## software technical reference



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invent
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**hp** LaserJet 3015



**hp** LaserJet 3020/3030



hp LaserJet 3380



## HP LaserJet 3015/3020/3030/3380

**Software Technical Reference** 

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Part number: Q2660-online

Edition 1, 2/2004

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# **Purpose and scope**

This chapter provides information about the following topics:

- Introduction
- HP LaserJet all-in-one product comparison
- Software availability and fulfillment
- Documentation availability and localization

## Introduction

This software technical reference (STR) provides information about and troubleshooting tips for the all-in-one software for the following products.

- HP LaserJet 3015 all-in-one
- HP LaserJet 3020 all-in-one
- HP LaserJet 3030 all-in-one
- HP LaserJet 3380 all-in-one

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 end users, as appropriate.

### Note

This STR describes drivers that are shipped on the all-in-one software CD-ROM that comes with the HP LaserJet all-in-one product. This STR does *not* cover drivers that will become available on the Web.

The following information is included in this technical reference:

- overview of drivers and platforms
- procedures for installing and uninstalling software components
- descriptions of problems that can arise while using the HP LaserJet all-in-one products, and known solutions to those problems

#### Note

An addendum to this STR describes system modification information, including file lists and changes to registry keys.

## HP LaserJet all-in-one product comparison

The following table contains descriptions of the four HP LaserJet all-in-one products that are described in this STR.

Feature	HP LaserJet 3015	HP LaserJet 3020	HP LaserJet 3030	HP LaserJet 3380
HP Product number	Q2668A	Q2665A	Q2666A	Q2660A
Memory	<ul> <li>4 megabytes (MB) of ROM/ flash memory</li> <li>32 MB of RAM, which includes 9 MB for the product and 23 MB available to the user</li> </ul>	<ul> <li>4 MB of ROM/flash memory</li> <li>32 MB of RAM, which includes 9 MB for the product and 23 MB available to the user</li> </ul>	<ul> <li>4 MB of ROM/flash memory</li> <li>32 MB of RAM, which includes 9 MB for the product and 23 MB available to the user</li> </ul>	<ul> <li>4 MB of ROM/flash memory</li> <li>32 MB of RAM, which includes 9 MB for the product and 23 MB available to the user</li> <li>One dual inline memory module (DIMM) slot for adding fonts and memory</li> </ul>
Speed	<ul> <li>Prints and copies up to 15 pages per minute (ppm) for letter-size paper</li> <li>Prints and copies up to 14 ppm for A4-size paper</li> <li>First page out in less than 10 seconds</li> </ul>	<ul> <li>Prints and copies up to 15 ppm for letter-size paper</li> <li>Prints and copies up to 14 ppm for A4-size paper</li> <li>First page out in less than 10 seconds</li> </ul>	<ul> <li>Prints and copies up to 15 ppm for letter-size paper</li> <li>Prints and copies up to 14 ppm for A4-size paper</li> <li>First page out in less than 10 seconds</li> </ul>	<ul> <li>Prints and copies up to 20 ppm for letter-size paper</li> <li>Prints and copies up to 19 ppm for A4-size paper</li> <li>First page out in 8 seconds</li> </ul>

Feature	HP LaserJet 3015	HP LaserJet 3020	HP LaserJet 3030	HP LaserJet 3380
HP Product number	Q2668A	Q2665A	Q2666A	Q2660A
Connectivity	<ul> <li>A universal serial bus (USB) port, compatible with 2.0 specifications</li> <li>IEEE-1284B parallel port</li> </ul>	<ul> <li>A USB port, compatible with 2.0 specifications</li> <li>IEEE-1284B parallel port</li> </ul>	<ul> <li>A USB port, compatible with 2.0 specifications</li> <li>IEEE-1284B parallel port</li> </ul>	<ul> <li>A USB port, compatible with 2.0 specifications</li> <li>IEEE-1284B parallel port</li> </ul>
Paper handling	<ul> <li>One 30-sheet automatic document feeder (ADF); maximum media size, 216 by 356 mm (8.5 by 14 inches)</li> <li>One 150- sheet media input tray;</li> </ul>	<ul> <li>One 50- sheet ADF; maximum media size, 216 by 381 mm (8.5 by 15 inches)</li> <li>One 150- sheet media input tray; maximum media size,</li> </ul>	<ul> <li>One 50- sheet ADF; maximum media size, 216 by 381 mm (8.5 by 15 inches)</li> <li>One 150- sheet media input tray; maximum media eize</li> </ul>	<ul> <li>One 50- sheet ADF; maximum media size, 216 by 381 mm (8.5 by 15 inches)</li> <li>One 250- sheet media input tray; maximum media size,</li> </ul>
	input tray; maximum media size, 216 by 356 mm (8.5 by	216 by 356 mm (8.5 by 14 inches) One 10-	media size, 216 by 356 mm (8.5 by 14 inches) One 10-	216 by 356 mm (8.5 by 14 inches)
	<ul> <li>14 inches)</li> <li>One 10-sheet priority input slot; maximum media size, 216 by 356</li> </ul>	<ul> <li>One T0- sheet priority input slot; maximum media size, 216 by 356 mm (8.5 by 14 inches)</li> </ul>	<ul> <li>One 10- sheet priority input slot; maximum media size, 216 by 356 mm (8.5 by 14 inches)</li> </ul>	<ul> <li>One 10- sheet priority input tray; maximum media size, 216 by 356 mm (8.5 by 14 inches)</li> </ul>
	mm (8.5 by 14 inches)	<ul> <li>A letter/A4- size flatbed scanner</li> </ul>	<ul> <li>A letter/A4- size flatbed scanner</li> </ul>	<ul> <li>A legal-size flatbed scanner</li> </ul>

Table 1-1. Features of the HP LaserJet all-in-one products (continued)

Feature	HP LaserJet 3015	HP LaserJet 3020	HP LaserJet 3030	HP LaserJet 3380
HP Product number	Q2668A	Q2665A	Q2666A	Q2660A
Print	<ul> <li>1200 dots per inch (dpi) effective output quality (600x600x2 dpi using HP Resolution Enhancement Technology [REt])</li> <li>Printer control language (PCL) Level 5e and 6</li> <li>Adobe(R) PostScript (R) (PS) Level 2 emulation</li> </ul>	<ul> <li>1200 dpi effective output quality (600x600x2 dpi using HP REt)</li> <li>PCL Level 5e and 6</li> <li>PS Level 2 emulation</li> </ul>	<ul> <li>1200 dpi effective output quality (600x600x2 dpi using HP REt)</li> <li>PCL Level 5e and 6</li> <li>PS Level 2 emulation</li> </ul>	<ul> <li>1200 by 1200 dpi</li> <li>PCL Level 5e and 6</li> <li>PS Level 2 emulation</li> </ul>
Fax	<ul> <li>Full- functionality fax capabilities with a V.34 fax, including a phone book; fax from ADF, flatbed or PC; and delayed-fax features</li> <li>2 MB of flash memory for storing up to 110 pages</li> </ul>	• Not available	<ul> <li>Full- functionality fax capabilities with a V.34 fax, including a phone book; fax from ADF, flatbed or PC; and delayed-fax features</li> <li>2 MB of flash memory for storing up to 110 pages</li> </ul>	<ul> <li>Full- functionality fax capabilities with a V.34 fax, including a phone book; fax from ADF, flatbed or PC; delayed-fax features; and 4 MB of flash memory for storing up to 250 pages</li> </ul>
Сору	Reduce/ enlarge feature	<ul> <li>Reduce/ enlarge feature</li> </ul>	<ul> <li>Reduce/ enlarge feature</li> </ul>	<ul> <li>Reduce/ enlarge feature</li> </ul>
	Up to 15 ppm automatic collation	<ul> <li>Up to 15 ppm automatic collation</li> </ul>	<ul> <li>Up to 15 ppm automatic collation</li> </ul>	<ul> <li>Up to 20 ppm automatic collation</li> </ul>

Table 1-1. Features of the HP LaserJet all-in-one products (continued)

Feature	HP LaserJet 3015	HP LaserJet 3020	HP LaserJet 3030	HP LaserJet 3380
HP Product number	Q2668A	Q2665A	Q2666A	Q2660A
Scan	<ul> <li>24-bit</li> <li>600 dpi (9600 interpolated) color scanning</li> </ul>			

Table 1-1. Features of the HP LaserJet all-in-one products (continued)

## Software availability and fulfillment

### **Ordering software**

To order the software if the CD is damaged or missing, contact Hewlett-Packard Support at the following web site.

http://www.hp.com/cposupport/software.html

To request the software CD-ROM by phone, see the following web site for the correct contact number for your country/region. http://welcome.hp.com/country/us/en/wwcontact.html

The following table presents the part numbers and language groups of the software CD-ROMs for the HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products.

Part Number	Contents	Languages Included on CD-ROM
Q 2660-60126	Windows software CD-ROM for the HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products	<ul> <li>Danish</li> <li>Dutch</li> <li>English</li> <li>Finnish</li> <li>French</li> <li>German</li> <li>Italian</li> <li>Norwegian</li> <li>Portuguese</li> <li>Spanish</li> <li>Swedish</li> </ul>
Q 2660-60127		<ul> <li>Czech</li> <li>English</li> <li>Hungarian</li> <li>Polish</li> <li>Russian</li> <li>Turkish</li> </ul>
Q 2660-60128 Asia		<ul> <li>English</li> <li>Korean</li> <li>Simplified Chinese</li> <li>Thai</li> <li>Traditional Chinese</li> </ul>
Q 2660-60119	Readiris Pro text recognition software (OCR) CD-ROM for the HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products Note Due to contractual agreements, the Readiris Pro CD-ROM is only available by contacting an HP Customer Care Representative.	The user interface for the Readiris Pro text recognition software (OCR) is available in the following languages: Dutch English French German Italian Spanish Portuguese-Brazilian Note Readiris Pro text recognition software can perform optical character recognition (OCR) in 117 languages.

 Table 1-2. CD-ROM part numbers for the HP LaserJet all-in-one software

#### Note

If you need a replacement CD or newer version of the software than what shipped with the product, go to the web site for the product and click **CD-ROM Order Page** to order. Or click **Download drivers and software** to get the software update.

Choose one of the following web sites according to the HP LaserJet all-in-one product you have.

http://www.hp.com/support/lj3015 http://www.hp.com/support/lj3020 http://www.hp.com/support/lj3030 http://www.hp.com/support/lj3380

## Documentation availability and localization

The documentation in the following table is available for the HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products.

Document name	Languages	Part Number	Location
HP LaserJet 3015 User Guide	The <i>HP LaserJet 3015</i> <i>User Guide</i> is available in electronic format on the HP LaserJet all-in-one software CD-ROM.	<ul> <li>Czech</li> <li>Dutch</li> <li>English</li> <li>French</li> <li>German</li> <li>Hungarian</li> <li>Italian</li> <li>Korean</li> <li>Polish</li> <li>Russian</li> <li>Simplified Chinese</li> <li>Spanish</li> <li>Swedish</li> <li>Thai</li> <li>Traditional Chinese</li> <li>Turkish</li> </ul>	Q2669-90902

#### Table 1-3. User documentation availability and localization

Document name	Languages	Part Number	Location
HP LaserJet 3020 and 3030 User Guide	<ul> <li>Czech</li> <li>Dutch</li> <li>English</li> <li>French</li> <li>German</li> <li>Hungarian</li> <li>Italian</li> <li>Korean</li> <li>Polish</li> <li>Russian</li> <li>Simplified Chinese</li> <li>Spanish</li> <li>Swedish</li> <li>Thai</li> <li>Traditional Chinese</li> <li>Turkish</li> </ul>	Q2665-90902	The <i>HP LaserJet 3020</i> and 3030 User Guide is available in electronic format on the HP LaserJet all-in-one software CD-ROM.
HP LaserJet 3380 User Guide	<ul> <li>Czech</li> <li>Dutch</li> <li>English</li> <li>French</li> <li>German</li> <li>Hungarian</li> <li>Italian</li> <li>Korean</li> <li>Polish</li> <li>Russian</li> <li>Simplified Chinese</li> <li>Spanish</li> <li>Swedish</li> <li>Thai</li> <li>Traditional Chinese</li> <li>Turkish</li> </ul>	Q2660-90902	The <i>HP LaserJet 3380</i> <i>User Guide</i> is available in electronic format on the HP LaserJet all-in- one software CD-ROM.

Table 1-3. User documentation availability and localization (continued)

Document name	Languages	Part Number	Location
HP LaserJet 3015 Start Guide HP LaserJet 3020 and 3030 Start Guide HP LaserJet 3380 Start Guide	<ul> <li>Arabic</li> <li>Bulgarian</li> <li>Croatian</li> <li>Czech</li> <li>Danish</li> <li>Dutch</li> <li>English</li> </ul>	The part number for the <i>HP</i> <i>LaserJet 3015</i> <i>Start Guide</i> is Q2669-90921. The part number for the <i>HP</i> <i>LaserJet 3020</i> <i>and 3030 Start</i>	Location The HP LaserJet 3015 Start Guide, the HP LaserJet 3020 and 3030 Start Guide, and the HP LaserJet 3380 Start Guide are available in hardcopy and come in the box with your HP LaserJet all-in-one product .
	<ul> <li>Estonian</li> <li>Finnish</li> <li>French</li> <li>German</li> <li>Greek</li> <li>Hebrew</li> <li>Hungarian</li> <li>Indonesian</li> <li>Italian</li> <li>Kazakh</li> <li>Korean</li> <li>Latvian</li> <li>Latvian</li> <li>Lithuanian</li> <li>Norwegian</li> <li>Polish</li> <li>Portuguese</li> <li>Romanian</li> <li>Russian</li> <li>Simplified Chinese</li> <li>Slovak</li> <li>Slovenian</li> <li>Spanish</li> <li>Swedish</li> <li>Thai</li> </ul>	<i>Guide</i> is Q2665-90921. The part number for the <i>HP</i> <i>LaserJet 3380</i> <i>Start Guide</i> is Q2660-90938.	
	<ul><li>Traditional Chinese</li><li>Turkish</li><li>Vietnamese</li></ul>		

Table 1-3. User documentation availability and localization (continued)

Document name	Languages	Part Number	Location
<i>HP LaserJet</i> 3015, 3030, and 3380 <i>Fax Guide</i>	<ul> <li>Arabic</li> <li>Czech</li> <li>Danish</li> <li>Dutch</li> <li>English</li> <li>Finnish</li> <li>French</li> <li>German</li> <li>Greek</li> <li>Hebrew</li> <li>Hungarian</li> <li>Indonesian</li> <li>Italian</li> <li>Korean</li> <li>Norwegian</li> <li>Polish</li> <li>Portuguese</li> <li>Russian</li> <li>Simplified Chinese</li> <li>Slovak</li> <li>Spanish</li> <li>Swedish</li> <li>Thai</li> <li>Traditional Chinese</li> <li>Turkish</li> <li>Vietnamese</li> </ul>	Q2660-90920	The <i>HP LaserJet 3015, 3030, and 3380 Fax Guide</i> is available in hardcopy and comes in the box with your HP LaserJet all-in-one product .

Table 1-3. User documentation availability and localization (continued)

# Software overview

This chapter provides information about the following topics:

- Operating systems
- Software component information
- Scanning system
- HP Send Fax software
- HP LaserJet all-in-one software for Windows
- Available product configurations
- Port communication
- Supported third-party software

#### Note

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For information about the HP LaserJet all-in-one software for Macintosh systems, see <u>Chapter 3, Macintosh software overview</u>.

## **Operating systems**

This section contains information about the following topics:

- Supported Windows operating systems
- Windows system requirements
- Printing from other operating systems

### Supported Windows operating systems

The all-in-one software for the HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products supports the following operating systems.

### Windows supported operating systems

The following Windows operating systems are fully supported through the software installer and drivers for these operating systems are available on the software CD-ROM that comes with the product.

- Microsoft (R) Windows (R) 98 Second Edition (98SE)
- Microsoft Windows Millennium Edition (Windows Me)
- Microsoft Windows 2000
- Microsoft Windows XP (32-bit)

Note

Because the Windows XP 64-bit driver and the Windows 2003 Server driver are not certified by the Windows Hardware Quality Lab (WHQL), when you install these drivers a message will appear stating that the drivers are not digitally signed. Click **OK** to continue the installation.

### Print-only supported operating systems

The following operating systems have print-only support by the HP LaserJet all-in-one product software.

- Microsoft Windows 95 (parallel connection only)
- Windows 98 First Edition
- Windows XP 64-bit (driver available only on the Web)
- Windows 2003 Server (driver available only on the Web)
- Windows NT (R) 4.0 (parallel connection only)

You must use the Add Printer Wizard to install the printer driver for these operating systems. The printer driver for these operating systems is available at the HP support web site for your product.

- http://www.hp.com/support/lj3015
- http://www.hp.com/support/lj3020
- http://www.hp.com/support/lj3030
- http://www.hp.com/support/lj3380

### Windows system requirements

The HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products can function as standalone fax machines and copiers without installing the software, but certain functions are not available unless the full HP LaserJet all-in-one software is installed. If you have a computer, HP strongly recommends installing the HP LaserJet all-in-one software. This provides the full functionality of the HP LaserJet all-in-one products and is the easiest method for setting required features.

Note

The HP LaserJet 3020 all-in-one product does not support faxing.

The HP LaserJet all-in-one software has the following minimum system requirements.

### Windows supported operating system requirements

- Microsoft Windows 98SE, Windows Me, Windows 2000, or Windows XP operating system
- Processor and RAM requirements:
  - For Windows 98SE: a computer with at least a P150 processor and 128 MB of RAM (256 MB recommended)
  - For Windows Me: a computer with at least a P150 processor and 128 MB of RAM (256 MB recommended)
  - For Windows 2000: a computer with at least a P300 processor with 128 MB of RAM (256 MB recommended)
  - For Windows XP: a computer with at least a Pentium (R) 233 MHz processor with 128 MB of RAM (256 MB recommended)
- 210 MB or more of free hard disk space
- A 2x or above CD-ROM drive (required for installation)
- A direct connection to a computer for full product functionality requires either:
  - A USB port (compatible with 2.0 specifications) -Or-
  - A dedicated, IEEE-1284B bidirectional or ECP-compliant parallel port

If the parallel port has another device attached to it, such as an external storage device, the device must be disconnected or you must add an additional parallel port.

### Print-only supported operating system requirements

- A computer running Windows 95, Windows 98 (First Edition), Windows XP (64-bit), Windows 2003 Server, or Windows NT 4.0.
- A computer processor and RAM that meets the minimum system requirements for the operating system you are running.

### Printing from other operating systems

You can print to your HP LaserJet all-in-one product from any operating system that complies with the PCL command language, such as O/S2, UNIX (R), or Linux systems. The O/S2 drivers will be available shortly after product release from the HP support web site for your product.

UNIX systems require a Model Script to set up the UNIX environment to be able to print to the product. The HP LaserJet III, or any generic HP LaserJet printer Model Script, should work. These files are written and provided by the individual UNIX vendor. Users of HP-UX can check for availability of the Model Script and the support model from the following web site.

### http://www.hp.com

Click the Support & Drivers link.

Linux users should check for the availability of drivers from the following web site.

http://www.linuxprinting.org

Note

Note

The Linux drivers are provided by HP, but HP does not support them. These drivers are supported through the Linux community.

The HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one series printer drivers have been tested and are supported under Windows Terminal Server or Citrix Metaframe.

### **Software component information**

This section contains information about the following topics:

New all-in-one software features

### New all-in-one software features

The HP LaserJet all-in-one software includes new features since the release of the HP LaserJet 3300 Series product. New features for the HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products include the following.

- New Installer. The HP LaserJet all-in-one products include a new Installer that improves the software installation process and supports either a hardware-first or a software-first installation.
  - Software-first is the recommended installation method.
  - The HP LaserJet all-in-one product software uses two separate installers, which run together to properly set up the port and the printing and scanning software. If you cancel the installation after the first installer finishes, your installation will consist of the print and scan driver only.
  - You have the option to perform a Minimum installation, which consists of print and scan drivers only.
- HP Toolbox and Fax Management. The HP LaserJet all-in-one product software includes a web application to easily communicate with and manage your HP all-in-one product. The HP Toolbox allows you to monitor the status of the product, examine and change product settings, gives you access to fax software functionality, allows you to scan from the all-inone product control panel, provides product alert functionality, and presents troubleshooting and "How Do I" content.
- Scan Driver Architecture. The HP LaserJet all-in-one product software includes a common architecture that provides TWAIN and WIA scanning support. This framework is shared with other HP products providing camera and scanner support for a common user experience.

- HP LaserJet Scan software. The HP LaserJet all-in-one product software includes a separate scan application that provides access to scanning from the Start/Programs group and performs other functions transparent to the user. This application allows you to e-mail a scanned image, save it to a file, perform OCR on it, or open the scanned image in another application that you specify.
- Improved Performance. The scan architecture, as well as some product enhancements of the HP LaserJet all-in-one product software, improve the overall performance for scanning.

## Scanning system

This section contains information about the following topics.

- Scanning methods
- HP LaserJet Scan software
- Scan drivers

### Scanning methods

You can scan from your HP LaserJet all-in-one product using any of the following methods.

- From the HP LaserJet all-in-one software on your computer. At your computer, click Start, click Programs, click Hewlett-Packard, click the name of your HP LaserJet all-in-one product, and then click Scan. Or, if your computer is connected directly to your HP LaserJet all-in-one product and you have enabled the Scan to e-mail or a folderoption in the HP Toolbox, you press the START SCAN button on the HP LaserJet all-in-one product control panel to automatically open the HP LaserJet Scan software on your computer. See the HP LaserJet Scan software section for more information.
- From the HP LaserJet all-in-one product control panel. On the HP LaserJet all-inone product control panel, press the SCAN TO button. Use the < or > buttons to make a selection from the list, and then press the START SCAN or the MENU/ENTER button. See <u>Chapter 4, The HP Toolbox</u> for information about the following options.
  - If you select an e-mail address that you had previously added in the HP Toolbox, your scanned item is sent to that e-mail recipient as an attachment.
  - If you select a folder location that you had previously added in the HP Toolbox, your scanned item is saved in the folder location you specify.
  - If you select MY SCANS, you will save the scanned item to the MY DOCUMENTS \MY SCANS directory on your computer.
  - If you select ADD NEW E-MAIL, the HP Toolbox automatically opens on your computer allowing you to add e-mail recipients.
  - If you select ADD NEW FOLDER, the HP Toolbox automatically opens on your computer allowing you to add additional folder locations.

- From a TWAIN- or WIA-compliant software application. Check the Help system on your software application to learn how to scan from a TWAIN- or WIA-compliant scanner from within your software application.
- From the Camera and Scanner Wizard on Windows XP. In Windows XP, click Start, click Control Panel, double-click Scanners and Cameras, and then double-click the HP LaserJet all-in-one product scanner icon. The Camera and Scanner Wizard appears. Follow the onscreen directions to save your scanned item to a file.

### **HP LaserJet Scan software**

The HP LaserJet Scan software allows you to either scan from the HP LaserJet all-in-one product or to read from a file and then do the following with the data.

- Save the scanned item to a file.
- Attach the scanned item to an e-mail.
- Perform OCR on the scanned item through Readiris Pro text recognition software (OCR) (if Readiris Pro is installed on the computer).
- Open the scanned item with any third-party software application that supports drag and drop.

The HP LaserJet Scan software uses scans via TWAIN and performs any necessary file conversions. The HP LaserJet Scan software is set up to scan by default, but the **General** tab on the **Settings** dialog box does provide an override to read a scanned item from a file. This is helpful both for testing when a scanner is not available and for converting existing files into some other output file type. The following file types are currently supported.

- .BMP
- .GIF
- JPG
- .PDF
- .TIFF (both regular and compressed)

The following additional file types are supported as output by the Readiris Pro text recognition software (OCR). If you want to use one of these formats, select **Readiris** as your destination and save the file from within the Readiris Pro program.

- .CSV
- .DCA
- .DOC
- .DW
- .HTM
- MM.
- .PDF
- .RTF
- .TXT
- .WP
- .WPS

- .WS
- .WS2

The HP LaserJet Scan software is composed of a simple user interface that provides only a **Where should the data go?** drop-down menu and a **Settings** button.

hp LaserJet Scan		
<u>W</u> here should the data go?		
Send it through e-mail	·	S <u>e</u> ttings
	<u>S</u> can	Cancel

### Figure 2-1.

#### HP LaserJet Scan dialog box

Clicking **Settings** displays a more detailed property dialog box called the **Scan Settings** dialog box that allows you to make changes to the scan settings. The tabs available on the **Scan Settings** dialog box depend on the destination you select on the **HP LaserJet Scan** dialog box. For example, the **E-mail** tab appears only if the selected destination is **Send it through e-mail**. **Quick Sets** are also available to store settings that you use on a regular basis.

1		-	<u>S</u> ave
<mark>₩</mark> Use t	his as the default for 'Send it t	hrough e-mail'	
	ita from this file instead of sca	ppipa:	
			Browse,
Fore	ample, use this option to con	vert an existing file to a	different file format type.

