

**software
technical
reference**



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.

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

Feature	HP LaserJet 3015	HP LaserJet 3020	HP LaserJet 3030	HP LaserJet 3380
HP Product number	Q2668A	Q2665A	Q2666A	Q2660A
Memory	<ul style="list-style-type: none"> 4 megabytes (MB) of ROM/flash memory 32 MB of RAM, which includes 9 MB for the product and 23 MB available to the user 	<ul style="list-style-type: none"> 4 MB of ROM/flash memory 32 MB of RAM, which includes 9 MB for the product and 23 MB available to the user 	<ul style="list-style-type: none"> 4 MB of ROM/flash memory 32 MB of RAM, which includes 9 MB for the product and 23 MB available to the user 	<ul style="list-style-type: none"> 4 MB of ROM/flash memory 32 MB of RAM, which includes 9 MB for the product and 23 MB available to the user One dual inline memory module (DIMM) slot for adding fonts and memory
Speed	<ul style="list-style-type: none"> Prints and copies up to 15 pages per minute (ppm) for letter-size paper Prints and copies up to 14 ppm for A4-size paper First page out in less than 10 seconds 	<ul style="list-style-type: none"> Prints and copies up to 15 ppm for letter-size paper Prints and copies up to 14 ppm for A4-size paper First page out in less than 10 seconds 	<ul style="list-style-type: none"> Prints and copies up to 15 ppm for letter-size paper Prints and copies up to 14 ppm for A4-size paper First page out in less than 10 seconds 	<ul style="list-style-type: none"> Prints and copies up to 20 ppm for letter-size paper Prints and copies up to 19 ppm for A4-size paper First page out in 8 seconds

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
Connectivity	<ul style="list-style-type: none"> ● A universal serial bus (USB) port, compatible with 2.0 specifications ● IEEE-1284B parallel port 	<ul style="list-style-type: none"> ● A USB port, compatible with 2.0 specifications ● IEEE-1284B parallel port 	<ul style="list-style-type: none"> ● A USB port, compatible with 2.0 specifications ● IEEE-1284B parallel port 	<ul style="list-style-type: none"> ● A USB port, compatible with 2.0 specifications ● IEEE-1284B parallel port
Paper handling	<ul style="list-style-type: none"> ● One 30-sheet automatic document feeder (ADF); maximum media size, 216 by 356 mm (8.5 by 14 inches) ● One 150-sheet media input tray; maximum media size, 216 by 356 mm (8.5 by 14 inches) ● One 10-sheet priority input slot; maximum media size, 216 by 356 mm (8.5 by 14 inches) 	<ul style="list-style-type: none"> ● One 50-sheet ADF; maximum media size, 216 by 381 mm (8.5 by 15 inches) ● One 150-sheet media input tray; maximum media size, 216 by 356 mm (8.5 by 14 inches) ● One 10-sheet priority input slot; maximum media size, 216 by 356 mm (8.5 by 14 inches) ● A letter/A4-size flatbed scanner 	<ul style="list-style-type: none"> ● One 50-sheet ADF; maximum media size, 216 by 381 mm (8.5 by 15 inches) ● One 150-sheet media input tray; maximum media size, 216 by 356 mm (8.5 by 14 inches) ● One 10-sheet priority input slot; maximum media size, 216 by 356 mm (8.5 by 14 inches) ● A letter/A4-size flatbed scanner 	<ul style="list-style-type: none"> ● One 50-sheet ADF; maximum media size, 216 by 381 mm (8.5 by 15 inches) ● One 250-sheet media input tray; maximum media size, 216 by 356 mm (8.5 by 14 inches) ● One 10-sheet priority input tray; maximum media size, 216 by 356 mm (8.5 by 14 inches) ● A legal-size flatbed scanner

