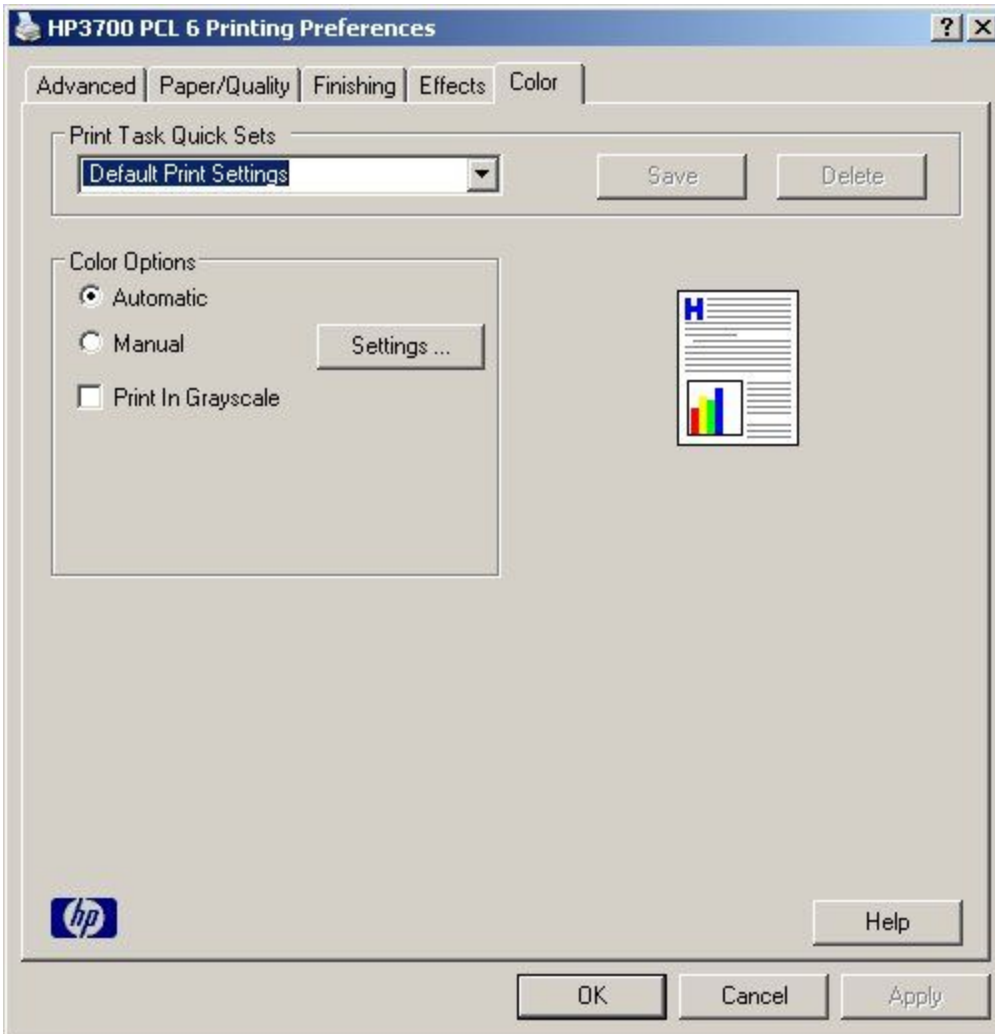
Default settings

The default settings for new watermarks are **Arial** font, **Gray** color, **Very Light** shading, **80** points, and **Regular** style. The default settings for preset watermarks are **Arial** font, **Gray** color, **Very Light** shading, and **Bold** style. The default point size for preset watermarks is language-dependent, and varies.

Color tab features

Use the **Color** tab to specify predefined color-option settings or to fine-tune the color treatments and halftone settings. Color output can also be converted to grayscale. The **Color** tab is shown in the following illustration.

Figure 41: Color tab



The **Color** tab contains the following controls.

- **Print Task Quick Sets** group box
- Document preview image
- **Color Options** group box

Print Task Quick Sets

The document preview image is a color, line-drawn image of a page that represents graphics and text. The preview image appears in the upper-right corner of these **Document Defaults** or **Printing Preferences** driver tabs (the **Paper/Quality**, **Finishing**, **Effects**, and **Color** tabs). For more information about the document preview image, see the "Paper/Quality tab features" section of this document.

Document preview image

The document preview image is a color, line-drawn image of a page that represents graphics and text. The preview image appears in the upper-right corner of all of the **Document Defaults** or **Printing Preferences** driver tabs (the **Finishing**, **Effects**, **Paper**, **Destination**, **Basics**, and **Color** tabs). For more information about the document preview image, see the "Finishing tab features" section of this document.

Color Options group box

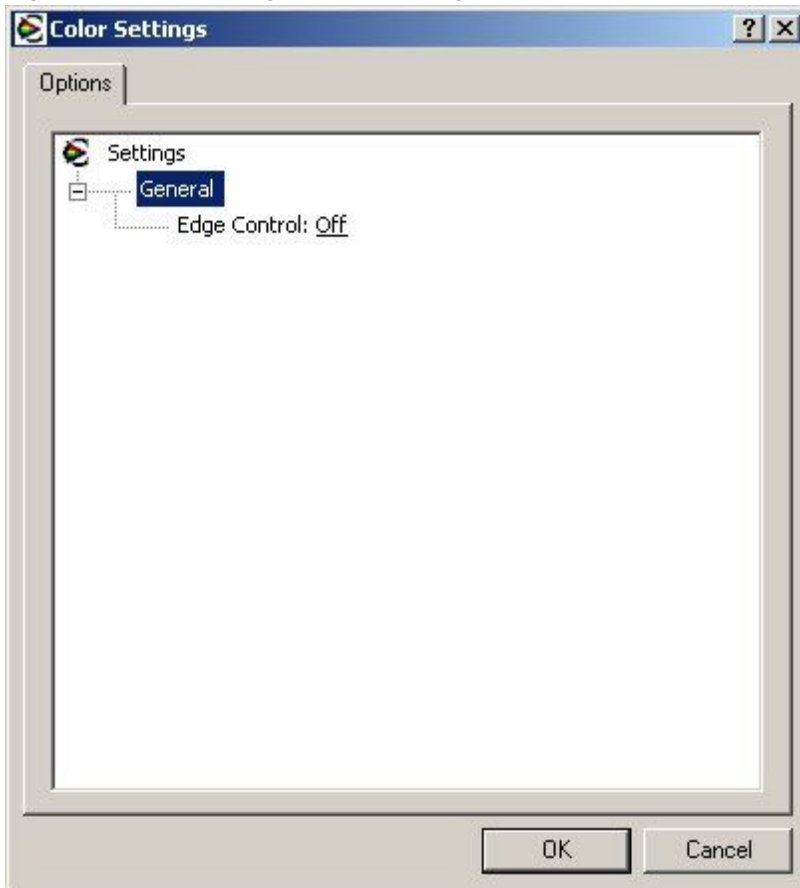
Use the **Color Options** group box to adjust the independent color controls. The settings affect the print job color rendering and print quality.

To use default coloration settings, click the **Automatic** option button. To change the default coloration settings, click the **Manual** option button, and then click the **Settings** button. To convert color information to grayscale and print the document in black and white, select the **Print in Grayscale** checkbox.

Color Options settings

When you click the **Settings . . .** option button, the **Color Settings** dialog box appears. The default settings are shown in the following illustration. To change the settings, make your selections using the drop-down menus in the **Color Settings** dialog box, and then click **OK**. You are then prompted to save your selections as **Custom** or **Manual** settings.

Figure 42: Color Settings Options dialog box



General

The **General Color Options** setting is **Edge Control**. The **Edge Control** setting determines how edges are rendered., consists of two components: **Adaptive Halftoning** and **Trapping**. The **Adaptive Halftoning** setting increases the

edge sharpness of text and graphics while maintaining the quality of area fills. The **Trapping** setting reduces the effect of color plane misregistration by slightly overlapping the edges of adjacent objects. The following options are available:

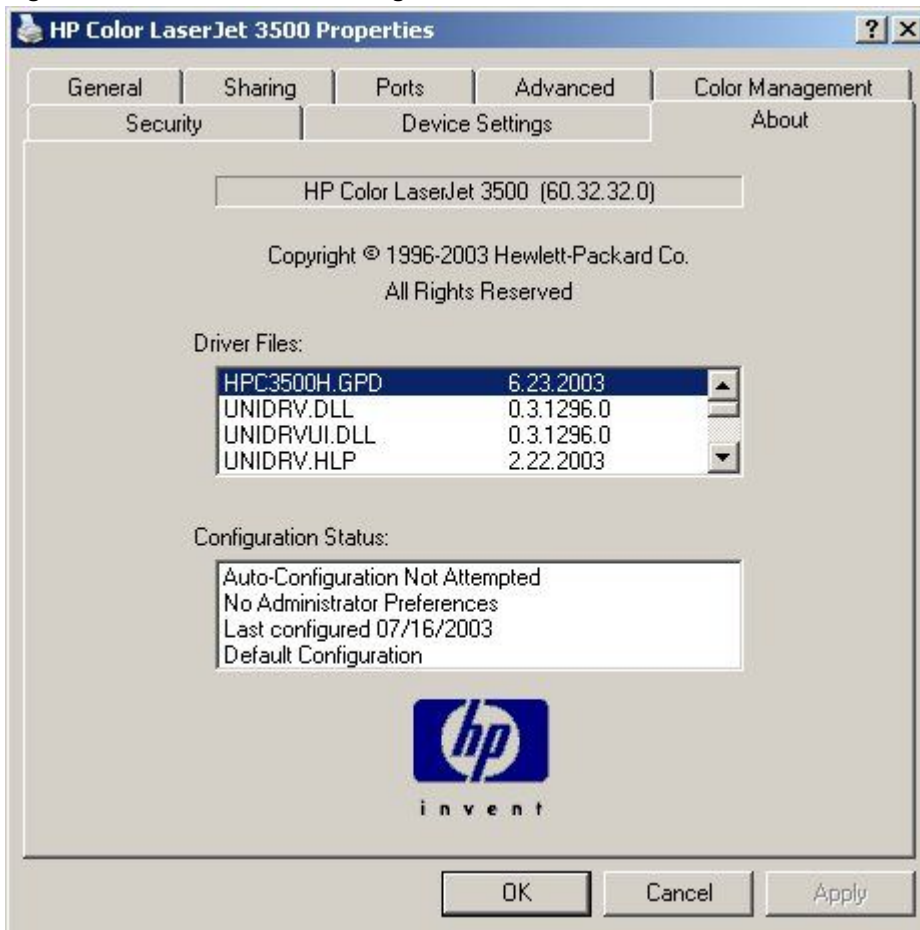
- **Off**, which sets **Trapping** and **Adaptive Halftoning** to **Off**.
- **Light**, which provides minimal trapping. **Adaptive Halftoning** is set to **On**.
- **Normal**, which provides the default **Trapping** setting. **Adaptive Halftoning** is set to **On**.
- **Maximum**, which provides the most trapping. **Adaptive Halftoning** is set to **On**.

Printer Properties Tabs

About tab

By clicking the **About** tab in **Printer Properties** tab or clicking the HP logo on any of the driver property pages, the **About This Driver** dialog box appears. To close the **About** box, click **OK**, press Esc, press Alt + F4, or press Enter. The following figure shows the **About This Driver** dialog box. The information it contains varies according to HP LaserJet model number, driver, date, and versions.

Figure 43: About This Driver dialog box

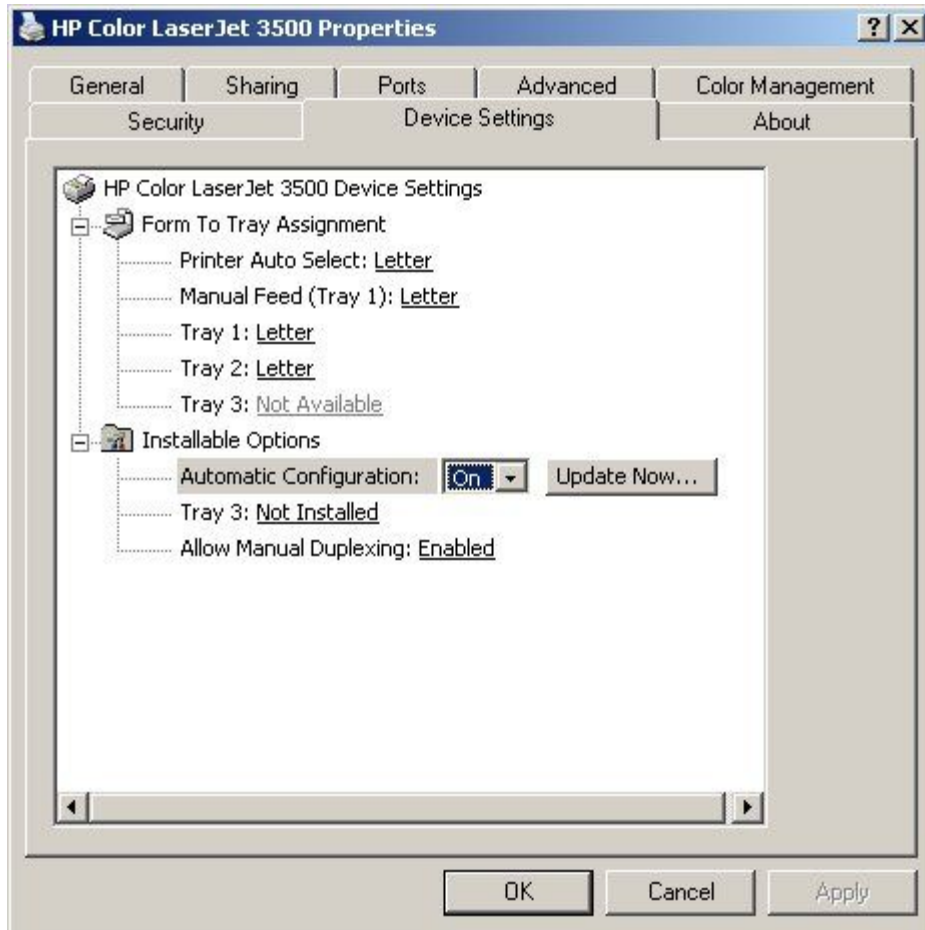


The **About** tab indicates whether the driver was autoconfigured, whether administrator preferences were set, the date the driver was last configured, and whether the configuration is default or user-defined.

Device Settings

Note The **Configure** tab can be found in the **Properties** for the printer driver. To gain access to the printer driver **Properties**, click **Start** on your Window task bar, click **Settings**, and then click **Printers** (for Windows XP and Windows Server 2003, click **Printers and Faxes**). Right-click the printer name, and then click **Properties**.

Figure 44: Device Settings tab



Device Settings tab features

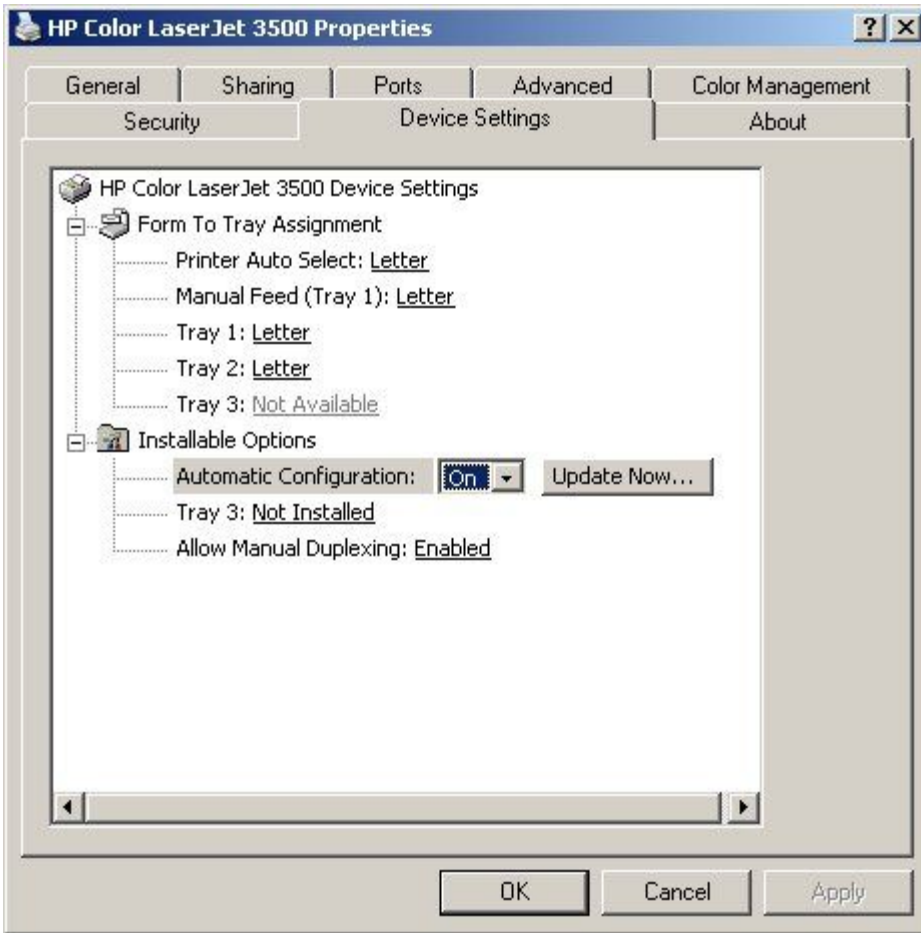
Note The **Device Settings** tab can be found in the **Properties** for the printer driver.

To gain access to the printer driver **Properties**, click **Start** on your Window task bar, click **Settings**, and then click **Printers**. Right-click the printer name, and then click **Properties**.

The **Device Settings** tab contains controls for paper-handling devices and controls for managing the HP Color LaserJet 3500 series printer.

When you select features in the **Device Settings** tab that can be changed, a **Change ... Setting** dialog box opens in the bottom of the window. Available options depend on the feature. The following illustration shows the **Device Settings** tab.

Figure 45: Device Settings tab



The **Device Settings** tab contains the following controls.

- **Form to Tray Assignment** option
- **Installable Options** option

Form to Tray Assignment

The HP Color LaserJet 3500 printer supports more than one source of paper. You can assign a form (which defines the paper size and margins) to each of your printer paper sources. When a form is matched to a source, you can select the form when you print. The printer prints from the tray to which that form is assigned.

Installable Options

The items listed under **Installable Options** are printer-specific printing options that you can install for use with your printer. The options for the HP Color LaserJet 3500 series printer are:

- **Automatic Configuration**
- **Tray 3**
- **Update Now** button
- **Allow manual duplexing**

Structure and availability of the software CD-ROM

In-box file layout

The HP Color LaserJet 3500 printer system consists of two partitions: one for installation using Windows operating systems, the other for Macintosh operating systems. The files include documentation files and files that are required to install and uninstall the printing-system components.

HP LaserJet software CD-ROM, Windows partition

The root directory in the Windows partition of the printing-system CD-ROM contains the AUTORUN.EXE file and the SETUP.EXE file, as well as the following directories:

- Fonts
- Setup
- XP_2000

Note

This is also where the files reside for Windows Server 2003.

- Other directories for the languages that are on the printing-system software CD-ROM

The printing-system files for each language reside in the following directories:

- Drivers directory
- Manuals directory
- Reader directory

File layouts differ by language for the European and Asian versions of the software CD-ROM.

To view the files, insert the HP Color LaserJet 3500 printing-system software CD-ROM, right-click **Start**, click **Explore**, and then select the CD-ROM drive.

HP LaserJet software CD-ROM, Macintosh partition

The files contained in the Macintosh partition of the HP LaserJet software CD-ROM are grouped by language and reside in the following directories:

- Root directory
- HP LASERJET INSTALLERS (for Macintosh operating systems)
- PDF (for guides and manuals)

File layouts differ by language for the European and Asian versions of the software CD-ROM.

Availability and fulfillment

This section provides information about the availability of the HP Color LaserJet 3500 printing-system software and related software and firmware. Printing-system software on CD-ROM is available from HP fulfillment centers or can be downloaded from:

http://www.hp.com/go/clj3500_software

In-box CD-ROMs

The HP Color LaserJet 3500 software CD-ROM is available in three regional versions. The following table lists the three versions of the software CD-ROM, along with the languages each version supports.

Table 17: CD-ROM versions

CD-ROM version	Languages supported
Americas	Dutch (Nederland) English French (Français) German (Deutsch) Hebrew Italian (Italiano) Portuguese (Português) - Brazilian Spanish (Español)
Asian	Chinese (Simplified) Chinese (Traditional) English Japanese Korean Thai (Windows OSs only)
Rest of world	Arabic (Windows OSs only) Czech (Cesky) (Windows OSs only) Danish (Dansk) English Finnish (Suomi) Greek (Documentation only) Hungarian (Magyar) (Windows OSs only) Norwegian (Norsk) Polish (Polski) (Windows OSs only) Russian (Russ) (Windows OSs only) Swedish (Svenska) Turkish (Turkçe)

Web ordering

The HP Color LaserJet 3500 software CD-ROM and related software CD-ROMs can be ordered from:
http://www.hp.com/go/clj3500_software

The links for ordering the CD-ROMs appear on these pages.

Web deployment

Software to support HP Color LaserJet 3500 series printers is available for download from:
http://www.hp.com/go/clj3500_software

This is the preferred method for obtaining the latest software. The Web site offers a notification option for automatic e-mail notification about new software releases.

Printing-system software

The HP Color LaserJet 3500 printing-system software is available for download from:
http://www.hp.com/go/clj3500_software

The software supports the following operating systems:

- Windows 98, Windows Me, and Windows NT 4.0
- Windows 2000, Windows XP, and Windows Server 2003

Standalone drivers

The HP Color LaserJet 3500 drivers are available individually to support the following operating systems:

- Windows 98 and Windows Me
- Windows NT 4.0
- Windows 2000
- Windows XP and Windows Server 2003
- Mac 9.x
- Mac OS X (10.1 or later)

Note PCL 5c is not supported in Asian languages.

Point-and-print bundles

Point and Print is a Microsoft term that describes a two-step driver installation process. The first step is to install a shared driver on a network print server. The second step is to "point" to the print server from a network client so that the client can use the print driver.

The HP LaserJet PCL 6 driver is available in a point-and-print bundle to support the Windows operating environments.

Software component availability

The following table lists the availability of HP LaserJet software components by operating system.

Note In the following table, "9x/Me" refers to Windows 98 and Windows Me; "2K" refers to Windows 2000; "4.0" refers to Windows NT 4.0; and "XP" refers to Windows XP.