### Figure 2-2. Scan Settings dialog box

Note	If the <b>Show the TWAIN dialog to allow cropping and preview scanning</b> check box is not selected on the <b>Scan</b> tab, the TWIN driver user interface will not appear. For an example of the TWAIN driver user interface, see <u>TWAIN driver user interface</u> .			
	If you do not change any settings on the <b>Scan Settings</b> dialog box, the HP LaserJet Scan software prompts you for any needed information, such as a file name if you are sending the scanned item to a file folder or an e-mail address if you are sending the scanned item via e-mail. If you specify an e-mail address in the <b>Scan Settings</b> dialog box before you scan your item, the e-mail is sent automatically without displaying the new message dialog box.			
	Every time the HP LaserJet Scan software is executed, an HPPSCAN2.LOG file is generated within the current user's temporary directory. The HPPSCAN2.LOG file logs operations and aids in troubleshooting problems.			
Note	The user's TEMP directory is often hidden from view. Use the File to e-mail tool to get this file from a customer.			
	Scanning to a file sends the scanned image to a <b>My Scans</b> directory in your <b>My Documents</b> folder unless you have specified otherwise.			
	Selecting the third-party destination option saves the scanned image to a file of the specified file type. The HP LaserJet Scan software then launches the specified software application by appending the filename after the application filename. The HP LaserJet Scan software does not support automatic discovery of software applications. This means that you must specify the following information.			
	The correct software application			
	A file type that your software application supports			
	<ul> <li>That the software application will open the the filename when it is passed as a command line argument during launch</li> </ul>			
Note	The HP LaserJet Scan software does not support multi-page scanning from the flatbed.			
	E-mail			
	The HP LaserJet all-in-one software for Windows supports only MAPI-compliant e-mail applications, not Internet-based e-mail programs such as Hotmail or Yahoo. The following programs are examples of the type of e-mail programs supported by the HP LaserJet all-in-one			

programs are examples of the type of e-mail programs supported by the HP LaserJet all-in-one product software.

- Microsoft Exchange
- Microsoft Outlook
- Microsoft Outlook Express
- Lotus Notes (3.0 or later)

E-mail is always sent through your default e-mail client as noted in the E-mail control on your computer. To see what your default e-mail client is, click **Start**, click **Control Panel**, click **Internet Options**, click **Programs**, and then click **E-mail**.

### Scan drivers

The HP LaserJet all-in-one product software includes the following integrated scan drivers.

- TWAIN scan driver
- Windows Image Acquisition (WIA) scan driver

Note

Someone with Administrator privileges must initiate a scan and send a fax before any other faxes can be sent on the HP LaserJet all-in-one product.

### **TWAIN scan driver**

The HP LaserJet all-in-one product software includes a TWAIN driver user interface that allows great flexibility and a wide range of image quality options. TWAIN is an industry standard scanning protocol, and scans from the HP LaserJet all-in-one product can be initiated from any TWAIN-compliant application.

The current supported scan language is PML.

Note

The TWAIN driver does not support duplex scanning.

### **TWAIN** compatibility

TWAIN-compliant applications can acquire documents directly from the HP LaserJet all-inone product. Programs that follow the TWAIN standards should work. (The HP LaserJet allin-one products support only the required core functions for TWAIN compliance. It does not support extended TWAIN options.)

### TWAIN scanning does not work with some applications

For applications that are not TWAIN-compliant, use the following process as a workaround.

- 1 Scan the document in .TIF format (or any other file type supported by that application) into a folder using the HP LaserJet Scan software.
- 2 Import the .TIF file into the program.

### Additional information about TWAIN

For more information about TWAIN, visit the following Web site.

http://www.twain.org

#### **TWAIN** driver user interface



#### Figure 2-3. TWAIN driver user interface

The TWAIN user interface contains the following options.

- New Scan. This control causes a rescan of the image. Flatbed rescans are always at 75 dpi and in color. ADF rescans are always at 300 dpi and in color.
- Accept. This control causes a rescan of the image if the original is on a flatbed scanner and sends the image back to application with the specified settings.
- **Resize.** This control changes the selection area for final scan. The final scan is performed within this selection area.
- Lighten/Darken. This control performs lightening or darkening on the scanned image. This
  operation is done post-scan on the returned image. No device interaction takes place.
- Color Adjustment. This control performs color adjustment on the scanned image. This
  operation is done post-scan on the returned image. No device interaction takes place.
- **Resolution.** This option designates the final resolution for the image. Resolutions above 600 dpi are interpolated by the software.
- Mirror. This option flips the scanned image horizontally. This operation is done post-scan on the returned image. No device interaction takes place.
- Invert Colors. This control inverts the colors in the scanned image. This operation is done
  post-scan on the returned image. No device interaction takes place.
- **Descreen.** This control applies a special algorithm to detect and remove undesirable patterns from the scanned image. Choosing this option will automatically trigger a rescan, because the descreen operation must take place as the image data is flowing in from the scanner.
- **Rotate.** This control rotates the scanned image left or right by 90 degrees. This operation is done post-scan on the returned image. No device interaction takes place.
- Zoom. This control zooms in on the selected area of the scan. This will automatically
  cause a rescan if it is needed in order to get an image that is good enough to zoom in
  on.
- **Reset Tools.** This option resets all the controls to their default values.

You can set additional scan settings by positioning your mouse over the **Scan** menu, and then clicking **Scan preferences**.

utomatic Quality vs. Speed Preview	
Automatically straighten scanned images	
Automatically adjust exposure	
- Automatically adjust color	
Use enhanced color	
Prompt for additional scans from glass/TMA.	
Restore Defaults	
	OK Cancel

### Figure 2-4. Scan Preferences dialog box

The Scan Preferences dialog box contains three tabs: Automatic, Quality vs. Speed, and Preview. However, the HP LaserJet Scan software supports only the options on the Automatic tab. The following options are available on the Automatic tab.

- Automatically straighten scanned images.
- Automatically adjust exposure.
- Automatically adjust color.
- Use enhanced color.
- **Prompt for additional scans from glass/TMA.**The HP LaserJet Scan software does not currently support this option.
- Restore Defaults.

### Windows Image Acquisition (WIA) scan driver

You can use any of the following methods to gain access to WIA scanning for Windows XP.

- You can launch WIA scanning through a WIA-compliant software application.
- You can right-click on the scanner icon in the **My Computer** folder, and then clicking **Scan**.
- You can right-click on the scanner icon in the My Computer folder, and then clicking Scanner Wizard.
- You can right-click on the scanner icon in the **Scanners and Cameras** folder in the **Control Panel**, and then clicking **Scan**.
- You can right-click on the scanner icon in the **Scanners and Cameras** folder in the **Control Panel**, and then clicking **Scanner Wizard**.

WIA has its own user interface that is relatively simple and does not contain the wide range of image quality options that are available in the TWAIN driver user interface.

When you use the WIA scan driver, you must modify brightness and contrast post-scan. Contrast or brightness modifications cannot be set on the device. Only native device resolutions are supported and software interpolation is not performed. The WIA scan driver supports scan types of **ADF** or **Flatbed**, but does not support duplex scanning.

#### Note

WIA support is not installed when the scan driver is installed over a network. The scanner icon is not visible and only TWAIN scans are possible.

# **HP Send Fax software**

#### Note

The HP LaserJet 3020 all-in-one product does not support faxing.

The HP Send Fax software allows you to send faxes from your computer. To use the HP Send Fax software, click **Start**, click **Programs**, click **Hewlett-Packard**, click the name of your HP LaserJet all-in-one product, and then click **Send Fax**.

🖥 hp LaserJe	t Send Fax		? 🛛
Fax To			
Eax Number		-	All and a second
<u>N</u> ame			Elle m
C <u>o</u> mpany			14 3ra 188 8
Ī	Clear Entry Phone	Book Create Recipie	ent List
Resolution	C Standard	● Fine C St	uperfine
Include With F	ax		
Cover Pa	ge >>		
☐ Pages in I	Doc <u>u</u> ment Tray		<u>D</u> efaults
Send No <u>w</u>	Pre <u>v</u> iew	<u>C</u> ancel	Help

### Figure 2-5. Send Fax user interface

Note

The HP Send Fax software works together with the HP Toolbox. If you turn off the HP Toolbox, you are not able to use some of the features of the HP Send Fax software, such as having access to the fax phone book or editing your personal data. Cover pages are completed with your name, company name, phone number, and fax number as you entered them when you last edited them. However, you are still able to preview and send faxes.

In some cases, faxing from the computer is more convenient than faxing from the HP LaserJet all-in-one control panel, such as in the following examples.

- Faxing to multiple recipients
- Creating a cover page
- Faxing without first printing and scanning the document

### Faxing to multiple recipients

If you need to send a fax to multiple recipients, the HP Send Fax software allows you to enter the names and fax numbers of each recipient easily.

hp LaserJet Ser Fax To	id Fax			Phone Book	?
Eax Number	Entry	Create Recipie	ant list	Group 1, (Grou Jane Doe, 208-55 Nancy Taylor, (20	5-1212
			uperfine		
Cover Page >>	nent Tray		Defaults	<	>
Send Now	Preview	Cancel	Help	Edit	Refresh

### Figure 2-6. Faxing to multiple recipients

If you have stored entries in the fax phone book provided in the HP Toolbox, you can click **Phone Book** on the **Send Fax** page to quickly select the recipients for the fax. Or you can type in the entries at your keyboard and click **Add To List**. To add new entries to the fax phone book in the HP Toolbox, click **Edit** to launch the HP Toolbox.

## Creating a cover page

If you want to create a cover page to accompany your fax, click Cover Page.

hp LaserJet Send Fax	25
Fax To Eax Number Name	Phone Book Group 1. (Group) Jane Doe, 208-555-1212 Nancy Taylor, (208) 555-1212
Company Cear Entry Phone Book Create Recipi Resolution C Standard Fine C S	ent List
Include With Fax	
Subject Cover Page Template Business 1	
Pages in Document Tray	Defaults C
Send Now Preyiew Cancel	Help Edit Refresh

### Figure 2-7.

Send Fax - cover page

After you have run the HP Toolbox Fax Setup Wizard (you only need to do this once for the life of the software), your name, company name, phone number, and fax number are entered automatically into the cover page template. The recipient's data is automatically filled in too. When you click **Cover Page**, the **Notes** section appears for your use. To view a filled-in cover page template, select one from the drop-down menu and click **Preview**.

# Faxing without first printing and scanning the document

One of the most useful features of the Send Fax software is the ability to fax documents without first printing and scanning them. For example, if you want to send a Microsoft Word document, open the document, click **File**, click **Print**, and then select the **Fax Printer Driver** from the drop-down menu of printers.

The HP Send Fax software is launched with the document already attached. If you want to view the fax, click **Preview**. You can add a scanned document by clicking **Pages in Document Tray** or add a cover page by clicking **Cover Page**.

# **HP LaserJet all-in-one software for Windows**

The HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products include the following software components and programs for Microsoft Windows operating systems:

Components	Description				
HP installer	Installs HP LaserJet all-in-one software based on the hardware it detects from the host computer.				
HP scan installer	Installs the HP LaserJet all-in-one scanner driver based on the hardware it detects from the host computer.				
Uninstaller	Removes files and folders installed when the HP LaserJet all-in-one software was originally installed on the computer.				
Scrubber utility	After running the Uninstaller, removes files and folders installed when the HP LaserJet all-in-one software was originally installed on the computer.				
HP LaserJet Scan software	Allows access to the scan functions on your HP LaserJet all-in-one product.				
HP LaserJet Fax software <sup>1</sup>	Allows access to the fax functions on your HP LaserJet all-in-one product.				
HP Toolbox	Provides an interface through your Web browser to manage the HP LaserJet all-in-one products. Use the HP Toolbox to perform the following tasks:				
	Monitor the status of your HP LaserJet all-in-one product				
	Change the print, fax, and copy settings for your HP LaserJet all- in-one product				
	<ul> <li>Provides scanning functionality from the control panel of your HP LaserJet all-in-one product</li> </ul>				
	• Set the scan-to e-mail addresses and the scan-to folder locations				
	<ul> <li>Find troubleshooting information and instructions for performing basic tasks</li> </ul>				
	Receive Status Alerts when certain events occur or conditions     exist on your HP LaserJet all-in-one product				

### Table 2-1. Software components for Windows

Table 2-1. Software components for Windows (continued)

Components	Description				
Driver software	Allows you to print, fax, and scan with the computer and the HP LaserJet 3015, the HP LaserJet 3020 <sup>1</sup> and 3030, and the HP LaserJet 3380 all-in-one products. This software includes the following drivers:				
	• The PCL 6 and PCL 5e printer drivers. The PCL 6 driver is installed by default. To install the PCL 5e driver, use the Add Printer wizard.				
	• The PostScript (PS) printer driver and PostScript Printer Description (PPD) file for printing with PostScript Level 2 emulation. This driver is not installed by default. To install the PS driver, use the Custom installation or the Add Printer wizard.				
	• The HP LaserJet 3380/3030/3015 Fax (PC fax) driver				
	Scan drivers				
	• <b>TWAIN driver.</b> TWAIN is an industry standard scanning protocol, and scans from the HP LaserJet all-in-one product can be initiated from any TWAIN-compliant application.				
	• Windows Image Acquisition (WIA) driver. WIA scanning (Windows XP only) can be launched from a WIA compliant application or from the computer. WIA has its own user interface that is relatively simple and does not contain the wide range of image quality options that are available in the TWAIN driver user interface.				
	<b>Note</b> WIA support is disabled when the scan driver is installed over a network. The scanner icon is not visible and only TWAIN scans are possible.				
Readiris Pro text recognition	Allows you to convert scanned images into text that can be edited in word-processing programs.				
software (OCR), version 8.0, by IRIS	The user interface of this software is localized into six languages. However, the software supports OCR in 117 languages.				
Note The Readiris Pro	Readiris Pro text recognition software (OCR) 8.0 supports OCR in 2- byte Asian characters. You must have your operating system set up to display 2-byte characters in order to see the resulting text.				
text recognition software uses a separate installer and is shipped on a separate CD- ROM.	Note You must start Readiris Pro and scan directly into the application to perform OCR scanning. Readiris Pro automatically launches a wizard to help you through this process. When Readiris Pro is installed on the computer, Readiris Pro appears as an option in the destination drop-down box in the HP LaserJet Scan software. If you select Readiris Pro as the destination, your image is scanned into .TIFF format and Readiris Pro launches automatically to begin the OCR process.				

Table 2-1. Software components for Windows (continued)

Components	Description
Online Help	Provides help for using the software for the HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products.
	The user documentation for these products is included on the installation CD-ROM as both .CHM (online help) files and Adobe Acrobat (R) .PDF files. The software CD-ROM uses a version of Adobe Acrobat Reader that remains on the CD-ROM and does not need to be installed on the computer. However, you need a Web browser installed on the computer to view the contents from any .CHM file.

<sup>1</sup> The HP LaserJet 3020 does not support faxing.

# **Available product configurations**

This section contains information about the following topics:

- Software features by connection type
- Supported configurations
- Configuration options
- Multi-tasking capabilities by connection type
- Differences between network and direct connection configurations

# Software features by connection type

The HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-inone products can function in one of three installations:

- As a standalone fax and copier not connected to a computer.
- Directly connected to a computer. If it is connected to a computer running Windows 98SE, Me, NT 4.0, 2000, and XP, you can share the product with other network users (for printing only).
- Connected to a network.

Note

The HP LaserJet 3020 all-in-one product does not support faxing.

The product works in any of these situations, but feature availability varies. The following table shows which features are available depending on how you connect the product.

Details on which features can be used simultaneously in the direct or network connection configurations are given in this section.

Feature or Function	Connected Directly to Computer, Local User <sup>1</sup>	Connected Directly to Computer, but Shared with Other Users <sup>2</sup>	Connected to Network via HP Jetdirect Print Server
Printing from the computer to the product	X	X	Х
Faxing electronic documents from the computer (PC faxing)	X		Х
Combining paper and PC fax documents in a fax	X		Х
Scan to E-mail	х		Х
Optical character recognition (OCR) software for converting scanned images to editable text documents	x		X
Gain access through the software to the fax options	X		Х
Access through the software to the product setup options and setup for speed dial numbers	x		X

Table 2-2. Software features by connection type

<sup>1</sup> Available to the user of the computer that is directly connected to the product.

<sup>2</sup> Available to the other users who are using the network when Microsoft Windows sharing is enabled from the computer that is directly connected to the product. When the computer that is directly connected to the product is on a local area network, the product can be shared with other computers on the network. Users of shared computers can only print from their computers to the product and they must have the full software package installed on their computers.

### **Supported configurations**

This section includes information about the following topics:

- Direct connection
- Network connections

### **Direct connection**

In the direct (or local) configuration, the HP LaserJet all-in-one product is connected directly to the host computer with an IEEE-1284B parallel or Universal Serial Bus (USB) cable. In this configuration, the product is not shared. A single user has complete physical control over the product. Most users are familiar with using peripherals that are directly connected to their computers. You can gain access to all of the capabilities of the product in this configuration.

### **Network connection options**

The following networking options are available for the HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products:

### Local connection using Microsoft peer-to-peer networking (Windows only)

Microsoft Windows allows a person to share a local printer over the network. The operating system handles all of the networking issues. The product will print in this configuration, but only the local computer will be able to use the faxing and scanning functionality; network faxing and scanning are not supported in this configuration. Also, because Microsoft peer-to-peer networking is unidirectional, network users do not receive printer status messages when they print to the product.

#### Note

HP does not support vending drivers across operating systems that have different printer driver architectures, such as HP Traditional drivers and HP Unidrivers. To use mixed operating systems, you must install an alternate print driver and download the driver for the specific operating system as described in the HP customer support document *HP Color LaserJet and LaserJet Printers - MS Windows NT 4.0 through MS Windows 2000 and beyond, Print Driver Issues for Operating in a Mixed Operating System Environment.* 

### System requirements for peer-to-peer networking

The network computers that will be using the HP LaserJet all-in-one software need to meet the same requirements as a direct connection for operating systems, processor type and speed, and available hard disk space.

### Networked with HP Jetdirect external print server

In this configuration, your HP LaserJet all-in-one product is connected to a network through an HP Jetdirect print server, such as the HP Jetdirect 300X and 500X (parallel) or the HP Jetdirect en3700 (USB) print servers. The product can be under the direct control of a single user or in a common area with other networked resources. All users on operating systems that support the full product software have access to the printing, outbound faxing, and scanning functionality of the product.

When networking using a supported HP Jetdirect print server, you are able to perform nearly all of the functions just as if your HP LaserJet all-in-one product was directly connected. There are some limitations on scan functions.

### HP Jetdirect networking requirements

The following are required for your HP LaserJet all-in-one product to work on an HP Jetdirect network connection.

• An installed network using the TCP/IP or IPX/SPX network protocol.

If you are using the TCP/IP protocol, you must configure the HP Jetdirect print server for a direct peer-to-peer connection from the computer to the product for network users to have the full print, fax, and scan functionality of your HP LaserJet all-in-one product. The IPX/SPX network protocol supports print functions only.

If you are setting up peer-to-peer printing ("Windows sharing") on a Windows 98SE, Me, NT 4.0, 2000, or XP network, you can use the driver installation software to print directly to the printer.

- A cable for your type of network connections (not included). This cable is used to connect the HP Jetdirect print server to a network port.
- A supported HP Jetdirect external print server. The model used depends on the type of network you have and how many HP LaserJet all-in-one products (or other devices) you want to connect to the print server.

The following HP Jetdirect external print servers are supported.

- HP Jetdirect 170X (J3258B). Use this model if you have a 10-Base-T network, and only need to connect the HP LaserJet all-in-one product to this print server. This print server does not support Web Scan. This print server is not compatible with Mac systems.
- HP Jetdirect 175X (J6035C). Use this model if you have a 10-Base-T or a 100-Base-T network, and only need to connect your HP LaserJet all-in-one product to this print server.
- HP Jetdirect 300X (J3263A) with firmware revision H.08.00 or higher. Use this model if you have a 10-Base-T or 100-Base-TX network, and only need to connect your HP LaserJet all-in-one product to this print server. This print server does not support Web Scan.
- HP Jetdirect en3700 (J7942A) with firmware revision A.25.00 or higher. Use this model if you have a 10-Base-T or a 100-Base-TX network and only need to connect your HP LaserJet all-in-one product to this print server.
- HP Jetdirect 380X (J6061A) external wireless, compatible with all firmware versions. It connects one product to any 802.11b wireless Ethernet.
- HP Jetdirect 500X (J3265A) with firmware revision J.08.00 or higher. Use this model if you have a BNC (10Base2), 10-Base-T, or 100-Base-TX network, and would like to connect your HP LaserJet all-in-one product and up to two other devices to this print server. This print server does not support Web Scan. This print server must be set up on Port 1.

### Note

Note

You can check the firmware revision number by printing a configuration page for the HP Jetdirect print server. If the firmware version is not H.08.00 or J.08.00 or higher, upgrade the firmware before using the HP Jetdirect external print server with your HP LaserJet all-in-one product. See the documentation that came with the HP Jetdirect print server for more information about upgrading the firmware.

#### You can download a firmware upgrade from the following Web site. http://www.hp.com/go/webjetamin\_firmware

The HP Jetdirect 170X and 175X print server firmware is not upgradeable.

## **Multitasking capabilities**

The HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products are designed to carry out multiple tasks simultaneously. This enables you to initiate tasks when they are needed, without waiting.

The HP LaserJet all-in-one products perform multiple tasks such as printing, scanning, copying, faxing, and PC faxing. Depending on which functions are in use, the HP LaserJet all-in-one product can perform many functions at the same time. This high level of multitasking is made possible by the two separate paper paths (a print paper path and a scan paper path) of the HP LaserJet all-in-one products. Additionally, these products feature at least 32 MB of memory that can efficiently manage multiple tasks, and a scan-ahead feature that quickly clears the scan paper path for subsequent jobs.

The following table shows which tasks the HP LaserJet all-in-one products can perform while another function is already in use.

Note

Note

The HP LaserJet all-in-one products can perform multiple tasks when directly connected to a computer or when connected to a network with an HP Jetdirect external print server. The copy and scan functions are not available when using a Windows sharing (peer-to-peer) connection.

The HP LaserJet 3020 all-in-one product does not support faxing.

If the	You are able to:						
product is:	Send a print job	Receive a paper fax	Send a paper fax	Receive a PC fax	Send a PC fax	Scan to the PC	Сору
Printing a file	Yes. Prints when first print job ends.	Yes. Prints when first print job ends.	Yes.	Yes.	Yes.	Yes.	Yes. Copy pages scans/ prints when PC printing ends.
Printing a paper fax	Yes. Prints when fax printing ends.	Yes. Prints when first job ends.	Yes.	Yes.	Yes.	Yes.	Yes. Copy pages scans/ prints when fax printing ends.

### Table 2-3. Multitasking capabilities

Table 2-3. Multitasking capabilities (continued)

		capabilities	<u>`</u>		1	r	r
Receiving a paper fax	Yes. Prints when fax printing ends.	No. Telephone line is in use.	Yes. Sends when first fax job ends.	No. Telephone line is in use.	Yes. Sends when first fax job ends.	Yes.	Yes.
Sending a paper fax	Yes.	No. Telephone line is in use.	Yes. Sends when first fax job ends.	No. Telephone line is in use.	Yes. Sends when first fax job ends.	Yes, if the scanner is not in use.	Yes, if the scanner is not in use.
Copying	Yes. Prints when copying ends.	Yes. Prints when copying ends.	Yes, if the scanner is not in use.	Yes	Yes.	Yes, if the scanner is not in use.	Yes. Second copy begins when the first copy job ends.
Sending a PC fax	Yes.	No. Telephone line is in use.	Yes. Sends when first fax job ends.	No. Telephone line is in use.	Yes. Sends when first fax job ends.	Yes, if the scanner is not in use.	Yes.
Receiving a PC fax	Yes.	No. Telephone line is in use.	Yes. Sends when first fax job ends.	No. Telephone line is in use.	Yes. Sends when first fax job ends.	Yes.	Yes.
Scanning	Yes.	Yes.	No. The scanner is in use.	Yes.	Yes.	No. The scanner is in use.	No. The scanner is in use.

# Differences between the network-connected and direct-connected configurations

When networking using a supported HP Jetdirect print server, you can perform nearly all of the product functions just as if your HP LaserJet all-in-one product was directly connected to your computer. The following are a few exceptions:

- The WIA scan driver for Windows XP is not available on a network.
- One touch scanning with the START SCAN button on the control panel of the HP LaserJet all-in-one product is not supported on networked HP LaserJet all-in-one products. The START SCAN button on the control panel of the HP LaserJet all-in-one product launches the HP LaserJet Scan software on the PC in direct connections.

- The **Scan to e-mail or folder** functionality is turned off by default for network connections. You must enable this function in the HP Toolbox for networked computers.
- The **Scan to e-mail or folder** entries will be prefixed with a host name abbreviation for networked computers in order to differentiate between computers on the network.

# Port communication

This section provides information on the following topics:

- Port communication overview
- Parallel port connections
- USB port connections
- Device conflicts in Windows

### **Overview**

The HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-inone products include both an IEEE-1284B parallel port and a USB port.

The HP LaserJet all-in-one products can be connected with either the IEEE-1284B port or the USB port.

#### Note

Do not connect both the parallel port and the USB port to the same computer. Do not connect two computers directly to the same HP LaserJet all-in-one product. Use an HP Jetdirect print server to connect more than one computer to one HP LaserJet all-in-one product.