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 style="list-style-type: none"> • 1200 dots per inch (dpi) effective output quality (600x600x2 dpi using HP Resolution Enhancement Technology [REt]) • Printer control language (PCL) Level 5e and 6 • Adobe(R) PostScript (R) (PS) Level 2 emulation 	<ul style="list-style-type: none"> • 1200 dpi effective output quality (600x600x2 dpi using HP REt) • PCL Level 5e and 6 • PS Level 2 emulation 	<ul style="list-style-type: none"> • 1200 dpi effective output quality (600x600x2 dpi using HP REt) • PCL Level 5e and 6 • PS Level 2 emulation 	<ul style="list-style-type: none"> • 1200 by 1200 dpi • PCL Level 5e and 6 • PS Level 2 emulation
Fax	<ul style="list-style-type: none"> • Full-functionality fax capabilities with a V.34 fax, including a phone book; fax from ADF, flatbed or PC; and delayed-fax features • 2 MB of flash memory for storing up to 110 pages 	<ul style="list-style-type: none"> • Not available 	<ul style="list-style-type: none"> • Full-functionality fax capabilities with a V.34 fax, including a phone book; fax from ADF, flatbed or PC; and delayed-fax features • 2 MB of flash memory for storing up to 110 pages 	<ul style="list-style-type: none"> • 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
Copy	<ul style="list-style-type: none"> • Reduce/enlarge feature • Up to 15 ppm automatic collation 	<ul style="list-style-type: none"> • Reduce/enlarge feature • Up to 15 ppm automatic collation 	<ul style="list-style-type: none"> • Reduce/enlarge feature • Up to 15 ppm automatic collation 	<ul style="list-style-type: none"> • Reduce/enlarge feature • Up to 20 ppm automatic collation

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 style="list-style-type: none">• 24-bit• 600 dpi (9600 interpolated) color scanning	<ul style="list-style-type: none">• 24-bit• 600 dpi (9600 interpolated) color scanning	<ul style="list-style-type: none">• 24-bit• 600 dpi (9600 interpolated) color scanning	<ul style="list-style-type: none">• 24-bit• 600 dpi (9600 interpolated) color scanning

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.

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

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 style="list-style-type: none"> • Danish • Dutch • English • Finnish • French • German • Italian • Norwegian • Portuguese • Spanish • Swedish
Q 2660-60127		<ul style="list-style-type: none"> • Czech • English • Hungarian • Polish • Russian • Turkish
Q 2660-60128 Asia		<ul style="list-style-type: none"> • English • Korean • Simplified Chinese • Thai • Traditional Chinese
Q 2660-60119	<p>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</p> <hr/> <p>Note</p> <p>Due to contractual agreements, the Readiris Pro CD-ROM is only available by contacting an HP Customer Care Representative.</p> <hr/>	<p>The user interface for the Readiris Pro text recognition software (OCR) is available in the following languages:</p> <ul style="list-style-type: none"> • Dutch • English • French • German • Italian • Spanish • Portuguese-Brazilian <hr/> <p>Note</p> <p>Readiris Pro text recognition software can perform optical character recognition (OCR) in 117 languages.</p> <hr/>

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.

Table 1-3. User documentation availability and localization

Document name	Languages	Part Number	Location
<i>HP LaserJet 3015 User Guide</i>	The <i>HP LaserJet 3015 User Guide</i> is available in electronic format on the HP LaserJet all-in-one software CD-ROM.	<ul style="list-style-type: none">• Czech• Dutch• English• French• German• Hungarian• Italian• Korean• Polish• Russian• Simplified Chinese• Spanish• Swedish• Thai• Traditional Chinese• Turkish	Q2669-90902