Table 18: Software component availability for HP Color LaserJet 3500 printer

Component	98/Me	4.0	2K/XP ³	Mac
Drivers				
HP traditional PCL 6 driver	X	X		
HP traditional PS driver	X	X		
HP PCL 6 unidriver			X	
HP PS unidriver			X	
PS Driver and PS Printer Description (PPD)	X	X	X	
Mac PPD				X
Installers				
Common Windows Installer	X	X	X	
CD-ROM Browser	X	X	X	
Customization Utility	X	X	X	
Fonts	X	X	X	X
INF File (Add Printer)	X	X	X	
Font Installer ¹	X	X	X	X
Macintosh Installer for OS 9				X
Macintosh Installer for OS X				X
Web Registration	X	X	X	
Bidirectional communication				
Network Bidirectional Communications	X	X	X	X
Direct Connect Bidirectional Communications				
Enterprise Autoconfiguration	X	X	X	
Macintosh AppleTalk				X
Remote management and status				
Web JetAdmin		X	X	
Applet for Web JetAdmin		X	X	
Macintosh LJ Utility				X
Printer Status and Alerts	X	X	X	
Driver Autoconfiguration	X	X	X ²	
Online Documentation				
Adobe Acrobat Reader	X	X	X	X
<i>User Guide</i> for the HP Color LaserJet 3500	X	X	X	X
<i>User Reference Guide</i> for the HP Color LaserJet 3500	X	X	X	X
HP Color LaserJet 3500 series printer Install Notes	X	X	X	X
HP Jetdirect Guide	X	X	X	X
Mac PS Driver Help (for Mac OS 9.x only)				X
Help systems	X	X	X	X
Other				
PS Fonts	X	X	X	X

1- Supported as a standalone utility.

2- The Windows 2000, Windows XP, and Windows Server 2003 HP unidrivers have no **Update Now** button, but autoconfiguration is supported over the network using TCP/IP and IP/IPX protocols.

3- This information also applies to Windows Server 2003.

Software component localization

The following table provides localization information about the HP Color LaserJet 3500 printing-system software. The information in this table does not necessarily reflect in-box solutions.

Components that are not available in any given language are supported in English.

Table 19: Software component localization by language, A-I

Component ¹	Operating system	AR	CS	DA	NL	EN	FI	FR	DE	EL	HE	HU	IT
PS PPD	9x, 4.0, 2000, XP, 2003	X	X	X	X	X	X	X	X		X	X	X
Printer Status and Alerts	9x, 4.0, 2000, XP, 2003	3	X	X	x	x	x	x	x	x	3	x	x
Macintosh PS PPD	Mac			x	x	x	x	x	x				x
Macintosh LJ Utility	Mac			x	x	x	x	x	x				x
Macintosh Install Notes	Mac			x	x	x	x	x	x				x
PCL 6	9x, 4.0, 2000, XP, 2003	x	x	x	x	x	x	x	x		x	x	x
Printing System Install Notes	9x, 4.0, 2000, XP, 2003	x	x	x	x	x	x	x	x		x	x	x
Common Windows Installer	9x, 4.0, 2000	x	x	x	x	x	x	x	x		x	x	x
Web JetAdmin	4.0, 2000		x	x	x	x	x	x	x			x	x
Web JetAdmin Help	4.0, 2000		x	x	x	x	x	x	x			x	x
HP Embedded Web Server	9x, 4.0, 2000, XP, 2003			x	x	x	x	x	x				x
Online manuals (PDF)	9x, 4.0, 2000, XP, 2003	2	x	x	x	x	x	x	x	x	2	x	x
Standard fonts	9x, 4.0, 2000, XP, 2003		x	x	x	x	x	x	x			x	x
PS 3 fonts	9x, 4.0, 2000, XP, 2003		x	x	x	x	x	x	x			x	x

1- Check the following web site for current information about localized IBM OS/2 drivers:
<http://www.ibm.com>

2- The English manuals are used.

3- The English Printer Status and Alerts is used.

Language key:

AR = Arabic

CS = Czech

DN = Danish

NL = Dutch
EN = English
FI = Finnish
FR = French
DE = German
EL = Greek
HE = Hebrew
HU = Hungarian
IT = Italian

Table 20: Software component localization by language, J-Z

Component ¹	Operating system	JA	KO	NO	PT	PL	RU	SC	ES	SV	TC	TH	TR
PS PPD	9x, 4.0, 2000, XP, 2003	x	x	x	x	x	x	x	x	x	x	x	x
Printer Status and Alerts	9x, 4.0, 2000, XP, 2003	X	x	x	x	x	x	x	x	x	x	X	x
Macintosh PS PPD	Mac	x	x	x	x			x	x	x	x		x
Macintosh LJ Utility	Mac		x	x	x				x	x			
Macintosh Install Notes	Mac	x	x	x	x			x	x	x	x		
PCL 6	9x, 4.0, 2000, XP, 2003	x	x	x	x	x	x	x	x	x	x	x	x
Printing System Install Notes	9x, 4.0, 2000, XP, 2003	x	x	x	x	x	x	x	x	x	x	x	x
Common Windows Installer	9x, 4.0, 2000	x	x	x	x	x	x	x	x	x	x	X	x
Web JetAdmin	4.0, 2000	x	x	x	x	x	x	x	x	x	x		x
Web JetAdmin Help	4.0, 2000	x	x	x	x	x	x	x	x	x	x		x
HP Embedded Web Server ²	9x, 4.0, 2000, XP, 2003			x	x				x	x			
Online manuals (PDF)	9x, 4.0, 2000, XP, 2003	x	x	x	x	x	x	x	x	x	x	X	x
Standard fonts	9x, 4.0, 2000, XP, 2003	x		x	x	x	x		x	x			x
PS 3 fonts	9x, 4.0, 2000, XP, 2003	x		x	x	x	x		x	x			x

1- Check the following web site for current information about localized IBM OS/2 drivers:

<http://www.ibm.com>

2- The **Networking** tab in the Embedded Web Server appears in English, French, Italian, German, and Spanish only.

Language key:

JA = Japanese

KO = Korean

NO = Norwegian

PT = Portuguese

PL = Polish

RU = Russian

SC = Simplified Chinese

SV = Swedish

ES = Spanish

TC = Traditional Chinese

TH = Thai

TR = Turkish

Driver feature comparison in various operating systems

The following tables detail the software features available for each driver type and for each supported operating system that the HP Color LaserJet 3500 series printers support. The printing system driver for Windows 2000 and Windows XP is the new HP host-based unidriver, with a user interface look and feel that is consistent across the PCL 5c, PCL 6, and PS drivers. The printing-system drivers for Windows 98, Windows Me, and Windows NT 4.0 are the HP traditional PCL 5c and PCL 6 drivers and the HP traditional PS driver.

Job stream output

Table 21: Driver support for job stream output feature

Operating system		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
PCL 6 support					
PCL 6 pass-through support					
XL3.0					
XL Color					
PS 3					
PS 1, 2					
Color LaserJet 3500		X	X	X	X
PRN File driver identification		X	X	X	
PJL		X	X	X	X
24-bit sRGB		X	X	X	X
UTF-8 encoding for PJL		X	X	?	?

Job Accounting

Table 22: Driver support for job accounting feature

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Job Accounting Information		X	X	X	?
Unicode for Job Accounting					?
Born on Date (PJL DMINFO)		X	X	X	?
Born on Date (PJL TIMESTAMP)					

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Born on Date (DeskJets)					
Job by Job Override					
Send User Name with every Job		X			

Connectivity

Table 23: Driver support for connectivity

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Network	X	X	X	X	X
Direct Connect via USB	X	X	X	X	X

Bidirectional Communication

Table 24: Driver support for bidirectional communication

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Enterprise Autoconfiguration (EAC)		X			
Network		X			
USB (Direct Connect)		X			
Update Now					

HP Preconfiguration/Settings Retention

Table 25: Driver support for HP Preconfiguration and Settings Retention features

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Preconfiguration		X			
Feature Lockout	X	X			
Auto-config Confirmation		X			
Continuous Export		X			
HP Preconfiguration Macro Automation		X			

Bundle Support

Table 26: Driver support for bundle feature

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Bundle Support Via HP Preconfiguration					
Printer Bundle Setting in UI					

UI Features

Table 27: Driver support for user interface features

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
UI Tabs		X	X	X	X
UI Extensions		X			
Printer Image Bitmaps with Hot Spots					
Page Preview Images		X	X	X	X

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Paper Size Dimensions in Page Preview Image		X	X	X	X
Page Layout Representation		X	X	X	X ¹
About		X	X	X	X
Accessibility/ Disability		X			?
Accessible Architecture		X			

1-Not available in OS X

Help Features

Table 28: Driver support for help features

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
What's This Help (F1)		X	X	X	
Help Button		X	X	X	
Bubble Help					X
MS Window "?" Help		X	X	X	

Constraint Support

Table 29: Driver support for constraint feature

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Grayed-out Options		X	X	X	X
Constraint Warnings by Yellow Triangle		X			
MS Constraint Message Popups		X			

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
HP Constraint Message Popups			X	X	?
Dynamic Options					X

Document Layout

Table 30: Driver support for document layout feature

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Print on Both Sides	Lockable	X	X	X	X ¹
Manual Duplex Dialog		X	X	X	X ¹
Manual Duplex Dialog (SW Continue)			X	X	?
Flip On	X	X	X	X	X
Smart Duplexing-Sin gle Page Jobs		X			?
Smart Duplexing-Odd Page Jobs		X			
Pages per Sheet (N-Up)	X	X	X	X	X
Page Borders On/Off	X	X	X	X	X
Page Order (N- Up)	X	X	X	X	X
Page Order		X			
Print Document On	X	X	X	X	
Correct Order for Rear Bin		X	X	X	
Correct Order for Straight Paper Path					
Scale to Fit	X	X	X	X	
Allow Scaling from Large Paper		X	X	X	
Actual Size		X			

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
% of Normal Size	X	X	X	X	X
Orientation (portrait/landscape)	X				
Rotated by 180 Degrees	X	X	X	X	X
Number of Copies	X	X	X	X	X
Ignore Application Collation					
Collate (Driver)		X	X	X	X

1-Not available in OS X

Finishing Options

Table 31: Driver support for finishing options

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Other Finishing Options					
Booklet Printing	X	X	X	X	X ¹
Booklet Target Size	X	X			
Fold Saddle Stitch					
Staple					

Custom Preference Storage/Recall

Table 32: Driver support for custom storage and recall features

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Print Task Quick Sets		X	X	X	
Print Quality		X			
Color Options	X	X		X	X

Font Support

Table 33: Driver support for font features

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
General Device Font Support					
Font Substitution					
Hebrew, Greek, Arabic, Cyrillic device					
Font DIMM (on/ off)					
Send TrueType as Bitmap					
TrueType Fonts (UI option)					
Print Text as Black			X	X	

Print Controls

Table 34: Driver support for print controls

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Raster Compression					
EconoMode					
Collate On/Off					
Print Optimizations					
Halftone: Print Images Lighter					
Halftoning Auto Select					
Halftoning Dither 6x6					
Halftoning Dither 8x8					
Rendering Mode (Automatic)					

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Send Graphics as Vector					
Send Graphics as Raster					
Send Page as Raster					
Use HP ME/ Use More Memory					
PCL6 (Standard/ Enhanced)					
Resolution 600 dpi or 2400 REt					
Manually Print on Second Side					
Photo Paper Printing					
REt					
Scale Patterns (WYSIWYG)					
Edge to Edge					
Better Mobile Printing					

Color Settings

Table 35: Driver support for color settings

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Manual Color Options		X	X	X	X
Edge Control		X			X
Gloss Print Finish					
Gloss Print Media		X	X	X	X
Print in Grayscale	Locked	X	X	X	X
Print in Grayscale-High Quality					

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based unidriver	HP host-based driver	HP host-based driver	Mac host-based driver
Print in Grayscale-Opti mize for Photocopy or Fax					
Print in Grayscale-High Quality					
Color/Mono Switching		X	X	X	X

Watermarks

Table 36: Driver support for watermarks feature

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	3500 unidriver	3500 driver	3500 driver	Mac 3500 driver
Watermarks On/Off	X	X	X	X	
First Page Only	X	X	X	X	
Watermark Angle		X	X	X	
Watermark Font Name	X	X	X	X	
Watermark Font Color	X	X	X	X	
Watermark Font Shading	X	X	X	X	
Watermark Font Size		X	X	X	
Watermark Font Style	X	X	X	X	
Locally Defined Watermarks		X			

Paper Sizes

Table 37: Driver support for paper sizes

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP 3500 unidriver	HP 3500 driver	HP 3500 driver	Mac 3500 driver
Letter	X	X	X	X	X
Legal	X	X	X	X	X
Executive	X	X	X	X	X

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP 3500undriver	HP 3500 driver	HP 3500 driver	Mac 3500 driver
8.5x13	X	X	X	X	X
A4	X	X	X	X	X
A5	X	X	X	X	X
B5 (ISO)	X	X	X	X	X
B5(JIS)	X	X	X	X	X
Executive (JIS)	X	X	X	X	X
Double Postcard (JIS)	X	X	X	X	X
16K	X	X	X	X	X
Envelope #10	X	X	X	X	X
Envelope Monarch	X	X	X	X	X
Envelope C5	X	X	X	X	X
Envelope DL	X	X	X	X	X
Envelope B5	X	X	X	X	X
Custom	X	X	X	X	X

Paper Types

Table 38: Driver support for paper types

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP 3500 undriver	HP 3500 driver	HP 3500 driver	Mac HP 3500 driver
Unspecified	Locked	X	X	X	?
Plain	Locked	X	X	X	?
Preprinted	Locked	X	X	X	?
Letterhead	Locked	X	X	X	?
Transparency	Locked	X	X	X	?
Labels	Locked	X	X	X	?
Bond	Locked	X	X	X	?
Recycled	Locked	X	X	X	
Color	Locked	X	X	X	?
Light (less than 75 g/m ²)	Locked	X	X	X	?
Heavy (106-163 g/m ²)	Locked	X	X	X	?
Cardstock (greater than 163 g/m ²)	Locked	X	X	X	?
Glossy (75-105 g/m ²)	Locked	X	X	X	?
Heavy Glossy	Locked	X	X	X	?
Tough Paper	Locked	X	X	X	?
Envelope	Locked	X	X	X	?
User Type 1	Locked	X	X	X	?
User Type 2	Locked	X	X	X	?

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP 3500 unidriver	HP 3500 driver	HP 3500 driver	Mac HP 3500 driver
User Type 3	Locked	X	X	X	?
User Type 4	Locked	X	X	X	?
User Type 5	Locked	X	X	X	?
Light Orange					
User Defined Paper Types		X			
Media Types and Sources in app. (always)		X			
Media Types and Sources in app.(optional)					
Combined Media TYpes and Sources					

Paper Sources

Table 39: Driver support for paper sources

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP 3500 unidriver	HP 3500 driver	HP 3500 driver	Mac HP 3500 driver
MP Tray (Tray 1)	Locked	X	X	X	X
Tray 2	Locked	X	X	X	X
Tray 3	Locked	X	X	X	X
Assign Paper Size to Tray		X			
Assign Paper Type Tray					

Alternate Paper Sources

Table 40: Driver support for alternate paper sources

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP HP 3500 unidriver	HP HP 3500 driver	HP HP 3500 driver	Mac HP 3500 driver
All Pages the Same		X	X	X	X
Other Pages		X	X	X	X
Back Cover		X			

Paper Destinations

Table 41: Driver support for paper destinations

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based undriver	HP host-based driver	HP host-based driver	Mac host-based driver
Top Bin (Face Down)					
Rear Bin (Face Up)					

Installable Options

Table 42: Driver support for installable options

		Windows XP (32-bit), Windows 2000	Windows NT 4.0	Windows 98, Me	Macintosh
Driver type	DMC Config Editor	HP host-based undriver	HP host-based driver	HP host-based driver	Mac host-based driver
Duplexing Unit					
Manual Duplex Enable	X	X	X	X	X
Printer Hard Disk					
Total Memory					
Additional Source Trays	X	X	X	X	X
Additional Destination Bins					
Envelope Feeder					
Font DIMM Installer					
MFP Module					
Mopier Enabled					
Job Storage Enable					

4 Installing Windows printing system components

Introduction

The information that follows discusses these topics:

- Supported operating systems
- System requirements
- Font support
- General Windows installation instructions
- Detailed Windows installation instructions
- Setting a default printer

Supported operating systems

The HP Color LaserJet 3500 printing-system software supports the following Windows operating systems:

- Windows 98
- Windows Me
- Windows NT 4.0 (networked only)
- Windows 2000
- Windows XP
- Windows Server 2003

Note The HP Color LaserJet 3500 series printer has not been tested with and does not support Windows 3.1x.

System requirements

The following are the system requirements for installing and using the HP Color LaserJet 3500 printing-system software on each of the supported operating systems.

- Pentium (R) processor
- Minimum 16-color/grayscale display with 640-by-480 pixel resolution (video graphics array [VGA])
- Same amount of RAM as the minimum requirements for the operating system
- 93 MB of available hard-disk space (on the same partition as the operating system) for full installation
- Onboard USB port or network connection

Font support

Basic fonts

Microsoft Windows software includes these basic fonts, which can be used with any HP printer:

- Arial
- Courier New Italic
- Times New Roman Italic
- Arial Italic
- Courier New Bold
- Times New Roman Bold
- Arial Bold
- Courier New Bold Italic
- Times New Roman Bold Italic
- Arial Bold Italic
- Symbol
- Wingdings
- Courier New
- Times New Roman

Default fonts

The following default fonts are installed through a typical installation of the HP Color LaserJet 3500 printing-system software.

Table 43: Default fonts

File name	Font name
ALBR85W.TTF	Albertus Extra Bold
ALBR55W.TTF	Albertus Medium
OLVR55W.TTF	Antique Olive
OLVR75W.TTF	Antique Olive Bold
OLVR56W.TTF	Antique Olive Italic
CGOR45W.TTF	CG Omega
CGOR65W.TTF	CG Omega Bold
CGOR66W.TTF	CG Omega Bold Italic
CGOR46W.TTF	CG Omega Italic
CGTR45W.TTF	CG Times
CGTR65W.TTF	CG Times Bold
CGTR66W.TTF	CG Times Bold Italic
CGTR46W.TTF	CG Times Italic
CLAR67W.TTF	Clarendon Condensed Bold
CORONET.TTF	Coronet
CPSR45W.TTF	CourierPS
CPSR65W.TTF	CourierPS Bold
CPSR66W.TTF	CourierPS Bold Oblique
CPSR46W.TTF	CourierPS Oblique
GARR45W.TTF	Garamond
GARR65W.TTF	Garamond Bold

File name	Font name
GARR46W.TTF	Garamond Italic
GARR66W.TTF	Garamond Kursiv Halbfett
HELR45W.TTF	Helvetica*
HELR65W.TTF	Helvetica Bold
HELR66W.TTF	Helvetica Bold Oblique
HELR47W.TTF	Helvetica Narrow
HELR67W.TTF	Helvetica Narrow Bold
HELR68W.TTF	Helvetica Narrow Bold Oblique
HELR48W.TTF	Helvetica Narrow Oblique
HELR46W.TTF	Helvetica Oblique
AVGR45W.TTF	ITC Avant Garde Gothic Book
AVGR46W.TTF	ITC Avant Garde Gothic Book Oblique
AVGR65W.TTF	ITC Avant Garde Gothic Demi
AVGR66W.TTF	ITC Avant Garde Gothic Demi Oblique
BOKR75W.TTF	ITC Bookman Demi
BOKR76W.TTF	ITC Bookman Demi Italic
BOKR35W.TTF	ITC Bookman Light
BOKR36W.TTF	ITC Bookman Light Italic
CHANC___.TTF	ITC Zapf Chancery Medium Italic
DINGS___.TTF	ITC Zapf Dingbats
LETR45W.TTF	Letter Gothic
LETR65W.TTF	Letter Gothic Bold
LETR46W.TTF	Letter Gothic Italic
MARIGOLD.TTF	Marigold
NCSR75W.TTF	New Century Schoolbook Bold
NCSR76W.TTF	New Century Schoolbook Bold Italic
NCSR56W.TTF	New Century Schoolbook Italic
NCSR55W.TTF	New Century Schoolbook Roman
PALR65W.TTF	Palatino Bold
PALR66W.TTF	Palatino Bold Italic
PALR46W.TTF	Palatino Italic
PALR45W.TTF	Palatino Roman
SYMPS___.TTF	SymbolPS
TIMR65W.TTF	Times* Bold
TIMR66W.TTF	Times Bold Italic
TIMR46W.TTF	Times Italic
TIMR45W.TTF	Times Roman
UNVR65W.TTF	Univers Bold
UNVR66W.TTF	Univers Bold Italic
UNVR67W.TTF	Univers Condensed Bold
UNVR68W.TTF	Univers Condensed Bold Italic
UNVR57W.TTF	Univers Condensed Medium
UNVR58W.TTF	Univers Condensed Medium Italic
UNVR55W.TTF	Univers Medium
UNVR56W.TTF	Univers Medium Italic

Installation instructions

General installation for Windows 98, Me, NT 4.0, 2000, XP, and 2003

General installation instructions for the Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003 operating systems are similar.

If the HP Color LaserJet 3500 series printer is connected through a file or print server, the HP Color LaserJet 3500 printing-system software must first be installed on the server before being installed on any client systems. If the HP LaserJet printing-system software is not first installed on the server, then bidirectional communication, some Driver Autoconfiguration methods, and Device Status and Alerts are not available to the client systems.

For Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003, administrator rights on the system are necessary to install the software.

When the HP Color LaserJet 3500 printing system installer runs, the HP LaserJet uninstaller is always added to the system.

Installing from the printing-system CD-ROM

Follow these instructions to install the HP Color LaserJet 3500 printing system from the CD-ROM that came with your printer.

1. Close all programs that are open on your computer.
2. Insert the CD-ROM in the CD-ROM drive.

Note

If your CD-ROM does not start automatically, click **Start**, click **Run**, and then browse to and double-click the SETUP.EXE file in the root directory of the CD-ROM.

3. Click **Install Printer** and follow the onscreen prompts.

Installing from a network or from downloaded files

Follow these instructions if you downloaded the files from the Web, or if you are installing the printing system files from a network. You might need to see your network administrator for the location of the printing-system software file.

1. Browse to the location of the SETUP.EXE file.
2. Double-click the SETUP.EXE file.
3. Click **Install Printer** and continue to follow the instructions until the printer is installed. For detailed installation instructions, see the "Detailed Windows installation" section of this guide.

Detailed Windows installation

This section provides information about the installation dialog box sequence for installing the HP Color LaserJet 3500 printing-system software in Microsoft Windows environments. You can choose to install the software by using either a typical installation or a custom installation.

Typical Installation dialog box sequence

Note

This represents the installation sequence for Windows XP Professional. The order and appearance of dialog boxes can vary among operating systems.

The typical installation includes the following components:

- HP Color LaserJet 3500 driver.
- Screen fonts.
- Driver Autoconfiguration (in environments that support bidirectional communication). This option does not appear in unsupported bidirectional communications environments.

When you select the **Install Printer** option from the HP Color LaserJet 3500 software CD-ROM, the **Choose Setup Language** dialog box appears. This dialog box does not appear when the setup language is Hebrew or Arabic.

Figure 46: Choose Setup Language dialog box



Note The **Choose Setup Language** dialog box lists only the languages that are available on the HP Color LaserJet 3500 software CD-ROM.

Table 44: Choose Setup Language dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Choose Setup Language	Select the language for this installation from following the choices: (Drop-down menu lists available languages for installation.)	The installer automatically detects the language that your computer system uses and presents this choice as the default. You can select another language that is available on the CD-ROM by clicking the down arrow of the drop-down menu. Clicking OK initiates the printing system setup. Clicking Cancel takes you to the Exit Setup dialog box.