### **Parallel port connections**

The HP LaserJet all-in-one products require a parallel port featuring a bidirectional data bus to be directly connected to the computer. A port which is referred to as an enhanced capabilities port (ECP) or IEEE-1284B qualifies.

Extended parallel port only (EPP-only) or unidirectional ports are not supported. However, some ports can be set to EPP/ECP through the CMOS setup or a jumper setting, which is supported.

### Other parallel port devices

Your HP LaserJet all-in-one product must be directly connected to the computer parallel port. If you have a switch box or other device connected to the parallel port, you must disconnect it prior to connecting and using your HP LaserJet all-in-one product. Another option would be to have two parallel ports installed on the computer. You can use parallel port expansion cards, but HP does not support them.

### Changing parallel port modes

This section provides instructions to help you ensure that the parallel port is configured to provide the best performance with your HP LaserJet all-in-one product.

The parallel port mode determines how the parallel port performs with your HP LaserJet all-inone product. This mode can default to different settings. Unfortunately, the HP LaserJet all-inone software cannot automatically select the best setting. Therefore, you need to check this setting yourself. ECP mode generally provides the best printing and scanning performance.

Different basic input/output system (BIOS) options frequently exist within a computer manufacturer's range of products. Changing the parallel port mode is similar for all computers if they have the capability built in. See your computer documentation for specific instructions about changing the parallel mode for your computer.

Even though the label on the parallel port mode says ECP, it might not follow the protocol. If the port mode option you click does not work, then try another option in the Setup. If your computer does not have the ECP capability built in, you can install an external parallel port card to add this functionality.

In addition to the parallel port mode being set incorrectly, other areas of potential parallel port conflict might exist involving software and hardware from other manufacturers. If none of the options in the Setup allow your HP LaserJet all-in-one product to communicate with the computer, or you have other devices that need a parallel port, you can add an external ECP parallel port card to your computer. Then, connect your HP LaserJet all-in-one product to one of the parallel ports and connect the other devices you have to the other parallel port. These parallel port cards are available at computer stores and allow your HP LaserJet all-in-one product to communicate with your computer without conflicting with other devices.

## **USB port connections**

USB version 2.0 is an input/output mode that is supported by both PCs and Macs. A wide variety of consumer devices, such as digital cameras and scanners, also support USB. Version 2.0 is the current standard. Note that the HP LaserJet all-in-one products are compatible with USB version 2.0 specifications.

There is a distinction between a USB Host and a USB Device. The HP LaserJet all-in-one products are USB Devices. They can only connect to a USB Host or a USB Hub.

### **Device conflicts in Windows**

When two-way communication cannot be established with the HP LaserJet all-in-one product, the Windows Device Manager might show a conflict. Conflicts should be resolved immediately before continuing to troubleshoot two-way communication issues. The following sections contain a few guidelines for identifying and resolving these conflicts.

Note

This process applies to both USB and parallel port devices. However, USB devices are only supported in Windows 98SE, Windows Me, Windows 2000, and Windows XP.

### **Opening the Windows Device Manager**

Follow these steps to open the Windows Device Manager.

- 1 For Windows 98SE and Windows Me, Click **Start**, click **Settings**, and then click **Control Panel**.
  - For Windows 2000 and Windows XP, Click Start, and then click Control Panel.
- 2 Double-click the **System** icon.
- 3 On the Hardware tab, click Device Manager.

In Windows 98SE, click the Device Manager tab.

### **Check for device conflicts**

Follow these steps to check for device conflicts.

- 1 Look for devices that appear on the list with a yellow exclamation mark (!) or a red X.
- 2 Identify port conflicts by double-clicking **Port** or by clicking the plus sign (+). Conflicts here usually interfere with two-way communication.
- 3 To check the status of a device, click the device name, and then click **Properties**. The **Device Status** appears in the middle of the dialog box.
- 4 To check the **Conflicting Device** list, click the device name, and then click **Properties**. Click the **Resources** tab, and look at the **Conflicting Device** list at the bottom of the dialog box.
- 5 Click the plus sign (+) to the left of **Open the Other Devices**. Misidentified or noncategorized devices are placed here.

# Guidelines for troubleshooting and resolving device conflicts

Follow these steps for resolving device conflicts.

- 1 If the conflicting device is no longer present in the list of devices, click the device name, click **Remove**, and then click **Yes**. Click **Yes** to restart Windows.
- 2 If the conflicting device is a duplicate (and one of the duplicate listings does not show a conflict), click the name(s) of the device(s) that have a conflict, click **Remove**, and then click **Yes**. Click **Yes** to restart Windows.

Note

Note

You may not need to restart the computer in Windows 2000 or Windows XP, depending on the type of port conflict you are resolving.

**3** If a device has a conflict and you have the driver for that device, remove the device and then reinstall it. After removing the device, restart the computer. When Windows reinstalls devices, it usually finds nonconflicting resources.

# Supported third-party software

The following third-party software applications are supported by your HP LaserJet all-in-one product software.

# **Optical character recognition (OCR)**

The HP all-in-one product software does not have an integrated OCR feature. OCR capability is provided by the third-party software program Readiris Pro text recognition software (OCR), which is included on a separate CD-ROM shipped with your HP LaserJet all-in-one product.

### About OCR reliability

OCR turns an image into computer-editable text by analyzing the image and defining the characters to produce editable text. The accuracy obtained through OCR software depends on the quality, size, and structure of the original document, and on the quality of the scan itself. To obtain the best possible results when using OCR software, do the following:

- Process only pages that contain 9-point text or larger.
- Limit pages that contain underlining, forms, graphics, rotated text, photographs, and handwriting.
- Scan images squarely.
- Make sure the pages are free of extraneous marks.
- Maximize the scanning resolution.
- Process only pages that have crisp clear text. Letters that have gaps, that "bleed" along their edges, or that touch other letters do not work well. Text that is aligned closely to nontext items, such as graphics, might also degrade OCR results.
- Fine-tune the amount of black and white on scanned images. See the user guide for information.

Even if you follow these recommendations, you might still get less-than-perfect results. This is because OCR technology itself is evolving and is still less than perfect.

## Other PC fax programs

The PC fax program that came with the product is the only PC fax program that works with the product.

If you want to continue to use your PC fax program, you must use it with the modem you already have connected to your computer, rather than with the product. Using two PC fax programs can cause both programs to work incorrectly.



# **Macintosh software overview**

This chapter provides information about the following topics:

- Supported Mac operating systems
- Supported e-mail programs
- All-in-one software for Mac
- System requirements for a direct connection (Mac)
- Installation overview
- Installation options
- Installation dialog box options for Mac OS systems
- Uninstall instructions for Mac

# Supported Mac operating systems

The Macintosh all-in-one software for the HP LaserJet 3020 and 3030 and the HP LaserJet 3380 all-in-one products supports the following operating systems.

- Apple Macintosh 9.1 and 9.2.x
- Apple Macintosh OS X (version 10.2.x)

# Supported e-mail programs

The following programs are examples of the type of e-mail programs for the Macintosh version of the HP LaserJet all-in-one product software. These e-mail programs are set up automatically by the HP Aio Setup Assistant.

- Microsoft Outlook Express
- Apple Mail
- Microsoft Exchange
- America Online (AOL) Mail

# All-in-one software for Mac

This section provides information about the following topics:

- Software components for Mac
- Software features not available for Mac
- Software component availability for Mac
- Software component localization for Mac
- Ordering software for Mac

### Software components for Mac

The following table outlines the software components for the HP LaserJet 3020 and 3030 and the HP LaserJet 3380 all-in-one products that are available for computers running the Macintosh operating system .

#### Note

### Table 3-1. Software components for Mac

Component	Description
Installer software	Installs all the HP all-in-one software.
Driver software	Allows you to print, copy, and scan with the computer and the HP all-in-one products. This software includes:
	The PostScript Printer Description (PPD) file for printing through PostScript Level 2 emulation.
	The HP LaserJet Fax driver.
	The HP LaserJet Scan driver (TWAIN scan driver ).
Configure Device	Provides a user interface to allow you to configure your HP LaserJet all-in-one product. It can also be used to print configuration reports.

Component	Description
HP LaserJet Director	Your HP all-in-one product automatically senses when a document is inserted into the Automatic Document Feeder (ADF) and signals the computer to display the Director interface on the computer screen. This "pop-up" feature gives you immediate access to the product's fax, copy, scan, and scan to e-mail functions. Note In network configurations in which your HP all-in- one product is shared through an HP Jetdirect print server, the Director's "pop-up" feature is turned off by default, so that the Director interface does not appear on the screens of all users on the network when one person inserts a document into the ADF.
HP LaserJet Send Fax program Note This feature is not supported on the HP LaserJet 3020.	Allows you to send faxes from the computer through your HP all-in-one product's fax modem. HP Send Fax also provides tools for managing hardcopy faxing from the HP all-in-one product. You can access the fax software from the HP LaserJet Director .
	Note On Mac OS systems using the HP all-in-one product software, you can send faxes from the computer, but you cannot receive faxes to the computer.
HP LaserJet Scanner program	Allows you to select scan options, and then store the image to a file. Access the scanning software from either the HP LaserJet Director.
	The default file format for the Scan-to-Email feature is .PDF; other supported formats include .JPEG, .PICT, and .TIFF.
	You can also scan directly to TWAIN-compliant applications. The product supports TWAIN 1.9 scanning protocol.
Readiris Pro text recognition software (OCR), version 7.0, by IRIS	Allows you to convert scanned images into text that can be edited in word-processing programs.
	Note
	The Readiris Pro text recognition software (OCR) comes on a separate CD-ROM.
Scan to e-mail	During installation, e-mail applications supported by your HP all-in-one product software are detected on the your system and integrated into the HP Scan software. In addition, each time the computer is started, the software updates the list of e-mail applications available for linking.

Table 3-1. Software components for Mac (continued)

Component	Description
Online Help	Provides help for using the software for the HP LaserJet 3020 and 3030 and the LaserJet 3380 all-in-one products.
	The user documentation for these products is included on the installation CD-ROM in Adobe Acrobat .PDF format. You must have Adobe Acrobat Reader installed on your computer to read the .PDF files. The HP Director also provides a link to this documentation after you have installed the software.

Table 3-1. Software components for Mac (continued)

# Software features not available on Mac OS systems

A number of features and functions of the Windows version of the HP all-in-one software are not available in the Mac OS version of the software. These include:

- PCL 5e and PCL 6 printer drivers
- E-mail addresses using the SCAN-TO button on the HP LaserJet all-in-one product control
  panel
- Receive faxes to this computer
- HP Toolbox

## Software component availability for Mac

The following table lists the availability of the HP LaserJet all-in-one software components for Mac.

### Table 3-2. Software component availability for Mac

Component	Мас
Drivers	
Mac PostScript Printer Description PPD	x
Fax driver	x
Scan driver	x
Installers	
Macintosh Installer for OS 9	X
Macintosh Installer for OS X	x
Bidirectional communication	
HP Communications Application	x
Online Documentation	
HP LaserJet 3020 and 3030 User Guide	x
HP LaserJet 3380 User Guide	x

Table 3-2. Software component availability for Mac (continued)

Component	Мас
HP LaserJet 3020/3030 Readme	х
HP LaserJet 3380 Readme	x
Help systems	x
Other	
HP Aio Setup Assistant	x
HP Director	x
Configure Device utility	x

### **Software component localization**

The Macintosh all-in-one software components for the HP LaserJet 3020 and 3030 and the HP LaserJet 3380 are localized in the following languages.

- Dutch
- English
- French
- German
- Italian
- Spanish

### **Ordering software for Mac**

To order the software if the CD is damaged or missing, contact Hewlett-Packard Support at the following web site.

### http://www.hp.com/cposupport/software.html

To request the software CD-ROM by phone, see the following web site for the correct contact number for your country/region. http://welcome.hp.com/country/us/en/wwcontact.html

The following table presents the part numbers and language groups of the software CD-ROMs for the HP LaserJet 3020 and 3030 and the HP LaserJet 3380 all-in-one products.

|--|

Part Number	Contents	Languages Included on CD-ROM
Q 2660-60118	Macintosh software CD-ROM for the HP LaserJet 3020 and 3030,	<ul><li>Dutch</li><li>English</li></ul>
	and the HP LaserJet 3380 all-in- one products	• French
		• Italian
		• German
		<ul> <li>Spanish</li> </ul>

Part Number	Contents	Languages Included on CD-ROM
Q 2660-60119	Readiris Pro text recognition software (OCR) CD-ROM for the HP LaserJet 3020 and 3030 and the HP LaserJet 3380 all-in-one products	<ul> <li>The user interface for the Readiris</li> <li>Pro text recognition software</li> <li>(OCR) is available in the following languages:</li> <li>Dutch</li> </ul>
	Note Due to contractual agreements, the Readiris Pro CD-ROM is only available by contacting an HP Customer Care Representative.	<ul><li>English</li><li>French</li><li>German</li><li>Italian</li></ul>
		<ul> <li>Spanish</li> <li>Portuguese-Brazilian</li> </ul>
		Note Readiris Pro text recognition software can perform optical character recognition (OCR) in 117 languages.

### Table 3-3. CD-ROM part numbers for the HP LaserJet all-in-one software (continued)

#### Note

If you need a replacement CD or newer version of the software than what shipped with the product, go to the web site for the product and click **CD-ROM Order Page** to order. Or click **Download drivers and software** to get the software update. Choose one of the following web sites according to the HP LaserJet all-in-one product you have. http://www.hp.com/support/lj3020 http://www.hp.com/support/lj3030 http://www.hp.com/support/lj3380

# System requirements (Mac)

The HP all-in-one software has the following minimum system requirements:

- Mac OS 9.1, 9.2.x or OS X (version 10.2.x)
- Macintosh computer (Power PC processor), such as an iMac, Power Macintosh G3, or Power Macintosh G4 233 MHz or higher
- RAM: Mac OS 9 minimum system memory 64 MB; Mac OS X (version 10.2.x) minimum system memory 128 MB. These are minimum system requirements for memory. An additional 32 MB of free memory is optimum for installation.
- 100 MB or more of free hard disk space
- A USB port or an ethernet connection using an HP Jetdirect print server
- A CD-ROM drive (required for installation)

# Installation overview

The software for the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products is shipped on one CD-ROM. On Mac OS systems, the HP all-in-one Installer program installs the HP all-in-one software for your product from the CD-ROM onto the hard disk.

On Mac OS systems, your HP all-in-one product uses the HP all-in-one Installer. This Installer provides an Easy Install option, which installs only the HP LaserJet all-in-one product software on the current system startup drive that contains the active **System** folder. By default, the HP All-In-One Software folder and the Readiris Pro folder are installed in the **Applications** folder.

# Installation options

The HP all-in-one software can be used with the HP LaserJet 3020 and 3030 and the the HP LaserJet 3380 all-in-one products in the following configurations:

- A computer is directly connected to the product with a USB port and the HP all-in-one software is loaded on the computer. (This situation provides the most product functionality.)
- The product is connected to an HP Jetdirect print server and you install the HP all-inone software on a computer that has access to the HP Jetdirect network.

# Macintosh installation instructions for direct connections

This section provides information about the following topics:

- Installation instructions for Mac OS 9.1 or higher
- Installation instructions for Mac OS X

### Installation instructions for Mac OS 9.1 or higher

Use the instructions below to install the software on a Macintosh computer running Mac OS 9.1.

- 1 Insert the product software CD-ROM into your CD-ROM drive.
- 2 In the CD folder, double-click the HP all-in-one Installer icon.
- 3 The software license agreement appears. Click **Accept**. The installation begins.
- 4 Follow the onscreen instructions and click **Install**.
- **5** When prompted, restart the computer. After the computer restarts, the HP Setup Assistant starts automatically.
- 6 Follow the onscreen instructions to complete the installation.

### Installation instructions for Mac OS X

Use the instructions below to install the software on a Macintosh computer running Mac OS X.

- 1 Insert the product software CD-ROM into your CD-ROM drive.
- 2 In the CD folder, double-click the HP all-in-one Installer icon.
- 3 If prompted to do so, enter a user name and password with Administrator privileges.
- 4 The software license agreement appears. Click **Accept**. The installation begins. During the installation, you might be prompted again to provide a user name and password with Administrator privileges.
- **5** When the installation is completed, a message appears stating that the installation was successful. Click **Restart**.
- 6 The HP Setup Assistant starts automatically. Follow the onscreen instructions.

If the HP Setup Assistant does not start automatically, click **<system>** (where **<system>** is whatever location you have specified such as **Macintosh HD**, click **Applications**, click **hp laserjet aio**, and then double-click **hp all-in-one Setup Assistant**.

# Mac installation instructions for networked computers

To install the HP all-in-one software on networked Mac operating systems, follow these steps.

1 Connect and install your HP LaserJet all-in-one product to the network using the TCP/IP protocol.

Note

Note

- The Appletalk network protocol is not supported.
- 2 Insert the product software CD-ROM into the CD-ROM drive. In the CD-ROM window, double-click the HP all-in-one Installer icon.

If the CD window does not open automatically, double-click the CD-ROM icon on the desktop to open the CD-ROM window.

- **3** Click **Install**, and then follow the instructions on the screen to complete the software installation.
- **4** When the software installation is complete, click **Restart**. After the computer restarts, the HP setup assistant starts automatically.
- 5 In the Setup Assistant welcome screen, click Next.
- 6 Under **Select Device**, click the **TCP/IP** option, and then click **Create**. Enter the IP address of the HP all-in-one product, and then click **OK**.
- 7 Follow the instructions on the screen to complete the setup and then click **Done**.

Note

# Installation dialog box options for Mac OS systems

The table below describes the dialog box options that appear during the HP all-in-one software installation on Macintosh systems.

#### Note

In the following installation sequence, the product name HP LaserJet 3020/3030/3380 is used to represent the specific HP all-in-one product that you are installing.

(mcane)	Authenticate
LaserJet 33 your passp	80 Installer requires that you type hrase.
Name:	Administrator
Password or phrase:	
Details	
?	Cancel OK

### Figure 3-1. Step 1 - HP Authenticate (OSX only)

Enter a username and password with Administrator privileges, and then click **OK** to continue.

#### Cancel closes the installer.

License
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English Print Save As Decline Accept

### Figure 3-2. Step 2 - HP Software License Agreement

Accept initiates the installation process (Step 3).

**Print** opens the **Page Setup** dialog for your default printer to allow you to print a copy of the license agreement.

Language List allows you to change the language of the License Agreement and the user interface.

Save As opens the system Save dialog, and allows you to save the text of the software license agreement to disk.

**Decline** exits the Installer.



### Figure 3-3.

Installation dialog box options for Mac OS systems EN

This progress dialog displays the number of items remaining to be installed, and the name of the software component currently being installed.

	need an administrator name and password trase to make changes in CommApp Iller.
N	ame:

### Figure 3-4. Step 4 - Authenticate (OSX only)

Enter a username and password with Administrator privileges, and then click **OK** to continue.

**Cancel** closes the installer.

successful.
Restart

### Figure 3-5. Step 5 - Restart alert

**Restart** will exit the Installer and restart the computer. After the computer restarts, you must log in to the computer, and then the **HP All-in-One Setup Assistant** starts automatically (Step 6).

### Note

- If the HP Setup Assistant does not start automatically, follow these steps.
- 1. Click Macintosh Hard Drive.

- Click Applications.
   Click hp laserjet aio.
   Double-click hp all-in-one Setup Assistant.

000	hp all-in-	one Setup A	Assist	
Introduction	1			
	all-in-one Setu in-one device.		to con	figure
information information.	o-one Setup As about your sys This informati setup the sele software.	stem and co on will be us	ellect y	our personal the Setup

Figure 3-6.

Step 6 - HP All-in-One Setup Assistant - Introduction

Next takes you to the Select Device dialog (Step 7).

000	hp all-i	n-one Setup	Assist	
Select Devi	ce			
Select your	hp all-in-on	e device		
🖲 USB				
Отср	/IP			
hp Las	erjet 3380			
$\square$	Rescan USB			

### Figure 3-7. Step 7 - HP All-in-One Setup Assistant - Select Device

When you click **USB**, the HP LaserJet 3020/3030/3380 all-in-one product will appear in the list box. If you have not yet connected the product to your computer, the **No devices found** message appears on this dialog box instead of a list of HP all-in-one products. Connect the product to the computer with the USB cable, and then click **Rescan USB**. The HP LaserJet all-in-one product appears in the list box. When you click the product name, **Next** takes you to the **User Identification** dialog (Step 8).

When you click **TCP/IP**, **Create** will bring up a text-entry dialog for you to enter the network address or name for the HP LaserJet 3020/3030/3380 all-in-one product.

Back returns you to the Introduction dialog (Step 6).

The **Rescan** button scans the system again looking for the designated product connection.

	User Identification
	Enter your full name, your company's name, and your voice phone number in the areas provided below.
	Name: Company/Organization:
	Voice Phone Number: Red fields are required
	Page 2 4 Back Next D
Figure 3-8.	Step 8 - HP All-in-One Setup Assistant - User Identification
Note	This step occurs only when you are installing the HP LaserJet 3030 or the HP LaserJet 3380.

Next takes you to the Phone Line dialog (Step 9).

Back returns you to the Select Device dialog (Step 7).

000	hp all-in-o	one Setup Assist
Phone Line		
Will you use calls?	different lines	to receive fax calls and voice
🕑 Yes, I will	have separate	fax and voice lines.
O No, I will	use one line fo	r both.
Enter the pho the area prov		r your incoming fax line in
Incoming Fax	k Number:	2089999198
Page 3		8 Back ) ( Next ▷

### Figure 3-9. Step 9 - HP All-in-One Setup Assistant - Phone Line

#### Note

This step occurs only when you are installing the HP LaserJet 3030 or the HP LaserJet 3380.

Select the appropriate options.

If you have a separate (dedicated) phone line for fax calls, click the **Yes, I will have** separate fax and voice lines. option. Also, be sure to type in your fax number in the **Incoming Fax Number** text box. If you will use one phone line for both phone calls and faxes, click the **No, I will use one line for both.** option.

Whether you choose **Yes** (separate fax line) or **No** (shared line), **Next** takes you to the **Outside Line** dialog (Step 10).

Back returns you to the User Identification dialog (Step 8).

000	hp all-	in-one Setu	p Assist		
Outside Line					
Do you need to an outside		umber such	as '9' or	'0' to get	
🔿 No, I don	't use a dial	l prefix			
• Yes, my o	lial prefix is	5:			
	-		~		
Page 4	C	4 Back		Next 🕨	
Step 10 - HP All	-in-One Setu	up Assistant	- Outside	Line	
-		-			
his step occurs	only when ye	ou are installir	ng the HP	LaserJet 3030	) or the HP LaserJet 3380
elect the appro	priate option.				
you do not nee	d to dial a nu	umber to get to	o an outsio	le line, click th	e No, I don't use a dial
	ou do need	to dial a numb	er to get a		e, click the Yes, my dial p

If you have separate voice and phone lines, Next takes you to the Finish dialog (Step 13).

If you have one phone line for both voice and fax, **Next** takes you to the **Distinctive Ring** dialog (Step 11).

Figure 3-10.

Note

Back returns you to the Phone Line dialog (Step 9).

	Ring
Do you sub phone com	scribe to a distinctive ring service from your pany?
O Yes,	
No.	
select the ri	ng type for the fax machine
	All Rings

### Figure 3-11. Step 11 - HP All-in-One Setup Assistant - Distinctive Ring

#### Note

This step occurs only when you are installing the HP LaserJet 3030 or the HP LaserJet 3380.

Select the appropriate option.

If you have a distinctive ring service, click **Yes**, and select the type of ring from the dropdown menu. If you do not have a distinctive ring service, click **No**.

If you clicked Yes, Next takes you to the Finish dialog (Step 13).

If you clicked No, Next takes you to the Answering Machine dialog box (Step 12).

Back returns you to the Outside Line dialog (Step 10).

hp all-in-one Setup Assist
achine
an answering machine or PC voice mail to at 208–555–1212?
not.

### Figure 3-12. Step 12 - HP All-in-One Setup Assistant - Answering Machine

Note

This step occurs only when you are installing the HP LaserJet 3030 or the HP LaserJet 3380.

Select the appropriate option.

If you will have an answering machine answer calls at the specified number, click **Yes**, **I will**. If you will not have an answering machine answer calls at the specified number, click **No**, **I will not**.

Next takes you to the Finish dialog (Step 13).

Back returns you to the Distinctive Ring dialog (Step 12).

000	hp all-in-one Setup Assist	
Finish		

The following settings will be saved for use by your hp all-in-one software:

Page 5	4 Back Finish ₽			
Answer Mode:	Auto			
Answer Ring Type:	All Rings			
Rings to Answer:	1			
Fax Phone Number:	2089999198			
Voice Phone Number:	208-555-1212			
Company/Organization:	XYZ Company			
Name:	Jane Doe			

### Figure 3-13. Step 13 - HP All-in-One Setup Assistant - Finish

The information entered in previous dialogs is displayed. If any items need to be changed, use the **Back** button.

If you have separate lines for your fax and voice calls, **Back** returns you to the **Outside Line** dialog (Step 10).

If you have one line for your fax and voice calls, **Back** returns you to the **Answering Machine** dialog (Step 12).

Finish takes you to the Congratulations dialog (Step 14).