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

Document name	Languages	Part Number	Location
<i>HP LaserJet 3020 and 3030 User Guide</i>	<ul style="list-style-type: none"> • Czech • Dutch • English • French • German • Hungarian • Italian • Korean • Polish • Russian • Simplified Chinese • Spanish • Swedish • Thai • Traditional Chinese • Turkish 	Q2665-90902	The <i>HP LaserJet 3020 and 3030 User Guide</i> is available in electronic format on the HP LaserJet all-in-one software CD-ROM.
<i>HP LaserJet 3380 User Guide</i>	<ul style="list-style-type: none"> • Czech • Dutch • English • French • German • Hungarian • Italian • Korean • Polish • Russian • Simplified Chinese • Spanish • Swedish • Thai • Traditional Chinese • Turkish 	Q2660-90902	The <i>HP LaserJet 3380 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
<p><i>HP LaserJet 3015 Start Guide</i></p> <p><i>HP LaserJet 3020 and 3030 Start Guide</i></p> <p><i>HP LaserJet 3380 Start Guide</i></p>	<ul style="list-style-type: none"> • Arabic • Bulgarian • Croatian • Czech • Danish • Dutch • English • Estonian • Finnish • French • German • Greek • Hebrew • Hungarian • Indonesian • Italian • Kazakh • Korean • Latvian • Lithuanian • Norwegian • Polish • Portuguese • Romanian • Russian • Simplified Chinese • Slovak • Slovenian • Spanish • Swedish • Thai • Traditional Chinese • Turkish • Vietnamese 	<p>The part number for the <i>HP LaserJet 3015 Start Guide</i> is Q2669-90921.</p> <p>The part number for the <i>HP LaserJet 3020 and 3030 Start Guide</i> is Q2665-90921.</p> <p>The part number for the <i>HP LaserJet 3380 Start Guide</i> is Q2660-90938.</p>	<p>The <i>HP LaserJet 3015 Start Guide</i>, the <i>HP LaserJet 3020 and 3030 Start Guide</i>, and the <i>HP LaserJet 3380 Start Guide</i> are available in hardcopy and come in the box with your HP LaserJet all-in-one product .</p>

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

Document name	Languages	Part Number	Location
<i>HP LaserJet 3015, 3030, and 3380 Fax Guide</i>	<ul style="list-style-type: none">● Arabic● Czech● Danish● Dutch● English● Finnish● French● German● Greek● Hebrew● Hungarian● Indonesian● Italian● Korean● Norwegian● Polish● Portuguese● Russian● Simplified Chinese● Slovak● Spanish● Swedish● Thai● Traditional Chinese● Turkish● Vietnamese	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 .

2

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

For information about the HP LaserJet all-in-one software for Macintosh systems, see [Chapter 3, Macintosh software overview](#).

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

Note

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

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-in-one 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 folder** option 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-in-one 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 [Chapter 4, The HP Toolbox](#) 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.

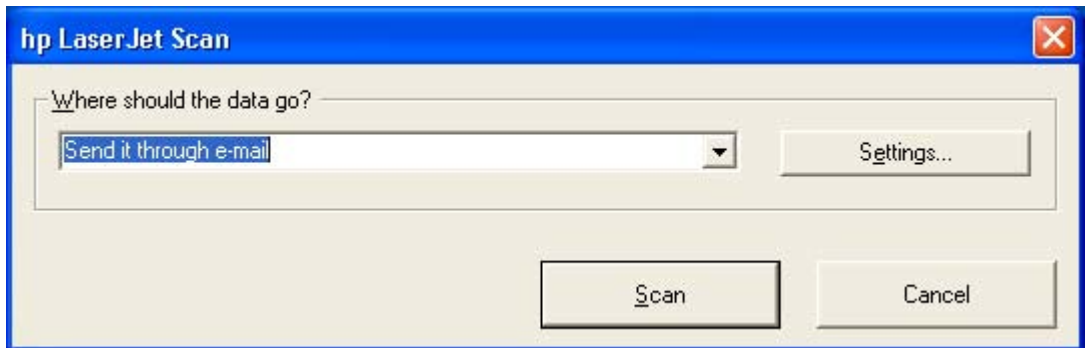


Figure 2-1. HP LaserJet Scan dialog box

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.