Next, the **Setup** dialog box appears.

Figure 47: InstallShield Wizard dialog box



Note While the **Preparing to Install** dialog box appears, the installer is decompressing files into the system **Temp** directory. The elapsed time to complete this action depends upon the performance of your system.

Table 45: InstallShield Wizard dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
InstallShield Wizard	HP Color LaserJet 3500 Series Printing System Setup is preparing the InstallShield (R) Wizard that will guide you through the rest of the setup process. Please wait.	Clicking Cancel cancels the Installation.

Figure 48: Welcome dialog box



Table 46: Welcome dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Welcome	<p>Welcome to the HP Color LaserJet 3500 Printing System Setup Wizard.</p> <p>It is strongly recommend that you close all other programs before running this Setup program.</p> <p>Before continuing, please read the software license agreement. If you accept the terms of the software license agreement, click "Next" to continue. If not , click "cancel" now to close Setup.</p> <p>Copyright Hewlett-Packard XXXX</p>	<p>Clicking Next takes you to the HP Software License Agreement dialog box.</p> <p>Clicking Installation Notes opens the file READXXXX.RTF.</p> <p>Clicking Cancel takes you to the Exit Setup dialog box.</p>

Figure 49: HP Software License Agreement dialog box

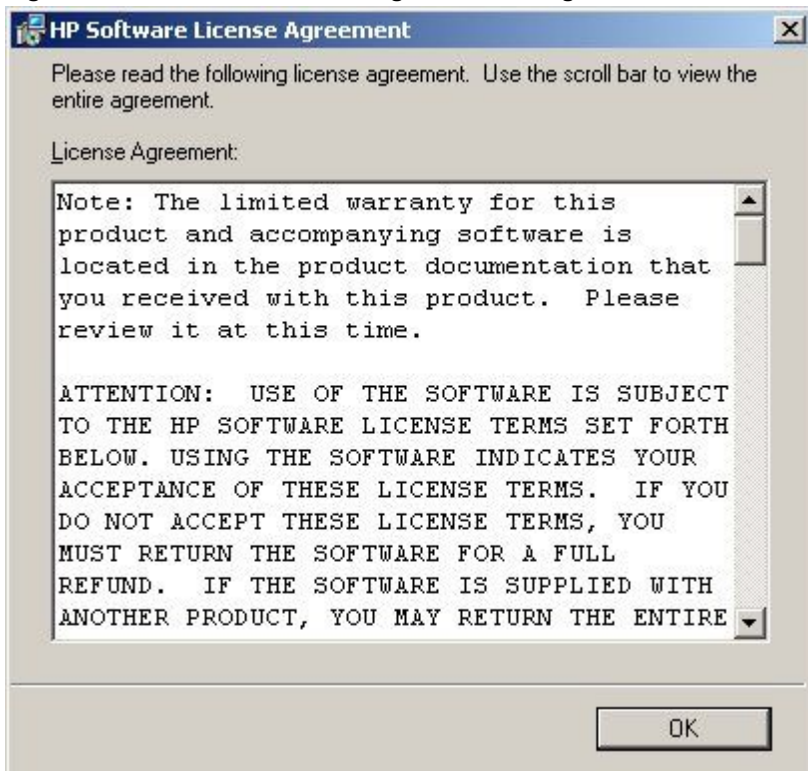


Table 47: HP Software License Agreement dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
HP Software License Agreement	<p>Please read the following license agreement. Use the scroll bar to view the entire agreement. (Scrolling fields with text of license agreement)</p> <p>Do you accept the terms of the preceding license agreement? If so, click Yes. If you select No, Setup will close.</p>	<p>Clicking Yes takes you to the Web Update dialog box.</p> <p>Clicking Back returns you to the Welcome dialog box.</p> <p>Clicking No takes you to the Exit Setup dialog box.</p>

Figure 50: Printer Connection dialog box

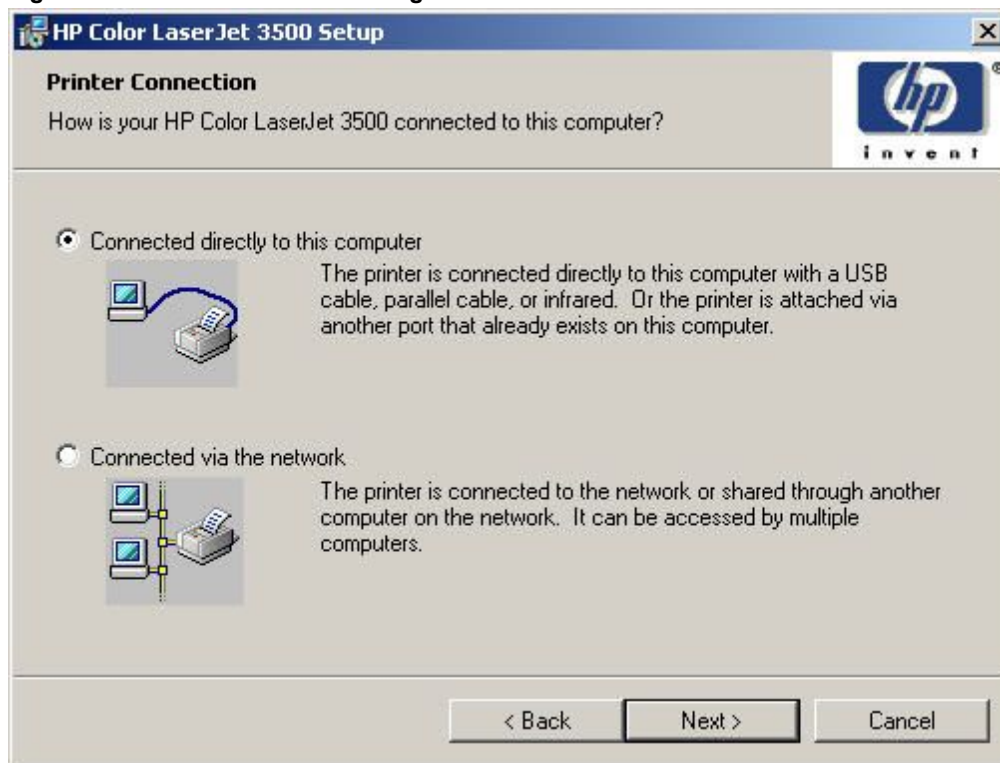


Table 48: Printer Connection dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Printer Connection	<p>How your printer will be connected:</p> <p>Connected directly to this computer. The printer is connected directly to this computer with a USB cable. . Or the printer is attached via another port that already exists on this computer (option button)</p> <p>Connected via the network The printer is connected to the network or shared through another computer on the network. It can be accessed by multiple computers (option button)</p>	<p>If you select Connected to this computer (a "direct connection" using a USB cable), clicking Next takes you to the Select Port dialog box. This is the default option.</p> <p>If you select Connected to the network, clicking Next takes you to the Network Setup dialog box.</p> <p>Clicking Back returns you to the HP Software License Agreement dialog box.</p> <p>Clicking Cancel takes you to the Exit Setup dialog box.</p>

Figure 51: Connector Type dialog box

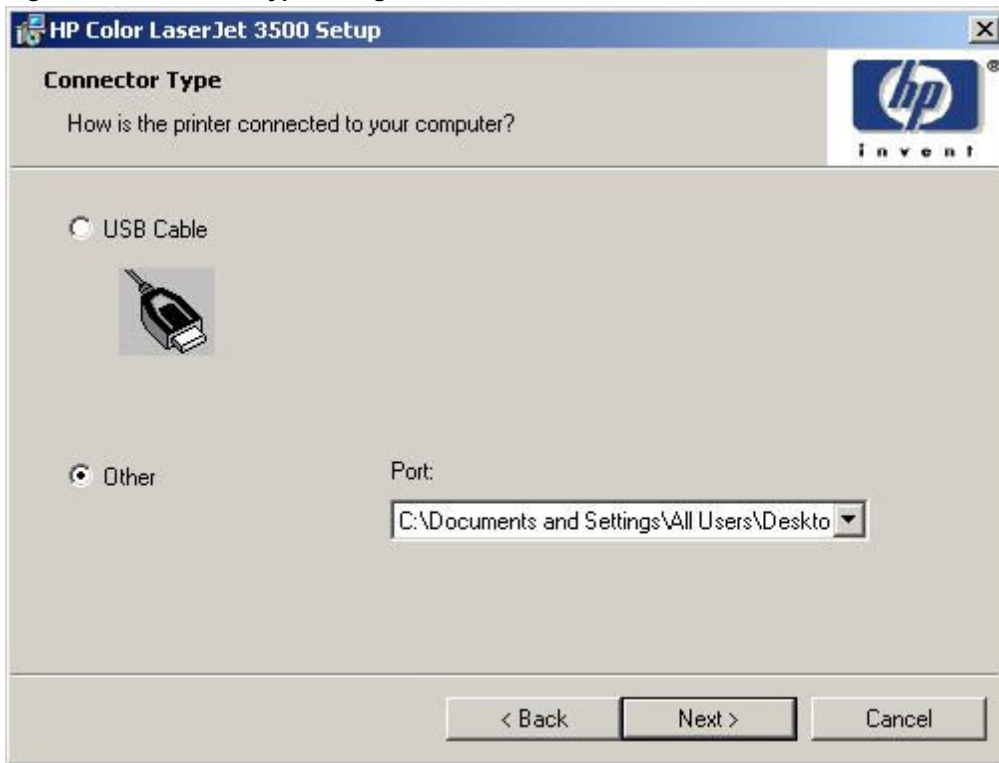


Table 49: Connector Type dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Connector Type	How is the printer connected to your computer? Other (option button) USB (option button)	Regardless of the port that you select (Other, or USB), clicking Next takes you to the printer Model dialog box. Clicking Back returns you to the Type of Connection dialog box. Clicking Cancel takes you to the Exit Setup dialog box.

Figure 52: Model dialog box

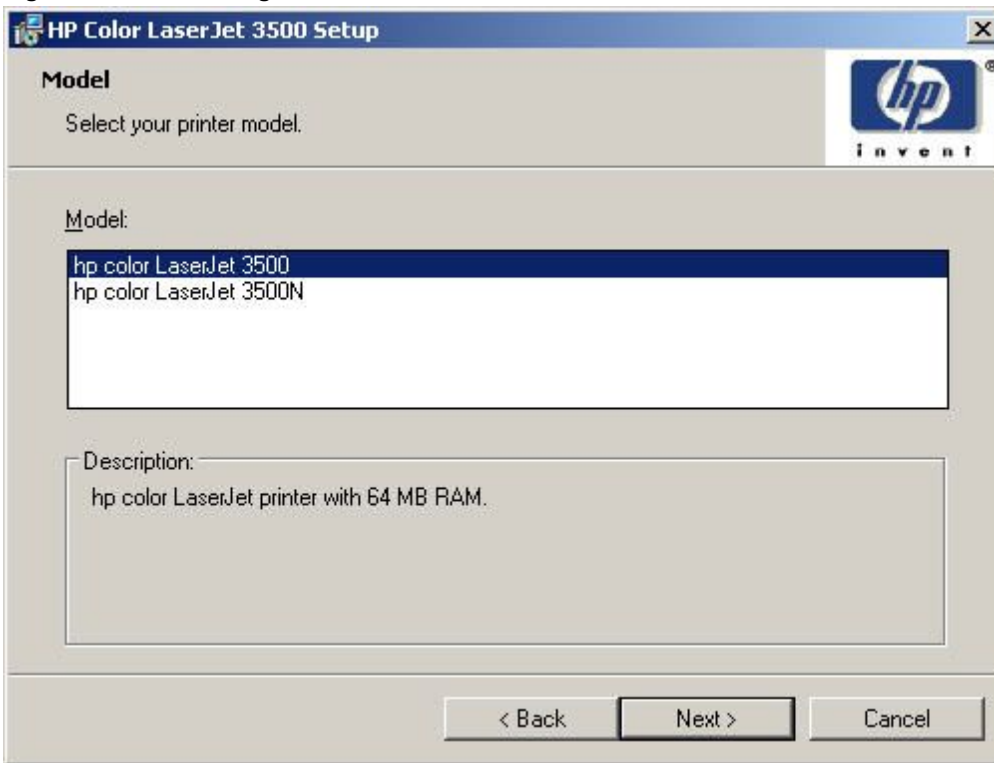


Table 50: Model dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Model	Select your Printer model. hp color LaserJet 3500 (option button) hp color LaserJet 3500N (option button) A short description appears pertaining to the model number selected.	Clicking Back returns you to the Type of Connection dialog box. Clicking Cancel takes you to the Exit Setup dialog box.

Figure 53: Installation Type dialog box

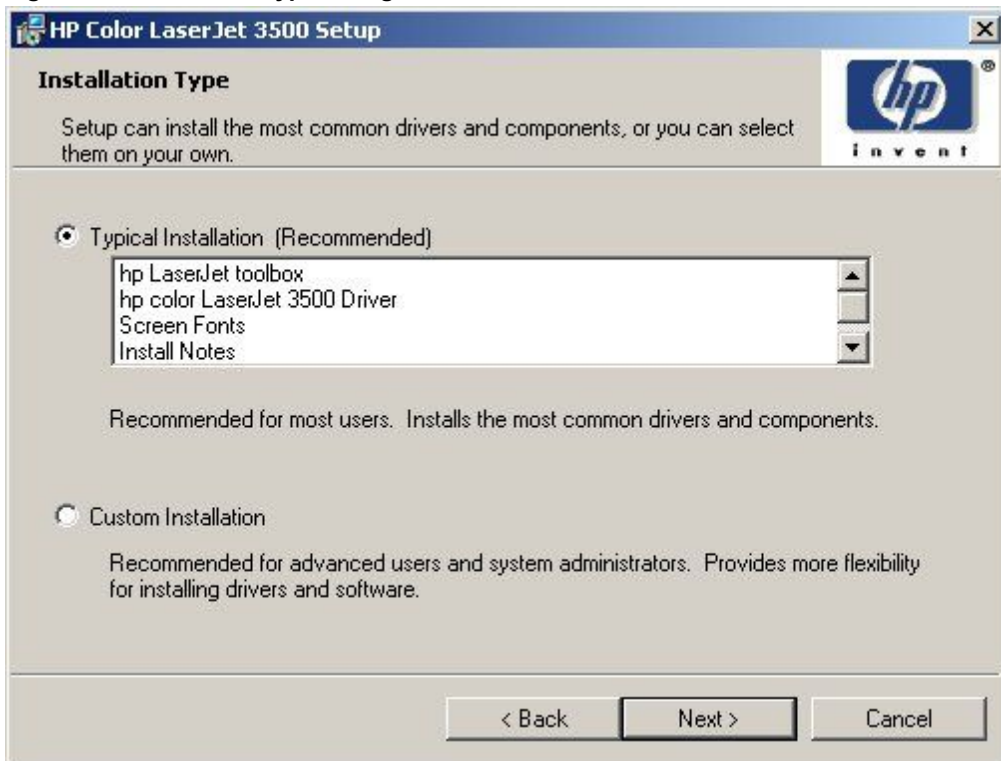


Table 51: Installation Type dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Installation Type dialog box	<p>Setup can install the most common drivers and components, or you can select them on your own.</p> <p>Typical Installation (recommended) (option button)</p> <p>(drop-down menu lists options: the hp LaserJet toolbox, hp color LaserJet 3500 driver, Screen fonts, and Install Notes</p> <p>Recommended for most users. Installs the most common drivers and components</p> <p>Custom Installation (option button)</p> <p>(Recommended for advanced users and system administrators. Provides more flexibility for installing drivers and software. (option button)</p>	<p>Clicking Back returns you to the Network Setup dialog box.</p> <p>Clicking Cancel takes you to the Exit Setup dialog box.</p>

Figure 54: Printer Name dialog box

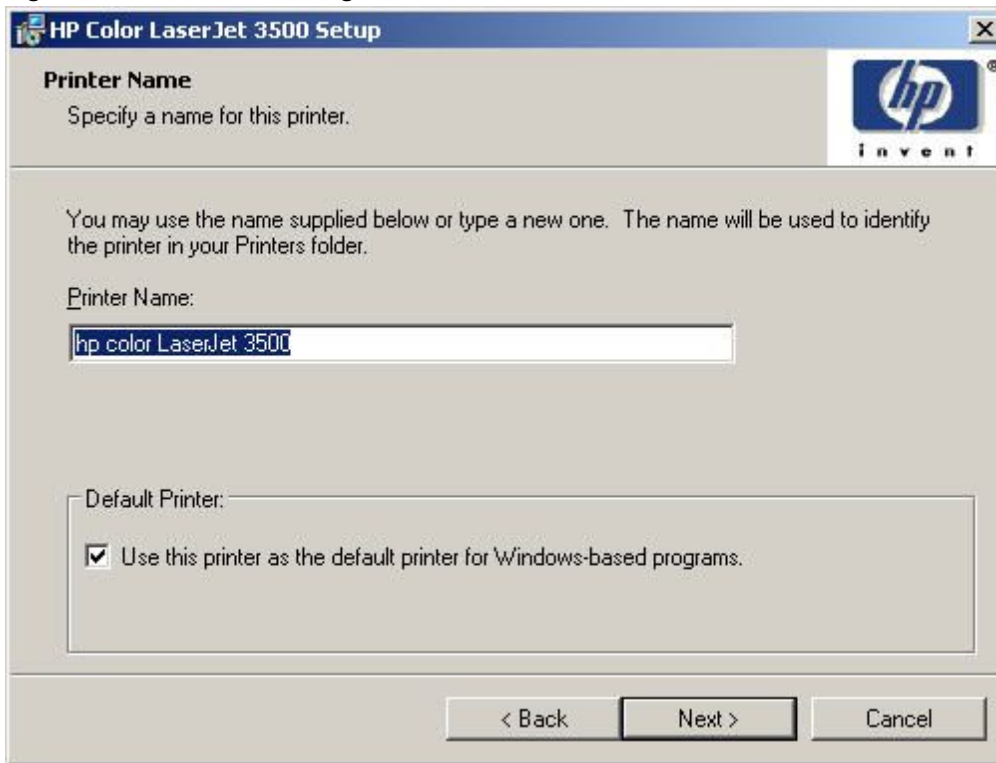
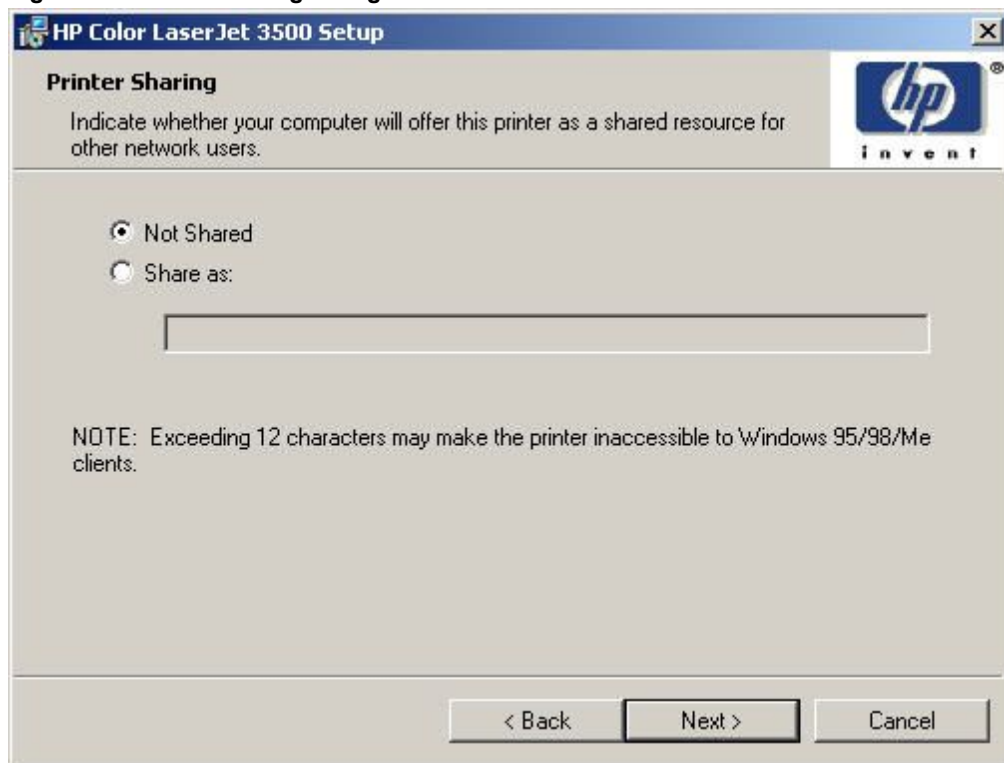


Table 52: Printer Name dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Printer Name	<p>Specify a name for this printer. You may use the name supplied below or type a new one. The name will be used to identify the printer in your Printers folder.</p> <p>Printer Name: (text entry field)</p> <p>Do you want your Windows-based programs to use this as the default printer?</p> <p>Yes (option button)</p> <p>No (option button)</p>	<p>Clicking Next takes you to the Printer Sharing dialog box.</p> <p>NOTE: A printer name is created for each driver that is installed. The driver type is appended to the name specified in the Printer Name: field</p> <p>Clicking Back returns you to the Printer Name dialog box.</p> <p>Clicking Cancel takes you to the Exit Setup dialog box.</p>

Figure 55: Printer Sharing dialog box



Note When you do not share the printer, additional driver support is not available. If you share the printer on Windows NT 4.0, Windows 2000, Windows XP, or Windows Server 2003 operating systems by selecting **Share as**, you must type a name. You can also provide additional printer driver support for other operating systems.

Table 53: Printer Sharing dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Printer Sharing	Indicate whether this printer will be shared with other network users. If you choose sharing, give the printer a share name. Not shared (option button) Share as (option button and text box) NOTE: Exceeding 12 characters may make the printer inaccessible to Windows98/Me clients.	Clicking Next starts the file copy process. Clicking Back returns you to the Printer Name dialog box. Clicking Cancel takes you to the Exit Setup dialog box.