Congratulat	ions
You have su LaserJet 33	invent iccessfully installed and configured your hp 80.

Figure 3-14.

### Step 14 - HP All-in-One Setup Assistant - Congratulations

Click **Done** to close the HP All-in-One Setup Assistant.

# **Uninstall instructions for Mac**

Perform the following steps to uninstall the HP LaserJet all-in-one software from the computer.

- 1 Locate the HP All-in-One Uninstaller utility icon in the HP All-In-One Software folder. Doubleclick the Uninstaller icon to launch it.
- 2 Choose whether you want to perform an uninstall for all HP devices, or for a specific device. If you choose **Uninstall selected**, you must then choose the devices you wish to uninstall from the list.
- 3 Click Next .
- 4 Select any additional items you want to uninstall using the check boxes.
- 5 Click Uninstall.
- 6 When the uninstall process is complete, click **Restart**.


This section provides information about the following topics:

- Overview of the HP Toolbox
- System requirements
- Key features
- Configuration options

# **Overview of the HP Toolbox**

#### Note

The HP Toolbox is available for Windows operating systems only.

The HP Toolbox is a web application that allows end users to easily communicate and manage their HP LaserJet all-in-one product. The HP Toolbox provides the following capabilities:

- Monitor the status of the HP LaserJet all-in-one product
- Examine and set the device settings for print, fax, and copy
- Provide access to Fax software functionality
  - Common Fax Tasks
  - Fax Phone book
  - Send/Recieve logs
  - Fax reports
- Provides scan to email and scan to folder software functionality when using the SCAN TO button on the HP LaserJet all-in-one control panel
- Provide Troubleshooting and "How do I" content
- Provide access to online product documentation
- Provide Device Alert functionality, notifying the end user when particular events or conditions occur at the device.

## **Starting the HP Toolbox**

You can start the HP Toolbox using any of the following methods.

- Double-click the Status Client icon in your Windows system tray.
- Click Start, click Programs, click Hewlett Packard, click HP LaserJet 3015/3020/3030/3380, and then click HP Toolbox and Fax Management for LaserJet 3015/3020/3030/3380.
- Double-click the **HP Toolbox and Fax Management for LaserJet 3015/3020/3030/3380** icon on the Windows desktop.

### Structure

The HP Toolbox is divided into two main sections: the HP Toolbox section and the Device Settings section. Each of these sections has controls grouped into a set of tabs. In addition to these two sections, the HP Toolbox has other pages that are accessible from various points within the HP Toolbox.

# **Opening page**

The opening page that appears in the HP Toolbox section depends on the installed configuration of the HP Toolbox. If you have installed the HP Toolbox for a single HP LaserJet all-in-one product, the Device Content Page for that HP LaserJet all-in-one product appears when you open the program. If you have installed the HP Toolbox for multiple products, the Device Select page appears when you open the program. On the Device Select page, you can select the HP LaserJet all-in-one product you want to manage with the HP Toolbox.

# Navigation

Every HP Toolbox page that appears in the HP Toolbox section contains a Left Navigation section at the left side of the window. This navigation section allows you to gain access to the following pages from any page that is displayed in the HP Toolbox section.

- Device Select page
- Current Alerts page
- Text Only page

The Left Navigation section contains a link to a Text Only version of the page that is being displayed. Your Web browser's **Forward**, **Back**, and **History** navigation buttons allow you to navigate between pages that you have visited before. You can also set a bookmark for most pages that are displayed in the HP Toolbox section.

# System requirements

The following table describes the system requirements for the HP Toolbox.

### Web browser requirements

#### Table 4-1. Browsers supported by HP Toolbox

Browser category	Description	Target browsers within this category
Optimal	All functionality operates as designed, and graphical appearances are correct. Minor cosmetic differences may exist from browser to browser, but the overall appearance, look-and- feel, and behavior are consistent for all browsers in this category.	<ul> <li>Microsoft Internet Explorer (IE) version 5.5 or version 6.0 and above</li> <li>Netscape version 6.2 or version 7.0 and above</li> <li>Opera version 7.0 and above</li> </ul>
Functional	You are able to access functionality and view web content, but major formatting and display issues might exist. For example, tabs may not look like tabs, and left navigation buttons may not look or behave properly, but you are still able to navigate between the various tabs and buttons.	<ul> <li>IE version 5.0</li> <li>Netscape version 6.1</li> <li>Opera version 6.05</li> </ul>
Not operational	You are not able to gain access to some of the functionality provided, or you are unable to view certain portions of the web content.	<ul><li>IE version 4.0</li><li>Netscape version 4.75</li></ul>

### **Other requirements**

The HP Toolbox runs on Windows operating systems with a minimum of 128 MB of RAM. However, 256 MB is recommended for best performance. The TCP/IP protocol must also be installed on the computer.

# **Key features**

This section provides information about the following topics:

- Scan to e-mail or a folder
- Receive faxes to this computer

### Scan to e-mail or a folder

In the Scan to e-mail or a folder feature, you can set up the HP LaserJet all-in-one product to later initiate a scan directly from the HP LaserJet all-in-one product control panel. On the HP LaserJet all-in-one product control panel, press the SCAN TO button. Use the < or the > button to select an e-mail recipient or folder location, and then press the START SCAN button or the MENU/ENTER button. For e-mail, the scanned item is attached to an e-mail message, which is then sent automatically to the e-mail recipient that you selected. For a folder, the scanned item is saved to the specified folder.

Note

You must program the SCAN TO button before you can use this method to scan to e-mail. Go to the **Scan to** tab in the HP Toolbox. Click the **Turn on scan to e-mail or a folder** option, and then click **Apply**.

To add an e-mail address, click the **E-mail addresses** option, type the e-mail address you want to add in the text box. Type a new name in the **Display at the device as** text box, and then click **Add**. The e-mail address and it's display name appears in the **E-mail addresses and folders list** toward the bottom of the page.

To add a folder destination, click the **Folder** option, and click **Browse** to locate the folder on your computer. Type a new name in the **Display at the device as** text box, and then click **Add**. The folder and it's display name appears in the **E-mail addresses and folders list** toward the bottom of the page.

The following destinations are set up automatically when a direct connection installation is performed and appear on the HP LaserJet all-in-one product control panel: **MY SCANS**, **ADD NEW E-MAIL**, and **ADD NEW FOLDER**. Selecting **MY SCANS** sends a copy of the scan to the MY SCANS folder in the MY DOCUMENTS folder on your computer.

Selecting **ADD NEW E-MAIL** or **ADD NEW FOLDER** from the HP LaserJet all-in-one product control panel opens the **Scan to E-mail or a Folder** page in the HP Toolbox on the computer. Add e-mail addresses or folders by typing them into the **E-mail addresses** text box or the **Folder** text box, and then clicking **Add**. These new entries appear on the HP LaserJet all-in-one product **SCAN TO** list.

Note

The scan to e-mail or a folder feature is turned off by default for network installations. To turn this feature on, go to the **Scan-to** tab in the HP Toolbox. Click the **Turn on scan to e-mail or a folder** option, and then click **Apply**.

### **Receive faxes to this computer**

This feature of the HP Toolbox allows you to receive incoming faxes to the computer, rather than printing them or forwarding them to another fax number.

Note

If the host computer is turned off or disconnected from the HP LaserJet all-in-one product when a fax is received, the fax is stored on the all-in-one product until the host computer is turned on or reconnected to the HP LaserJet all-in-one product. Laptop users must shut down and disconnect the computer instead of undocking from a docking

Laptop users must shut down and disconnect the computer instead of undocking from a docking station.

Follow these steps to enable the Receive faxes to this computer feature.

- 1 Open the HP Toolbox by double-clicking the icon on the Windows desktop.
- 2 Click the Fax tab.

- 3 On the Fax Tasks page, click the Receive faxes to this computer check box, and then click OK.
- 4 Incoming faxes are uploaded to the computer where you can view them from the Fax Receive Log page. If your computer is turned off when faxes arrive, they are stored in the HP LaserJet all-in-one product memory and are automatically uploaded to your computer when you turn it on again.

Only one computer can have the **Receive faxes to this computer** option selected at one time. You can also specify a pop-up message to appear on your computer to notify you when a fax has been received. You can turn on the **Receive faxes to this computer** option at the HP LaserJet all-in-one product control panel or in the HP Toolbox on the computer that originally enabled the feature.

# **Configuration options**

Note

The HP Toolbox is divided into two main sections: the HP Toolbox section and the Device Settings section. Each of these sections has controls grouped into a set of tabs. In addition to these two sections, the HP Toolbox has other pages that are accessible from various points within the HP Toolbox. The following lists describe the basic layout of these sections and the configuration options available on each tab.

This section provides information about the following topics:

- HP Toolbox section
- Device Settings section
- Network Settings
- Other pages

### **HP** Toolbox section

The HP Toolbox section is comprised of the following tabs.

- Status tab
- Fax tab
- Scan to tab
- Troubleshooting tab
- Documentation tab

#### Status tab

The **Status** tab contains the following pages.

- Device Status page
- Set up Status Alerts page
- Device Configuration page
- Print Info Pages page

#### **Device Status page**

The Device Status page shows device status messages from the device. The Device Status page also displays some pertinent product information and device settings.

	Tools Help	
Back • 🕥 · 💌	📓 🚮 🔎 Search 👷 Favorites 🎈	🕅 Meda 🞯 🎯 🍓 🖼 🍪
iress 🕘 http://127.0.0.1	5225/Toolbox2.7/controller/deviceMultiLineStatusDe	wice/DOT4_001/DeviceContent.jsp?device=DOT4_001&c 💌 🛃 Go
About toolbox	hp LaserJet 3380 - DOT4_001 - hp Laser toolbox	Jet 3380 PCL 6 Device Settings
Status Fax	Scan to Troubleshooting	Documentation
evice Status	Device Status	
et up Status Alerts Device Configuration	Device Status	
rint Info Pages	Status: Ready	
Salect a device New current alerts Text only page	Refresh Status	
	Product Information For more device configuration informat	tion, click "Print Info Pages".
ther Links	Product name:	hp LaserJet 3380
	Cormatter number:	S046010271/B
rder Supplies	Formatter number: Product serial number:	S04601027KB x000000000
rder Supplies		
rder Supplies	Product serial number:	2000000000
rder Supplies	Product serial number: Firmware datecode:	x000000000 1001_03:31:39 Phoenix Firmware
rder Supplies	Product serial number: Firmware datecode: Total memory:	xxxxxxxxxx 1001_03:31:39 Phoenix Firmware 32 MB
rder Supplies	Product serial number: Firmware datecode: Total memory: Available memory:	xxxxxxxxx 1001_03:31:39 Phoenix Firmware 32 MB 5.72 MB
rder Supplies	Product serial number: Firmware datecode: Total memory: Available memory: Maximum print quality: Device description: Asset number:	xxxxxxxxx 1001_03:31:39 Phoenix Firmware 32 MB 5.72 MB ProRes 1200
roduct Registration rder Supplies roduct Support	Product serial number: Firmware datecode: Total memory: Available memory: Maximum print quality: Device description:	xxxxxxxxx 1001_03:31:39 Phoenix Firmware 32 MB 5.72 MB ProRes 1200
rder Supplies	Product serial number: Firmware datecode: Total memory: Available memory: Maximum print quality: Device description: Asset number:	xxxxxxxxx 1001_03:31:39 Phoenix Firmware 32 MB 5.72 MB ProRes 1200

Figure 4-1.

Device Status page

#### Setup Status Alerts page

Use this page to set up the Status Alerts for the HP LaserJet all-in-one product.

The toolbox - he Laser.	Jet 3380 - Microsoft Internet Explorer	
Elle Edit yow Favorite	s Iools Halp	17
3 Back + 6 - 💌	🛯 😰 🏠 🔎 Search 👷 Favorikes 🜒 Media 🕢 🍰 - 🍓 🚍 🎎	
Address Abtp://127.0.0.1	15225/Toalbox2.7/controller/idevice/DOT4_001/DeviceContent.jsp?device=DOT4_0018cat=08pos=1	🚽 🛃 🤬 🗤 Unit
	hp LaserJet 3380 - DOT4_001 - hp LaserJet 3360 PCL6 toolbox	Device Settings
Status Fex	Soan to Troubleshooting Documentation	
Device Status	Set up Status Alerts	
Set up Status Alerts	Alerts are sent only when the device is printing from this computer.	
Device Configuration		
Print Into Pages toolbox Links Select a device Wew current annu Text only page	Turn on alerts     Turn off alerts     Show an alert:     When the device cannot print (for example, the device is out of paper)     When the device cannot scan (for example, the utomatic document feeder door is open)	
	Show the alert:	
Other Links Frokel Residution Order Susples Product Susport	<ul> <li>✓ As a pop-up message</li> <li>✓ As a system tray icon</li> <li>✓ ● ● 0.06 PM</li> </ul>	
		Apply (Reset) Cancel
e		🔮 Internet

#### Figure 4-2. Set Up Status Alerts page

The following alerts and notifications can be received.

Table 4-2. Alerts and notifications

Aler	ts	Not	ifications
•	Insufficient Memory	•	Fax Logs Updated
•	Manually Feed Paper	•	Fax Printed
•	Printer Mispick (HP LaserJet 3380 only)	•	Fax Received
•	Paper Jam		
•	Printer Door Open		
•	Paper Out (HP LaserJet 3380 only)		
•	Print Cartridge Missing		
•	Paper Out or No Paper Pick Up (HP LaserJet 3020 and HP LaserJet 3030 only)		
•	Automatic Document Feeder Mispick		
•	Automatic Document Feeder Jam		
•	Automatic Document Feeder Door Open		
•	Scan Canceled		

#### **Device Configuration page**

The Device Configuration page displays the values of all of the settings available to be set in the device, and also other configuration items such as installed DIMMs, Personalities, and page counts. The contents of this page should be consistent with the Configuration page generated by the firmware.



Figure 4-3.

Device Configuration page - 1 of 4

Copies:	1	
Wide A4:	No	
Courier:	Regular	
Auto continue:	Off	
Orientation:	Portrait	
RET:	On	
Economode:	Off	
Print density:	3	
Fast First Page Out:	On	
Resolution:	1200	
Bits per pixel:	1	
I/O timeout:	15	
Jam recovery:	Auto	
Personality:	Auto	
Font source:	Internal	
Font number:	0	
Pitch:	10	
Point size:	12	
Symbol set:	PC-8	
Form:	60	
Append CR to LF:	No	
Print PS errors:	Off	
PS Wait timeout:	300	



Device Configuration page - 2 of 4

Paper size:	Letter
Paper type:	Plain
Manual feed:	Off
Bond:	Thick Mode
Card stock:	Thick Mode
Color:	Normal Mode
Envelope:	Normal Mode
Heavy:	Thick Mode
Labels:	Thick Mode
Letterhead:	Normal Mode
Light:	Light Mode
Plain:	Normal Mode
Preprinted:	Normal Mode
Prepunched:	Normal Mode
Recycled:	Normal Mode
Rough:	Thick Mode
Transparency:	Light Mode
Copy Settings	
Copy quality:	Text
Copy contrast:	<>
Collation:	On
Number of copies:	1
Reduce and enlarge settings:	Original (100%)

#### Figure 4-5.

Device Configuration page - 3 of 4

	🔮 Internet	_
T.30 Trace Printing:	Never	
Automatic log printing:	On	
Fax call report:	Every fax error	
Key Press Volume:	Soft	
Ring Volume:	Soft	
Alarm Volume:	Soft	
Line Monitor Volume:	Soft	
V.34:	On	
Error correction (ECM):	On	
777 GR (1912)-0770		
Block Faxes:	0	
Forward Fax:	Off	
Stamp received faxes:	Off	
Fit to Page:	On	
Silence detection:	Off	
Answer ring pattern: Extension phone:	All rings On	
Rings to answer:		
Answer mode:	Automatic 1	
Fax from glass page size:	Letter	
Billing codes:	Off	
Detect dial tone:	Off	
Dial prefix:	On	
Redial on communication errors:	On	
Redial on no-answer:	Off	
Redial on busy:	On	
Dial mode:	Tone	
Fax contrast:	<>	
Resolution:	Fine	

Figure 4-6.

Device Configuration page - 4 of 4

#### **Print Info Pages page**

The Print Info Pages page provides users the ability to easily print out the internal special pages that are generated by the device.

the second s	et 3300 - Microsoft Internet Explorer	
Edit Yew Favorites		
🌀 Back 🔹 🕥 🐇 💌	😰 🏠 🔎 Search 👷 Favortes 😻 Media 🕢 🝰 - 🍓 💬 🎎	
Address 🗃 http://127.0.0.1/5	225/Toolbox2.7(controller)device;DOT4_001;DeviceContent.jsp?device=DOT4_0018cot=08pos=0	🖌 🎦 🐼 🛛 Link
(D)	hp LaserJet 3390 - DOT4_001 - hp LaserJet 3980 PCL 6 toolbox	Device Settings
Status Fax	Soan to   Troubleshooting   Documentation	
Device Status	Print Information Pages	
Set up Status Alerts		10 04 00
Device Configuration	The device contains pages that provide helpful information. Print these pages to view the device settings, to diago problems with your device, and to view other information.	nose and solve current
Print Into Pages	hanceus with Jun deside, and to new direct monthants.	
toolbox Links	Configuration page: The Configuration page lists the current device settings and properties.	Print
Select a device View current alerts	Demo page: The Demo page displays the device capabilities.	Print
Text only mant	PCL font list: The PCL fort list displays the PCL fonts that are stored in your device.	Print
	PostScript font list: The PostScript font list displays the PostScript fonts that are stored in your device.	Print
Other Links Product Resistration Order Supplies	Menu Structure report: The Menu Structure report is a map for locating various settings within the control panel of your device.	Print
Product Support	Usage page: The Usage Page displays the print, fax, copy, and scan usage of your device.	Print
	-Go to the "Fax Reports" page	
Containe commands for working v		

#### Figure 4-7. Print Information Pages page

The contents of these reports are generated by the device firmware, and not by the HP Toolbox.

The page also provides a button allowing users to easily go to the Fax Reports page.

#### Fax tab

The **Fax** tab contains the following pages.

- Fax Tasks page
- Fax Phone Book page
  - Phone Book Edit Entry page
  - Phone Book Create Group page
  - Phone Book Edit Group page
  - Phone Book Import page
  - Phone Book Import Select Entries page
- Fax Send Log and Fax Receive Log pages
- Fax Viewer page (Available from the Fax Send Log and Fax Receive Log pages)
- Fax Data Properties page

- Fax Reports page
- Detailed Fax Settings page

#### Fax Tasks

This page provides access to common fax related functionality and settings.





Fax Tasks page

The options in the **Fax Functions** section send commands to the HP LaserJet all-in-one product. The following options are available.

- Send Fax. The Send Fax button launches the Send Fax application.
- **Reprint Last Faxes.** The **Reprint Last Faxes** function was designed because the HP LaserJet 3015, the HP LaserJet 3030, and the HP LaserJet 3380 all-in-one products do not have a toner-low indicator. Most fax machines will stop printing faxes when the toner is low. The HP LaserJet all-in-one products do not have the capability to detect when the toner is low. When faxes start to print with streaks and some blank pages, you should replace the toner cartridge and then click **Reprint Last Faxes**. The HP LaserJet all-in-one product begins to reprint faxes, beginning with the last fax received. When the product has reprinted the faxes you need, press the STOP button on the product control panel.
- Clear Stored Faxes. The HP LaserJet all-in-one firmware does not differentiate between faxes that have been printed and faxes that have been sent directly to the computer. The firmware manages fax storage by trying to keep as many pages of received faxes as long as possible. After receiving a fax and then printing the pages or sending the pages to the computer, the firmware marks the fax as "ok to delete." When the firmware needs more room for fax storage, it will go through the faxes and delete enough marked fax jobs to free up the fax storage needed. The Clear Stored Faxes removes all faxes stored in the product's memory. This includes faxes marked "ok to delete," faxes which have not yet been printed or sent to the computer, any delayed-send faxes, and any pending redial faxes.

The **Fax Receive Mode** section lists options for receiving faxes. You can choose one of these options.

- **Print the Received Faxes.** This is the default selection. If you choose this option, you also have the option to receive a notification (pop-up) message when a fax is printed.
- **Receive faxes to this computer.** If you choose this option, you also have the option to receive a notification (pop-up) message when a fax is received.
- **Forward received faxes to a different fax machine.** If you choose this option, you also must enter a fax number to which the fax is forwarded.

If the HP LaserJet all-in-one product is shared among multiple users on different client computers, the **Fax Receive Mode** setting causes the following behavior .

- If one user selects Print the Received Faxes, the Print the Received Faxes option is selected for all users. However, individual users can choose whether or not they want to receive a notification message when a fax is printed.
- If one of the users selects Receive faxes to this computer, the Receive faxes to this computer is selected and the other Fax Receive Modes are disabled for all of the other users. The user who selected Receive faxes to this computer is designated by HP Toolbox as the "Master Client". In order for non-Master Clients to be able to change the received faxes selection, the Master Client must select one of the other options.
- If one of the users selects Forward faxes to a different fax machine, the Forward faxes to a different fax machine is selected for all users with the Fax Forward Number designated by the other user. However, any user can change the Fax Forward Number or the Fax Receive Mode.

#### Fax Phone Book page

Displays the phone book data from the device. The opening page initially displays the first 25 entries in the phone book.

Users can add a new entry into the phone book by typing information in to the **Add Entry Information** section, and clicking **Add**.

Invent	toolbox				svice Settings
Status Fax	Scan to	Troubleshooting	Documentatio	n	
ax Tasks	Fax Ph	ione Book			Print 🗎
ax Phone Book	Add the C	Contact Information			
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ax Receive Log		contact name	r ux number	0.22	
ax Data Properties	1			Add	Cancel
ax Reports					
etailed Fax Settings					
ow do L?	Phone Bo	bok Entry List			
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Figure 4-9. Fax Phone Book page

#### Fax Phone Book - Edit Entry page

This page opens after clicking **Edit** for an entry that corresponds to an individual phone book entry (NOT a group entry).

hp toolbox - hp LaserJe		oft Internet Explore	P	
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kiress 🕘 http://127.0.0.1:52	25/Toolbox2.7/con	troller/faxPhoneBook/DO)	4_001/DeviceContent.jsp?device=D	074_001&cat=18pos=18 🛩 🛃 Go 🛛 I
(1)		80 - DOT4_001 - hp L	aserJet 3380 PCL 6	Device Settings
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Status Fax	Soan to	Troubleshooting	Documentation	
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Fax Tasks	Fax Ph	one Book -	Edit Entry	
Fax Phone Book				
Fax SendLog	Back to the F	ax Phone Book		
Fax Receive Log	E dit the E	eta - lefa era eti a e		
Fax Data Properties		ntry Information		
Fax Reports	Entry #	Contact name	Fax number	
Detailed Fax Settings	1	Jane Doe	208-555-1212	Save Cancel
How do L?				
NALIMAN TRANSPORT				
toolbox Links Select a device				
View current elerts				
Text.only.page				
Other Links				
Product Registration				
Order Supplies				
Product Support				

Figure 4-10.

Fax Phone Book - Edit Entry page

#### Fax Phone Book - Create a New Group page

This page opens by clicking **New Group** on the **Fax Phone Book** page. The **Entry** number field is populated with the first available entry in the phone book.

a hp toolbox - hp LaserJ	et 3380 - Microsoft Internet Explo	rer	
File Edit View Favorites	Tools Help		At
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Fax SendLog	Back to the Fax Phone Book		
Fax Receive Log			
Fax Data Properties	Group information for the Fax	: Phone Book entry:	2
Fax Reports	Group name:		
Detailed Fax Settings			
How do I?			
-	Add or remove individuals in the	Group list:	Save Cancel
toolbox Links	All individuals	Group hat.	Individuals in group
Select a device View current alerts	Jane Doe		individuals in group
Test only page	Jane Doe	Add	
		Add All	
Other Links			
Product Registration		Remove	
Order Supplies		Remove All	
Product Support			
			19
			Save Cancel
			Care Care
8			Internet



Fax Phone Book - Create a New Group page

#### Fax Phone Book - Edit a Group page

This page opens by clicking **Edit** for a **Group** entry on the **Fax Phone Book** page. The behavior of this page is identical to the **Create a New Group** page.

hp toolbox - hp LaserJ	et 3380 - Microsoft Internet Explo	er	56
ile Edit View Pavorites	Tools Help		A ALCONY CAL
3 Back • 🕥 · 💌	🗟 🟠 🔎 Search 🔆 Favorite	is 🜒 Media 🧐 🎯 🍓	1 🗟 🚳
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Fax Receive Log Fax Data Properties Fax Reports Detailed Fax Settings	Group information for the Fax Group name:	Phone Book entry:	2 Group 1
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toolbox Links Select a device	All individuals		Individuals in group
View current elerts Text only peak			Jane Doe
Other Links Product Registration Order Supples Product Support		Remove All	
			Save Cancel
Y			🔮 Internet



Fax Phone Book - Edit a Group

#### Import information into the Fax Phone Book page

Use the **Import information into the Fax Phone Book** page to import phone book data that has been exported from external e-mail applications. You must select one of the following applications.