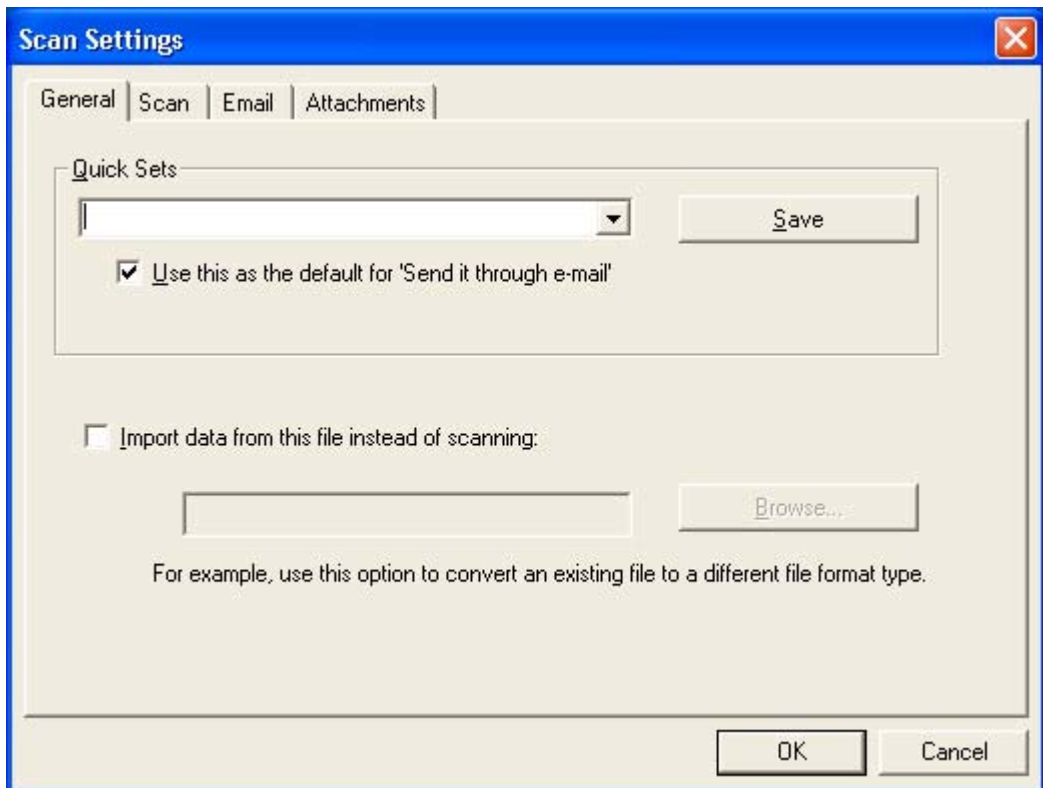


Figure 2-2. Scan Settings dialog box

Note

If the **Show the TWAIN dialog to allow cropping and preview scanning** check box is not selected on the **Scan** tab, the TWAIN driver user interface will not appear. For an example of the TWAIN driver user interface, see [TWAIN driver user interface](#).

If you do not change any settings on the **Scan Settings** 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 **Scan Settings** 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 **My Scans** directory in your **My Documents** 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
- That the software application will open the the filename when it is passed as a command line argument during launch

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 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-in-one product. Programs that follow the TWAIN standards should work. (The HP LaserJet all-in-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