Figure 56: Printer Location and Comment dialog box

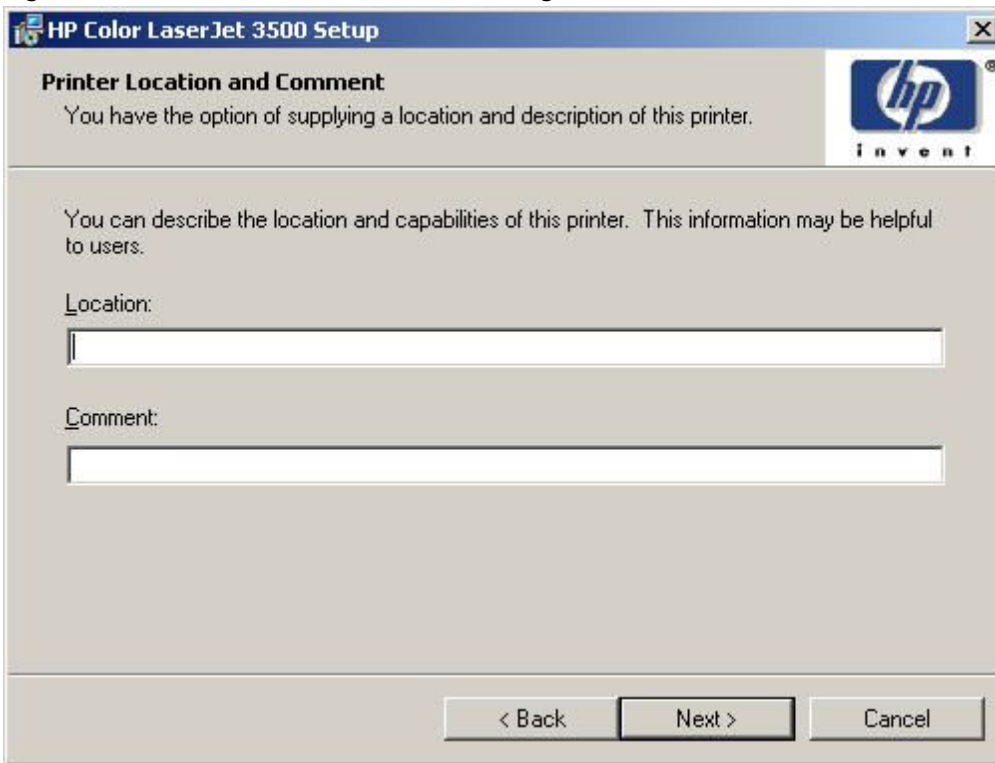


Table 54: fix text Printer Location and Comment dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Printer Location and Comment	YOu have the option of supplying a location and description of this printer. You can describe the location and capabilities of this printer. This information may be helpfu to users. Location:(text box) Comment:(text box)	

Figure 57: Ready to Install dialog box

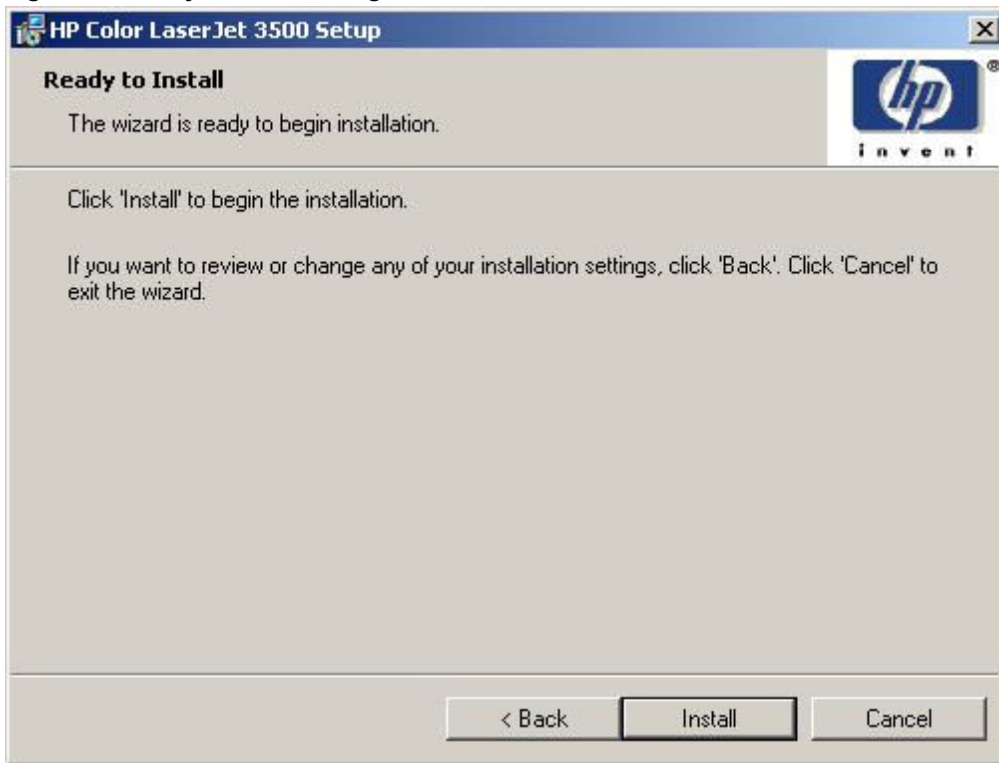


Table 55: Ready to Install dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Ready to Install	<p>The wizard is ready to begin the installation.</p> <p>Click "Install " to begin the installation.</p> <p>If you want to review of change any of your installation settings, click "Back". Click "Cancel " to exit the wizard.</p>	<p>Clicking Install causes the software to be installed on the system.</p>

Figure 58: Installing HP Color LaserJet 3500 dialog box

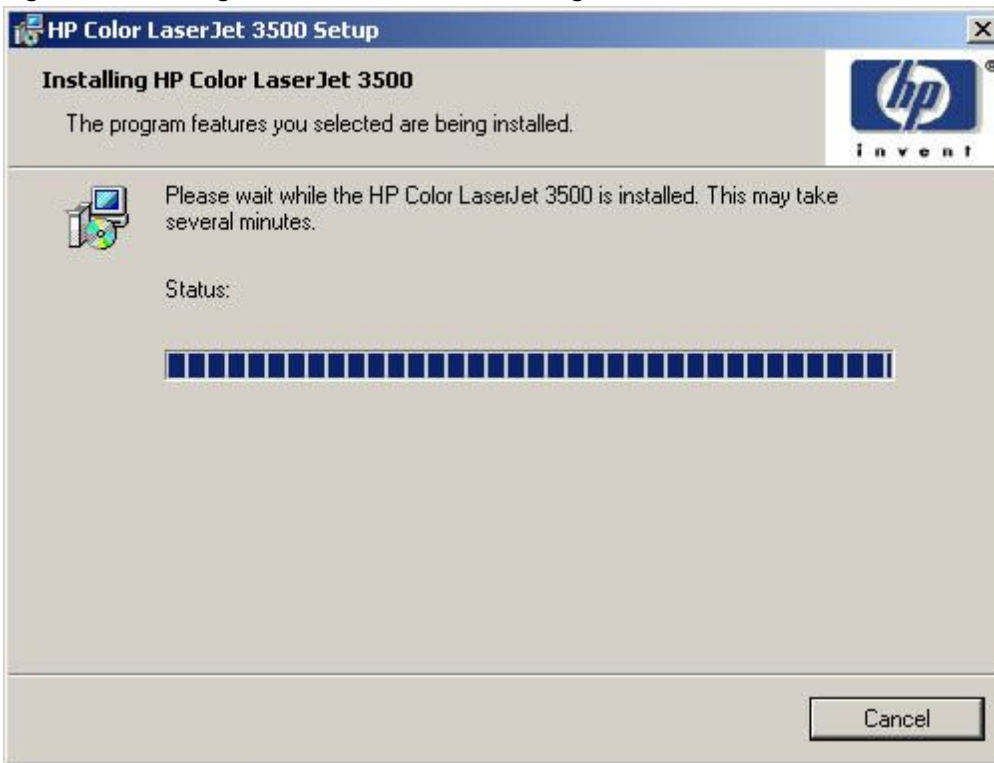


Table 56: Installing HP Color LaserJet 3500 dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Installing HP Color LaserJet 3500	The program features you selected are being uninstalled. Please wait while the HP Color LaserJet 3500 is installed. This may take several minutes. Status bar indicates progress of Installation.	Clicking Cancel closes the Installer program.

Figure 59: Finish dialog box

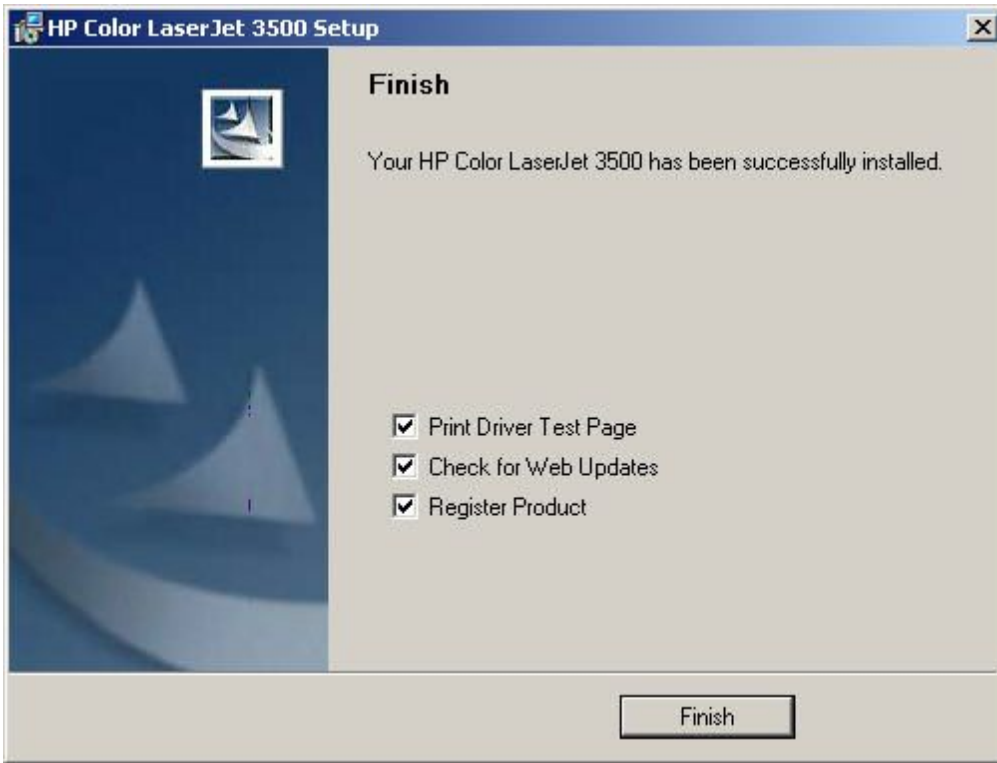


Table 57: Finish dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Finish	Your HP Color LaserJet 3500 has been successfully installed. Print Driver Test Page (option box) Check for Web Updates (option box) Register Product (option box)	Clicking Finish completes the Installer process.

Figure 60: Test Page dialog box

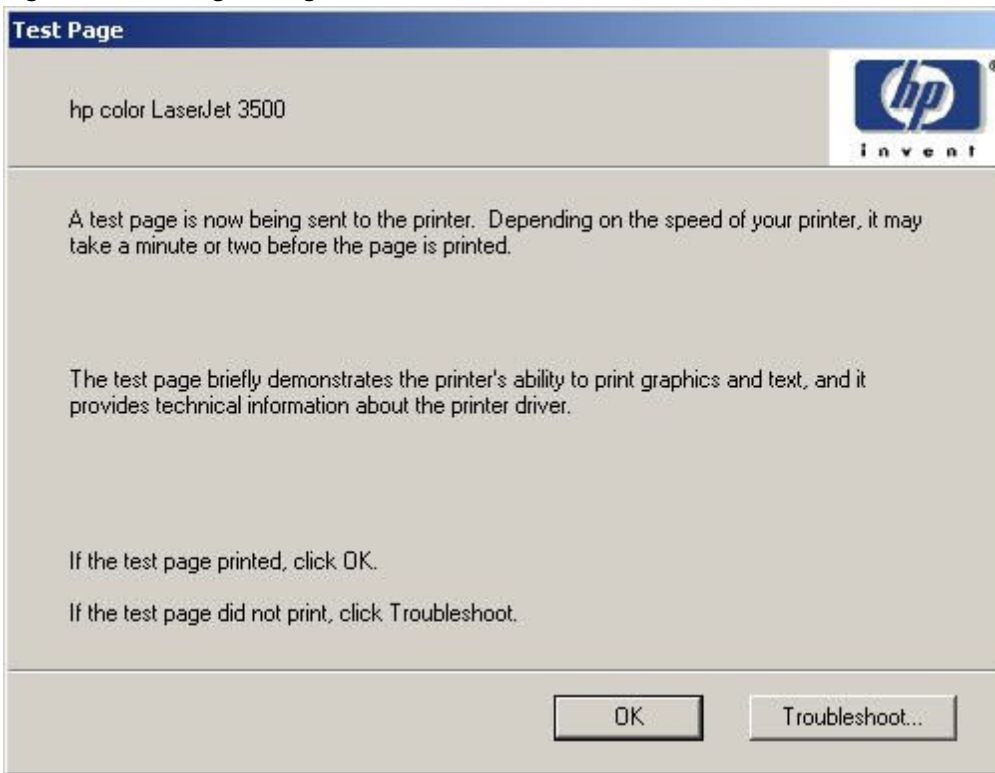


Table 58: Test Page dialog box text strings

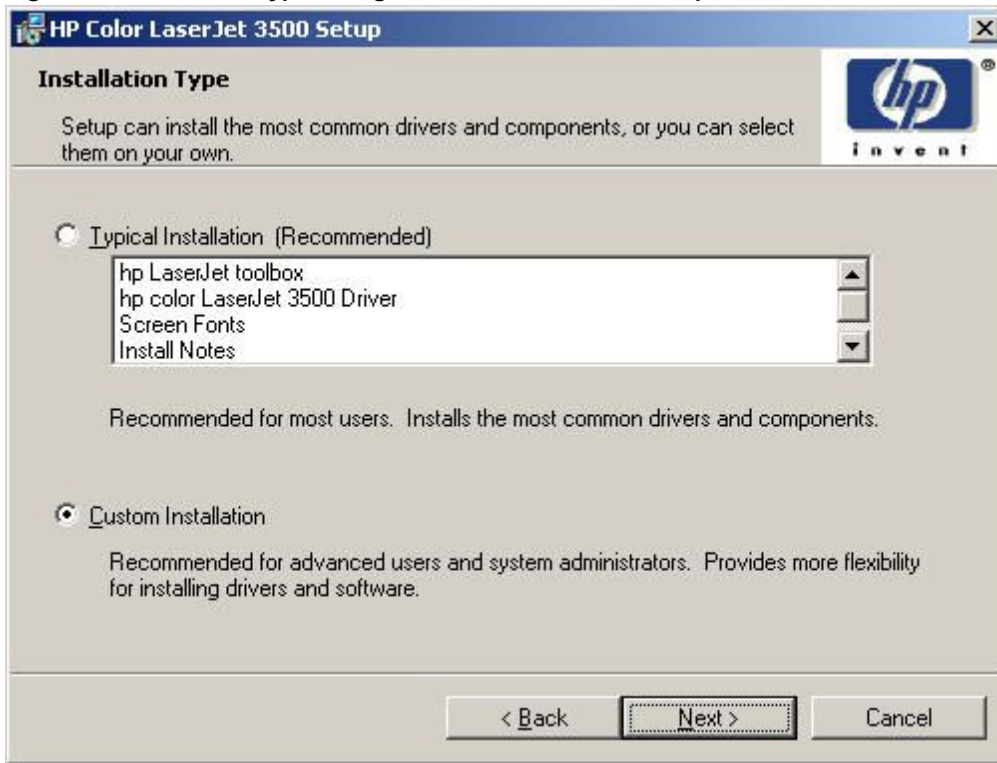
Title of dialog box	Text in dialog box	User options and descriptions
<p>Test Page</p>	<p>hp color LaserJet 3500</p> <p>A test page is now being sent to the printer. Depending on the speed of your printer, it may take a minute or two before the page is printed.</p> <p>The test page briefly demonstrates the printer's ability to print graphics and text, and it provides technical information about the printer driver.</p> <p>If the test page printed, click OK. If the test page did not print, click Troubleshoot.</p>	<p>Clicking OK closes the Installer program.</p> <p>Clicking Troubleshoot takes you to resources that can assist you in troubleshooting your printer</p>

Custom Installation

The Custom Installation gives you the option of installing the following components:

- hp Color LaserJet 3500 Driver
- Screen Fonts
- HP Toolbox
- Install notes
- User Guide
- Device Status and Alerts

Figure 61: Installation type dialog box, Custom Installation option



Note Clicking **Custom Installation** takes you to a selectable list of features to install.

Windows NT 4.0, Windows 2000, Windows XP, Windows Server 2003 computers running a terminal server do not support the **Device Status and Alerts** option.

Table 59: Custom Installation dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Custom Installation	Select the components you want to install. Components: (list with check boxes) hp Color LaserJet 3500 Driver Screen Fonts HP Toolbox Install notes User Guide	Clicking Next takes you to the Printer Name dialog box. Clicking Back returns you to the Installation Type dialog box. Clicking Cancel takes you to the Exit Setup dialog box. NOTE: Custom Installation automatically selects the options that are available in the Typical Installation.

Product registration (HP WebReg)

The HP Color LaserJet 3500 software CD-ROM browser provides two options for registering the HP Color LaserJet 3500 series printer:

- registration through the Internet at:
http://register.hp.com
- registration by e-mail

Note Web registration for Hebrew and Arabic is in English.

To gain access to the product-registration options, go to the main menu of the HP Color LaserJet 3500 software CD-ROM browser and click **Register Product**. This starts the HP WebReg utility and opens the following window.

Figure 62: Hewlett-Packard's Electronic Registration dialog box

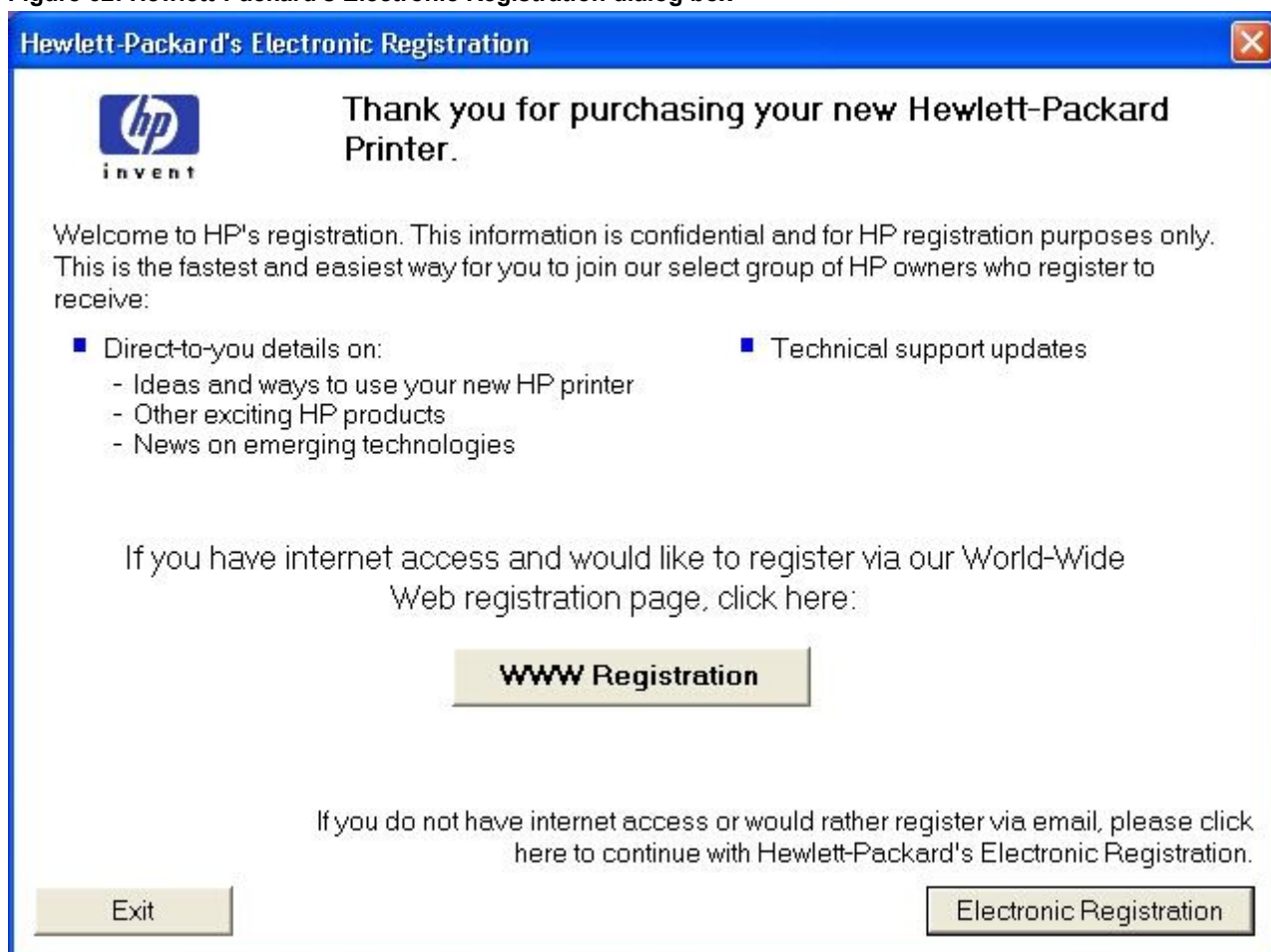


Table 60: Hewlett-Packard's Electronic Registration text strings

Title of dialog box	Text in dialog box	User options and descriptions
<p>Hewlett-Packard's Electronic Registration</p>	<p>Welcome to HP's registration. This information is confidential and for HP registration purposes only. This is the fastest and easiest way for you to join our select group of HP owners who register to receive:</p> <p>Direct-to-you details about:</p> <ul style="list-style-type: none"> • Ideas and ways to use your new HP printer. • Other exciting HP products. • News on emerging technologies. <p>Technical support updates.</p> <p>If you have internet access and would like to register via our World Wide Web registration page, click here:</p> <p>WWW Registration(button) (default option)</p> <p>If you do not have internet access or would rather register via email, please click here to continue with Hewlett-Packard's Electronic Registration.</p> <p>Exit(button)</p> <p>Electronic Registration (button)</p>	<p>Clicking WWW Registration opens the default Web browser and connects to the product registration page at: http://register.hp.com</p> <p>Clicking Electronic Registration opens the Welcome to Hewlett-Packard's Registration dialog box.</p> <p>Clicking Exit opens the Exiting Registration! dialog box.</p>

Figure 63: Welcome to Hewlett-Packard's Registration dialog box

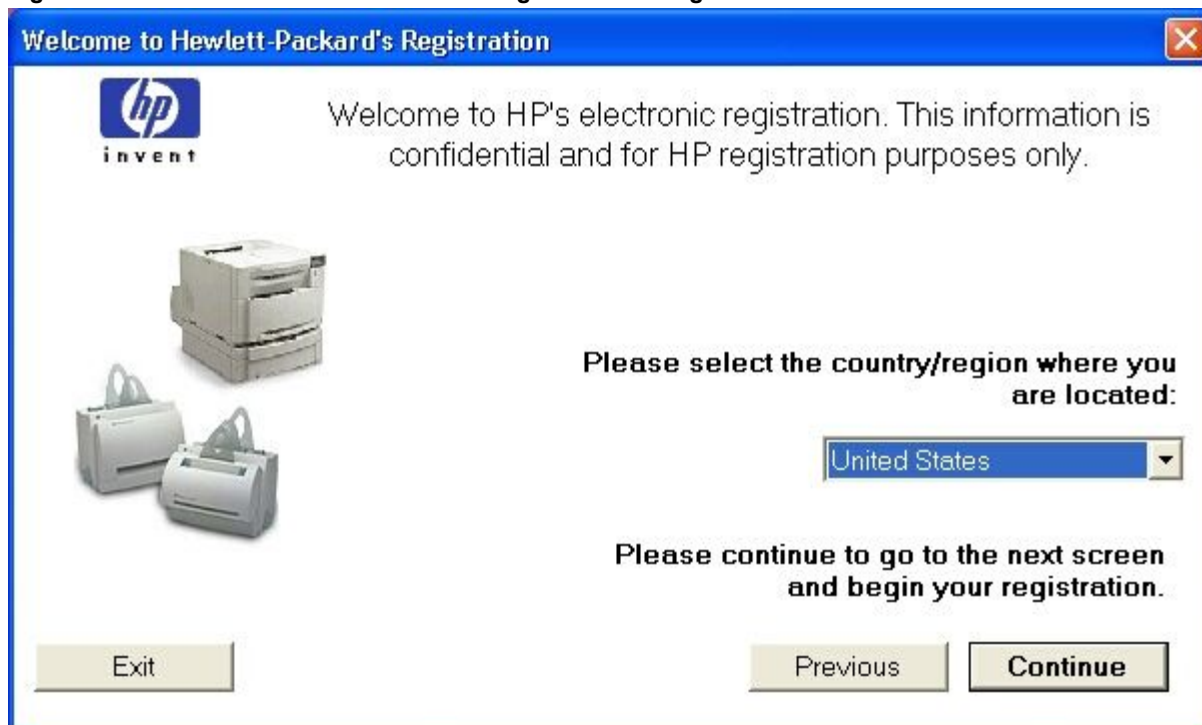


Table 61: Welcome to Hewlett-Packard's Registration dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
<p>Welcome to Hewlett-Packard's Registration</p>	<p>Welcome to HP's electronic registration. This information is confidential and for HP registration purposes only.</p> <p>Please select the country/region where you are located: (drop-down menu)</p> <p>Please continue to go to the next screen and begin your registration</p> <p>Exit (button)</p> <p>Previous (button)</p> <p>Continue (button)</p> <p>(default option)</p>	<p>Clicking Previous returns you to the Hewlett-Packard's Electronic Registration dialog box.</p> <p>Clicking Continue starts a sequence of three dialog boxes. The first dialog box provides fields for typing your registration information. The second dialog box prompts you for information about your HP Color LaserJet 3500 series printer. The third dialog box gives you the option of sending the e-mail message to register the printer.</p> <p>Clicking Exit takes you to the Exiting Registration! dialog box.</p>

Figure 64: Hewlett-Packard's Electronic Registration dialog box (1 of 3)

Hewlett-Packard's Electronic Registration

✱ Please complete the following (required fields are denoted by a blue asterisk):

✱ First Name Middle Initial ✱ Last Name

Company/Organization Name Building/Mail Stop/Dept.