- Microsoft Outlook
- Microsoft Outlook Express
- Lotus notes

	3380 - Microsoft Internet Explorer	
File Edit View Favorites		
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Status Fax	Scan to Troubleshooting Documentation	
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Fax Phone Book		
Fax SendLog	Back to the Fax Phone Book	
Fax Receive Log		
Fax Data Properties	Import information into the Fax Phone Book	
Fax Reports	Microsoft Outlook	
Detailed Fax Settings	Microsoft Outlook Express	
How do I?	O Lotus Notes	
toolbox Links	Click "Browse" to locate the file that you want to import, and then click "Continue".	
Select a device View current alerts Text only page	Browse Continue Cancel	
Other Links		
Product Registration		
Order Supplies		
Product Support		
Done	Dirternet	

#### Figure 4-13. Import information into the Fax Phone Book

Note

Phone book files that were created using the HP LaserJet 3300 series product software cannot be imported into HP Toolbox for use with the HP LaserJet 3015, the HP LaserJet 3030, or the HP LaserJet 3380 all-in-one products. Any phone numbers used with the HP LaserJet 3300 series product must be re-entered for use with the HP LaserJet 3015, the HP LaserJet 3030, or the HP LaserJet 3380 all-in-one products.

Before phone book entries can be imported into HP Toolbox, you must export the entries from your mail application and save the file in .CSV format. Follow these steps to export your phone book entries from an existing Microsoft Outlook address book.

- 1 In Microsoft Outlook, click File, and then click Import and Export.
- 2 Click Export to a file, and then click Next.
- 3 In the Create a file of type dialog box, click Comma Separated Values (Windows), and then click Next.
- 4 Navigate to the folder that contains your address book (usually **Contacts**), click the folder name, and then click **Next**.
- 5 In the **Save exported file as** text box, type a name for your file.
- 6 Click Browse to specify a location to save the file. Make sure the Save as type drop-down menu specifies the file type as Comma Separated Values (Windows) (\*.CSV), and then click OK.

Make a note of where you saved this file so that you can find it later.

Your designated file name and path now appear in the text box. Click Next to continue.

- 7 Click Finish.
- 8 Open the HP Toolbox and click the **Fax** tab.
- 9 From the left navigation bar, click **Fax Phone Book**.
- 10 Click Import Phone Book.
- 11 Click the phone book application option button from which you are importing.
- 12 Click **Browse** and navigate to the file you saved in step 6. Click the file name and then click **OK**. The file name and path appear in the text box.
- 13 Click Continue.
- 14 Select entries from the list that you would like to import, and then click Save.

Note

#### Phone Book Import - Select Entries page

This page displays all of the entries available in the imported file (selected on the **Import** page) in the **Import List**. Also, all of the currently stored phone book entries are displayed in the **Phone Book** section of this page.



Figure 4-14. Phone

Phone Book Import - Select Entries page

Although this illustration shows only the first 20 entries, you can import up to 120 entries.

#### Fax Send Log and Fax Receive Log pages

The Fax Send log and the Fax Receive log list the faxes that have been sent or received by the HP LaserJet all-in-one product.

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idress 🙋 http://127.0.0.1:5	225/Toolbox2.7/controller/faxLog/DOT4_0	001/DeviceCor	ntent.jsp?logType≕recei	ved&devReque	est=/hp/devic 🛩 🛃 Go
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Detailed Fax Settings How do I?	2000-06-23 01:44:58.0	12		0	No fax detected
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How do L? toolbox Links Select a device	2000-06-23 01:44:58.0 2000-06-23 01:22:01.0 2000-06-23 00:41:54.0 2000-06-23 00:13:26.0 2000-06-23 00:07:16.0 2000-06-23 00:00:53.0	12 11 10 9 8 7	9703504631	0 6 3 3 2	No fax detected OK OK OK OK
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How do I? toolbox Links Select a device View current elerts Test poly page	2000-06-23 01:44:58 0 2000-06-23 01:22:01.0 2000-06-23 00:41:54 0 2000-06-23 00:13:26.0 2000-06-23 00:07:16.0 2000-06-23 00:00:53.0 2000-06-22 20:03:13.0 2000-06-21 22:46:43.0 2000-06-21 11:13:59.0	12 11 10 9 8 7 6 5 4	9703504631 9703504631	0 6 3 2 1 0 0	No fax detected OK OK OK OK OK No fax detected No fax detected



Fax Send Log page

Note

ress  http://127.0.0.1:	5225/Teolbox2.7/co	ntroller/faxLog/DOT4_	001/DeviceCor	vtent.jsp?logType=recei	ved&devReque	est=/hp/devic 🌱 🛃 Go
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ax Phone Book	Refresh					
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ow do L?		6-23 01 44 58 0	12		0	No fax detected
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olbox Links	2000-0	6-23 00:41:54.0	10	9703504631	6	OK
elect a device	2000-0	6-23 00:13:26.0	9	9703504631	3	OK
ievr current elerts	2000-0	6-23 00:07:16.0	8	9703504631	3	OK
ext only page	2000-0	6-23 00:00:53.0	7	9703504631	2	OK
	2000-0	6-22 20:03:13.0	6		1	OK
	2000-0	6-21 22:46:43.0	5		0	No fax detected
her Links		6-21 11:13:59.0	4		0	No fax detected
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#### Figure 4-16.

Clicking the **Refresh** button causes the HP Toolbox to pull new fax data from the HP LaserJet all-in-one product. The following information is displayed about each fax in the log.

- Date and time
- Job number
- Fax number
- Pages
- Result

The fax logs can be sorted by any of these columns by clicking on the column name that you want to sort by. A triangle appears next to the column heading that designates ascending or descending order. To change the order from ascending to descending or vice versa, click the column heading again. The last sort column and sort order you use is saved when you exit the page.

If the fax was sent or received at the computer (rather than at the HP LaserJet all-in-one product), each fax entry also has a **View** option. Click **View** to see the fax in a new window. Faxes that have not yet been viewed appear in bold type.

A maximum of 40 fax log entries are displayed. To enable the HP Toolbox to automatically check for updates to the fax log, click **Turn on automatic fax log updates** and then click **Apply**.

#### Fax Viewer page

This page allows you to see information about your fax, a thumbnail image of the fax, and allows you to open the fax to view it in Adobe Acrobat Reader.





Fax Viewer page

#### Fax Data Properties page

Use these settings to manage the space used to store faxes on your computer. You can save more faxes if you specify a larger total data size.

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	hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6 Device Settings	
Status Fax	Scan to Troubleshooting Documentation	_
Fax Tasks	Fax Data Properties	
Fax Phone Book	Use these settings to manage the space used to store faxes on your computer. You can save more faxes	if
Fax SendLog	you specify a larger total data size.	
Fax Receive Log	These settings apply to faxes that have been sent from or received to your computer. These settings apply	
Fax Data Properties	<ul> <li>Inese settings apply to taxes that have been sent from or received to your computer. These settings apply only if you have chosen to send or receive faxes remotely from your computer.</li> </ul>	
Fax Reports		
Detailed Fax Settings How do L?	An entry will remain in the fax log even if the stored fax is deleted. When data files are deleted, only the fa data is deleted.	×
toolbox Links	Delete fax data files older than:	
Select a device View current alerts Text.only.page	Limit total data storage size to: MB	
Other Links	Apply Cancel	_
roduct Registration Inter Supplies roduct Support		
Done	Distance internet	

#### Figure 4-18. Fax Data Properties page

These settings apply to faxes that have been sent from or received to your computer. These settings apply only if you have chosen to send or receive faxes remotely from your computer.

An entry will remain in the fax log even if the stored fax is deleted. When data files are deleted, only the fax data is deleted.

#### Fax Reports page

The Fax Reports page allows you to easily print out the internal fax reports that are generated by the HP LaserJet all-in-one product.

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Status Fax	Scan to Troubleshooting Documentation	
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Fax SendLog	Your device creates these fax reports. Print them to view information about your fax a	ctivity and usage.
Fax Receive Log	r 	
Fax Data Properties	Fax Activity Log: The Fax Activity Log shows information about recent faxes	Print
Fax Reports	that you have sent or received.	
Detailed Fax Settings How do I?	Fax Call Report: The Fax Call Report shows information about the last fax you sent or received.	Print
toolbox Links	Fax Phone Book: The Fax Phone Book lists the fax numbers you have stored in the device.	Print
Select e device View current electe	Blocked Fax List: The Blocked Fax List contains the fax numbers that the device will not accept faxes from.	Print
Text only page	Billing Report: The Billing Report contains information about fax billing codes. After you print the Billing Report, all information from the current Billing Report is deleted.	Print
Other Links Product Registration	All Fax Reports: Click this button to print out all of the available fax reports.	Print
Order Supplies Product Support	Go to "Print Info Pages" to view more reports.	
	Go to "Fax General Settings" to change the fax report settings	
Done		Dinternet



Fax Reports page

#### **Detailed Fax Settings page**

This page provides navigational links to the Fax Settings tab and the Fax Set-up Wizard.

ile Edit View Favorites	Tools Help	
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ddress 🔊 http://127.0.0.1:5	225/Toolbox2.7/controller/device/DOT4_001/DeviceContent.jsp?device=DOT4_0018cat=18pos=6	🛩 🋃 Go 🛛
About toolbox	hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6 toolbox	Device Settings
Status Fax	Scan to Troubleshooting Documentation	
Fax Tasks	Detailed Fax Settings	
Fax Phone Book		
Fax SendLog	Fax Setup Wizard: Click this link to go to the Fax Setup Wizard, where you	Fax Setup Wizard
Fax Receive Log	find step-by-step assistance to set up the device fax features.	Fax Setup Witaid
Fax Data Properties	Fax Settings: Click this link to view all of the fax settings that are available in	121 1201
Fax Reports	your device, and to establish or change those settings.	Fait Settings
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How do L?		
toolbox Links Select a device View current silents Text only page		
Other Links		
Product Registration		
Order Supplies		
Product Support		
1		Dirkernet



#### Detailed Fax Settings page

### Scan to tab

The Scan to tab contains the following pages.

- Scan to E-mail or a Folder
- Scan Preferences

#### Scan to E-mail or a Folder page

Use this page to add entries to the list that appears on the HP LaserJet all-in-one product control panel when you press the SCAN TO button on the control panel. Enter an e-mail address or a folder location to which you can send scanned information directly from the HP LaserJet all-in-one product to your computer. For e-mail, you can enter any e-mail address that you normally use to send e-mails. The e-mail is sent through the default e-mail client that is specified in the computer's E-mail Control. Before the e-mail is sent, the e-mail addresses are resolved through the address book of your e-mail application. You can include single e-mail addresses or multiple e-mail addresses separated by commas. To scan to e-mail or a folder, press the the SCAN TO button on the device. Use the < or > button to make a selection, and then press the START SCAN button or the ENTER button.



Figure 4-21.

Scan to E-mail or a Folder page

#### Scan Preferences page

This page allows you to make changes to the way the product scans documents from the HP LaserJet all-in-one product control panel.

hp toolbox - hp LaserJet 33	0 - Microsoft Internet Explorer				
File Edit View Favorites Too	i Help		and a state of the		1
🕒 Back • 🐑 · 💌 😫	🏠 🔎 Search 📌 Favorites 🌘	Media 🚱 🔗 🍇	23		
	abax2.7/controller/device/DOT4_001/Devi	and the second		- <b>-</b> 60	Lin
					1
	aser.let 3360 - DOT4_001 - hp Lase DIDOX	Net 3380 PCL 6	Devio	e Settings	
	JIDOX				
About toolbox					
Status Fax So	n to Troubleshooting	Documentation			_
	Defense				
Scan to E-mail or a Folder	can Preferences				
Scan Preferences	Scan to e-mail		Scan to a folder		_
How do L?	esolution: 200 dpi		200 dpi 👻		
toolbox Links	and the set of the set				
in the formation of the second s	nage type	200			
	hit depth): Color (24 bit)	×	Color (24 bit)		
Text only page					
	ile type: Adobe Portable Docum	ient Format (*.pdf) 🛛 👻	Adobe Portable Document Format (*.	pdf)	~
Other Links					
Product Registration	ize to Default	~	Default		
Under Subsides	can:				
Product Support					
-			Apply	Cancel	
					2
			Inter	ec.	

#### Figure 4-22.

#### Scan Preferences page

Note

These preferences only apply to scans that you initiate by using the SCAN TO button on the HP LaserJet all-in-one product control panel.

The HP LaserJet all-in-one product supports following file formats.

- .BMP
- .GIF
- .JPG
- .PDF
- .TIFF (regular and condensed

#### Note

If you specify an unsupported file format, an error message appears asking you to reinstall the software for the file type you requested.

### **Troubleshooting tab**

With the exception of the **Print Quality Tools** page, all of the content under the **Troubleshooting** tab is static HTML content. This content contains hyperlinks, and **Next** and **Previous** buttons, which allows users to navigate through the various sections of the Troubleshooting content.

The Troubleshooting tab contains the following pages.

- Print Problems page
- Fax Problems page
- Copy Problems page
- Scan Problems page
- Error Messages page
- Print Quality Tools page

#### **Print Problems page**

Use this section to find tips for solving print problems with the HP LaserJet all-in-one product.

Note





Print Problems page

#### **Fax Problems page**

Use the information in this section to troubleshoot general fax issues.

Note

Fit Edit View Forenties Tools   Bitsk + Coll Coll Coll   Coll Coll Coll   Coll Coll Coll   Fit Coll Coll   Fit Coll Coll   Fit Coll Coll   Fit Coll Coll   View carriert alets Coll   Fit Coll   View carriert alets Coll   View carriert alets Coll   Coll Coll   Coll Coll   Coll Coll   Coll Coll   Fax Problems   Fax-receiving problems   Fax-receiving problems   Fax-receiving problems   Fax-receiving problems   Fax-receiving problems   Fax-receiving	a hp toolbox - hp LaserJe	t 3380 - Microsoft Internet Explorer		
Address Why://127.0.0.1:5225/Todbox2.7/controller/device/D014_001/DeviceContent.jsp?device=0014_0016cd=38ppcs=1     Image: Control Cont	File Edit View Favorites	Tools Help		11
Image: Status       Fax       Boan to       Troubleshooting       Documentation         Print Problems       Fax       Fax Problems       Fax Problems         Fax Problems       Fax Problems       Fax Problems         Scan Problems       Fax Problems       Fax-receiving problems         Scan Problems       Fax-receiving problems       Fax-receiving problems         Product Residention       Media-handing problems       Media-handing problems         Product Residention       Media-handing problems       Fax-receiving problems	🔇 Back + 🔘 - 💌	😰 🐔 🔎 Search 👷 Favorites 🜒 Media 🥹 🍰 😹 🎿		
Coolbox     Status     Fax     Status     Fax     Status     Fax     Print Problems     Copy Problems   Scan Problems   Copy Problems   Scan Problems   Fax Problems   Fax Problems   Print Ovality Tools   Vacuariest a device   Vacuariest a device   Vacuariest a device   Scan Problems   Fax-seeding problems   Scaneral fax problems   Status   Print Ovality Tools   Use the information in this section to troubleshoot general fax issues. <ul> <li>Is your fax set up correctly?</li> <li>Seneral fax problems</li> <li>Fax-seeding problems</li> <li>Fax-seeding problems</li> <li>Media-handling problems</li> </ul> Media-handling problems	Address 🛃 http://127.0.0.1:52	25/Toolbox2.7/controller/device/DOT4_001/DeviceContent.jsp?device=DOT4_0018cat=38pos=1	🛩 🔁 Go	Links
Fax Problems         Copy Problems         Scan Problems         Error Messages         Print Owality Tools         Use the information in this section to troubleshoot general fax issues.         Coolbox Links         Scent a denice         View currert wetts         Text and trougs         Discretified         Prior Links         Proaud Reastration         Order Links         Proaud Reastration         Order Links         Proaud Reastration         Order Standes         Proceed Reastration         Order Standes         Proceed Support	About Jookes	toolbox	Device Settings	
Print Quality Tools       Use the information in this section to troubleshoot general fax issues.         toolbox Links       - is your fax set up correctly?         Sexed a device       - General fax problems         View current nerts       - Eax-receiving problems         Text onty base       - Media-handling problems         • Media-handling problems       - Media-handling problems         • Media-handling problems       - Media-handling problems	Fax Problems Copy Problems Scan Problems			
Product Registration Order Stanles Product Support	Print Quality Tools foolbox Links Securit a device View current alerts	Is your fax set up correctly?     General fax problems     Fax-receiving problems     Fax-sending problems		-
Done     Internet	Product Registration Order Supples	>		
	(i) Done		Dinternet	-

Figure 4-24.

Fax Problems page

#### **Copy Problems page**

Use this page to help you troubleshoot copy problems with your HP LaserJet all-in-one product.



#### Figure 4-25. Copy Problems page

Note

#### Scan Problems page

Use this section to help you troubleshoot scan problems with your HP LaserJet all-in-one product.

hp toolbox - hp LaserJet 3380 - Microsoft Internet Explorer		
File Edit Wew Favorites Tools Help		R.
🔇 Back + 🜍 - 🖹 🗟 🐔 🔎 Search 👷 Favorites 🜒 Meda 🚱 🍰 🛁 🖼 🥸		
doress ၍ http://127.0.0.1:5225/Toolbox2.7/controller/device/DOT4_001/DeviceContent.jsp7device=DOT4_001&cat=38pos=3	💌 🔁 Go	Link
hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 5 toolbox	Device Settings	1
Status Fax Scan to Troubleshooting Documentation		_
PrintProblems		
Fax Problems		
Copy Problems Scan Problems		
Print Quality Tools Use this section to find tips for solving problems with the device.		
Select a device         Scanned image is of poor quality           View current device         Part of the image did not scan           The scan takes too long         The scanner did nothing           Scan quality is unacceptable         Scan quality is unacceptable		
Other Links Product Residuation Order Supples		
Product Support		
0	🔮 Internet	_

#### Figure 4-26. Scan Problems page

Note

#### **Error Messages page**

This page lists common error messages you might encounter with your HP LaserJet all-inone product.



#### Figure 4-27. Error Messages page

Note

#### **Print Quality Tools page**

This page give you access to the print quality tools that are available for your HP LaserJet all-inone product.

hp toolbox - hp Laser	Jet 3380 - Microsoft Internet Explorer		
File Edit View Favorite	es Tools Help		12
3 tock • 🕥 • 🗷	👔 🛃 💋 Search 👷 Favorites 🜒 Media 🥝 🍰 🎍 🖂 🦓		
Address a http://127.0.0.1	:5225/Toobox2.7/controller/device/DOT4_001/DeviceContent.jsp?device=DOT4_0018cat=36pos=5	💌 🛃 Go	Links
About Robes	hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6 toolbox	Device Settings	
Status Fax	Scan to Troubleshooting Documentation		
Print Problems	Print Quality Tools		
Fax Problems			
Copy Problems	Cleaning Mode		
Scan Problems	Begin cleaning mode Start		
Error Messages	Begin cleaning mode Start		
Print Quality Tools	(Note: The cleaning procedure can take a few minutes to complete. During the procedure one page through the paper path. The device will exit the cleaning mode after the procedu		
toolbox Links	The page models are paper part the dense of the stream groups and the process	are in completely	
Select a device			
View autent nierts			-
Text only page			
Other Links			
Product Registration Order Supplies			
Product Support			
Listing school	1		
Done		g Internet	- 18



#### Print Quality Tools page

#### **Documentation tab**

The **Documentation** tab contains the following pages.

- How do I? page
- Print: How do I? page
- Fax: How do I? page
- Copy: How do I? page
- Scan: How do I? page
- User Guide page
- Readme page

#### How do I? pages

For each of the How do I...? pages (Print, Fax, Copy, and Scan), there are a set of links on each page. Each link corresponds to a particular task that a user can perform. Clicking on these links causes a new window to open that provides content about the given task.

#### Print: How do I? page

This page provides links to information to help you perform print tasks.



Figure 4-29.

Print: How do I? page
#### Fax: How do I? page

This page provides links to information to help you perform fax tasks.

hp toolbox - hp Laser	Jet 3380 - Microsoft Internet Explorer	00
ile Edit View Favorite	is Tools Help	
3 Back • 🔘 • 💌	🖹 🐔 🔎 Search 👷 Pavorites 🜒 Media 🥝 🍰 🍓 🔙 🚳	
ddress 👔 http://127.0.0.1	:5225/Toolbox2.7/controller/device/DOT4_001/DeviceContent.jsp?device=DOT4_0018cat=48pos=1	💌 🛃 Go 🛛 Li
Result Toolhors	hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6 toolbox	Device Settings
Status Fax	Soan to Troubleshooting Documentation	
Print: How do L?	Fax: How do I?	
Fax: How do L? Copy: How do L?	These links take you to information that helps you accomplish several common fax-relate	d tasks.
Scan: How do L? User Guide Readme	Send and Receive tasks	
teelbox Links Select a device View current alerts Tect only page	Create a fax cover page Send a fax from my computer Send a fax from my device View and print previously received faxes Forward received faxes to another fax number Receive faxes to my computer	
Other Links Froduct Registration Order Supples Product Support	Fax Phone Book tasks Add or delete a contact Set up speed dials Import contacts from another source Create a new group list	
	Change the Fax Settings Change the fax send or receive settings Change settings and optimize them for each fax	
Done		Dinternet

Figure 4-30.

Fax: How do I? page

#### Copy: How do I? page

This page provides links to information to help you perform copy tasks.

hp toolbox - hp LaserJet	3380 - Microsoft Internet Explorer	
File Edit View Favorites	Tools Help	27
🔇 Back + 🔘 · 💌 🛛	😫 🐔 🔎 Search 👷 Favorites 🜒 Medie 🧐 🍰 🍓 🚍 🍪	
Address 🗃 http://127.0.0.1:5225	5/Toolbox2.7/controller/device/DOT4_001/DeviceContent.jsp?device=DOT4_0018cat=46pos=2	🔁 Go Links
	hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6 Device S	ettings
Statue Fax S	Scan to Troubleshooting Documentation	
Print: How do L?	Copy: How do I?	
Fax: How do L? Copy: How do L? Scan: How do L?	These links take you to information that helps you accomplish several common copy-related tasks.	
User Guide Readme	Change copy settings	
toolbox Links	Change the copy settings	
Select a device View current alerts		
Text orbit page		
Other Links Product Resistration Order Supplet Product Support		
	Internet	×
20		

Figure 4-31.

Copy: How do I? page

#### Scan: How do I? page

This page provides links to information to help you perform scan tasks.

	83
file Edit View Favorites Tools Help	
🔇 Back 🔹 🔘 · 💽 😰 🚮 🔎 Search 👷 Favorites 🔮 Me	ala 🚱 🍰 - 🚔 🗔 🍪
ddfess 🜒 http://127.0.0.1:5225/Toobox2.7/controller/device/DOT4_001/DeviceCon	tent.jsp?device=D0T4_00J&cat=4&pos=3 💉 🛃 Go L
hp LaserJet 3380 - DOT4_001 - hp LaserJet 3 toolbox	3380 PCL 6 Device Settings
About toobox	
Status Fax Soan to Troubleshooting Do	cumentation
Print: How do L? Scan: How do I?	
Fax: How do L.,?	
copyright and the	ps you accomplish several common scan-related tasks.
Scan: How do L?	
User Guide Scan Tasks	
Scan from my computer	
toolbox Links Scan from the device	
Select a device	
Vew current slotts Scan to e-mail or a folder	
Text.only.seene Add or edit.e-mail addresses for scan	to e-mail
Scan to e-mail	
Add or edit folders for scan to a folder Other Links Scan to a folder	
STATUTE STATE	E
Etosuct Registration Change scan preferences for scan to Order Supples	e-mail or a tolder
Product Support	



Scan: How do I? page

#### User Guide page

Use this page to gain access to the user guide for your HP LaserJet all-in-one product.

	et 3380 - Microsoft Internet Explorer		- 6
File Edit Yew Favorites	Tools Help		唐
3 Back • 🕥 • 💌	😰 🐔 🔎 Search 🐈 Favorites 🜒 Medis 🚱 😥 🍓 🚃 🥸		
kidness () http://127.0.0.1:5	225/Toolbox2.7/controller/device/DOT4_001/DeviceContent.jsp7device=DOT4_0018cat=48pos=4	🛩 🛃 GO	Lini
About toobes	hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6 toolbox	Device Settings	1
Status Fax	Scan to Troubleshooting Documentation		
Print: How do L?	User Guide		-
Fax: How do L?	Interactive Version (Windows only)		
Copy: How do L? Scan: How do L? User Guide Readme	To view the user guide in a format that is similar to a Web-page format, click "Interactive might also be a good choice for people who use screen-reader software. Click this butto the instructions in that dialog box to open the file.		w
toolbox Links			
Select a device	Interactive User Guide		
View.current.aleita	Interactive User Guide Printer-Fri endly Version		
			-
View current nierts Tent only uses Other Links Product Registration	Printer-Friendly Version To view the user guide in a format that is best for printing, click the "Printer-Friendly Use	file format.	8
View.current.akerta Text.aniv.passe Other Links Product Resistration Criter Supplies	Printer-Friendly Version To view the user guide in a format that is best for printing, click the "Printer-Friendly Use format for Macintosh users. This opens a new window that contains a guide in the PDF Note: You might need to download the Adobe @ Acrobat @ reader to view the printable v	file format.	ž
View, current alerts Text ank/page Other Links Product Registration	Frinter-Friendly Version To view the user guide in a format that is best for printing, click the "Printer-Friendly Use format for Macintosh users. This opens a new window that contains a guide in the PDF Note: You might need to download the Adobe @ Acrobat @ reader to view the printable w here for more details.	file format.	8



Figure 4-33. User Guide page

#### Readme page

Use this page to gain access to the Readme for your HP LaserJet all-in-one product.

hp toolbox - hp Laser.	let 3380 - Microsoft Internet Explorer		
File Edit View Favorites	Tools Help		1
🔇 Back - 🔘 · 💌	📓 🏠 🔎 Search 👷 Pavorites 🜒 Media 🤣 🍰 🍓 🔜 🚳		
Address 🗿 http://127.0.0.1:	S225/Toolbox2.7/controller/device/DOT4_001/DeviceContent.jsp?device=DOT4_001&cat=4&pos=5	💌 🄁 Go	Links
About taolbas	hp LasekJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6 toolbox	Device Settings	
Status Fax	Scan to Troubleshooting Documentation		
Print: How do L?			
Fax: How do L.?	Readme		
Copy: How do L?			
Scan: How do L.?	Important information about your device that is not available in the user guide is available	in the Readme file	
User Guide			
Readme	Readme		
toolbox Links			
Select a device			
View current elects			
Test only page			
Other Links			
Product Registration			
Order Supples			
Product Support			
		1992	
Done Cone		Internet	116



Readme page

# **Device Settings section**

The **Device Settings** section is comprised of the following tabs.