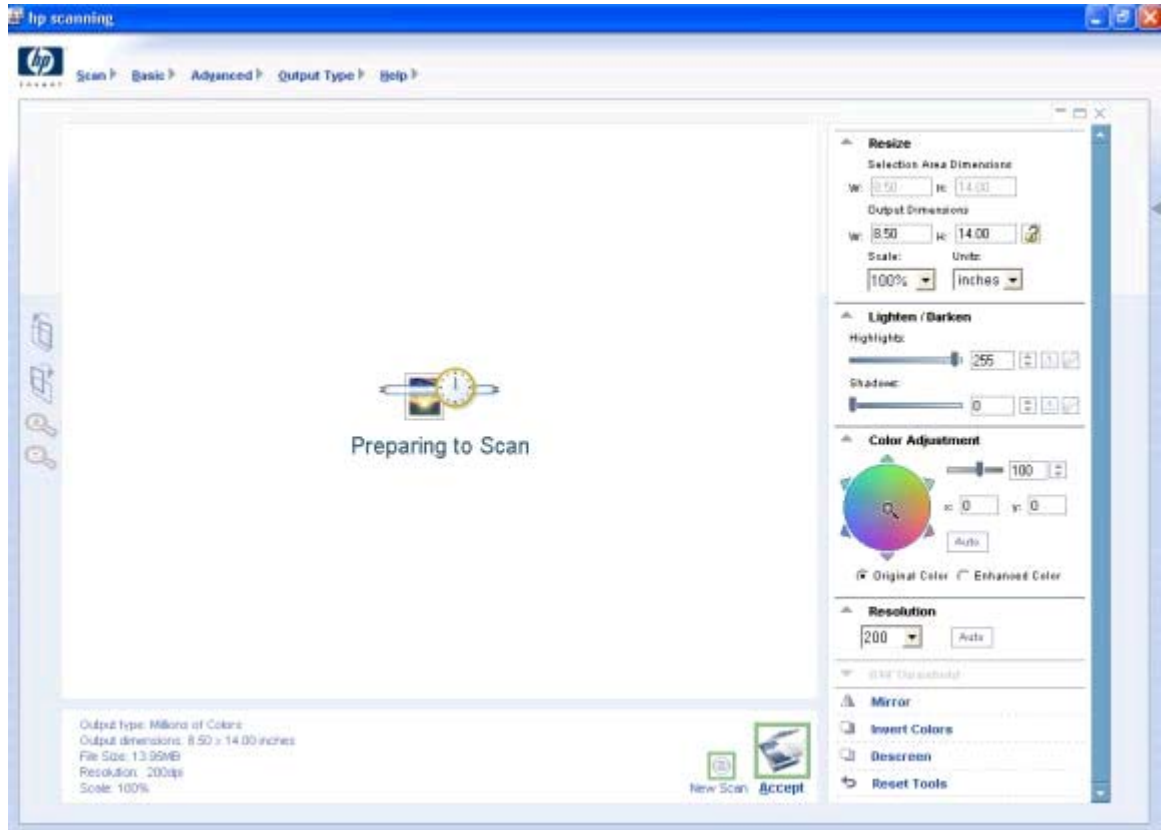


Figure 2-3. TWAIN driver user interface

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**.



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**.



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.

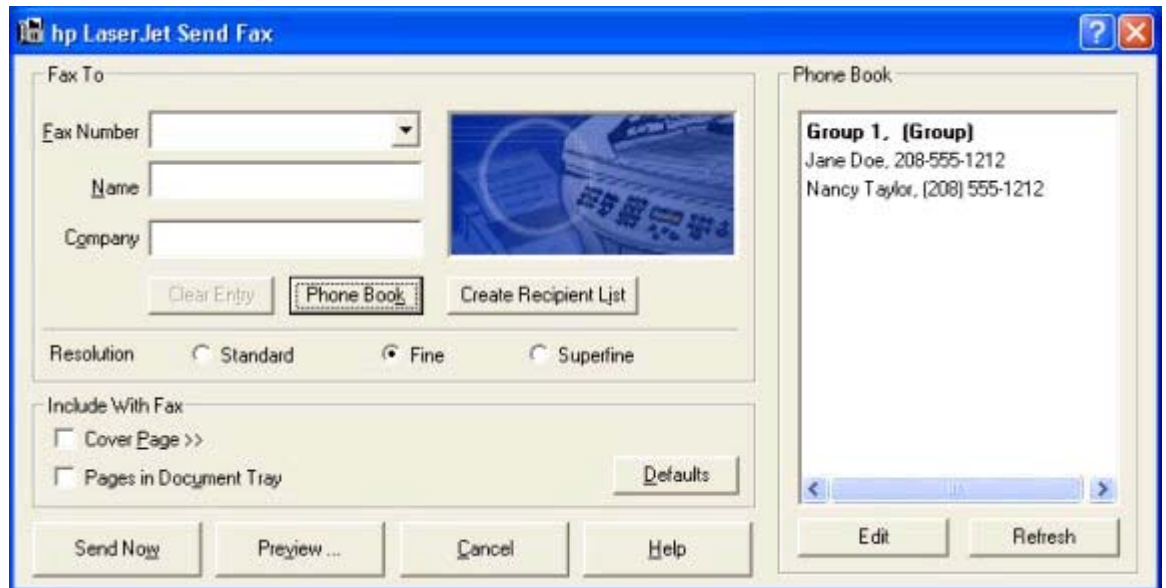


Figure 2-6. Faxing to multiple recipients

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**.