✱ Mailing Address

✱ City/Town ✱ State ✱ Zip Code

E-mail Address Telephone Number Extension

Occasionally HP communicates information on products and/or programs that may be relevant to you. Please select the method(s) of communication HP may use to contact you. (check all that apply)

E-mail Mail Telephone


Please don't contact me unless I specifically request it

Table 62: Hewlett-Packard's Electronic Registration dialog box text strings (1 of 3)

Title of dialog box	Text in dialog box	User options and descriptions
<p>Hewlett-Packard's Electronic Registration (This is the first of three dialog boxes.)</p>	<p>Please complete the following (required fields are denoted by a blue asterisk): (The following items are fields unless otherwise noted.) First name* Middle Initial Last Name* Company/Organization Name* Building/Mail Stop/Dept. Mailing Address* City/Town* State* (drop-down menu) Zip Code* E-mail Address Telephone Number Extension Occasionally HP communicates information on products and/or programs that may be relevant to you. Please select the method(s) of communication HP may use to contact you. (check all that apply) E-mail (check box) Mail (check box) Telephone (check box) Please don't contact me unless I specifically request it (check box) Exit (button) Previous (button) Continue (button)</p>	<p>Clicking Previous returns you to the Welcome to Hewlett-Packard's Registration dialog box. Clicking Continue takes you to the second screen in this sequence. Clicking Exit takes you to the Exiting Registration! dialog box.</p>

Figure 65: Hewlett-Packard's Electronic Registration dialog box (2 of 3)

Hewlett-Packard's Electronic Registration

 **Please tell us about the Hewlett-Packard product that you purchased:**

* Where will your new Hewlett-Packard product primarily be used?

* Which Hewlett-Packard product did you purchase?

* When did you purchase your Hewlett-Packard product?

* Serial Number:

Approximately how many employees work at your... site?

Worldwide?

What is your job responsibility as it relates to HP products?

Table 63: Hewlett-Packard's Electronic Registration dialog box text strings (2 of 3)

Title of dialog box	Text in dialog box	User options and descriptions
<p>Hewlett-Packard's Electronic Registration</p> <p>(This is the second of three dialog boxes.)</p>	<p>Please tell us about the Hewlett-Packard product you purchased:</p> <p>Where will your new Hewlett-Packard product primarily be used? * (drop-down menu)</p> <p>Which Hewlett-Packard product did you purchase?*(drop-down menu)</p> <p>When did you purchase your Hewlett-Packard product?*(text box)</p> <p>Serial Number* (text box)</p> <p>Approximately how many employees work at your...site? Worldwide?</p> <p>What is your job responsibility as it relates to HP products?</p> <p>Exit (button)</p> <p>Previous (button)</p> <p>Continue (button)</p>	<p>Clicking Previous returns you to the first dialog box in this sequence.</p> <p>Clicking Continue takes you to the third dialog box in this sequence.</p> <p>Clicking Exit takes you to the Exiting Registration! dialog box.</p> <p>Type the date that you purchased your Hewlett-Packard printer.</p> <p>Type the printer serial number.</p> <p>The questions about the number of employees and your job responsibility appear only if you answered that you plan to use your HP Color LaserJet 3500 series printer primarily for business or telecommuting. Drop-down menus that contain possible answers are provided for your convenience. (Answering these questions is optional in the registration process.)</p>

Figure 66: Hewlett-Packard's Electronic Registration dialog box (3 of 3)

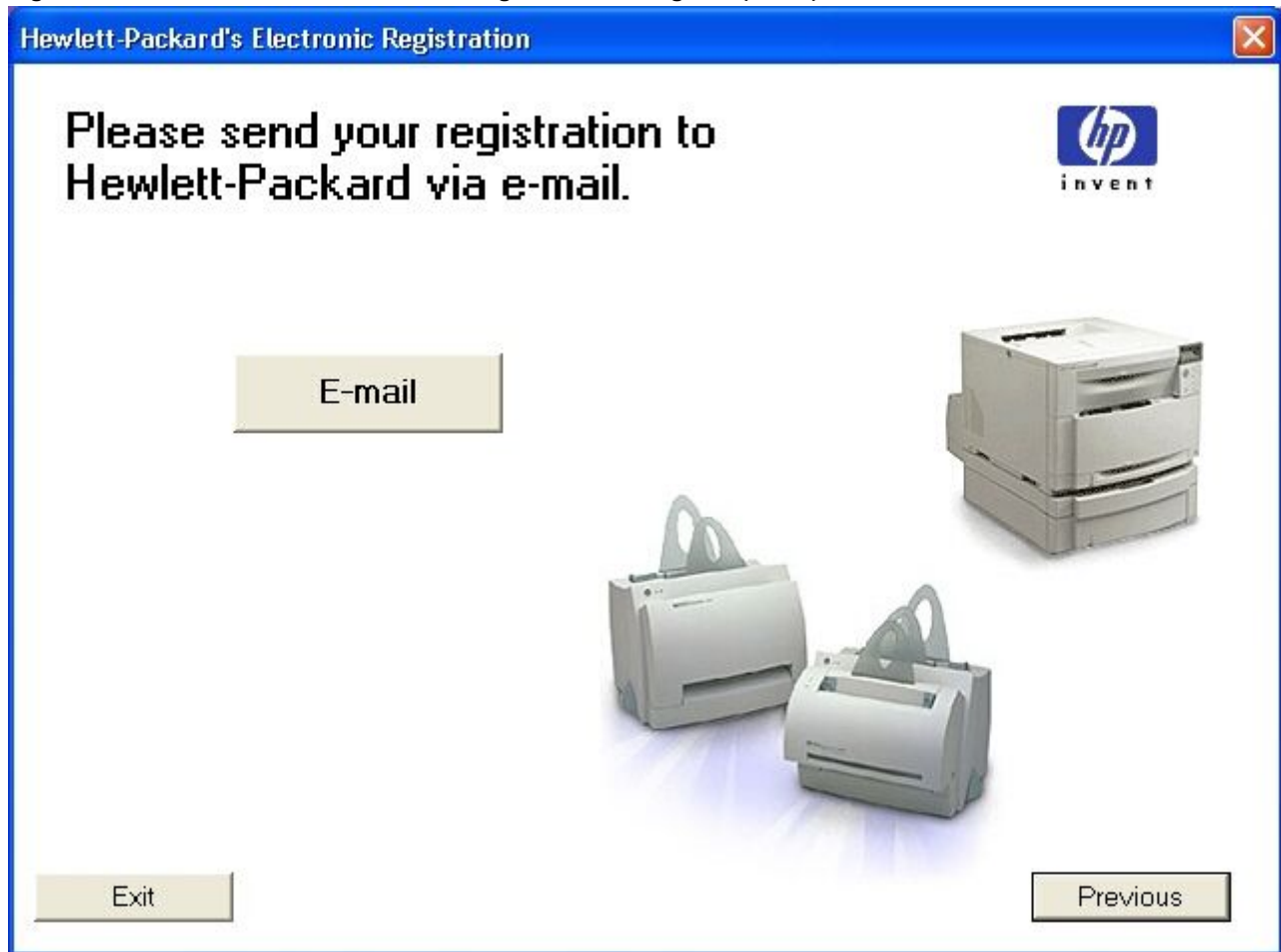


Table 64: Hewlett-Packard's Electronic Registration dialog box text strings (3 of 3)

Title of dialog box	Text in dialog box	User options and descriptions
Hewlett-Packard's Electronic Registration (This is the third of three dialog boxes.)	Please send your registration to Hewlett-Packard via e-mail. E-mail (button) (default option) Exit (button) Previous (button)	Click the E-mail button to send an e-mail to HP that contains the registration information that you specified. A thank-you dialog box appears when the e-mail is sent. Clicking Previous returns you to the second dialog box in this sequence. Clicking Exit takes you to the Exiting Registration! dialog box.

Figure 67: Exiting registration! dialog box



Table 65: Exiting registration text strings

Title of dialog box	Text in dialog box	User options and descriptions
Exiting Registration!	<p>You have selected to exit Hewlett-Packard's registration.</p> <p>If you would like to continue with registration, please press the continue button to return to the place where you exited.</p> <p>Continue (button) (default option)</p> <p>Otherwise, you may go to the URL below to register your product at any time.</p> <p>http://register.hp.com/go/register</p> <p>Thank you for your valuable time!</p> <p>Exit (button)</p>	<p>Clicking Continue returns you to the dialog box where you were when you clicked the Exit button.</p> <p>Clicking Exit closes the HP WebReg utility.</p>

Customization Utility for Windows

Use the **Customization Utility** button to create your own customized installation of printing-system components. To start the utility, click **Customization Utility** on the main menu of the HP LaserJet software CD-ROM browser. The following are available options for creating a customized installation.

- **Create Customized Installer.** Using this option, you can create either an interactive or silent (unattended) installer that has been customized by any of the following selections:
 - Language
 - Operating System
 - Printer Model
 - Components
- **Copy Entire Printing System installer.** Using this option, you can copy the HP Color LaserJet 3500 printing-system installer to a selected form of high-capacity media, such as a network drive. The customization utility prompts these choices:
 - Language
 - Operating System
 - Destination Path

Silent installer

You can use the HP Color LaserJet 3500 printing-system software to create a silent installer that runs the installation program without user interaction. This installation method is useful when you want to use the default selections that the installer provides or when you want to run the installation without being prompted. You also have the option of creating a custom disk image that contains specific drivers and utilities, which allows you to run the installer without further interaction.

You can perform the silent installation in two ways:

- customized silent installer
- command-line silent installer

Customized silent installer

Use this option to select the printing-system components to include in the silent installation. You can select the operating system, language, printer models, drivers, utilities, and documentation to install.

HP preconfiguration

HP preconfiguration is a software architecture and set of tools that you can use to customize HP and third-party software and distribute the software within managed corporate printing environments. Network administrators can use HP preconfiguration to preconfigure printer drivers and other printing software, and to manage that software on client workstations remotely. With HP preconfiguration, you can retain customized printer settings during driver updates, rather than replace those settings with the default settings of the new driver.

Command-line silent install

This method cannot be customized. It installs only the printing-system components that are included in the Typical Installation.

Note Values that follow an equal sign (=) in a command line must not contain intervening spaces.

Method 1: Command line

Type the following at the command line (do not type the beginning and ending quotation marks):

```
"<CD-ROM-ROOT>/SETUP/SETUP.EXE /U /PORT=XXXX /PRINTER=N /PD=N"
```

Method 2: SETUP.LST

Use the SETUP.LST file to specify command-line arguments to the installer for an unattended installation. You can send command-line arguments in one of the following ways:

- Send the command directly to the installer.
- Send the command using the SETUP.LST file located in the setup directory.
- Use a combination of the two methods.

For example, this file contains two options: **/port** and **/printer**. The installer operates normally because the **/u** option has not been specified. If you use **setup /u** for the installer, it operates in the unattended mode and uses the two values specified in the defaults section of the SETUP.LST file. If you use **setup /u /printer=1** for the installer, it operates in the unattended mode and chooses the HP Color LaserJet 3500hdn. The options specified on the command line override the options that are specified in the SETUP.LST file

The available options can also include the **/u** option. Using this option key makes the installer always operate in the unattended mode. The following descriptions explain the available options:

- **/u** signals the installer to use the specified port and printer that are given on the command line (or in this file), and to use all of the of the default selections. Installation then proceeds without prompting you.
- **/port=xxxx** specifies the default port when performing an unattended installation. The value that is specified by **xxxx** should be a valid port and should contain no spaces; for example, **LPT1**.
- **/printer=n** specifies the default printer when performing an unattended installation. The value specified by "n" is an integer that references the list of available printers. For example, the following printers are available for the HP Color LaserJet 3500 series printer installation:

0 = HP Color LaserJet 3500n printer

1 = HP Color LaserJet 3500hdn printer

- **/pd=n** specifies whether the selected printer is the default printer when you have multiple printers connected to your network. The value specified by **n** is an integer (that is, 0 or 1). For this argument, typing a 1 sets the selected printer as the default printer. Typing a 0, or not specifying a value at all, sets the printer as a non-default printer.

You can preset these options in the SETUP.LST file that is located in the root directory of the HP Color LaserJet 3500 software CD-ROM. In the defaults section, add the following syntax:

(Defaults)

```
Options= /port=<value> /printer=<number> /pd=<number>
```

Driver-only installation

1. Close all software programs.
2. In Windows 98, Windows Me, Windows NT 4.0, and Windows 2000 OSs, click **Start**, click **Settings**, and then click **Printers**. In Windows XP and Windows Server 2003, click **Start**, click **Control Panel**, click **Printers and Faxes** (Windows XP Professional) or **Printers and other hardware devices** (Windows XP Home).
3. Double-click **Add Printer**.
4. Answer the questions in the **Add Printer Wizard** dialog box until you reach the screen that shows the printer manufacturer list.
5. Click **Have Disk**.

6. Browse to the driver location by using one of these options: With **Inbox CD-ROM**, browse to the appropriate directory for your language, then browse to the operating system, and the driver. With **Internet download**, browse to the folder where the Web files were downloaded and decompressed.

Note

Navigating to the operating system before the language (when using the **Inbox CD-ROM** option) leads you to the incorrect .INF file.

7. Select the appropriate information (.INF) file.
8. Click **Open**, and then click **OK**.
9. Select the appropriate printer.
10. Follow the remaining instructions on the screen to complete the printer installation. At this point, the driver has been copied to your hard disk and is included with the list of installed printers.

Point and Print installation for Windows 98, Me, NT 4.0, 2000, XP, and 2003

The following information helps you install a printer driver by using the Microsoft Point and Print function when you cannot see the printer on the network.

Point and Print is a Microsoft term that describes a two-step driver installation process. The first step is to install a shared driver on a network print server. The second step is to "point" to the print server from a network client so that the client can use the print driver.

Note

This section outlines the procedures for installing print drivers by using Point and Print. If these procedures are not successful, contact Microsoft.

Hewlett-Packard provides drivers that are compatible with the Point and Print feature, but this is a function of the Microsoft operating systems, not of HP print drivers. Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003 drivers from HP are supported only on Intel X86 processor types. Any other processor types must use Windows NT 4.0 drivers from Microsoft.

To install the printer driver on a Windows NT 4.0, Windows 2000, Windows XP, Windows Server 2003 server, you must have administrator privileges. To completely install the Windows NT 4.0 printer driver on the Windows NT 4.0 server (or the Windows 2000 printer driver on the Windows 2000 server), you must have administrator privileges on the server. The Windows NT 4.0 Printer .INF file (or the Windows 2000 Printer .INF file) must contain the same printer name as the Windows 98, or Windows Me printer .INF file.

Point and Print installation of a PS driver is supported only with a Microsoft Windows 98 or Windows Me PS driver version 4.0 or later.

In a homogenous operating system environment (one with all of the clients and servers running the same operating system), the same printer driver version that is vended from the server to the clients in a Point and Print environment also runs and controls the print queue configuration on the server.

However, in a mixed operating system environment (one in which servers and clients might run on different operating systems), conflicts can occur when client computers run a different version of the printer driver than the one on the print server. For more information, see the "Point and Print in a mixed operating system environment" section.

For all operating systems, use the Add Printer Wizard to install the appropriate operating system driver on the server and client machines, as shown in the following table.

Table 66: Windows servers with Windows clients

Computer function	Steps
Server and clients	1. Click Start , click Settings , and then click Printers .
Server and clients	2. In the Printers folder, double-click the Add Printer icon to start the Add Printer Wizard.
Server only	3. Click Next , and then click Local Printer . Click Next . If your operating system is Windows 98 or Windows Me, go to step 6.
Server and clients	4. Select the appropriate port in the list of ports, or click Add Port to connect to a network port that is not in the list of available ports.
Server and clients	5. Select the printer model in the list of available printers, or click Have Disk if you are installing the driver from an alternative source, such as disk, CD-ROM, or software download. If you are installing from a software download, you must know the path to where the software has been downloaded.
Server only	6. After the installation is complete, highlight the Printer icon and click File , and then click Properties . In the Printer Properties window, click the Sharing tab.
Server only	7. You must enable the File and Print Sharing service for either Microsoft networks or Novell networks on the server.
Server only	8. To exit Properties , click OK . A hand appears beneath the Printer icon in the Printers folder, indicating that the printer is shared.
Client only	9. You can install the driver using Point and Print in one of the following four ways: <ul style="list-style-type: none"> • In Network Neighborhood, locate the server and double-click the printer share name. • In Network Neighborhood, locate the server, and then drag and drop the icon for the shared printer into your Printers folder. • In the Printers folder, open the Add Printer Wizard. The next action depends on the operating system: <ul style="list-style-type: none"> • For Windows 98, and Windows Me, click Network Printer. • For Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003, click Network printer server.
Client only	10. Click Next . Type the network path or queue name, or select Browse to search the network to locate the appropriate path.
Client only	11. In Network Neighborhood, locate the server and double-click. Then locate the printer share name and right-click.
Client only	12. Click Install to complete the installation through the Add Printer Wizard.

Setting a default printer

This section applies to the Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003 operating systems.

1. In Windows 98, Windows Me, Windows NT 4.0, and Windows 2000 OSs, click **Start**, click **Settings**, and then click **Printers**. In Windows XP and Windows Server 2003, click **Start**, click **Control Panel**, click **Printers and Faxes** (Windows XP Professional) or **Printers and other hardware devices** (Windows XP Home).
2. Select the printer that you want to set as the default printer.
3. From the **File** menu, click **Set As Default**. A check mark appears next to the menu option.
4. Click **Close**.

Windows 3.1x

The HP Color LaserJet 3500 series printer has not been tested with and is not supported in Windows 3.1x.

5 Installation for Macintosh operating systems

Introduction

This section provides system requirements and procedures for installing and removing the HP Color LaserJet 3500 printing-system software for the Macintosh operating system.

System requirements

The following are system requirements for installing and using the HP Color LaserJet 3500 printing-system software on each of the Macintosh operating system.

- 68 KB processor
- Macintosh OS 9.x or later
- 16 MB RAM
- 20 MB available disk space

Macintosh component descriptions

The printer includes the following software for Macintosh computers:

- PPDs for Mac OS 9.x and Mac OS X (10.1 and later)
- PDEs for Mac OS X only (10.1 and later)

HP LaserJet PPDs

In Mac OS 9.x, these PS printer-definition files for the HP Color LaserJet 3500 series printer are installed to the **Printer Descriptions** folder, which is in the **Extensions** folder within the **System** folder. In Mac OS X, the PPDs are installed in **Library:Printers:PPDs:Contents:Resources:<lang>.lproj** where **<lang>** is the appropriate localized folder.

PPDs, in combination with the driver, provide access to the printer features and allow the computer to communicate with the printer. An installation program for the PPDs is provided on the printing software CD-ROM.

For Mac OS 9.x, the Apple LaserWriter 8 driver must be installed to use the PPD file. Use the Apple LaserWriter 8 driver that came with your Macintosh. For Mac OS X, use **Print Center** to print.

PDEs (Mac OS X only, 10.1 and later)

Printer Dialog Extensions (PDEs) are code plug-ins that provide access to printer features, such as number of copies, duplexing, and quality settings.

HP LaserJet Utility

This Hewlett-Packard printer utility is installed to the HP LaserJet folder in Macintosh OS 9.x operating systems. It provides configuration and management support for PS.

Use the HP LaserJet Utility to control features that are not available in the driver. The illustrated screens make selecting printer features from the Macintosh computer easy. Use the HP LaserJet Utility to do the following:

- customize the printer control panel messages.
- name the printer, assign it to a zone on the network, download files and fonts, and change most of the printer settings.
- set a password for the printer.
- from the computer, lock out functions on the printer control panel to prevent unauthorized access. (See the printer software help.)

Install notes

This text file contains important information about printer features, instructions for installing the printing-system software, and technical assistance.

ColorSync profiles

These text files contain color-matching information for the Macintosh system and HP LaserJet color printers.

Online help

This HTML-based help system replaces the Apple Guide help system that was provided with Mac OS 9.x HP printers. The help system can be viewed through a browser or in the Macintosh OS Help Center.

Screen fonts (Mac OS classic)

These screen fonts are available only for Macintosh computers and Macintosh-compatible computers. Because the screen fonts match your printer fonts, you can see onscreen how your printed page looks.