- System Settings tab
- Print Settings tab
- Fax Settings tab
- Copy Settings tab

#### Note

Settings that are specified in the HP LaserJet all-in-one product driver override settings made in the HP Toolbox.

## System Settings tab

The System Settings tab contains the following pages.

- Device Information page
- Paper Handling page

- Print Modes page
- System Setup page
- Volumes page
- Date/Time page
- Service page
- Advanced page
- Event Log page
- Save/Restore Settings page

#### **Device Information page**

Use this page to add or change information about your HP LaserJet all-in-one product.

a hp Device Settings - h	p LaserJet 3380 - Microsoft Internet	Explorer	
File Edit View Favorite	s Taols Help		
3 Back + 3 - 💌	) 😰 🐔 🔎 Search 📌 Pavorites	🕐 Medis 🔗 🔗 😓 🔀 🛸	
Address 1 http://127.0.0.1:	5225/Toolbox2.7/controller/synthesizer/DOT4_	001/servlet.controller?synthesizer=Advanced.jsp&advDev	ice=DOT4_0018cat=08p 💌 🛃 Go 🛛 Links
	hp Laserdet 3380 - DOT4_001 - hp La Device Settings	iserJet 3380 PCL 6	Back to toolbox
∫ System Settings	Print Settings Fax Settings	Copy Settings	12
Device Information	Device Information		
Paper Handling Print Modes	Device description:	hp LaserJet 3390	
System Setup	Asset number:		
Volumes			
Date / Time	Company name:		
Service	Contact person:		
Advanced EventLog			
Save / Restore			
		Appl	y Cancel
Other Links			
Product Registration			
Order Stapples			
Product Support			
			~
🕘 Done			🔮 Internet



**Device Information page** 

#### Paper Handling page

Use this page to change the paper handling defaults for your HP LaserJet all-in-one product.

🗿 hp Device Settings - hp	LaserJet 3380 - Microsoft Internet Ex	plorer		
File Edit View Favorites	Tools Help			A.
🔇 Back 🔹 🕥 · 💌	🗟 🏠 🔎 Search 🐈 Pavontes 🌘	🕈 Media 🚱 🍰 👼 🗐	-3	
Address a http://127.0.0.1:52	25/Toolbox2.7/controller/synthestzer/DOT4_001	/servlet.controller?synkhesizer=Advan	ced.jsp8advDevice=DOT4_001	Boat=08p 💌 🛃 Go Links
	hp LaserJet 3380 - DOT4_001 - hp Lase Device Settings	erJet 3380 PCL 6		Back to toolbox
System Settings	Print Settings Fax Settings	Copy Settings		
Device Information	Paper Handling			Help ③
Paper Handling Print Modes	Default paper size:	Letter	*	
System Setup	Default paper type:	Plain	~	
Volumes	- 1000 0000000 000000000000000000000000		No.	
Date / Time	Manual feed:	Off 💌		
Service				
Advanced				
EventLog			1 <u>00-0000</u> (96-0	
Save / Restore			Apply Can	3
Other Links Product Registration Onder Stapples Product Support				
<u>ل</u> ا				🔮 Internet

Figure 4-36.

Paper Handling page

#### **Print Modes page**

Use this page to change the print mode defaults for your HP LaserJet all-in-one product. After you change the **Print Modes** settings, click **Apply** to save the changes to your HP LaserJet all-in-one product.

	hp LaserJet 3380 - Microsoft Interne	t Explorer		2	
File Edit View Favorite					14
🕝 Back 🔹 🜍 🕛 📕	🕽 🙆 🌈 Search 👷 Pavonte	s 🜒 Media 🚱 🍰 🎍	33		
Address http://127.0.0.1	:5225/Toolbox2.7/controller/synthesizer/DOT4	_001/servlet.controller?synthesizer=Adv	anced.jsp8.advDevice=D0	14_0018cat=08p 💌 🛃 Go	Unk
)	A conservation I is servationed	te II neb) nemile I			1
	Print Modes				
Device Information				Help 🕐	-
PaperHandling	Preprinted:	Plain	*		
PrintModes	riepinieu.	1 result	106		
System Setup	Letterhead:	Plain	~		
Volumes	Brannachada	Plain			
Date / Time	Prepunched:	Prain	1.Mil		
Service	Recycled:	Plain	~		
Advanced	6 h	Plain			
EventLog Save / Restore	Color:	Plan	M.		
adve / nestore					
	Restore modes:				
Other Links	ľ –				
Product Registration			500 M/C	1	-
Order Supplies			Apply	Cancel	
Product Support					
٤Ì				🔮 Internet	

#### Figure 4-37. Print Modes page

A print mode is a special setting that controls the print speed and the fuser temperature of the HP LaserJet all-in-one product. The product speed and fuser temperature are adjusted to match the print mode that you select, which can result in better print quality when printing on certain media types. The following table lists the media types that the product supports and the associated fuser mode for each type.

#### Note

Not all of the print modes can be adjusted from the **Print Modes** page.

#### System Setup page

Use this page to change the system defaults for your HP LaserJet all-in-one product.

hp Device Settings hp	LaserJet 3380 - Microsoft Internet Explorer			
File Edit View Favorites	Tools Help			A
🌀 Back 🔹 🕥 🕐 💌	😰 🏠 🔎 Search 🐈 Favorites 🜒 Media 🍕	e 🗟 - 🗟 🗔 🚳		
ddress 🕘 http://127.0.0.1:5	225/Toolbox2.7/controller/synthesizer/DOT4_001/servlet.contro	iler?synthesizer=Advanced.jsp8.advDe	evice=DOT4_0018cat=08p 💌 🛃 Go	Lin
<b>(()</b>	hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 P Device Settings	CL 6	Back to toolbox	
System Settings	Print Settings Fax Settings Copy S	ettings		_
Device Information	System Setup		Help 🕥	
Paper Handling Print Modes	Note: All of the settings on this page apply to all p device.	rint, fax, copy, and scan jobs pr	acessed by your	
System Setup Volumes	Jam recovery:	Auto 🛩		
Date / Time Service	Auto continue:	Off 💌		
Advanced EventLog				
Save / Restore	Density:	O O ⊕ ( Light ♦	O O Dark	
Other Links Product Registration Order Supplies Product Support	Device language: WARNINGI After you select a new language and click on the "Apply" button, your device will be power cycled. You will have to refresh this page to view your changes.	English		
	8	ĀD	olv Cancel	_
Done		1.00	😰 Internet	_

#### Figure 4-38. System Setup page

Note

Changing the Device Language might cause a message to appear prompting you to make sure the power cord is plugged in, the power is on, and all cables are connected correctly to the HP LaserJet all-in-one product. If this message appears, close your Web browser and then reopen the HP Toolbox.

#### Volumes page

Use this page to change the volume levels for your HP LaserJet all-in-one product.

File Edit View Favorites	Tools Help					
🔇 Back 🔹 🔘 👘 💌	😰 🏠 🔎 Search 🔶 Favorites 🜒 Media 🥝	0 8.	30	3		
ddress 1 http://127.0.0.1	5225/Toolbox2.7/controller/synthesizer/DOT4_001/servlet.control	er?synthesia	er=Advance	d.jsp&advDevic	e=D0T4_0018.cat=08p 🛩 🕻	<b>G</b> 0
	hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PC Device Settings	L 6			Back to to	olbax
System Settings	Print Settings Fax Settings Copy Se	ttings				
Device Information	Volumes					
Paper Handling		Off	Soft	Medium	Loud	
Print Modes		0.74500				
System Setup	Line monitor: The sounds from the phone line, such as dial tone, touch tones, and busy signals.	0	0	0	0	
Volumes Date / Time	Alarm: The sound made when the product	0	0	0	0	
Service	experiences an error.	0	e	0	0	
Advanced	Ring: The ring from an incoming call.	0	•	0	0	
EventLog	Key press: The sound made when a key is					
Save / Restore	pressed.	0	۲	0	0	
Other Links	-					
Product Registration				Apply	Cancel	
Order Supplies						
Product Support						

#### Figure 4-39.

Volumes page

#### Date/Time page

Use this page to change the date and time settings for your HP LaserJet all-in-one product.

hp Device Settings - hp	Liberty Carolin	roson merner explorer	
File Edit View Favorites	Tools Help		14
🔇 Back • 🔘 · 💌	🗟 🏠 🔎 Sear	h 🐈 Favorites 🜒 Media 🔗 🎯 - 🌺 🚍 🍪	
ddress 🗿 http://127.0.0.1:53	225/Toolbox2.7/controller	/synthesizer/DOT4_001/servlet.controller?synthesizer=Advanced.jsp8.advDevice=DOT4_0018cat=08p 💌 🛃 Go	Lie
(D)		0074_001 - hp LaserJet 3380 PCL 6 Back to toolbox	
invent	Device Set	tings	-
	-		
System Settings	Print Settings	Fax Settings Copy Settings	- 3
	Date / Tin	ne	
Device Information			
Paper Handling	Automatic	Selecting Automatic will synchronize your hp LaserJet 3380 all in one date and	
PrintModes	10.000 (0.000)	time with the date and time on your computer.	
System Setup	THE REPORT OF A DECK	Year Month Day	
Volumes	🔘 Manual	Date: 2003 W July SI 29 W	
Date / Time			
Service		Time: 03 : 28 AM 🕐 🕂 12 hour	
Advanced		24 hour	
EventLog			
Save / Restore			
			_
		Apply Cancel	
Other Links			
Product Registration			
Order Supples			
Product_Support			
		🔮 Internet	_

#### Figure 4-40. Date/Time page

Note

Automatic is selected by default, but the option will not be initiated until you click **Apply**. The setting does not remain in place over time; you must click **Automatic** and **Apply** each time you want to synchronize your HP LaserJet all-in-one product with your computer clock.

#### Service page

Use this page to change the service settings for your HP LaserJet all-in-one product.

le Edit View Favorites		
🕽 Back 🔹 🔘 🗧 💌	😰 🏠 🔎 Search 👷 Favorites 🜒 Media 🧐 🍰 - 🌺 🚍 🎎	
dress 🛃 http://127.0.0.1:	5225/Toolbox 2.7/controller/synthesizer/DOT4_001/servlet.controller?synthesizer=Advanced.jsp&advDevice=DOT4_001&cat=0&p 💌 🔁 😔	
Ø	hp LasenJet 3380 - DOT4_001 - hp LasenJet 3380 PCL 6 Back to toolbox Back to toolbox Back to toolbox	
System Settings	Print Settings Fax Settings Copy Settings	
Device Information	Service	
Paper Handling		
Print Modes	Cleaning Mode	
System Setup Volumes	Begin cleaning mode Start	
Date / Time	(Note: The cleaning procedure can take a few minutes to complete. During the procedure, the device	
Service	will slowly move one page through the paper path. The device will exit the cleaning mode after the procedure is complete.)	
Advanced		
EventLog Save / Restore	Resets	
	(Note: This will clear all current settings and revert back to factory defaults. This will also cause a Power Cycle of the Device. Your browser session will be temporarily disconnected. Once the reset	
Other Links	is complete, you may need to begin a new session.)	
Voduct Registration Order Supplies	Other Service Items	
reduct Support	STATISTICS AND A	
	Print T.30 trace The T.30 Trace allows you view T.30 telephony data to help diagnose communication problems.	
	Print now	
	Automatic trace print:	
	Never	
	Power save time This setting determines how long the scanner bulb will stay on, in order to minimize having to wait for it to warm up during the working day.	
	8 hours ⊻	
	Apply Cancel	

#### Figure 4-41.

Service page

Note

Clicking **Restore** for the **Restore factory settings** option might cause a message to appear prompting you to make sure the power cord is plugged in, the power is on, and all cables are connected correctly to the HP LaserJet all-in-one product. If this message appears, close your Web browser and then reopen the HP Toolbox.

#### Advanced Settings page

Use this page to change the advanced settings for your HP LaserJet all-in-one product.

File Edit View Favorites		
🌏 Back 🔹 🔘 🕤 💌	📓 🚯 🔎 Search 👷 Favorites 🜒 Media 🧐 🍰 🍓 🗔 🖄	
ddress 🗃 Nttp://127.0.0.1 :	5225/Toolbox2.7/controller/synthesizer/DOT4_001/servlet.controller?synthesizer=Advanced.jspBadvDev	ice=DOT4_0018cat=08p 🛩 🛃 Go 🛛
Invent	hp Lasexlet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6 Device Settings	Back to toolbox
System Settings	Print Settings Fax Settings Copy Settings	
Device Information	Advanced Settings	
Paper Handling		
PrintModes	Device Polling:	
System Setup	You can turn off all polling of the device to reduce network or I/O traffic. However, when device polling is turned off, alerts, scan to e-mail or a	on device polling
Volumes	folder, and start scan from the device will also be turned off. If your device	
Date / Time	has fax capability, automatic fax log updates and the "Receive faxes to UTum" this computer" option will also be turned off.	off device polling
Service	ina composer option will also be turned on.	
Advanced		
EventLog		
Save / Restore	IqqA	Y Cancel
Other Links		
Product Registration		
Order Supplies		
Product Support		

#### Figure 4-42. Advanced Settings page

You can turn off **Device Polling** to reduce network traffic or I/O traffic. However, when **Device Polling** is turned off, the **Alerts** and the **Scan to e-mail or a folder** options in the HP Toolbox are disabled, and the START SCAN function on the HP LaserJet all-in-one product control panel is also turned off. If your HP LaserJet all-in-one product has fax capabilities, the automatic **Fax Log** updates do not occur and the **Receive faxes to this computer** option is also turned off.

Clicking **Turn off device polling** and then clicking **Apply** on the **Advanced Settings** page does not turn off the HP Toolbox, but acts like a master switch to turn off all polling for the functions listed above. You can turn on these functions on individually through the HP Toolbox, but doing so also turns on the **Device Polling** option on the **Advanced Settings** page.

#### **Event Log page**

Use this page to monitor events for your HP LaserJet all-in-one product. Up to ten events can appear on this page. If this page is empty, no events have occurred on your HP LaserJet all-in-one product.



Figure 4-43.

#### Save/Restore Settings page

Use this page to save all of the device settings to a file on your computer. You can also load the settings that have been saved into your HP LaserJet all-in-one product from this page.





Save/Restore Settings page

#### Note

When you click **Save**, the **Save as** dialog box might be hidden. Look behind your browser window or on the task bar.

## **Print Settings tab**

The Print Settings tab contains the following pages.

- Printing page
- Print Quality page
- PCL page
- PostScript page
- I/O page

#### Printing page

Use this page to change the printing defaults for your HP LaserJet all-in-one product.

hp Device Settings - hp	) LaserJet 3380 - Microsoft Intern	net Explorer	
File Edit View Favorites			1
G Back • 🜍 · 💌	📓 🏠 🔎 Search 🌟 Favori	tes 🜒 Media 🚱 🍃 🌺 🚍 🆓	
Address 🛃 http://127.0.0.1:5	225/Toolbox2.7/controller/synthesizer/DO	T4_001/serviet.controller?synthesizer=Advanced.jsp&advDevice=E	0074_0018cat=18p 💌 🛃 Go 🛛 Links
	hp LaserJet 3380 - DOT4_001 - hp Device Settings	p LaserJet 3380 PCL 6	Back to toolbox
System Settings	Print Settings Fax Setting	ngs Copy Settings	
Printing	Printing		Help 🕜
Print Quality PCL	Copies:	1 (1 - 999)	
PostScript 10	Wide A4:	No 🗭	
	Courier font: Orientation:	Regular 🛩	
Other Links Product Reastration	Personality:	Auto	
Onier, Support Product Support		Apply	Cancel
a) Printina			🔮 Internet



g

#### Print Quality page

Use this page to change the print quality defaults for your HP LaserJet all-in-one product.

hp Device Settings - hp	Laser.let 3380 - Microsoft Internet Explorer		
File Edit View Favorites	Tools Help		an a
3 Back + 3 · 💌	😰 🐔 🔎 Search 🐈 Favorites 🜒 Moda 🧐 😭	• 🗟 🖂 🍪	
Address () http://127.0.0.1:5	225/Toolbox2.7/controller/synthesizer/DOT4_001/servlet.controller?synth	esizer=Advanced.jsp8advDevice=D	0074_0018cat=18p 💌 🛃 Go 🛛 Links
<b>(</b>	hp LaserJet 3380 - D0T4_001 - hp LaserJet 3380 PCL 6 Device Settings		Back to toolbox
System Settings	Print Settings Copy Settings		
Printing	Print Quality		Help 🕥
Print Quality PCL	Resolution:	ProRes 1200 👻	
PostScript IO	RET:	On Y	
	Economode:	Off 🛩	
Other Links			
Product Registration Order Supplies		Apply	Cancel
Product Support			
			2
<b>a</b>			Internet



Print Quality page

#### PCL page

Use this page to change the PCL defaults for your HP LaserJet all-in-one product.

hp Device Settings	hp LoserJet 3380 - Microsoft Internet	Explorer	
File Edit View Favori	tes Tools Help		
G Back • 🔘 • 🛛	🗴 👔 🏠 🔎 Search 🐈 Favorites	🕙 Meda 🕢 🍰 - 😓 🖼 🦓	
Address a http://127.0.0.	1:5225/Toolbox2.7/controller/synthesizer/DOT4_1	001/serviet.controller?synthesizer=Advanced.jspBadvDe	vice=DOT4_001&cat=1&p 💌 🛃 Go 🛛 Links
<b>(()</b>	hp LaserJet 3360 - DOT4_001 - hp La Device Settings	iserJet 3360 PCL 6	Back to toolbox
System Settings	Print Settings Fax Settings	Copy Settings	
Printing	PCL		Help ⑦
Print Quality	Font number:	0 (0 - 89)	
PCL PostScript	Font pitch:	10 (0.44 - 99.99)	
10	Font point size:	12 (4 - 999.75)	
	Symbol set:	PC-8	
Other Links	Append CR to LF:	No 👻	
Product Registration	Form length:	60 (5 - 128)	
Order, Supples Product Support	a subservation menosities (20		
		App	ly Cancel
8		- Alexandria	🔮 Internet



PCL page

#### PostScript page

Use this page to change the PostScript defaults for your HP LaserJet all-in-one product.

🗿 hp Device Settings - hp l	aserJet 3380 - Microsoft Internet Explorer	
File Edit View Favorites	Tools Help	
3 Back • 3 • 💌	🖹 🟠 🔎 Search 👷 Pavorites 🜒 Media 🚱 🎯 🍓 🔙 🦓	
Address 🔕 http://127.0.0.1:52	5/Toobox2.7/controller/synthesizer/DOT4_001/servlet.controller?synthesizer=Advanced.jsp8	advDevice=D0T4_0018cat=18p 💌 🛃 😡 🛛 🗤
	hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6 Device Settings	Back to toolbox
System Settings	Print Settings Copy Settings	
Printing	PostScript	Help 🕥
Print Quality PCL	Print PS errors: Off 💌	
PostScript IO	PS Wait timeout: 300 seconds (0 - 4,095)	
	2 <u></u>	Apply Cancel
Other Links Product Registration		
Order Supples		
Product Support		
ย		Internet



PostScript page

#### I/O page

Use this page to change the input/output defaults for your HP LaserJet all-in-one product.

	ip LaserJet 3380 - Microsoft Internet Explorer	
File Edit View Favorite		
G Back • 🔘 · 💌	🗋 🙆 🏠 🔎 Search 👷 Favorites 🜒 Media 🧐 🍰 - 💺 🔜	3
Address a http://127.0.0.1	5225/Toolbox2.7/controller/synthesizer/DOT4_001/serviet.controller?synthesizer=Advanced	i.jspbadvDevice=D0T4_001&cat=1&p 💌 🛃 Go 🔤
	hp LaserJet 3360 + DOT4_001 + hp LaserJet 3360 PCL 6 Device Settings	Back to toolbox
System Settings	Print Settings Copy Settings	
Printing	1/0	Help ①
Print Quality PCL	1/O timeout: 15 seconds (5 - 7	200 )
PostScript 10	·	Apply Cancel
Other Links		
Product Registration Order Supplies Product Support		
Done		Internet

Figure 4-49.

I/O page

## Fax Settings tab

Note

Because the HP LaserJet 3020 does not have a fax component, the HP Toolbox for the HP LaserJet 3020 does not have this tab.

The Fax Settings tab contains the following pages.

- General Settings page
- Send page
- Receive page
- Fax Setup Wizard page

#### **General Settings page**

The General Settings page allows you to configure general fax settings (common to both Send and Receive) on your HP LaserJet all-in-one product.

hp Device Settings -	hp LaserJet 3380 - Microsoft Internet Exp	lorer	
File Edit View Favorib	es Tools Help		1
G Back • 🔘 · 🖪	👔 🛃 🏠 🔎 Search 🔶 Favorites 🎈	Meda 🕢 🖉 🎝 🗟 🖏	
Address Address Address Address	1:5225/Toolbox2.7/controller/synthesizer/DOT4_001/s	ervlet.controller?synthesizer=Advanced.jsp&advDevice=D	074_0018cat=28p 🛃 🔂 Go 🛛 Link
(D)	hp LaserJet 3380 - DOT4_001 - hp Laser Device Settings	Jet 3360 PCL 6	Back to toolbox
System Settings	Print Settings Fax Settings	Copy Settings	
General	General Settings		Halp 🕥
Fax Send			
Fax Receive	Fax header		
Fax Setup Wizard	Name:		
	Company name:		
Other Links	Fax number:	2089999198	
Product Resistration Order Supples	Phone number:		
Product Stappert	Reporting and Error Correction		
	Error correction (ECM):	V	
	V.34:	V	
	Automatic log printing:		
	Fax Call Report:	Every fax error	
		V Include first page	
		Apply	Cancel
8			1 Internet

Figure 4-50.

General Settings page

#### Send page

Use this page to configure the fax send settings on your HP LaserJet all-in-one product.

	hp LaserJet 3380 - Microsoft Internet Exp	lorer	
File Edit View Pavorib			2
G Back • 🔘 • 🛓	👔 👔 🌮 Search 🐈 Favorites 🍳	Meda 🚱 🔗 🦓 🖂 🥸	
Address Address Address Address		servlet.controller?synthesizer=Advanced.jsp8.advDevice=D0	074_001&cat=28p 🗙 🔂 Go 🛛 Links
	hp LaserJet 3380 - DOT4_001 - hp Laser Device Settings	Jet 3380 PCL 6	Back to toolbox
System Settings	Print Settings Fax Settings	Copy Settings	
General	Send		Help 🕥
Fax Send Fax Receive Fax Setup Wizard	Resolution:	Fine	
Other Links	Contrast:		Dark
Product Recistration Order Support Product Support	Dial mode:	Tone 💙	
	Redial:	🗹 On Busy	i
		<ul> <li>On no-answer</li> <li>On communication errors</li> </ul>	
	Dial prefix:	Use dial prefix 9 Example: 9, 170	
	Detect dial tone:		
	Billing codes:		
	Fax from glass page size:	Letter 🛩	
		Apply	Carcel v
a)			Internet

Figure 4-51.

Send page

#### Receive page

Use this page to configure the fax receive settings on your HP LaserJet all-in-one product.

and the second se	hp LaserJet 3380 - Microsof es _ Tools Help	energen der andre G		
Bad + 🕥 - 🖪	🖹 🗟 🐔 🔎 Search 🤞	Favortes 🜒 Media 🙆 🗯	3· 🗟 🖂 🕉	
ress 👔 http://127.0.0.1	r5225/Toolbox2.7/controller/synthe	sizer/DOT4_00L/serviet.combroller?sym	thesizer=Advanced_sp0advDevice=D0T4_0018cat=28pos	=26menu=05devReque 👻 🛃 🐼 🛛
	hp LaserJet 3390 - DOT4 Device Setting	001 - hp LasetJet 3360 PCL 6 <b> S</b>		Back to toolbox
System Settings	Print Settings Fax	Settings Copy Settinge		
ieneral	Receive			Help 🕥
ax Send ax Receive ax Setup Wizard	Answer mode:	<ul> <li>Automatic</li> </ul>	Rings to answer 1 (1 - 9) Answer ring pattern	
ther Links solut Facadration		O Manual	All rings 💌	
oler Supples orluct Support	Receive options:	🕑 Extension phone		
		Silence detection		
		Fit to Page		
		Stamp received faxes		
	-		Apply Cancel	
Done				😰 Internet



Receive page

#### Fax Setup Wizard page

The **Fax Setup Wizard** appears after you install the software and restart your computer. HP recommends that you run the Wizard to configure your fax settings for both the software and the HP LaserJet all-in-one product.