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:

Table 2-1. Software components for Windows

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 ¹	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: <ul style="list-style-type: none">• 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• Provides scanning functionality from the control panel of your HP LaserJet all-in-one product• Set the scan-to e-mail addresses and the scan-to folder locations• Find troubleshooting information and instructions for performing basic tasks• 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 (continued)

Components	Description
<p>Driver software</p>	<p>Allows you to print, fax, and scan with the computer and the HP LaserJet 3015, the HP LaserJet 3020¹ and 3030, and the HP LaserJet 3380 all-in-one products. This software includes the following drivers:</p> <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • TWAIN driver. 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. <hr/> <p>Note</p> <p>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.</p> <hr/>
<p>Readiris Pro text recognition software (OCR), version 8.0, by IRIS</p> <hr/> <p>Note</p> <p>The Readiris Pro text recognition software uses a separate installer and is shipped on a separate CD-ROM.</p> <hr/>	<p>Allows you to convert scanned images into text that can be edited in word-processing programs.</p> <p>The user interface of this software is localized into six languages. However, the software supports OCR in 117 languages.</p> <p>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.</p> <hr/> <p>Note</p> <p>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.</p> <p>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.</p> <hr/>

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.

¹ 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-in-one 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.

Table 2-2. Software features by connection type

Feature or Function	Connected Directly to Computer, Local User ¹	Connected Directly to Computer, but Shared with Other Users ²	Connected to Network via HP Jetdirect Print Server
Printing from the computer to the product	X	X	X
Faxing electronic documents from the computer (PC faxing)	X		X
Combining paper and PC fax documents in a fax	X		X
Scan to E-mail	X		X
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		X
Access through the software to the product setup options and setup for speed dial numbers	X		X

¹ Available to the user of the computer that is directly connected to the product.

² 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.

Note

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

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

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.

Note

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

Table 2-3. Multitasking capabilities

If the product is:	You are able to:						
	Send a print job	Receive a paper fax	Send a paper fax	Receive a PC fax	Send a PC fax	Scan to the PC	Copy
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 (continued)

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-in-one 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-in-one product. This mode can default to different settings. Unfortunately, the HP LaserJet all-in-one 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**.

Note

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

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.

3

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: <ul style="list-style-type: none">• 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.

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

Component	Description
<p>HP LaserJet Director</p>	<p>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.</p> <hr/> <p>Note</p> <p>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.</p> <hr/>
<p>HP LaserJet Send Fax program</p> <hr/> <p>Note</p> <p>This feature is not supported on the HP LaserJet 3020.</p> <hr/>	<p>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 .</p> <hr/> <p>Note</p> <p>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.</p> <hr/>
<p>HP LaserJet Scanner program</p>	<p>Allows you to select scan options, and then store the image to a file. Access the scanning software from either the HP LaserJet Director.</p> <p>The default file format for the Scan-to-Email feature is .PDF; other supported formats include .JPEG, .PICT, and .TIFF.</p> <p>You can also scan directly to TWAIN-compliant applications. The product supports TWAIN 1.9 scanning protocol.</p>
<p>Readiris Pro text recognition software (OCR), version 7.0, by IRIS</p>	<p>Allows you to convert scanned images into text that can be edited in word-processing programs.</p> <hr/> <p>Note</p> <p>The Readiris Pro text recognition software (OCR) comes on a separate CD-ROM.</p> <hr/>
<p>Scan to e-mail</p>	<p>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.</p>

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.

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	Mac
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	
<i>HP LaserJet 3020 and 3030 User Guide</i>	X
<i>HP LaserJet 3380 User Guide</i>	X

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

Component	Mac
<i>HP LaserJet 3020/3030 Readme</i>	X
<i>HP LaserJet 3380 Readme</i>	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.