Font support

To ensure that you can use all of the installed fonts with the HP Color LaserJet 3500 series printers, the Macintosh printing system includes the standard 35 screen fonts in 11 families:

- Avant Garde
- Helvetica Narrow
- Times
- Bookman
- New Century Schoolbook
- Zapf Chancery
- Courier
- Palatino
- Zapf Dingbats
- Helvetica
- Symbol

The Macintosh printing system also includes the HP 45 XPS font families:

- Clarendon Condensed Bold
- Symbol
- Albertus Medium
- Coronet
- Times New Roman
- Antique Olive
- Courier
- Univers
- Arial
- Garamond
- Univers Condensed
- CG Omega
- Letter Gothic
- Wingdings
- CG Times
- Marigold

The following bitmap screen fonts reside on the HP Color LaserJet 3500 series printers:

- ITC Avant Garde Gothic Book
- Helvetica
- Palatino
- ITC Avant Garde Gothic Book Oblique
- Helvetica Bold
- Palatino Bold
- ITC Avant Garde Gothic Demi
- Helvetica Bold Oblique
- Palatino Bold Italic
- ITC Avant Garde Gothic Demi Oblique
- Helvetica Oblique
- Palatino Italic
- ITC Bookman Demi
- Helvetica Narrow
- Symbol
- ITC Bookman Demi Italic
- Helvetica Narrow Bold
- Times Bold
- ITC Bookman Light
- Helvetica Narrow Bold Oblique
- Times Bold Italic

- ITC Bookman Light Italic
- Helvetica Narrow Oblique
- Times Italic
- Courier
- New Century Schoolbook Bold
- Times Roman
- Courier Bold
- New Century Schoolbook Bold Italic
- ITC Zapf Chancery Medium Italic
- Courier Bold Oblique
- New Century Schoolbook Italic
- ITC Zapf Dingbats
- Courier Oblique
- New Century Schoolbook Roman
- Albertus Extra Bold
- CG Times Italic
- Marigold
- Albertus Medium
- Clarendon Condensed Bold
- Symbol
- Antique Olive
- Coronet
- Times New Roman
- Antique Olive Bold
- Courier
- Times New Roman Bold
- Antique Olive Italic
- Courier Bold
- Times New Roman Bold Italic
- Arial Courier Bold Oblique
- Times New Roman Italic
- Arial Bold
- Courier Italic
- Univers Bold
- Arial Bold Italic
- Garamond Antiqua
- Univers Bold Italic
- Arial Italic
- Garamond Halbfett

- Univers Condensed Bold Italic
- CG Omega
- Garamond Kursiv
- Univers Condensed Medium
- CG Omega Bold
- Garamond Kursiv Halbfett
- Univers Condensed Medium Italic
- CG Omega Bold Italic
- Letter Gothic
- Univers Medium
- CG Omega Italic
- Letter Gothic Bold
- Univers Medium Italic
- CG Times
- Letter Gothic Italic
- Univers Italic
- CG Times Bold
- CG Times Bold Italic
- Wingdings
- CG Times Bold Italic

Installing the Macintosh printing system

On a Macintosh-compatible computer, the installation procedures are the same for a network administrator, a network client, and a single user. Install the software on any computer that has access rights to the printer.

Note If the computer is connected to the printer by a LocalTalk (printer port) or EtherTalk connection, you must configure the AppleTalk (or network) control panel for the correct connection to communicate with the printer. You must set up the HP Color LaserJet 3500 series printers, connect them to the computer, and turn them on before the software is installed. Macintosh OS systems do not support parallel connections. You can use either a USB cable or a cross-over Ethernet cable for a direct connection to a computer running the Macintosh OS. In the following instructions, "XXXX" represents the HP Color LaserJet 3500 printer model number.

The Macintosh partition contains an installer program for each language. Find the language appropriate for the operating system being used, and then use the installer program for that language.

To install the HP LaserJet printer software for the Macintosh OS

1. Insert the CD-ROM that came with the Macintosh printer software into the CD-ROM drive.

Note If the CD screen does not open automatically, double-click the **CD-ROM** icon on the desktop to open the CD-ROM window.

2. Open the **HP LaserJet Installers** folder. Find the **Installer** icon for the appropriate language. Double-click the **Installer** icon to launch the Installer. In the opening dialog, click **Continue**.

Note The **Continue** button appears only after you type the "Admin" password in the **Authenticate** dialog box (OS X, versions 10.1 and later only).

3. The main **Installer** dialog box appears. Click **Install** and then follow the onscreen instructions to complete the software installation.

Note

If you are installing the printer software on a Macintosh OS X system, please be patient. The installer must perform an initial search of the computer for up to 1 minute. During this time the installer might appear to be stalled.

Note

If you want to use the HP LaserJet utility (Mac OS 9.x only) by using a USB connection to configure Apple Talk Zone or to name your printer, you must select **Custom Install** and then select **HP USB** and all of the other applicable components. Installing the **HP USB** components requires that you restart your computer. If you do not want to use the HP LaserJet utility, continue with the following **Easy Install** instructions.

4. When software installation is complete, click **Quit**. Choose one of the following options to finish setting up your printer:
 - Set up a USB direct printer connection with Mac OS 9.x
 - Set up an AppleTalk networked printer with Mac OS 9.x
 - Set up a printer with Mac OS X

To set up an AppleTalk networked printer with Mac OS 9.x

1. Open the **Chooser** from within the **Apple Menu**.
2. Click **LaserWriter 8** on the left side of the **Chooser** dialog box.
3. Click the appropriate **Zone** to select it, if required.
4. Click your printer name from the list that appears on the right side of the **Chooser** dialog box, and then click **Create**.

To set up a printer with Mac OS X

1. In the **Applications** folder, open the **Utilities** folder, and then run the **Print Center**.
2. Click **Add** (in Mac OS X 10.2) or **Add Printer** (in Mac OS X 10.1).
3. From the top pop-up menu, select the appropriate connection type for your printer.
4. Select or type in any other information as indicated for the type of connection for your printer. For example, if you are using an AppleTalk connection, select your printer zone; or if you are using IP Printing, type in an IP address.

Note

If the automatic selection fails, or if you want to manually select a PPD file, click the **Printer Model** pop-up menu, select **HP**, and then click **Color LaserJet 3500**.

5. Click **Add**.
6. To configure installable options in Mac OS X 10.2, such as a duplexing unit or optional paper trays, click the appropriate printer icon in the **Print Center Printer List** window. Select **Show Info** from the **Printers** menu, and then select the appropriate options from the **Installable Options** popup menu.
7. Configure the options, and then click **Apply Changes**.

To set up an IP/LPR networked printer with Mac 9.x

1. Run the Apple Desktop Printer utility.
2. Click **Printer (LPR)**, and then click **OK**.
3. Click **Change** in the LPR Printer Selection area.
4. Click the appropriate **IP address** and **Queue**, and then click **OK**.
5. Click **Change** and scroll through the list of printers.

6. Click **HP Color LaserJet 3500**, and then click **Select**.
7. Click **Create**.

To set up a USB direct printer connection with Mac OS 9.x

1. Run the Apple Desktop Printer utility.
2. Select **HP Printer (USB)** if you installed this component during a Custom Install and intend to use the HP LaserJet utility for configuration.
- OR -
Select **Printer (USB)**, and then click **OK**.
3. Click **Change** in the USB Printer Selection area.
4. Select the USB printer in the **Printer Selection** window, and then click **OK**.
5. Click **Auto Setup** to attempt to match a PPD file and USB driver to your printer. If **Auto Setup** fails, click **Change**. Scroll through the list of printers, select **HP Color LaserJet 3500**, and then click **Select**.
6. Click **Create**.

Uninstalling the Macintosh printing system

To uninstall the Macintosh Printing System, select the **Uninstall** option from the drop-down menu in the Install dialog box and follow the onscreen prompts.

In-box disk layout

The Macintosh Printing System consists of one file: the HP LaserJet Installer - Integrated installer program.

Mac OS Classic installation

This section provides information about the various installation dialog box sequences for the Mac OS Classic.

Main Install dialog box sequence

This subsection provides information about the Macintosh installation dialog box sequence for the Easy Install (the typical installation option).

Figure 68: HP LaserJet for Macintosh installer splash screen dialog box

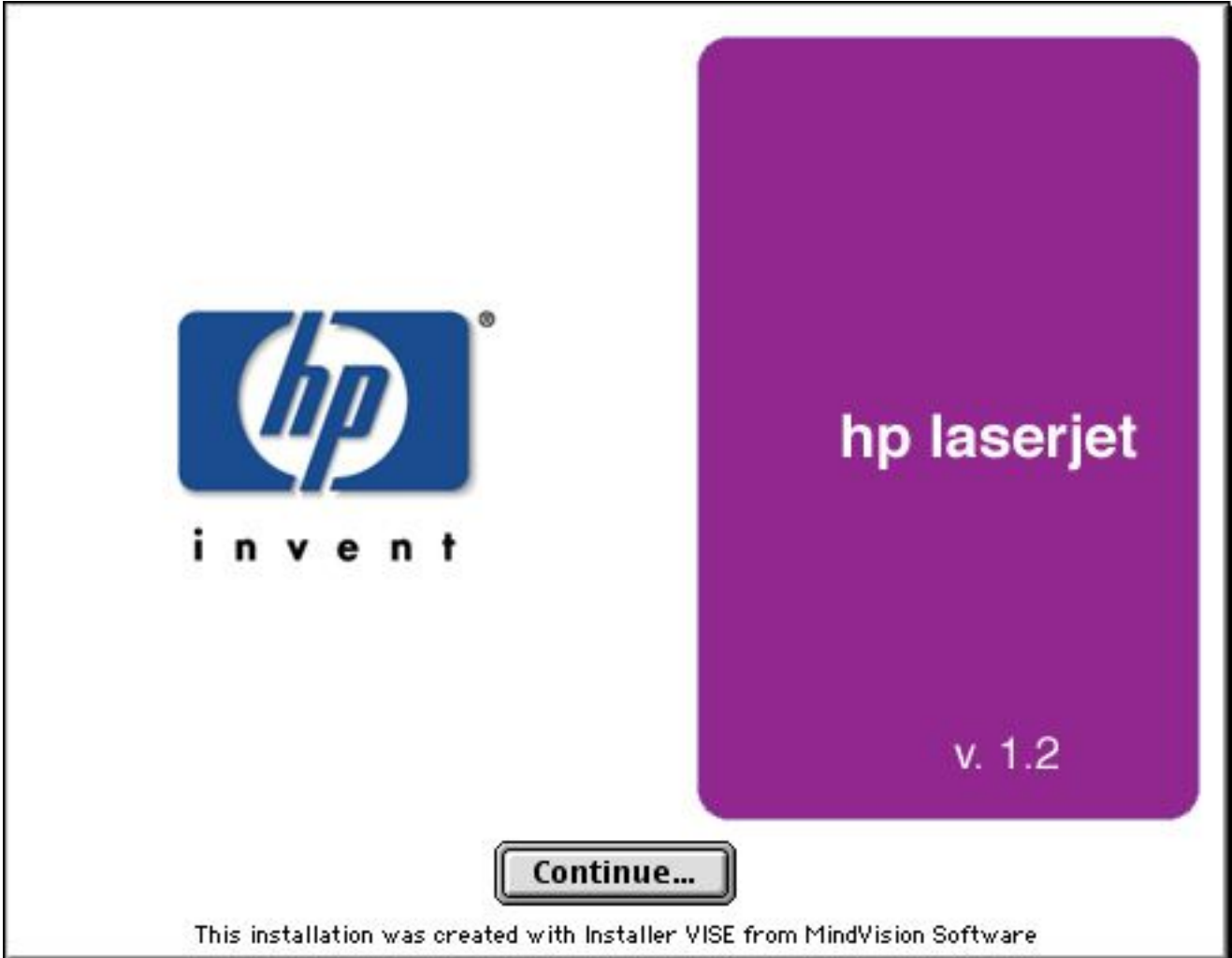


Table 67: HP LaserJet for Macintosh installer splash screen dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Splash screen (This title does not appear in the dialog box.)	hp LaserJet for Macintosh Continue... (button)	Click Continue to open the HP LaserJet Installer dialog box.

Figure 69: HP LaserJet Installer dialog box (easy install)

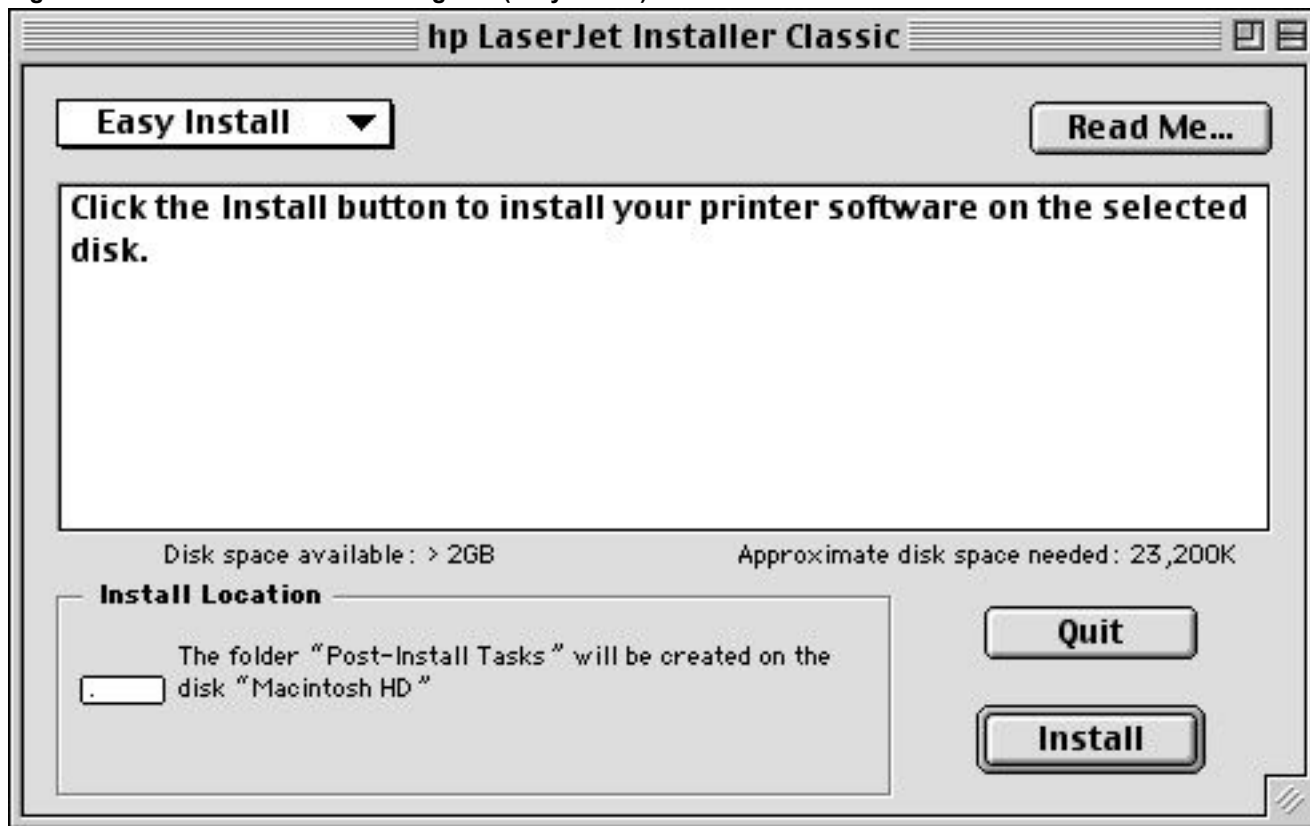


Table 68: HP LaserJet Installer dialog text strings (easy install)

Title of dialog box	Text in dialog box	User options and descriptions
hp LaserJet Installer	<p>Easy Install (drop-down menu)</p> <p>Click the Install button to install:</p> <ul style="list-style-type: none"> · Printer Descriptions (Classic) · hp LaserJet Utility (Classic) · Install Notes (Classic) · hp LaserJet Help (Classic) <p>Disk space available: (conditional)</p> <p>Approximate disk space needed: (conditional)</p> <p>Items will be installed on the disk "Macintosh HD" (name can be customized)</p> <p>Quit (button)</p> <p>Install (button) (default option)</p>	<p>If you want to install the files in a location other than the default "Macintosh HD," click Install Location: to specify a location.</p> <p>You can also choose the Custom installation option from the drop-down menu at upper left. Easy Install is the default.</p> <p>Click Read Me to open the Installer readme file.</p> <p>Click Install to start the installation on the selected disk</p> <p>Click Quit to quit the Installer without making changes to the system.</p> <p>NOTE: A Read Me... button appears on each Macintosh installation screen.</p>

Figure 70: HP LaserJet Installer dialog box (custom install)

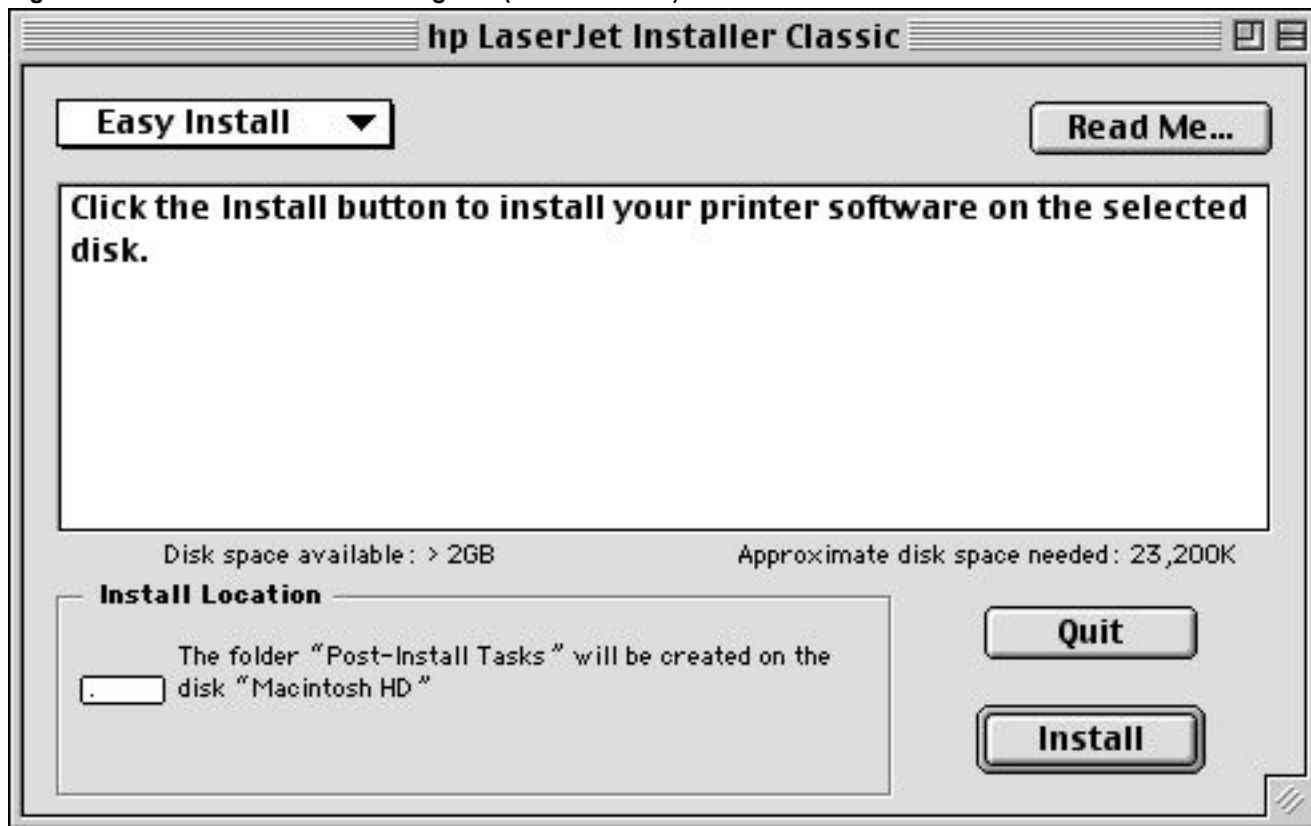


Table 69: HP LaserJet Installer dialog text strings (custom install)

Title of dialog box	Text in dialog box	User options and descriptions
hp LaserJet Installer	Custom Install (drop-down menu) Printer Descriptions (Classic) hp LaserJet Utility (Classic) Install Notes (Classic) hp LaserJet Help (Classic) USB Components (Classic) hp Manual Duplex & Booklet (Classic) Disk space available: (conditional) Approximate disk space needed: (conditional) Items will be installed on the disk "Macintosh HD" (name can be customized) Quit (button) Install (button) (default option)	If you want to install the files in a location other than the default "Macintosh HD," click Install Location: to specify a location. Select which of the available components to install by using the check boxes in the list. Click the Read Me to open the Installer readme file. Click Install to start the installation on the selected disk. Click Quit to quit the Installer without making any changes to the system.

Figure 71: Installing dialog box

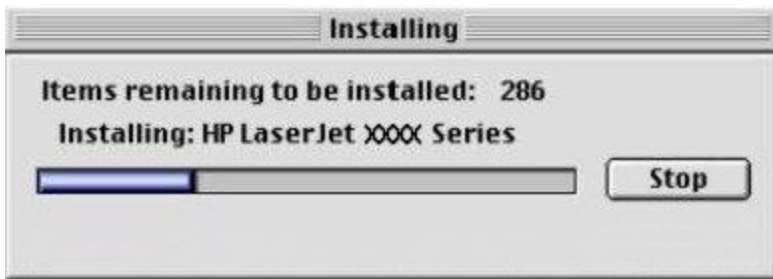


Table 70: Installing dialog text strings

Title of dialog box	Text in dialog box	User options and descriptions
Installing	Items remaining to be installed: (conditional number) Installing: HP LaserJet XXXX Series Stop (button)	This dialog box shows installation progress. No action is required unless you want to stop the installation. Click Stop to interrupt the install file copy process.

Figure 72: Installation was successful dialog box

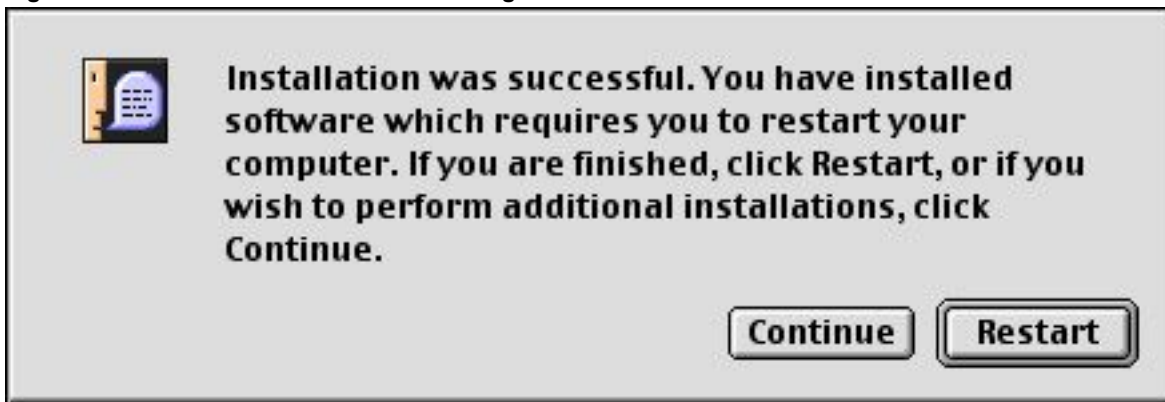


Table 71: Installation successful dialog text strings

Title of dialog box	Text in dialog box	User options and descriptions
(This untitled dialog box begins with the words "Installation was successful.")	Installation was successful. If you are finished, click Quit to leave the Installer. If you wish to perform additional installations, click Continue .	Click Quit to exit the Installer. The Printer Setup Assistant opens. Click Continue to return to the HP LaserJet Installer.