Back      Control	ettings Fax Settings Copy Settings	nks A
Address Http://127.0.0.1.f5225/Foolbo System Settings Print Se System Settings Print Se General Fax Send Fax Setup Wizard Other Links Postact Resolution Criter Suscent Dodact Resolution Criter Suscent Dodact Suscent Cick	Ale 7 (controller (synthesizer (DOT 4_00U) servicet. controller ?synthesizer = Advanced isp8ach/Device=DOT 4_0010cat=28pos=38menu=88der Reque	riks A
System Settings Print Se General Fax Send Fax Send Fax Setup Wizard Welc Using Steps Other Links Product Second Criter Second Description	Ice Settings Back to toolbox B	~
General Fax Send Fax Receive Fax Setup Wizard Welz- Using steps Other Links Product Receives Product Receives Product Sector Under Succes	x Setup Wizard Icome ome to the hp Laseslet 3380 Fax Setup Wizard. If the Fax Setup Wizard, you can make all your necessary fax settings in a simple series of When the Wizard is finished, your hp Laseslet 3380 will be ready to send and receive faxes. This Wizard must be fully completed for the settings to take effect. Clicking <b>Cancel</b> at any	
General Fax Send Fax Secure Fax Setup Wizard Welc Using steps Other Links Doduct Receives Product Securits Differ Success Click	Icome ome to the hp Laseslet 3360 Fax Setup Wizard. If the Fax Setup Wizard, you can make all your necessary fax settings in a simple series of When the Wizard is finished, your hp Laseslet 3360 will be ready to send and receive faxes. This Wizard must be fully completed for the settings to take effect. Clicking <b>Cancel</b> at any	
Fax Send Fax Receive Fax Setup Wizard Welc: Using Steps Other Links Product Exception Criter Suscept Distance Suscept	ome to the hp LaserJet 3360 Fax Setup Wizard. ; the Fax Setup Wizard, you can make all your necessary fax settings in a simple series of . When the Wizard is finished, your hp LaserJet 3360 will be ready to send and receive faxes. This Wizard must be fully completed for the settings to take effect. Clicking <b>Cancel</b> at any	
Fax Setup Wirard Welc Using steps Other Links Note: Droket Resolution Grober Support Droket Support Click	ome to the hp LaserJet 3360 Fax Setup Wizard. ; the Fax Setup Wizard, you can make all your necessary fax settings in a simple series of . When the Wizard is finished, your hp LaserJet 3360 will be ready to send and receive faxes. This Wizard must be fully completed for the settings to take effect. Clicking <b>Cancel</b> at any	
Other Links Docket Links Product Secondation Crider Samples Docket Second	the Fax Setup Wizard, you can make all your necessary fax settings in a simple series of . When the Wizard is finished, your hp LasevJet 3380 will be ready to send and receive faxes. This Wizard must be fully completed for the settings to take effect. Clicking <b>Cancel</b> at any	
Other Links         Note:           Product Resultation         time of appendict Support           Product Support         Click	. When the Wizard is finished, your hp LasevJet 3380 will be ready to send and receive faxes. This Wizard must be fully completed for the settings to take effect. Clicking Cancel at any	
Product Resolution speed Order Support Click		
	during the set up process will cause the new settings to be lost. A confirmation page will ar when all setting have been made and the Wizard is complete.	
	Next to continue after each step. If you need to return to a previous step for any reason, click	
3 <del>.</del>	Back Next Cancel	
Dane		1

#### Figure 4-53. Fax Setup Wizard page

Note

After you install the HP LaserJet all-in-one product software, the Fax Setup Wizard opens automatically. Run the Wizard even if your HP LaserJet all-in-one fax parameters have already been set up. The HP Toolbox uses the information that you provide in the Fax Setup Wizard to properly run other features, such as the fax cover page.

## **Copy Settings tab**

The Copy Settings tab contains the following pages.

- Copying page
- Reduce/Enlarge page

#### Copying page

Use the **Copying** page to configure general copy settings for your HP LaserJet all-in-one product.

and the second s	hp LaserJet 3380 - Microsoft Internet	Explorer	
Elle Edit yew Favor			1
G Back • 🕥 ·	🔹 👔 🏠 🔎 Search 🙀 Favorites	🕙 masa 🕜 🝰 - 💺 🖂 🍇	
Address http://127.0.0	1/5225/Toolbox2.7/controller/synthesizer/DOT4_	.001/serviet.com/roller?synthesizer=Advanced.jsp8advDevice=DOT4_0018cat=38pos=D	Brienu=Obder/Reque 👻 🛃 🐼 🛛 Uriki
	hp LaserJet 3390 - DOT4_001 - hp L Device Settings	aserVet 3960 PCL 6	Back to toolbox
System Settings	Print Settings Fax Settings	Copy Settings	
Copying	Copying		
Reduce/Enlarge	Copy quality:	© ○ ○ ○ Text Draft Photo Best photo	
Other Links Product Residention	Contrast:		
Drow Support Product Support	Collation:	On 🛩	
	Number of copies:	1 (1-99)	
		[Apply] Cancel	
			-
Done Done			D Internet



Copying page

#### Reduce/Enlarge page

Use the **Reduce/Enlarge** page to configure the default size and format copy settings for your HP LaserJet all-in-one product.

hp Device Settings	hp LaserJet 3380 - Microsoft In	dernet Explorer		E 6 🔀
Elle Edit ylew Favori	tes Icols Help			<i>R</i> *
3 Back + 3 - 1	🖹 📓 🏠 🔎 Search 🐈 F	avorkes 🕐 Media 🙆 🍰 •	🍓 🖃 🎝	
Address a http://127.0.0.	1/5225/Toolbox2.7/controller/synthesize	r/DOT4_001/iservlet.controller?synthes	zer=Advanced_tsp0advDevice=D0T4_0018cat=38pos	s=18menu=05devReque 😪 🛃 Go 🛛 Unis
42	hp LaserJet 3380 - DOT4_00 Device Settings			Back to toolbox
System Settings	Print Settings Fax Set	lings Copy Settings	Ú	
Copying	Reduce / Enlar	ge		Help 🕥
Reduce / Enlarge	Reduce and enlarge settings:	Standard sizes	Original (100%)	
Other Links Product Residention	1	O Pages per sheet	<ul> <li>Portrait</li> <li>Landscape</li> </ul>	
Product Support		O Custom	100 % (25% - 400% )	
	45		Apply Cancel	
Done Done				🔮 Internet



Reduce/Enlarge page

# **Network Settings**

For HP LaserJet all-in-one products that are connected to a network through a supported Jetdirect print server, a button appears near the category tabs in the **Device Settings** section. This button causes a new window to open, displaying the content provided by the Jetdirect Embedded Web Server (EWS). The HP Toolbox does not control any of the content or behavior provided by the Jetdirect EWS.

# **Other pages**

The following pages are also available through the HP Toolbox.

- About HP Toolbox page
- Select Device page
- Current Alerts page
- Text Map page
- Product Registration page
- Order Supplies page
- Product Support page

## About HP Toolbox page

This page contains information concerning the versions of the various HP Toolbox components installed on your computer.

File Edit View Favor			
G Back • 🔘 ·	🖹 📓 🏠 🔎 Search 🐈 Favorites 📢 Media	Ø Ø· \$ ≥ 3	
idchoss a http://127.0.0	).1:5225/ToolboxManager/AboutToolbox.jsp?about=true		🛩 🛃 Go Lin
Each.	Hewlett Packard Company toolbox		
101040	About toolbox		
toolbox Links	Torncat server version:	4.0.3	
Refresh device list View current alerta	Java run time environment version:	1.3.1_07	
	1, toolbox version:	2.70.20031117	
	2. toolbox version Installed Devices: - hp LaserJet 3380: 2.70.20031117	2.59.20031117	
	 Copyright (c) 2002, 2003 - Hewlett-Packard Comp	any. All rights reserved.	
		1.779.978 (1997) (1997) (1997)	



About HP Toolbox page

## Select Device page

Use the **Device Select** page to select and open the individual set of tools for your HP LaserJet all-in-one product. This page is displayed as a list of the HP LaserJet all-in-one products that are available to the HP Toolbox. The items listed in the **Information** or **Options** section appear for each all-in-one product on the list.

## **Current Alerts page**

The **Current Alerts** page provides you with a list of all the current alerts for all HP LaserJet all-in-one products. This is a summary of all the alerts you have been notified about that currently still exist on the product.

	t Packard Company - Microsoft I	Internet Explorer			
	ites Loois Help				
and a second sec		Favorites 🕙 Media 🙆 🍰 - 🌺			<b>.</b>
-gores Tel http://127.0.0		v.jsp?al5ummery=display&contextRootCalBackv	(100 <b>b</b> 0x2./		💌 🔁 🕼 🗤
40	Howlett Packard Company toolbox				
Abused Assiliation	Teacon cardeonal				
	Current Alerts				
Boolbox Links Berinsth device, let Were current device	An alert is a problem that currently exists with a specific printer. Alerts will only be listed while your job is printing. Alerts will not appear for devices that have Status Alerts turned off.				
	No alerts exist on any of the printers to which you are currently printing.				
	Printer Model	Printer Name:	Status Alerts:		
	hp LaserJet 3380	hp LaserJet 3380 PCL 6	On	Set up Status Alerts	
Done					D Internet

#### Figure 4-57. Current Alerts page

When an alert has been cleared (i.e. the condition has been fixed), the alert does not appear in the **Current Alerts** page the next time it is displayed. The **Current Alerts** page is a static page that does not refresh automatically. To update the list of alerts, you must click your browser's **Refresh** button.

Each alert can have no links or several links associated with it. These links are used to provide more information or troubleshooting capabilities for that specific alert. Some alerts have a **More Info** link that takes you to a page in the user guide that provides troubleshooting or other information about that specific alert. If no information is available about that specific alert, the link does not appear. Some products may have additional links for specific alerts.

## **Text Map page**

Clicking the **Text Only** link opens the **Text Map Page**. The **Text Map Page** contains links to all of the individual pages within the HP Toolbox. This page also contains links to the **About HP Toolbox** page, the **Device Select** page, the **Current Alerts** page, and the **Order Supplies** page.

When you click one of the links, that page is brought up in a simplified structure, which does not display the header banner and associated information. Each of these pages has a **Back** link, which allows you to go back to the **Text Map Page**.

Click the **Always use the Text Only page when accessing Toolbox** check box and then click **Apply** to make the **Text Map Page** your default page when you open the HP Toolbox .

hp toolbox - hp LaserJet 3380 all in one - Microsoft Internet Explorer Fie Edit Vew Favorites Tools Help	<u>C</u>
	La la companya da la
3 Back • 🔘 · 🖹 🗟 🏠 🔎 Search 👷 Favorites 🜒 Media 🚱 🔗 🍓 🖂 🍇	
difest 👔 http://127.0.0.1:5225/Toolbox2.7/controller/device/DOT4_001/DeviceTextMap.jsp?device=DOT4_0018&extMap=true	💌 🔁 Go 🛛 Li
Always use Text Only page when accessing Toolbox Apply	
Text Map Page	
Status	
Device Status	
Set up Status Alerts	
Device Configuration	
Print Info Pages	
Fax	
• Fax Tasks	
Fax Phone Book	
<ul> <li>Fax Send Log</li> </ul>	
Fax Receive Log	
Fax Data Properties	
Eax Reports	
Detailed Fax Settings     How do 12	
Scan to Scan to E-mail or a Folder	
Scan to C-mail of a Policer     Scan Preferances	
<ul> <li>How do 1, 2</li> </ul>	
Print Problems	
Fax Problems	
Copy Problems	
Scan Problems	
Enor Messages	
Print Quality Tools	
Documentation	
Print: How do L?	
<ul> <li>Fax: How do 1?</li> </ul>	
Copy, How do L?	
Scan How do L 2	
User Guide	
Readme	

Figure 4-58.

Text Map page - 1 of 2

ABORTOONDA	
About toolbox	
Product Support	
<ul> <li>Product Registration</li> <li>Order Supplies</li> </ul>	
Other Links	
Graphics page	
Select a device     View current alerts	
toolbox Links	
Reduce / Enlarge	
<u>Copying</u>	
Copy Settings	
Fax Receive     Fax Setup Wizard	
Fax Send	
Fax Settings General	
• <u>VO</u>	
PostScript	
Print Quality     PCL	
Printing	
Save / Restore Print Settings	
Event Log	
Advanced	
Date / Time     Senice	
Volumes	
Print Modes     System Setup	
Paper Handling	
System Settings Device Information	

## **Product Registration page**

The **Product Registration** link connects you to a web page that helps you register your HP LaserJet all-in-one product.



Figure 4-60.

Product Registration page

## **Order Supplies page**

The **Order Supplies** link connects you to a web page that helps you order supplies online from a reseller of your choice. The supplies you need for your HP LaserJet all-in-one product are pre-selected. You can change quantities or select additional items. Your items are dropped into the shopping cart, ready for checkout, ensuring that the correct supplies are ordered through your selected reseller.



Figure 4-61.

Order Supplies page

## **Product Support page**

The **Product Support** link connects you to a web page that helps get online support for your HP LaserJet all-in-one product.



Figure 4-62. Product Support page

# **Software installation**

#### Note

This chapter covers installation about the HP LaserJet all-in-one product software for Windows only. For information about Mac installations, see <u>Chapter 3, Macintosh software overview</u>.

This chapter provides information about the following topics:

- Installation overview
- Installation options
- Installation dialog box options for Windows
- Uninstall

# Installation overview

#### Note

The Readiris Pro text recognition software (OCR) uses a separate installer and is shipped on a separate CD-ROM.

The software for the HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products is shipped on one CD-ROM. On Windows systems, the Setup program installs the HP LaserJet all-in-one software from the CD-ROM onto the hard disk and updates Windows files.

On installation, the HP LaserJet all-in-one product presents two options:

- Typical installation (installs all of the basic components in the default locations)
- Custom installation (allows you to specify components and locations for installation)

On all of the supported platforms, each install option presents a series of query dialog boxes that guide you through the installation process. You are asked to provide information about your computer environment. The Installer guides you through the installation, whether you are configuring a directly-connected or networked HP LaserJet all-in-one product.

The installer has the ability to detect hardware and network connections and to help guide the installation. For instance, if the installer detects an HP LaserJet 3015 all-in-one product, it can automatically configure the software's connection to that printer. This saves several steps. If it detects fax capabilities or a network, it can direct you to set up those features as well. The HP LaserJet 3020 all-in-one product does not support faxing.

If you want to change the configuration settings, or if changes to your telephone service or computer environment require new settings, the product configuration software provides a simple, intuitive interface for updating configuration settings. This is also a convenient alternative to entering settings through the product control panel.

# Installation options

The HP LaserJet all-in-one software can be used with the HP LaserJet 3015, the HP LaserJet 3020 and 3030, and the the HP LaserJet 3380 all-in-one products in the following configurations:

- A computer that is directly connected to the product through an IEEE-1284B parallel or USB port with the full HP LaserJet all-in-one software installed on the computer. This option provides the most product functionality. On Windows systems you can share your HP LaserJet all-in-one product printing capabilities with other users on your network.
- The product is connected to an HP Jetdirect print server and you install the HP LaserJet allin-one software on a computer that has access to the HP Jetdirect network.
- The product is directly connected to a computer and you install only the printer driver.

## Windows installation for direct connections

Use the following instructions to install the product software on a computer that is running Windows 98SE, Me, 2000, or XP (32-bit only).

Note	Set up and turn on the HP LaserJet all-in-one product before installing the software. Do not connect the HP LaserJet all-in-one product to the computer until you are prompted to do so by the software installation program.
Note	You must have Administrator privileges (on start and restart) to install the software on Windows 2000 or XP.
	1 Close all of the programs that are open on the computer.
	2 Insert the HP LaserJet all-in-one software CD-ROM into the CD-ROM drive.
Note	If your CD-ROM does not start automatically, click <b>Start</b> , click <b>Run</b> , and then browse to and double-click the HPSETUP.EXE file in the root directory of the CD-ROM.
	3 Click Install hp LaserJet software and follow the onscreen prompts.
	<b>4</b> When the installation is nearly complete, a setup screen appears that asks whether or not you want to print a test page. Click <b>Yes</b> .
	5 If you are prompted to restart your computer, click <b>Yes</b> .

## Setting up Windows sharing (peer-to-peer networking)

This section contains instructions for using Windows sharing to make the product available to network users when the product is directly connected to a computer.

Note
Vindows sharing, the person using the computer directly connected to the product we other users on the network to print to the product. The product is shared, install the printer drivers on all of the computers that you want to the product. Int computers will have print-only functionality for the HP LaserJet all-in-one product. <b>up the host computer running Windows 98SE, Me, NT 4.0, or 2000</b> computer that is directly connected to the product, perform the following steps. Cock <b>Start</b> , click <b>Settings</b> , and then click <b>Printers</b> . The printer list, right-click the icon for your HP LaserJet all-in-one product, and then k <b>Sharing</b> . <b>ng</b> does not appear on the right-click menu, you must first enable printer sharing for is 98SE or Me. Follow these steps: <b>Start</b> , click <b>Settings</b> , and then click <b>Control Panel</b> . Ide-click the <b>Network</b> icon. The <b>General</b> tab, click <b>File and Print Sharing</b> . The <b>I want to be able to allow others to print to my printers check box</b> , and then <b>C</b> . <b>OK</b> again, and then close the <b>Control Panel</b> . If you are prompted to restart your er, click <b>Yes</b> . The <b>Sharing</b> tab, click the <b>Share As</b> option button, and then type a name for the duct in the <b>Share Name</b> field. Click <b>OK</b> . <b>up the host computer running Windows XP</b> computer directly connected to the product, perform the following steps.
<ul> <li>ant computers will have print-only functionality for the HP LaserJet all-in-one product.</li> <li><b>up the host computer running Windows 98SE, Me, NT 4.0, or 2000</b></li> <li>computer that is directly connected to the product, perform the following steps.</li> <li>ck Start, click Settings, and then click Printers.</li> <li>he printer list, right-click the icon for your HP LaserJet all-in-one product, and then k Sharing.</li> <li>ng does not appear on the right-click menu, you must first enable printer sharing for 7s 98SE or Me. Follow these steps:</li> <li>Start, click Settings, and then click Control Panel.</li> <li>he-click the Network icon.</li> <li>he General tab, click File and Print Sharing.</li> <li>the I want to be able to allow others to print to my printers check box, and then <i>C</i>.</li> <li>OK again, and then close the Control Panel. If you are prompted to restart your er, click Yes.</li> <li>the Sharing tab, click the Share As option button, and then type a name for the duct in the Share Name field. Click OK.</li> <li>up the host computer running Windows XP</li> </ul>
omputer that is directly connected to the product, perform the following steps. ck Start, click Settings, and then click Printers. he printer list, right-click the icon for your HP LaserJet all-in-one product, and then k Sharing. ng does not appear on the right-click menu, you must first enable printer sharing for rs 98SE or Me. Follow these steps: Start, click Settings, and then click Control Panel. le-click the Network icon. le General tab, click File and Print Sharing. the I want to be able to allow others to print to my printers check box, and then C. OK again, and then close the Control Panel. If you are prompted to restart your er, click Yes. the Sharing tab, click the Share As option button, and then type a name for the duct in the Share Name field. Click OK. up the host computer running Windows XP
<ul> <li>ck Start, click Settings, and then click Printers.</li> <li>he printer list, right-click the icon for your HP LaserJet all-in-one product, and then k Sharing.</li> <li>ng does not appear on the right-click menu, you must first enable printer sharing for s 98SE or Me. Follow these steps:</li> <li>Start, click Settings, and then click Control Panel.</li> <li>he-click the Network icon.</li> <li>he General tab, click File and Print Sharing.</li> <li>the I want to be able to allow others to print to my printers check box, and then C.</li> <li>OK again, and then close the Control Panel. If you are prompted to restart your er, click Yes.</li> <li>the Sharing tab, click the Share As option button, and then type a name for the duct in the Share Name field. Click OK.</li> <li>up the host computer running Windows XP</li> </ul>
he printer list, right-click the icon for your HP LaserJet all-in-one product, and then k Sharing. ng does not appear on the right-click menu, you must first enable printer sharing for /s 98SE or Me. Follow these steps: Start, click Settings, and then click Control Panel. le-click the Network icon. le General tab, click File and Print Sharing. the I want to be able to allow others to print to my printers check box, and then C. OK again, and then close the Control Panel. If you are prompted to restart your er, click Yes. the Sharing tab, click the Share As option button, and then type a name for the duct in the Share Name field. Click OK. up the host computer running Windows XP
<ul> <li>k Sharing.</li> <li>ng does not appear on the right-click menu, you must first enable printer sharing for vs 98SE or Me. Follow these steps:</li> <li>Start, click Settings, and then click Control Panel.</li> <li>ble-click the Network icon.</li> <li>be General tab, click File and Print Sharing.</li> <li>the I want to be able to allow others to print to my printers check box, and then C.</li> <li>OK again, and then close the Control Panel. If you are prompted to restart your er, click Yes.</li> <li>the Sharing tab, click the Share As option button, and then type a name for the duct in the Share Name field. Click OK.</li> <li>up the host computer running Windows XP</li> </ul>
<ul> <li>with a second second</li></ul>
the I want to be able to allow others to print to my printers check box, and then K. OK again, and then close the Control Panel. If you are prompted to restart your er, click Yes. the Sharing tab, click the Share As option button, and then type a name for the duct in the Share Name field. Click OK. up the host computer running Windows XP
<ul> <li>OK again, and then close the Control Panel. If you are prompted to restart your er, click Yes.</li> <li>the Sharing tab, click the Share As option button, and then type a name for the duct in the Share Name field. Click OK.</li> <li>up the host computer running Windows XP</li> </ul>
er, click <b>Yes</b> . the <b>Sharing</b> tab, click the <b>Share As</b> option button, and then type a name for the duct in the <b>Share Name</b> field. Click <b>OK</b> . <b>up the host computer running Windows XP</b>
duct in the Share Name field. Click OK. up the host computer running Windows XP
omputer directly connected to the product, perform the following steps
ck Start, and then click Printers and Faxes.
he printer list, right-click the icon for your HP LaserJet all-in-one product, and then k <b>Sharing</b> .
the <b>Sharing</b> tab, click the <b>Share this printer</b> option button, and then type a name the product in the <b>Share Name</b> field. Click <b>OK</b> .
ck the <b>Ports</b> tab. Click to clear the <b>Enable bidirectional support</b> check box, and n click <b>OK</b> .
up the client computers
ou have set up the host computer to share your HP LaserJet all-in-one product, you so configure the client computers. At the computers of other network users who want he product, perform the following steps.
up client computers running Windows 98SE, Me, NT 4.0, or 2000
ck Start, click Settings, and then click Printers.
uble-click the Add Printer icon to open the Add Printer wizard.
ck <b>Next</b> to start the wizard.

Type in the path and share name of the HP LaserJet all-in-one product to which you want to connect.
 OR -

click **Browse** and navigate to find the HP LaserJet all-in-one product to which you want to connect. Click **Next**.

- 6 Click the **Yes** or **No** option button when asked if you want to use this printer as your default printer for Windows-based programs, and then click **Next**.
  - 7 Click Finish to complete the installation and close the Add Printer wizard.

You might need the product software CD-ROM to complete the printer driver installations.

#### Setting up client computers running Windows XP

- 1 Click Start, and then click Printers and Faxes.
- 2 On the left-hand column, under **Printer Tasks**, click **Add a printer** to open the **Add Printer** wizard.
- 3 Click Next to start the wizard.
- 4 Click the A network printer or a printer attached to another computer option button, and then click Next.
- **5** Type in the path and share name of the HP LaserJet all-in-one product to which you want to connect

- OR -

click **Browse** and navigate to find the HP LaserJet all-in-one product to which you want to connect.

Click Next.

- 6 Click the **Yes** or **No** option button when asked if you want to use this printer as your default printer for Windows-based programs, and then click **Next**.
- 7 Click **Finish** to complete the installation and close the **Add Printer** wizard.

# Installation instructions for networked computers

This section provides information about the following topics:

- Networking with an external Jetdirect print server
- Installing the software on networked computers
- Discovery process during software installation

#### Network setup with an external Jetdirect print server

Note

Note

Set up, turn on the HP LaserJet all-in-one product and connect it to the network through an HP Jetdirect print server before installing the software. If you are using HP Jetadmin to set up the HP Jetdirect print server, make sure that you do not create a Jetdirect port when you connect the product to the print server. To connect an HP LaserJet all-in-one product to a network using an external HP Jetdirect print server, complete the following steps.