HP LaserJet Screen Fonts Installer dialog box sequence

This section provides information about the installation dialog box sequence for the HP Screen Font Installer.

Figure 73: HP LaserJet Screen Fonts splash screen dialog box



Table 72: HP LaserJet Screen Fonts splash screen dialog text strings

Title of dialog box	Text in dialog box	User options and descriptions
HP LaserJet Screen Fonts	HP LaserJet Screen Fonts (The phrase "Screen Fonts" is repeated in multiple scripts and languages.) Continue (button)	Click Continue to open the HP LaserJet Screen Fonts dialog box.

Figure 74: HP LaserJet Screen Fonts installer dialog box



Table 73: HP LaserJet Screen Fonts installer dialog text strings (1 of 2)

Title of dialog box	Text in dialog box	User options and descriptions
HP LaserJet Screen Fonts	Click the Install button to install: Screen Fonts Install Location Items will be installed on the disk "Apple External HD" Quit (button) Install (button) (default option)}	Click Install to start the installation. Click Quit to quit the Installer without making changes to the system.

When you click **Install**, an installation progress bar dialog box briefly appears. The following table details the contents of that dialog box.

Table 74: HP LaserJet Screen Fonts installer dialog text strings (2 of 2)

Title of dialog box	Text in dialog box	User options and descriptions
Installing	Items remaining to be installed: (conditional number) Stop (button)	Click Stop to interrupt the install file copy process.

Figure 75: Installation was successful dialog box

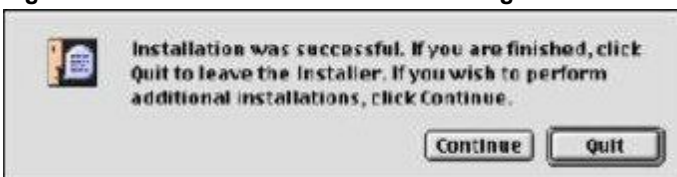


Table 75: Installation was successful dialog text strings

Title of dialog box	Text in dialog box	User options and descriptions
(This untitled dialog box begins with the words "Installation was successful.")	Installation was successful. If you are finished, click Quit to leave the Installer. If you wish to perform additional installations, click Continue.	Click Quit to exit the Installer. Click Continue to return to the HP LaserJet Screen Fonts installer.

Mac OS X installation

This section provides information about the various installation dialog box sequences for the Mac OS X operating system.

Main Install dialog box sequence

This section provides information about the Macintosh installation dialog box sequence for the Easy Install (the typical installation option).

Figure 76: HP LaserJet for Macintosh installer splash screen dialog box



Table 76: HP LaserJet for Macintosh installer splash screen dialog box text strings

Title of dialog box	Text in dialog box	User options and descriptions
Splash screen (This title does not appear in the dialog box.)	hp LaserJet for Macintosh Continue... (button)	Click Continue to open the HP LaserJet Installer dialog box.

Figure 77: HP LaserJet Installer dialog box (easy install)



Table 77: HP LaserJet Installer dialog text strings (easy install)

Title of dialog box	Text in dialog box	User options and descriptions
hp LaserJet Installer	<p>Easy Install (drop-down menu)</p> <p>Click the Install button to install:</p> <ul style="list-style-type: none"> · Printer Dialog Extensions (OS X) · Printer Descriptions (OS X) · Printer Descriptions (Classic) · hp LaserJet Utility (Classic) · Install Notes (Classic) · ColorSync Profiles <p>Disk space available: (conditional)</p> <p>Approximate disk space needed: (conditional)</p> <p>Install location: Items will be installed on the disk "Mac"</p> <p>Install Location (drop-down menu)</p> <p>Quit (button)</p> <p>Install (button) (default option)</p>	<p>If you want to install the files in a location other than the default "Mac," click the Install Location drop-down menu to specify a location.</p> <p>You can also choose a Custom installation option from the drop-down menu at upper left.</p> <p>Click Read Me to open the Installer readme file.</p> <p>Click Install to start the installation on the selected disk</p> <p>Click Quit to quit the Installer without making changes to the system.</p>

Figure 78: HP LaserJet Installer dialog box (custom install)



Table 78: HP LaserJet Installer dialog text strings (custom install)

Title of dialog box	Text in dialog box	User options and descriptions
hp LaserJet Installer	Custom Install (drop-down menu) Printer Dialog extensions (OS X) Printer Descriptions (OS X) Printer Descriptions (Classic) hp LaserJet Utility (Classic) Install Notes (Classic) hp LaserJet Help (Classic) Disk space available: (conditional) Approximate disk space needed: (conditional) Install Location: Items will be installed on the disk "Mac" Install Location (drop-down menu) Quit (button) Install (button) (default option)	Select the install location using the Install Location drop-down menu (if the desired location is different from "Mac"). Select which of the available components to install by using the check boxes in the list. Click Read Me to open the Installer readme file. Click Install to start the installation on the selected disk. Click Quit to quit the Installer without making any changes to the system.

Figure 79: Installing dialog box



Table 79: Installing dialog text strings

Title of dialog box	Text in dialog box	User options and descriptions
Installing	Items remaining to be installed: (conditional number) Installing: HP LaserJet XXXX Series Stop (button)	This dialog box shows installation progress. No action is required unless you want to stop the installation. Click Stop to interrupt the install file copy process.

6 Engineering Detail

Introduction

This section presents engineering detail for the following topics:

- Media attributes
- Print server operating system migration

Media attributes

This section includes the following information about media attributes:

- paper sources and destinations
- paper-tray configurations
- paper-source commands
- media types and sizes
- PCL 6 and PCL 5c custom paper sizes

Paper-source commands

The PCL 5c escape sequence for paper source is "Esc&l#H" (the "l" is a lowercase "L" rather than the numeral "1"). See the following table for values of #. For example, "Esc&l1H" is the command for tray 2.

The PCL 6 escape sequence for paper source is "ubyte # MediaSource". See the following table for values of #. For example, "ubyte 4 MediaSource" is the command for tray 2.

Table 80: Paper-source commands

Paper source	PCL 6 MediaSource #
Tray 1	3
Tray 2 (500-sheet)	4
Tray 3 (500-sheet)	5
Tray 4 ¹ (2000-sheet)	8
Auto Select	1
Manual feed	2

Media types and sizes

The tables in this section provide information about media features, media attributes, and paper-handling constraints for the HP Color LaserJet 3500 series printers.

Note The following table lists the features and attributes of various media listed under the **Size Is**: drop-down menu on the **Paper** tab. The list order can vary, depending on the printer and operating system. The list contains all of the following sizes, and might contain sizes from other drivers.

Table 81: Supported features and attributes by driver

Paper sizes	Width	Height	PCL 6 margins
Letter	216 mm (8.5 inches)	279 mm (11.0 inches)	100,100
Legal	216 mm (8.5 inches)	356 mm (14.0 inches)	100,100
Executive	184 mm (7.25 inches)	267 mm (10.5 inches)	100,100
Executive (JIS)	216 mm (8.5 inches)	330 mm (12.99 inches)	100,100
A5	148 mm (5.83 inches)	210 mm (8.27 inches)	100,100
A4	210.0 mm (8.27 inches)	297 mm (11.69 inches)	100,100
Envelope Commercial #10	105 mm (4.12 inches)	241 mm (9.5 inches)	100,100
Envelope DL (ISO)	110 mm (4.3 inches)	220 mm (8.66 inches)	100,100
Envelope C5 (ISO)	162 mm (6.38 inches)	229 mm (9.01 inches)	100,100
Envelope B5 (ISO)	176 mm (6.93 inches)	250 mm (9.84 inches)	100,100
Envelope Monarch	98 mm (3.87 inches)	190 mm (7.5 inches)	100,100
B5 (ISO) ¹	176 mm (6.93 inches)	250 mm (9.84 inches)	100,100
B5 (JIS)	182 mm (7.16 inches)	257 mm (10.12 inches)	100,100
Double Postcard	148 mm (5.83 inches)	199 mm (7.87 inches)	100,100
16K ¹	197 mm (7.75 inches)	273 mm (10.75 inches)	100,100
8.5x13	216 mm (8.5 inches)	330 mm (13.0 inches)	
11x17	279 mm (11.0 inches)	431 mm (17.0 inches)	100,100
12x18	304 mm (12.0 inches)	457 mm (18.0 inches)	
B4 (JIS)	257 mm (10.12 inches)	363 mm (14.33 inches)	100,100
A3	296 mm (11.69 inches)	419 mm (16.53 inches)	100,100

Paper sizes	Width	Height	PCL 6 margins
8K	273 mm (10.75 inches)	393 mm (15.50 inches)	100,100
Custom (leading edge) (other edge)	Minimum: 98 mm (3.86 inches) Maximum: 311 mm (12.28 inches)	Minimum: 191 mm (7.5 inches) Maximum: 469 mm (18.5 inches)	2

1- In Windows NT 4.0, this paper size is treated as a custom size.

2- For custom sizes, the HP traditional PCL 6 driver specifies actual dimensions - for example, for 8-inch by 9-inch custom size, "real32_8.000000 9.000000 CustomMediaSize".

Table 82: Supported input media types

Input media types (PS string)	Tray 1	Tray 2 (250-sheet)	Tray 3 (500-sheet)	Tray 4 ¹ (2000-sheet)	Duplexing unit
Plain	Y	Y	Y	Y	Y
Preprinted	Y	Y	Y	Y	Y
Letterhead	Y	Y	Y	Y	Y
Transparency	Y	Y	Y	N	N
Prepunched	Y	Y	Y	Y	Y
Labels	Y	N	N	N	N
Bond	Y	Y	Y	Y	Y
Recycled	Y	Y	Y	Y	Y
Color	Y	Y	Y	Y	Y
Cardstock ²	Y	Y	Y	Y	Y
Rough	Y	Y	Y	Y	Y
Envelope	Y	N	N	N	N
Light	Y	Y	Y	Y	Y
Heavy	Y	Y	Y	Y	Y
Gloss	Y	Y	Y	Y	Y
Heavy Gloss	Y	Y	Y	Y	Y
Non-HP Heavy Gloss	Y	Y	Y	Y	Y
Tough Paper (Gloss Film)	Y	Y	Y	Y	Y

1- Tray 4 is available for the HP Color LaserJet 9500hdn only.

2- Tray 1 accepts card stock at a maximum weight of 164 g/m² (45 lb).

HP Color LaserJet 3500 custom paper sizes

Note The PS driver does not support user-defined media sizes.

The following table shows custom paper sizes that are available for the HP Color LaserJet 9500 series printers.

Table 83: HP Color LaserJet 3500 custom paper sizes

Tray	Dimensions	Minimum	Maximum
Tray 1	Width	98 mm (3.9 inches)	306 mm (12.0 inches)
	Height	191 mm (7.5 inches)	469 (18.50 inches)
Tray 2 (500-sheet)	Width	148 mm (5.8 inches)	296 mm (11.69 inches)
	Height	210 mm (8.2 inches)	432 mm (17.0 inches)
Tray 3 (500-sheet)	Width	148 mm (5.8 inches)	297 mm (11.7 inches)
	Height	210 mm (8.2 inches)	432 mm (17.0 inches)

Print server operating system migration

The large installed base of printers and print servers in corporate environments, combined with the large user-base for these printers, implies that an operating system migration takes an extended period of time, often months or even years, to complete. Because of this, it is unavoidable that the corporate environment ends up operating with a mix of Windows NT 4.0 and newer operating systems (Windows 2000, Windows XP and Windows Server 2003) for an extended period of time.

A number of printer driver issues related to operating in a mixed-OS environment must be considered when planning a print server operating system migration from Windows NT 4.0 to Windows 2000 or later. This section explores these issues and outlines several strategies that HP recommends to support a mixed OS environment with respect to printer drivers.

This discussion is not intended to make specific procedural recommendations for executing a print server OS migration. This discussion is intended to help system administrators and IT managers understand the printer driver issues related to operating in a mixed-OS environment so that the requirements resulting from the recommendations outlined in this document can be factored into migration planning.

The topics discussed here apply to IT environments that are currently running Windows NT 4.0 on the print servers and clients, and are migrating to future operating systems for both print servers and clients. The Windows 9x family of operating systems is not discussed in this document because Windows 9x clients can be supported with Point and Print equally well from any server platform. A basic working knowledge of shared printing through Microsoft Windows Point and Print is assumed.

While much of this discussion is general in nature, all of the specific driver recommendations in this document apply to HP LaserJet and Business InkJet printers and printer drivers.

Background information and terminology

Version 2 driver

With Windows NT 4.0, printer drivers were considered, generally, to be a class of graphics drivers. Due to the performance requirements of some types of graphics drivers, like display drivers, these drivers executed in kernel mode. A kernel mode process runs in a specially privileged part of the operating system that gives the process access to all of the system resources. Due to the nature of the privileges granted to kernel mode processes, a misbehaving driver can cause serious system stability problems, including operating system crashes. Microsoft refers to these kernel mode printer drivers as Version-2 drivers and this is the term used throughout this section.

Version 3 driver

In an effort to increase operating system stability, Microsoft determined that starting with Windows 2000, continuing with all future operating systems, printer drivers would run as user-mode processes. User-mode drivers execute in a protected part of the operating system just like all of the normal end-user processes and software programs. This protected part of the operating system restricts access to critical system resources to prevent processes from corrupting these resources, which results in an increase in overall operating system stability. A user-mode printer driver that misbehaves is only capable of crashing the process in which it is running, and cannot crash the whole operating system. Usually this is the spooler process or an application process, both of which can be restarted without having to restart the whole operating system. Microsoft refers to user-mode printer drivers as Version-3 drivers, and this is the term that is used throughout this section.

Version-3 printer drivers are the native or preferred printer driver for Windows 2000, Windows XP, and Windows Server 2003; however, all of these operating systems are also capable of running version-2 printer drivers. Many older Windows NT 4.0 version-2 printer drivers are blocked in Windows 2000, Windows XP, and Windows Server 2003 because they are known to cause operating system stability problems with these newer operating systems. These newer operating systems identify these older drivers and do not allow them to be installed. Refer to *Microsoft Knowledge Base* article 247196 for more information about determining whether a particular printer driver is blocked in newer operating systems. None of HP's current version-2 drivers are blocked in these newer operating systems.

Windows NT 4.0 is capable of running only version-2 printer drivers.

The following table shows the driver versions that are supported by Microsoft for each operating system.

Table 84: Operating system and driver version support

Operating system	Version 2	Version 3
Windows NT 4.0	x	
Windows 2000	x	x
Windows XP	x	x
Windows Server 2003	x ¹	x

¹Windows 2003 Server does not officially support kernel-mode printer drivers by default. This feature must be turned on in the registry and is not officially supported by Microsoft.

Point and Print in a mixed operating system environment

When using Point and Print, the print queue configuration is stored on, and managed from, the print server. Client computers get the print queue configuration and the printer driver from the print server. Changes to the printer driver on the server, or its configuration, are automatically replicated to the client.

In a homogenous operating system environment (all of the clients and servers are running the same operating system), the printer driver that is vended from the server to the clients in a Point and Print environment is the same printer driver that is running and controlling the print queue configuration on the server. In this case, there is no doubt that the client computer can correctly interpret the print queue configuration and printing behaves as expected.

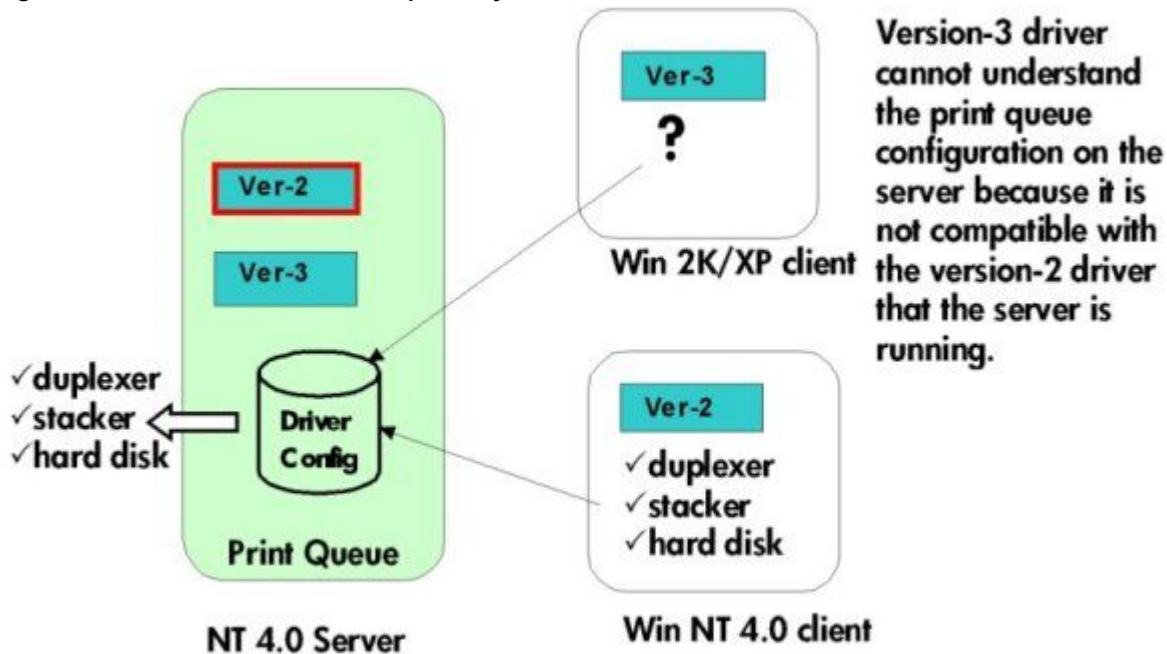
However, in a mixed operating system environment that typically occurs during an operating system migration, there are situations in which client computers could be running a different version of the printer driver than the one that is running on the print server. In order for this situation to work correctly, the printer driver that is running on the client must be capable of correctly interpreting the configuration that was created by the printer driver running on the print server. (Microsoft refers to the data structure in which this configuration is stored as the DEVMODE, but for the purposes of this section, we refer to this as the print queue configuration.)

The following figure illustrates a situation involving a Windows NT 4.0 print server that is supporting a mixed client base of Windows NT 4.0 and Windows 2000, XP, or 2003 clients. Because the server is running Windows NT 4.0, it is running a version-2 driver and the print queue configuration is created by this driver. A version-3 driver has been added to this server for vending to Windows 2000, XP, or 2003 clients (Microsoft documents a special procedure to accomplish this which is discussed later).

When Windows NT 4.0 clients make a connection to this shared printer on the Windows NT 4.0 print server, it is vended the same version-2 printer driver that is running on the print server. Because this is the same printer driver that

created the print queue configuration, there is no problem reading this configuration and all of the print jobs functions as expected. However, when a Windows 2000, Windows XP, or Windows Server 2003 client makes a connection to this shared printer on the Windows NT 4.0 print server, it is vended the added version-3 printer driver. In this illustration, the version-3 printer driver is not written to be able to correctly interpret the data structure which stores the print queue configuration and this does have an impact on printing functionality because the version-3 printer driver on the Windows 2000, Windows XP, or Windows Server 2003 client does not “see” all of the installed options as they are configured in the version-2 printer driver on the print server.

Figure 80: Mixed driver-version compatibility



Symptoms of driver incompatibility in a mixed OS environment

There is no single set of symptoms to be seen when client and server printer drivers are not compatible, but common symptoms include the clients not being able to see the proper queue configuration with respect to installed device options and default settings. Other problems in functionality can include the inability to print in landscape or from a specific paper tray.

When an incompatible mix of version-2 and version-3 printer drivers is present in the environment, unexpected behavior can occur due to some of the more subtle behaviors of Point and Print that are not obvious. The following figures illustrate an environment that contains incompatible version-2 and version-3 printer drivers. This section examines examples of how incompatible drivers can affect printing functionality.

In the example illustrated in the following figure, there is a Windows NT 4.0 print server and a Windows 2000 print server. The Windows 2000 client illustrated in this figure is a laptop computer user who occasionally travels between different office locations for business.

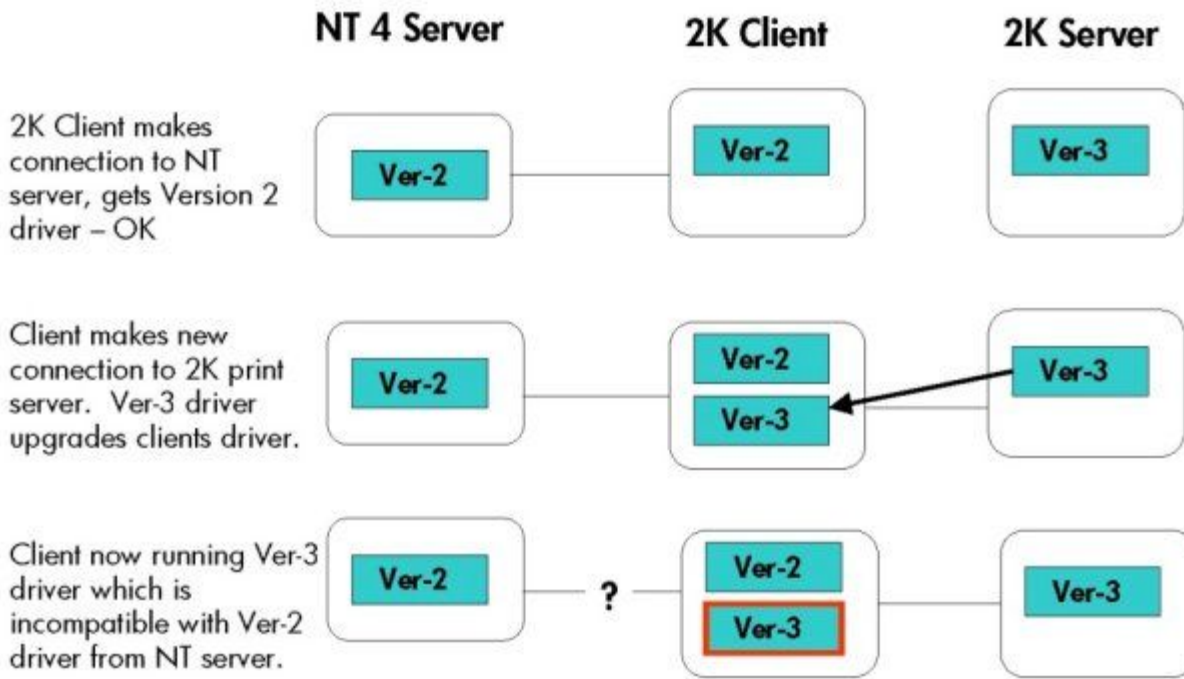
In Event #1, at the home office, the Windows 2000 client makes a connection to the local print server. This local print server is running Windows NT 4.0 and contains only a version-2 driver for the printer in question. Suppose, for example, that this is the “HP LaserJet 4000 Series PCL 6” version-2 driver. The Windows 2000 client is vended this version-2 printer driver and because client and server are both running the same printer driver, printing works as expected.

In Event #2, the client takes a business trip to a remote site. While at the remote site, the client user needs to print and makes a connection to a shared printer. The server for this shared printer at the remote site is hosted from a print server that has been migrated to Windows 2000 and contains a version-3 driver, which is also the “HP LaserJet 4000 Series PCL 6” printer driver. Now, the client computer already has a printer driver named “HP LaserJet 4000 Series

PCL 6”, but it is a version-2 driver and Windows 2000 prefers to use a version-3 printer driver when it is available. So in this case, because the print server at the remote site has a matching driver, which is version-3, the Windows 2000 client downloads this version-3 driver and now runs this printer driver.

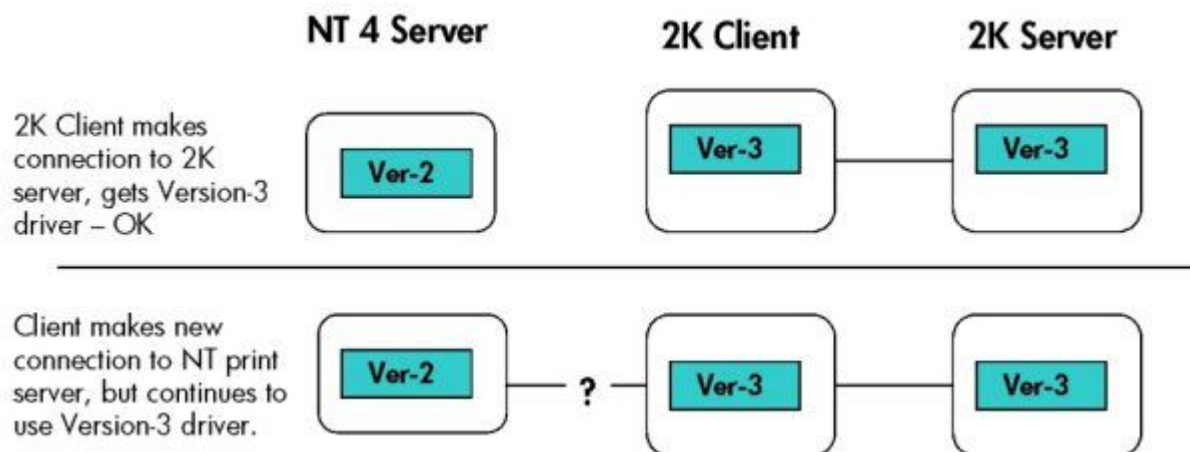
The connection to the remote print server silently upgraded the client computers printer driver to a version-3 driver. While still at the remote site, the client and server are both running the same printer driver and printing works as expected. However at Event #3, when the client returns to the home office and tries to print, problems occur because the printer driver being used on the client is not the same as that being used on the server and these two printer drivers are incompatible with each other.

Figure 81: Introduction of incompatible printer drivers through a silent driver upgrade



The example illustrated in the following figure is similar, except in this scenario the client first makes a connection to a Windows 2000 server with the version-3 “HP LaserJet 4000 Series PCL 6” printer driver. Initially, because client and server are both running the same printer driver, printing works as expected. However, in Event #2, the client makes a connection to a printer that also uses a “HP LaserJet 4000 Series PCL 6” printer driver. But the printer driver on this NT 4.0 server is a version-2 printer driver. Because the client already has a matching printer driver that is version-3, it just continues to use this printer driver. If these version-2 and -3 printer drivers are not compatible, then printing problems occur when trying to print to this second printer.

Figure 82: Native printer driver preference with incompatible version-2 and version-3 drivers



Migration strategies

What follows is the exploration of three different strategies for being able to support Point and Print in a mixed operating-system environment. The three strategies are not necessarily mutually exclusive but can in some cases be combined or partially used concurrently to ensure that all of the client computers are served with a supportable printer driver configuration. Formulating a solution based on these strategies involves examining the list of printers to be supported and the list of page description languages required for use on these printers along with other site-specific migration requirements, and drafting a plan by which all of the client computers can be served with a supported driver configuration.

Strategy 1: Use Windows NT 4.0 drivers to support all clients

In this approach we seek to avoid printer driver compatibility issues altogether by isolating the Windows NT 4.0, clients and servers, from newer operating systems, thus running a dual printing environment temporarily. This is accomplished by leaving existing Windows NT 4.0-based print servers in place to serve the existing legacy Windows NT 4.0 client base and deploying new Windows 2000 or .NET print servers to support the migrated client base running Windows 2000, Windows XP, or Windows Server 2003. As clients are migrated, they are reconnected to the new print queues hosted on the new Windows 2000 or Windows 2003 Server print servers. At the end of the migration when there are no more Windows NT 4.0 clients, the Windows NT 4.0 print servers can be retired.

This approach ensures that the print servers and clients are always running the same correct printer drivers, thus avoiding any incompatibilities that may otherwise exist.

Advantages of this approach include not having to do any additional work to the legacy NT 4.0 clients and servers and ending up with the proper version-3 drivers for all of the products at the end of the migration, and most importantly, all printer models and drivers can be supported using this approach.

Strategy 2: Use Windows NT 4.0 drivers to support all clients

Because Windows 2000, Windows XP, and Windows Server 2003 are capable of running Version-2 printer drivers, a simple approach might be to use Version-2 printer drivers to support all of the servers and clients. In this way version-2 and version-3 printer driver compatibility issues are avoided because only version-2 printer drivers are deployed in the solution. In fact, this is the recommendation Microsoft makes if driver incompatibility issues arise.

In general, this is a safe recommendation to make for version-2 PS printer drivers which are based on Microsoft's PS driver core. However, caution is advised because, while HP's version-2 PCL drivers are compatible with Windows 2000, they are not all compatible with Windows XP or Windows 2003 Server. The HP version-2 PCL printer drivers should not be installed on Windows Server 2003 servers, nor should Windows XP clients connect to print queues hosted from Windows NT 4.0 print servers that have only version-2 PCL printer drivers installed. "Installed" means that the printer driver running the queue on .NET server should not be a version-2 PCL driver. It is acceptable to create a

printer on .NET using a version-3 driver, and then add the compatible version-2 driver for NT clients, however, as described in Strategy 3.

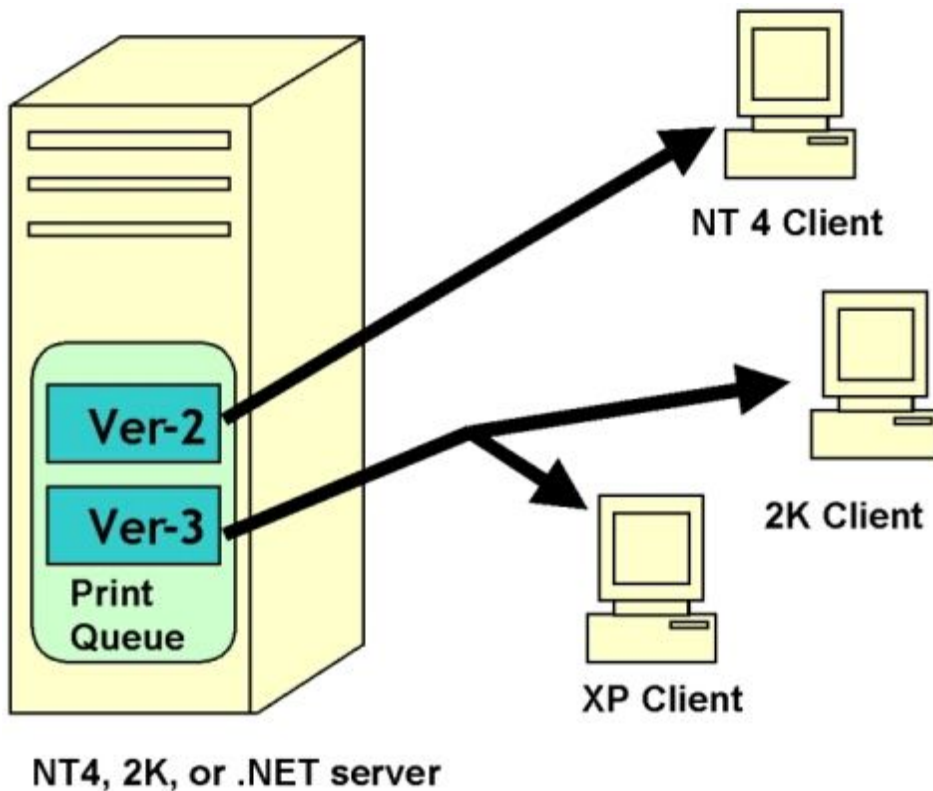
While this strategy has the advantage of simplicity, there are several disadvantages. Because of the restriction for version-2 PCL printer drivers described previously, not all printer products and page description languages can be supported. Another disadvantage of this strategy is the inherent risk associated with running version-2 printer drivers. Finally, at the end of the migration period when all of the clients and servers have been migrated to newer operating systems, the printer drivers being used are all version-2 Windows NT printer drivers; this would definitely lead to further work to upgrade all of the version-2 printer drivers to their version-3 counterparts.

Also note that many older version-2 printer drivers cannot be used with this strategy because they are incompatible with Windows 2000, XP, and 2003, and are blocked from installation by those operating systems. Therefore, it is necessary to update existing version-2 printer drivers prior to deploying to migrated servers or clients.

Strategy 3: Use a mix of version-2 and version-3 drivers to support all clients

In this approach, all of the version-2 and version-3 printer drivers are installed on the print server that are necessary to support a mixed client base during the migration as is illustrated graphically in the following figure. As mentioned previously, these printer drivers must be compatible with one another in such a way that they store the driver configuration in a format that is common to both drivers. HP has compatible printer driver pairs available for most printers and page description languages, as described in the following tables. The information in the tables describes the printers and specific printer driver versions that can be installed together on a server in this manner.

Figure 83: Using version-2 and version-3 drivers to support a mixed client base



Adding version-2 printer drivers for NT 4.0 clients to existing print queues hosted on Windows 2000 or .NET Server is typically accomplished by accessing the **Sharing** tab on the printers **Properties** dialog box and clicking on the **Additional Drivers** button.

Adding version-3 drivers for 2000, XP, or 2003 clients to existing print queues hosted on a Windows NT 4.0 Server is possible but requires a special workaround that is contained in the *Microsoft Knowledge Base* article 263090 at:

<http://support.microsoft.com/default.aspx?scid=KB;en-us;263090&>

Please note that it is necessary to follow the steps outlined in the following referenced article (*Microsoft Knowledge Base* article, 318577) to accomplish adding version 3 drivers to Windows NT 4.0:

<http://support.microsoft.com/default.aspx?scid=KB;en-us;318577&>

If Windows NT 4.0 Server is to be used as a print server for this strategy, it might be necessary to update the existing version-2 printer drivers to conform to the printer driver version numbers listed in the following tables, "Compatible PCL 5 and PCL 6 drivers" and "Compatible PS drivers".

For the newer LaserJet printer models, the version-2 and version-3 PCL drivers that are contained on the product CD and on the HP web site are based on completely different printer driver architectures and are incompatible for the purposes of strategy #3. As is noted in the following tables, it is necessary to obtain a special version-3 printer driver for these products. These special version-3 printer drivers are compatible with the version-2 printer drivers that ship with these printers. To obtain these drivers go to:

<http://www.hp.com/pond/pnp>

Table 85: Compatible PCL 5 and PCL 6 drivers

Printer series ¹	PCL 5 driver	PCL 6 driver
HP LaserJet 1100	4.3.2.201	None
HP LaserJet 1200/1220	4.3.2.208	4.3.2.208
HP LaserJet 2100	4.3.2.201	4.3.2.201
HP LaserJet 2200	4.3.2.192	4.3.2.192
HP Color LaserJet 2500	4.14.0.18	4.14.0.18
HP LaserJet 3200	4.3.2.208	4.3.2.208
HP LaserJet 3300	4.19.3300.3	4.19.3300.3
HP LaserJet 4	4.3.2.200	None
HP LaserJet 4 plus	4.3.2.200	None
HP LaserJet 4si	4.3.2.200	None
HP LaserJet 4V	4.3.2.200	None
HP LaserJet 4000	4.3.2.201	4.3.2.201
HP LaserJet 4050	4.3.2.201	4.3.2.201
HP LaserJet 4100	4.20.4100.420	4.20.4100.420
HP LaserJet 4200	2	2
HP LaserJet 4300	2	2
HP Color LaserJet 4500	4.3.2.201	4.3.2.201
HP Color LaserJet 4550	4.3.2.207	4.3.2.207
HP Color LaserJet 4600	4.20.4600.430	4.20.4600.430
HP LaserJet 5	4.3.2.200	None
HP LaserJet 5N	4.3.2.200	None
HP LaserJet 5si	4.3.2.200	None
HP LaserJet 5000	4.3.2.201	4.3.2.201
HP LaserJet 5100	4.20.5100.430	4.20.5100.430
HP Color LaserJet 5500	4.18.5500.420	4.18.5500.420
HP LaserJet 8000	4.3.2.201	4.3.2.201
HP LaserJet 8100	4.3.2.201	4.3.2.201
HP LaserJet 8150	4.3.2.207	4.3.2.207
HP Color LaserJet 8550	4.3.2.201	None
HP LaserJet 9000	4.20.9000.430	4.20.9000.430

¹No compatible drivers are available for printer series that are not listed.

²Compatible PCL 6 drivers are available for these printers on an HP Web site. To download these drivers, go to:
<http://www.hp.com/pond/pnp>

Table 86: Compatible PS drivers

Printer series ¹	PS driver ²	PS 4 driver ^{2,3,4}	PS 5 driver ⁴
HP LaserJet 1200/1220	4.3.2.172	None	4.3.2.172
HP LaserJet 2100	1.0	None	None
HP LaserJet 2200	None	2.0.0.0	2.0.0.0
HP Color LaserJet 2500	None	1.0.0.0	1.0.0.0
HP LaserJet 3300	4.19.3300.3	None	4.19.3300.3
HP LaserJet 4	1.0	None	02.12.01
HP LaserJet 4 plus	1.0	None	02.12.01
HP LaserJet 4si	1.0	None	02.12.01
HP LaserJet 4V	1.0	None	02.12.01
HP LaserJet 4000	4.0	None	None
HP LaserJet 4050	4.0_1.30	None	None
HP LaserJet 4100	None	3.08	3.08
HP Color LaserJet 4500	4.1.1	None	None
HP Color LaserJet 4550	None	5.00.2195.2307	5.00.2195.2307
HP Color LaserJet 4600	None	1.0.0.0	1.0.0.0
HP LaserJet 5	4.0	None	02.12.01
HP LaserJet 5N	4.0	None	02.12.01
HP LaserJet 5si	4.0	None	02.12.01
HP LaserJet 5000	4.0	4.3.2.201	None
HP LaserJet 5100	None	1.0.0.0	1.0.0.0
HP Color LaserJet 5500	None	2.0.0.0	60.03.14.02
HP LaserJet 8000	4.0	None	None
HP LaserJet 8100	4.0	None	None
HP LaserJet 8150	None	2.05	2.05
HP LaserJet 9000	None	2.0.14	2.0.14

¹No compatible drivers are available for printer series that are not listed.

²Version-2 drivers.

³Compatible only on Windows NT 4.0 and Windows 2000.

⁴PS 4 drivers can coexist with PS 5 drivers and are compatible with Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003.

Frequently asked questions

What drivers do I have installed?

To determine which versions of a particular printer driver are installed on a computer, you can open the printer **Properties** dialog box for a printer that uses that driver and click on the **Sharing** tab and then click on the **Additional Drivers** button. Printer drivers listed with a check mark in the **Environment** column are installed on this computer. Printer drivers listed as “Windows NT 4.0” or “Windows NT 4.0 or 2000” are version-2 printer drivers. Those listed as “Windows 2000”, “Windows 2000 or XP” or “Windows 2000, XP or 2003” are version-3 printer drivers. The following illustrations show examples from the Windows 2000, Windows XP, and Windows Server 2003 operating systems.

Figure 84: Additional Drivers dialog box in Windows 2000

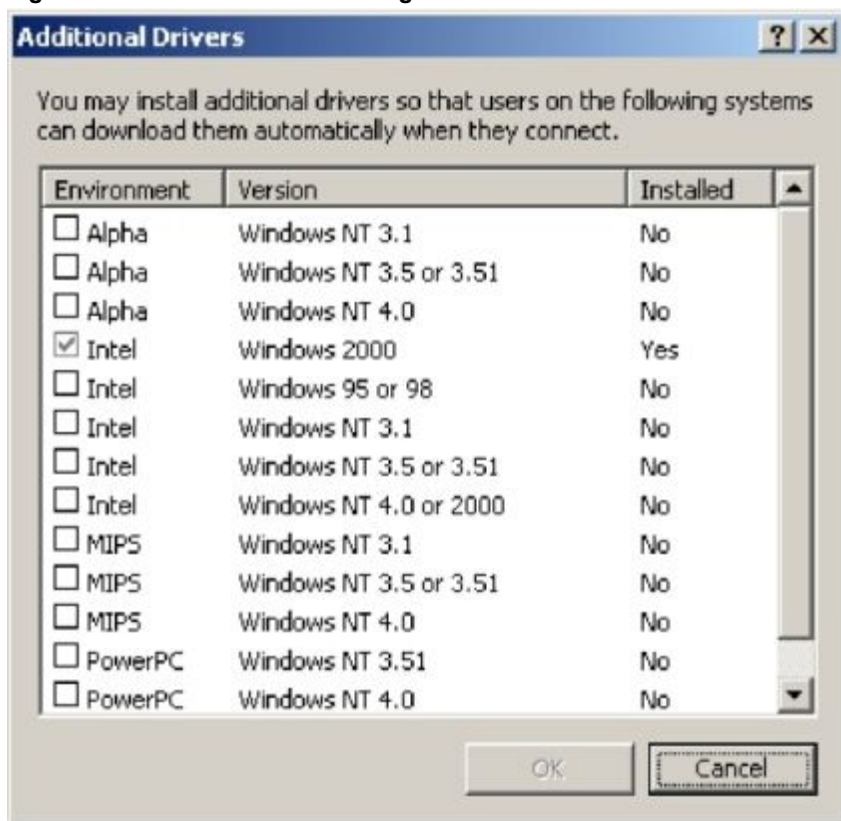
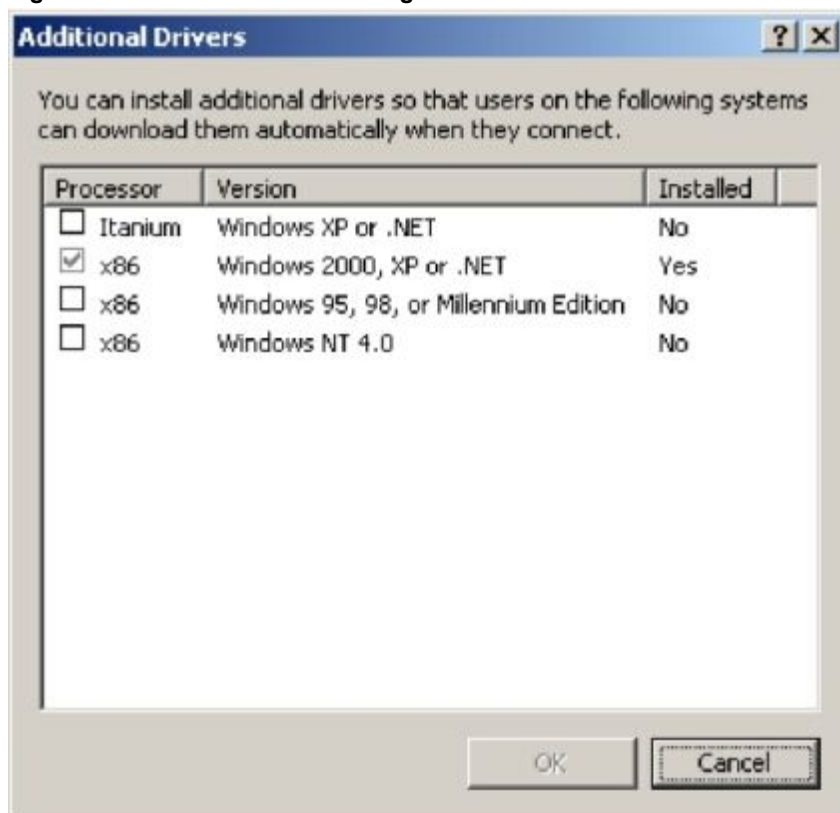


Figure 85: Additional Drivers dialog box in Windows XP



Figure 86: Additional Drivers dialog box in Windows Server 2003



The **Additional Drivers** dialog box shows which printer drivers are installed for a particular print queue. To determine which types of printer drivers are installed for all printer drivers, open the **Server Properties** dialog box from the **Printers** folder (**File -> Server Properties**) and click the **Drivers** tab. Using **Server Properties** is useful because it lists the printer driver names along with the **Environment** and **Version** information.

Windows NT 4.0 does not have a **Drivers** tab in its **Server Properties** dialog box. Information about installed printer drivers can be obtained on Windows NT 4.0 by examining the following registry keys (for Intel x86 architectures):

- HKLM\System\CurrentControlSet\Control\Print\Environments\Windows NT x86\Version-2
- HKLM\System\CurrentControlSet\Control\Print\Environments\Windows NT x86\Version-3

I used *Microsoft Knowledge Base* article 263090 to add version-3 printer drivers to my Windows NT 4.0 print server, but my Windows 2000 clients are having printing problems.

It may be necessary to update the existing version-2 printer drivers on the NT 4.0 print server to versions that are compatible with the version-3 printer drivers. Refer to the tables in the "Migration strategies" section of this guide.

If no compatible version-3 printer driver is available, consider using a Windows NT 4.0 PS-based printer driver.

XP or 2003 clients connected to print queues hosted on our NT 4.0 print servers and the clients experience intermittent hangs/crashes.

HP's version-2 PCL printer drivers are not compatible with Windows XP and Windows Server 2003. If a compatible version-3 printer driver is listed in the tables in the "Migration strategies" section of this guide, add this driver to the print server using the technique described in *Microsoft Knowledge Base* article 263090.

Reference

For more information about operating system migration and related topics, visit the following Web sites:

- Point and Print Technical Overview document:
<http://www.microsoft.com/windows2000/technologies/fileandprint/print/pointprint.asp>
- Print Server Upgrade, Migration, and Interoperability document:
<http://www.microsoft.com/windows2000/technologies/fileandprint/print/miginterop.asp>
- Print Migrator Utility – backup/restore print queues; move print queues between servers:
<http://www.microsoft.com/windows2000/technologies/fileandprint/print/download.asp>
- Fixprnsv.exe – used to identify Win2K blocked printer drivers on qn NT 4 server:
<http://support.microsoft.com/default.aspx?scid=KB;en-us;247196&>
- MS Knowledge-base article for installing version-3 printer drivers on Windows NT 4.0 Server:
[http://support.microsoft.com/default.aspx?scid=kb;\[LN\];Q263090](http://support.microsoft.com/default.aspx?scid=kb;[LN];Q263090)

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