- 1 Plug in the HP Jetdirect print server.
- 2 Plug in the HP LaserJet all-in-one product.

Note

Note

You must complete the power-up sequence in this order or the Installer's discovery utility fails to recognize the product.

**3** Print an HP Jetdirect test page by pressing the **Test** button on the HP Jetdirect print server.

It might take a few minutes for the pages to print. When the HP Jetdirect print server has sent all of the data to the product, the message **Printing a report** appears on the product control panel.

**4** To complete the product installation, install the HP LaserJet all-in-one software. Use the information from the test pages to complete the network variables during installation.

## Windows installation instructions for networked computers

Each computer that has the HP LaserJet all-in-one software installed can use all of the product features that are available over a network connection through an external Jetdirect print server, except for the **Receive faxes to this computer** feature, which allows only one network user at a time to receive faxes to the computer. Computers that do not have the software installed are only able to print to the product over the network.

To install the HP LaserJet all-in-one software on networked Windows operating systems, follow these steps.

Note	You must have Administrator privileges (on start and restart) to install the software on Windows 2000 or XP.
	1 Close all of the programs that are open on the computer.
	2 Insert the HP LaserJet all-in-one software CD-ROM into the CD-ROM drive.
Note	If the CD-ROM does not start automatically, click <b>Start</b> , click <b>Run</b> , and then browse to and double-click the HPSETUP.EXE file in the root directory of the CD-ROM.
	3 Click Install hp LaserJet software and follow the onscreen prompts.
	4 When the Installer software prompts you to select how the printer will be connected, select <b>Connected via the network</b> , and then click <b>Next</b> . Follow the instructions on the screen.
	5 When the installation is nearly complete, a setup screen appears that asks whether or not you want to print a test page. Click <b>Yes</b> .
	6 If you are prompted to restart the computer, click <b>Yes</b> .

## Installing the printer driver only [Public]

Note

If the product is directly connected to another user's computer, the product must be shared from that computer using Windows sharing.

Use the following instructions to install the printer driver only.

#### Printer driver installation for Windows 98SE and Me

- 1 From the **Start** menu, click **Settings**, and then click **Printers**.
- 2 Double-click Add Printer, and then click Next.
- 3 When asked if the product is a local or network printer, click **Network Printer**, and then click **Next**.
- 4 Click Have Disk from the wizard screen that appears.
- 5 Insert the CD-ROM into the drive. Navigate to the X:\ENGLISH\DRIVERS\WIN9X\_ME folder (where X is the letter of your CD-ROM drive).
- 6 Double-click the PCL 5, PCL 6, or PS folder, depending on which driver that you want to install, and then double-click the .INF file that you find in that folder.
- 7 Complete the installation. When prompted, print a test page to ensure that the printer driver is installed properly.

#### Printer driver installation for Windows 2000 or XP

1 From the Start menu, click Settings, and then click Printers.

For Windows XP, click Start, and then click Printers and Faxes.

- 2 Double-click Add Printer, and then click Next.
- 3 When asked if the product is a local or network printer, click **Network Printer**, and then click **Next**.
- 4 You might need to first choose the printer from the list of printers or enter an IP address. If the printer driver is not available, the **Add Printer Wizard** dialog appears. Click **Have Disk** from the wizard screen.
- **5** Insert the CD-ROM into the drive. Navigate to the X:\ENGLISH\DRIVERS\WIN2000\_XP folder (where X is the letter of the CD-ROM drive).
- 6 Double-click the PCL 5, PCL 6, or PS folder, depending on which driver that you want to install, and then double-click the .INF file that you find in that folder.
- 7 Complete the installation. When prompted, print a test page to ensure that the printer driver is installed properly.

#### Printer driver installation for Windows NT 4.0

- 1 From the **Start** menu, click **Settings**, and then click **Printers**.
- 2 Double-click Add Printer, and then click Next.
- 3 When asked if the product is a local or network printer, click **Network Printer**, and then click **Next**.
- 4 Click **Have Disk** from the wizard screen that appears.

- 5 Insert the CD-ROM into the drive. Navigate to the X:\ENGLISH\DRIVERS\WINNT40 folder (where X is the letter of the CD-ROM drive).
- 6 Double-click the PCL 5, PCL 6, or PS folder, depending on which driver that you want to install, and then double-click the .INF file that you find in that folder.
- 7 Complete the installation. When prompted, print a test page to ensure that the printer driver is installed properly.

## Installation dialog box options for Windows

#### Note

HP recommends that you install the software before connecting the HP LaserJet all-in-one product to the computer (software-first installation). These instructions are for a software-first installation.

These instructions are intended to be used for the first time you install the HP LaserJet all-inone software.

The following tables describe the dialog box options that appear during the HP LaserJet allin-one software installation on Windows operating systems. Note

In the following installation sequence, the product name HP LaserJet 3015/3020/3030/3380 is used to represent the specific HP LaserJet all-in-one product that you are installing.



#### Figure 5-1.

CD Browser screen

This dialog box includes four command buttons that lead to four different paths:

**install HP LaserJet Software**. This link contains the initial command for installing the software. Clicking this link closes the CD Browser and the initial installation wizard and starts the **Welcome to the HP LaserJet all-in-one Setup Wizard** screen (Step 1).

**register product**. Clicking this link launches the HP Web registration web site through your Web browser.

view documentation. Clicking this link takes you to the HP LaserJet Documentation screen.

support. Clicking this link takes you to the Online Support screen.



#### Figure 5-2. HP LaserJet Documentation screen

**view user guide**: Clicking this option takes you to the another screen that allows you to choose from the HP LaserJet 3015, 3020 and 3030, or 3380. Clicking any of these options launches the .CHM (online help) version of the selected user guide.

**print user guide**: Clicking this option takes you to the another screen that allows you to choose from the HP LaserJet 3015, 3020 and 3030, or 3380. Clicking any of these options launches Adobe Acrobat Reader and opens the selected user guide.

**release notes**: Clicking this option takes you to the another screen that allows you to choose from the HP LaserJet 3015, 3020 and 3030, or 3380. Clicking any of these options launches the computer's Web browser and takes you to HP's web site where the Readme is posted.

Clicking the **Back** button takes you back to the **CD Browser** screen.



#### Figure 5-3. Online support screen

Clicking **hp.com** launches your computer's Web browser and opens the hp.com Web site.

Clicking **product information** takes you to another screen where you can choose which product you want information about: the HP LaserJet 3015, the 3020, the 3030, or the 3380. Clicking any of these options launches your computer's Web browser and opens the product's support page on the hp.com web site.

Clicking **supplies** launches your computer's Web browser and opens the hp.com web site to order supplies.

Clicking the Back button takes you back to the CD Browser screen.

🖗 hp LaserJet all-in-one Setup 🛛 🛛 🕅			
N	Welcome to the hp LaserJet all-in-one Setup Wizard.		
	This wizard will help you set up your hp LaserJet all-in-one printer. It is strongly recommended that you exit all Windows programs before running this Setup program.		
	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.		
	Software License Agreement		
	Version 1.000.000 Copyright © 2003 Hewlett-Packard		
	Next > Cancel		

 Figure 5-4.
 Step 1- Welcome to the HP LaserJet all-in-one Setup Wizard screen

**Software License Agreement** takes you to the **Software License Agreement** dialog box (Step 2).

Next takes you to the Printer Connection dialog box (Step 3).



Figure 5-5.

Step 2 - HP Software License Agreement screen

OK takes you back to the Welcome dialog box (Step 1).

뤻 hp LaserJet all-in	-one Setup	
Printer Connection How is your hp LaserJet	all-in-one connected to this computer?	
Connected directly t	o this computer	140
<b>B</b>	The printer is connected directly to this computer with a U cable, parallel cable, or infrared. Or the printer is attached another port that already exists on this computer.	
Connected via the r	ietwork	
	The printer is connected to the network or shared through computer on the network. It can be accessed by multiple computers.	another
-InstallShield	< <u>B</u> ack Next >	Cancel

Figure 5-6. Step 3 - Printer Connection screen

If you click **Connected directly to this computer** (a "direct connection"), **Next** causes the Installer to Look for New Hardware, and then takes you to the **Installation type** dialog box (Step 9).

If you click **Connected via the network**, **Next** takes you to the **Network Setup** dialog (Step 4).

**Back** returns you to the **Welcome** dialog (Step 1). **Cancel** takes you to the **Exit Setup** dialog (Step 16).

뤻 hp LaserJet all-in-one Setup	
Network Setup Select a network setup option. If you are not sure, click 'Help me determine which network setup is right for me'.	
Basic network setup for a PC or server (recommended) Create a connection (network port) to a printer that is attached directly to Your computer will manage its own print jobs and may optionally share th other network users.	
Client setup for client-server printing Connect to a printer that is managed by a server or another PC on the ne the printer is already set up and shared out by another computer).	etwork (i.e.,
○ Help me determine which setup is right for me	
InstallShield	Cancel

#### Figure 5-7.

Step 4 - Network Setup screen

Clicking the **Basic network setup for a PC or server (recommended)** option, and then clicking **Next** takes you to the **Identify Printer** dialog box (Step 5).

Clicking the **Client setup for client-server printing** option, and then clicking **Next** takes you to the **Specify Network Path** dialog box (Step 8).

Clicking the **Help me determine which setup is right for me** option, and then clicking **Next** initiates a series of question dialog boxes that help you determine the best connection type option.

Back takes you to the Printer Connection dialog box (Step 3).

p LaserJet all-in-one Setup 🛛 🔀
Identify Printer Setup can search for printers on your network or you can specify a particular printer by its address.
Choose a method to identify the printer you want to install.
• Search from a list of detected printers (recommended)
O Specify a printer by <u>a</u> ddress
Description
Searches the local network for printers and allows you to select your printer from the list of detected printers.
<u>H</u> elp
< <u>B</u> ack <u>N</u> ext > Cancel

#### Figure 5-8. Step 5 - Identify Printer screen

Clicking the **Search from a list of detected printers (recommended)** option, and then clicking **Next** takes you to the **Select Printer** dialog box (Step 6).

Clicking the **Specify a printer by address** option, and then clicking **Next** takes you to the **Specify Printer** dialog box (Step 7).

Clicking **Help** initiates the online Help system.

Back takes you to the Network Setup dialog box (Step 4).

p LaserJet all-	in-one Setup			Ð
	rinter you want to install. Refer 9 you identify it.	r to your printer's co	nfiguration (test)	2
Detected hp Las	erJet all-in-one printers on your	local network:		
Model	Hardware Address	IP Address	IPX Address	
click 'Refresh'.	not on the list, check your printe inter has just been turned on, it on the network.		<u>H</u> etresh	re it

#### Figure 5-9. Step 6 - Select Printer screen

Clicking the name of an HP LaserJet all-in-one product from the list, and then clicking **Next** takes you to the **Installation Type** dialog box (Step 9).

Clicking **Refresh** causes the Installer to search the network again for HP LaserJet all-in-one products.

Clicking Help initiates the online Help system.

Back takes you to the Identify Printer dialog box (Step 5).

	Specify Printer Specify the network printer that you want to install.
	Specify by:
	Hardware Address
	O IP Hostname
	O IPX Address
	Searches for a printer with the specified hardware address. For example: '001083123ABC'. NOTE: Only the local network segment will be searched. <u>H</u> elp
	< <u>B</u> ack <u>N</u> ext > Cancel
ure 5-10.	Step 7 - Specify Printer screen
	Entering any of the addresses and then clicking <b>Next</b> takes you to the <b>Installation Type</b> dialog box (Step 9).
	Clicking <b>Help</b> initiates the online Help system.
	Back takes you to the Identify Printer dialog box (Step 5).
	Cancel takes you to the Exit Setup dialog box (Step 16).
9	The <b>IPX Address</b> option button is unavailable unless IPX is installed on the host comput

🙀 hp LaserJet all-in-one Setup	$\mathbf{X}$
<b>Specify Network Path</b> Type the network path or the queue name of your printer.	
Network path or queue name:	
	Browse
For example: \\ServerName\PrinterShareName	
NOTE: If you don't know your printer's network path or queue name, cl available printers.	ick 'Browse' to view
InstallShield < <u>B</u> ack <u>N</u> ext >	Cancel

Figure 5-11. Step 8 - Specify Network Path screen

Typing in the network path and then clicking **Next** takes you to the **Installation Type** dialog box (Step 9).

Clicking **Browse** allows you to search the network for a list of available HP LaserJet all-in-one products. Clicking one of these products inserts the network path into the network path text box. Click **Next** to continue.

Back takes you to the Network Setup dialog box (Step 4).

🔀 hp LaserJet all-in-one Setup	$\mathbf{X}$
Installation Type Setup can install the most common drivers and components, or you can select them on your own.	)°
O Minimum (Print and scan drivers only)	
Typical Installation (Recommended)	
Screen Fonts hp toolbox and fax management for hp LaserJet 3380 Recommended for most users. Installs the most common drivers and components.	
○ <u>C</u> ustom Installation	
Recommended for advanced users and system administrators. Provides more flexibility for installing drivers and software.	
-InstallShield Cancel	

#### Figure 5-12. Step 9 - Installation Type screen

Clicking **Minimum (Print and scan drivers only)** and then clicking **Next** takes you to the **Ready to Install** dialog box (Step 11).

Clicking **Typical Installation (Recommended)** and then clicking **Next** takes you to the **Ready to Install** dialog box (Step 11).

Clicking **Custom Installation** and then clicking **Next** takes you to the **Features** dialog box (Step 10).

Clicking Cancel takes you to the Exit Setup dialog (Step 16).

뤻 hp LaserJet all-in-one Setup	
Features Click on an icon in the list below to change how a feature is installed with this printer.	
The icon next to the feature name indicates the install state of the feature the icon to drop down the install state menu for each feature.	ire. Click
Screen Fonts     hp toolbox and fax management for hp LaserJet 3380     X ▼ hp LaserJet PS Driver	
Description: Printer-matching TrueType fonts to help ensure screen match printing. This feature requires 0KB on your hard drive.	
InstallShield       Help     Space     < Back	Cancel

#### Figure 5-13. Step 10 - Features screen

Click any of the listed features and use the drop-down menu to select the feature for installation or to keep the feature from installing.

Clicking **Help** initiates the online Help system.

Clicking **Space** opens the **Disk Space Requirements** dialog box, which tells you how much disk space you have available on your computer. Click **OK** to return to to the **Features** dialog box.

Back takes you to the Installation Type dialog box (Step 9).

Next takes you to the Ready to Install dialog box (Step 11).

뤻 hp LaserJet all-in-one Setup	
Ready to Install The wizard is ready to begin installation.	
Click 'Install' to begin the installation.	
If you want to review or change any of your installation settings, click 'Back'. Clic exit the wizard.	k 'Cancel' to
InstallShield	Cancel

#### Figure 5-14. Step 11 - Ready to Install screen

Clicking **Back** takes you to the **Installation Type** dialog box (Step 9).

Clicking **Install** starts the installation process and takes you to the **Installation Status** dialog box (Step 12).

Clicking Cancel takes you to the Exit Setup dialog (Step 16).

	C)
The program features you selected are being installe	ed.
1	
Status:	
Julius.	
-InstallShield	

When installation is complete, the Install wizard automatically takes you to the **Finish** dialog box (Step 13).

Clicking Cancel takes you to the Exit Setup dialog (Step 16).

Note During the installation process, the status bar will refresh itself several times.



#### Figure 5-16. Step 13 - Finish screen

Clicking the **Print Driver Test Page** check box, and then clicking **Finish** takes you to the **Test Page** dialog box (Step 14).

Clicking the **Register Product** check box, and then clicking **Finish** opens your Web browser and takes you to the HP Web Registration web site.

Clearing both check boxes and clicking **Finish** closes the Install wizard and takes you to the **Restart** dialog box (Step 15).

Test Page	
hp LaserJet 3380 PCL 6	
A test page is now being sent to the printer. Depending on the speed of your pr take a minute or two before the page is printed.	inter, it may
The test page briefly demonstrates the printer's ability to print graphics and text, a provides technical information about the printer driver.	and it
If the test page printed, click OK. If the test page did not print, click Troubleshoot.	
	ubleshoot

#### Figure 5-17.Step 14 - Test Page screen

Clicking **OK** closes the **Test Page** dialog box and takes you to the **Restart** dialog box (Step 15).

Clicking **Troubleshoot** opens the Windows print troubleshooting online help window.

🔂 hp Las	erJet all-in-one Inst	taller Information	
<u>.</u>	You must restart your system for the configuration changes made to hp LaserJet all-in-one to take effect. Click Yes to restart now or No if you plan to restart later.		2
	<u>Y</u> es	No	

#### Figure 5-18.

Step 15 - Restart screen

Clicking **Yes** restarts your computer.

Clicking No closes the Restart dialog box.

ΕN



#### Figure 5-19.

Step 16 - Exit Setup screen

Yes closes the installer.

No returns you to the last open screen of the installer.

## Uninstall

This section provides information on the following topics:

- Uninstall instructions for Windows
- History file

## **Uninstall instructions for Windows**

The uninstall procedures vary according to the type of installation you have done.

### Uninstalling a Typical or Custom installation

There are three methods for uninstalling a Typical or Custom installation.

- Using the HP LaserJet all-in-one software Uninstall component (recommended)
- Using the HP LaserJet all-in-one software Add or Remove Software component
- Using the Windows Add or Remove programs component

#### Using the HP LaserJet all-in-one software Uninstall component (recommended)

Follow these steps to uninstall a Typical or Custom installation of the HP LaserJet all-in-one software using the **Uninstall** component.

	uninstall the software from Windows 2000 or XP, you must log on with administrator /ileges.
1	Close all of the programs that are open on the computer.
2	Click Start, click Programs, select Hewlett-Packard, select hp LaserJet 3015/3020/3030/3380, and then click Uninstall.
3	The Important Uninstall Information dialog box appears. Click Continue.
4	The <b>Cleanup progress</b> dialog box appears. The progress bar reflects the status of the uninstall process.
5	When the uninstall process is completed, the <b>Restart</b> dialog box appears. Click <b>Restart</b> to restart your computer and finish the uninstall process.
Usi	ing the HP LaserJet all-in-one software Add or Remove Software component
1	Place the original HP LaserJet all-in-one software CD-ROM in the CD-ROM drive of your computer.
2	Click <b>Start</b> , click <b>Programs</b> , click <b>Hewlett-Packard</b> , click the name of your HP LaserJet all- in-one product, and then click <b>Add or Remove Software</b> .
3	The <b>Setup Maintenance</b> dialog box appears. Click the <b>Remove All</b> option, and then click <b>Next</b> .
4	The Important Uninstall Information dialog box appears. Click Continue.
5	The <b>Cleanup progress</b> dialog box appears. The progress bar reflects the status of the uninstall process.
6	When the uninstall process is completed, the <b>Restart</b> dialog box appears. Click <b>Restart</b> to restart your computer and finish the uninstall process.
Usi	ing the Windows Add/Remove programs component
	low these steps to uninstall a Typical or Custom installation of the HP LaserJet all-in-one tware using the Windows <b>Add/Remove programs</b> component.
То	uninstall the software from Windows 2000 or XP, you must log on with administrator privileges.
1	Close all of the programs that are open on the computer.
2	Click Start, click Control Panel, double-click Add/Remove programs.
3	Click <b>Change or Remove programs</b> on the left-hand side of the window, and then click the name of your HP LaserJet all-in-one product. Click <b>Remove</b> .
4	The Important Uninstall Information dialog box appears. Click Continue.
5	The <b>Cleanup progress</b> dialog box appears. The progress bar reflects the status of the uninstall process.
6	When the uninstall process is completed, the <b>Restart</b> dialog box appears. Click <b>Restart</b> to restart your computer and finish the uninstall process.
Ur	ninstalling a Minimum installation
	ne <b>Uninstall</b> option does not appear in your HP LaserJet all-in-one program group, you have finimum Installation.

Note

Note

Note

Follow these steps to uninstall the HP LaserJet all-in-one software if you have a Minimum installation.

1 Click Start, and then click Control Panel.

In Windows 98, Windows Me, and Windows 2000, click **Start**, click **Settings**, and then click **Control Panel**.

- 2 Click Add/Remove Programs.
- 3 Click hp LaserJet all-in-one, and then click Change/Remove.
- 4 The **Important Uninstall Information** dialog appears. Disconnect your HP LaserJet allin-one product from your computer, close all open programs, and then click **Continue**.
- 5 The **Cleanup progress** dialog appears and the HP LaserJet all-in-one product software components are removed from your computer. The status bar refreshes several times during this process.
- 6 The **Restart** dialog appears. Click **Restart** to continue the uninstall.

#### **Uninstalling an Add-Printer installation**

Follow these steps to uninstall the HP LaserJet all-in-one printer driver using **Add or Remove Programs**.

#### Windows 98SE or Windows ME

- 1 Click Start, click Settings, and then click Printers.
- 2 Right-click the icon for your HP LaserJet all-in-one product, and then click **Delete**.
- 3 The product icon and the associated files are removed from your computer.

### **History file**

#### Note

This procedure is intended to be done with the help of an HP Customer Care Representative.

If you encounter an installation error when installing the HP LaserJet all-in-one software, please collect a copy of the following files before you attempt to reinstall. These files can be found in either the C:\WINDOWS or C:\WINNT folder by searching for HPLJ3XXX, where 3XXX represents the model number of your HP LaserJet all-in-one product.

#### Note

Do not uninstall or use the Scrubber utility before capturing the data listed below. Rename the HPLJ3XXX.HIS file to HPLJ3XXX.OLD before trying to reinstall the software.

Some of the files listed below may not exist, depending on how many times you have attempted to reinstall the software.

- HPLJ3XXX.HIS
- HPLJ3XXX.HI1
- HPLJ3XXX.HI2
- HPLJ3XXX.OLD
- HPLJ3XXX.BU1

Note

- HPLJ3XXX.BU2
- SETUPAPI.LOG (Windows 2000 and XP only)

Note

SETUPAPI.LOG file size may be large (2-3 MB). If you are unable to e-mail a file of this size, just collect the HPLJ3XXX.\* files listed above.



This chapter provides information about the following topics:

Readme

## Readme

Separate Readme files exist for Windows and Macintosh systems.

## Windows Readme

The Windows Readme file for the HP LaserJet all-in-one products is available in the HP LaserJet 3015/3020/3030/3380 Software Technical Reference Addendum and on the following web sites.

http://www.hp.com/support/lj3015\_readme

http://www.hp.com/support/lj3030\_readme

http://www.hp.com/support/lj3380\_readme

### **Macintosh Readme**

The following section includes the text of the Mac Readme, which is available on the HP LaserJet all-in-one software CD-ROM for Macintosh.

## Information about the hp LaserJet all-in-one software version 5.8

Edition 1, 10/2003

#### Contents

- Supported HP Products
- Supported Operating Systems
- For OSX users only

- For OS 9.1.x and 9.2.x users only
- For more information

#### **Supported HP Products**

This software is intended for the HP LaserJet 3020, 3030, and 3380 series of all-in-ones and should only be used for those products.

#### **Supported Operating Systems**

This software is designed for Apple computers using one of the following Mac operating systems: OS 9.1.x, OS 9.2.x, or OSX version 10.2.x.

#### For OSX Users Only

The HP scan application does not support the Quit selection on the application menu. To close the HP scan application, choose the Done button on the application's user interface window.

#### How to Configure a Print or Fax Queue

It is recommended the HP all-in-one Setup Assistant application be used to add print and fax queues. However, it is also possible to manually configure such queues by performing the following steps after the software has been installed.

#### To configure a print queue for your hp LaserJet all-in-one

- 1 Launch Print Center from <disk>/Applications/Utilities/Print Center.
- 2 Click Add.
- **3** Select HP AiO USB in the drop-down box. Do not select USB from the drop-down box.
- 4 Select your printer in the browser list and click Add. Your device is added to the Print Center's printer list, with the suffix "(Printer)".
- 5 Quit Print Center.

#### To configure a fax queue for your hp LaserJet all-in-one (fax models only)

- 1 Launch Print Center from <disk>/Applications/Utilities/Print Center.
- 2 Click Add.
- **3** Select HP AiO Fax in the drop-down box. Do not select USB from the drop-down box.
- 4 Select your printer in the browser list and click Add. Your device is added to the Print Center's printer list, with the suffix "(Fax)".
- 5 Quit Print Center.

Note

For USB connections, Mac OSX will automatically create a printer named "hp LaserJet xxxx." DO NOT PRINT TO THIS QUEUE. You should always print to the queue that you created by following the steps above, which should include the suffix "(Printer)." Earlier versions of the HP LaserJet all-in-one software used a module named HP AiO Print for print queue setup. This module has been replaced by HP AiO USB.

#### For OS 9.1.x and 9.2.x users only

# Note Using Auto Setup from within the Apple Desktop Printer Utility or using the Chooser to create a desktop print queue for the HP all-in-one device is not supported and will crash the host computer. To create such a desktop print queue, use the HP all-in-one Setup Assistant supplied with the HP software.

The HP all-in-one print-to-fax driver does not support drag-and-drop printing.

The HP all-in-one print-to-fax driver does not support faxing from SimpleText. To fax a SimpleText document, print the document, and then fax the hardcopy from the device.

#### **For More Information**

The following website provides information on software upgrades and can help you get more from your HP all-in-one product.

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

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