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

Part Number	Contents	Languages Included on CD-ROM
Q 2660-60118	Macintosh software CD-ROM for the HP LaserJet 3020 and 3030, and the HP LaserJet 3380 all-in-one products	<ul style="list-style-type: none"> • Dutch • English • French • Italian • German • Spanish

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

Part Number	Contents	Languages Included on CD-ROM
Q 2660-60119	<p>Readiris Pro text recognition software (OCR) CD-ROM for the HP LaserJet 3020 and 3030 and the HP LaserJet 3380 all-in-one products</p> <hr/> <p>Note</p> <p>Due to contractual agreements, the Readiris Pro CD-ROM is only available by contacting an HP Customer Care Representative.</p> <hr/>	<p>The user interface for the Readiris Pro text recognition software (OCR) is available in the following languages:</p> <ul style="list-style-type: none"> • Dutch • English • French • German • Italian • Spanish • Portuguese-Brazilian <hr/> <p>Note</p> <p>Readiris Pro text recognition software can perform optical character recognition (OCR) in 117 languages.</p> <hr/>

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-in-one 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.

Note

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

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.

Note

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**.

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.



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.



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.

Step 3 - Installing (progress indicator)

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



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.



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**.
 2. Click **Applications**.
 3. Click **hp laserjet aio**.
 4. Double-click **hp all-in-one Setup Assistant**.
-

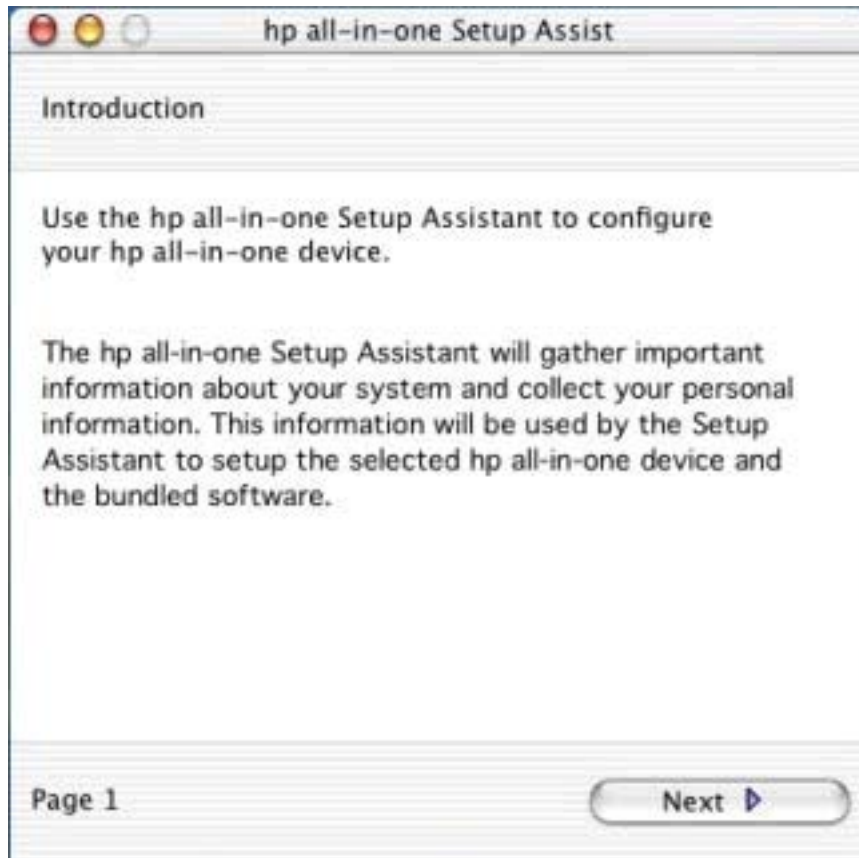


Figure 3-6. Step 6 - HP All-in-One Setup Assistant - Introduction

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



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.

The screenshot shows a window titled "hp all-in-one Setup Assist" with a "User Identification" section. Below the title bar, there is a heading "User Identification" and a prompt: "Enter your full name, your company's name, and your voice phone number in the areas provided below." There are three input fields: "Name:", "Company/Organization:", and "Voice Phone Number:". The "Name:" and "Voice Phone Number:" labels are in red. Below the fields, the text "Red fields are required" is displayed in red. At the bottom, there is a "Page 2" indicator, a "Back" button with a left arrow, and a "Next" button with a right arrow.

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.

You must enter the required information in the red fields.

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

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

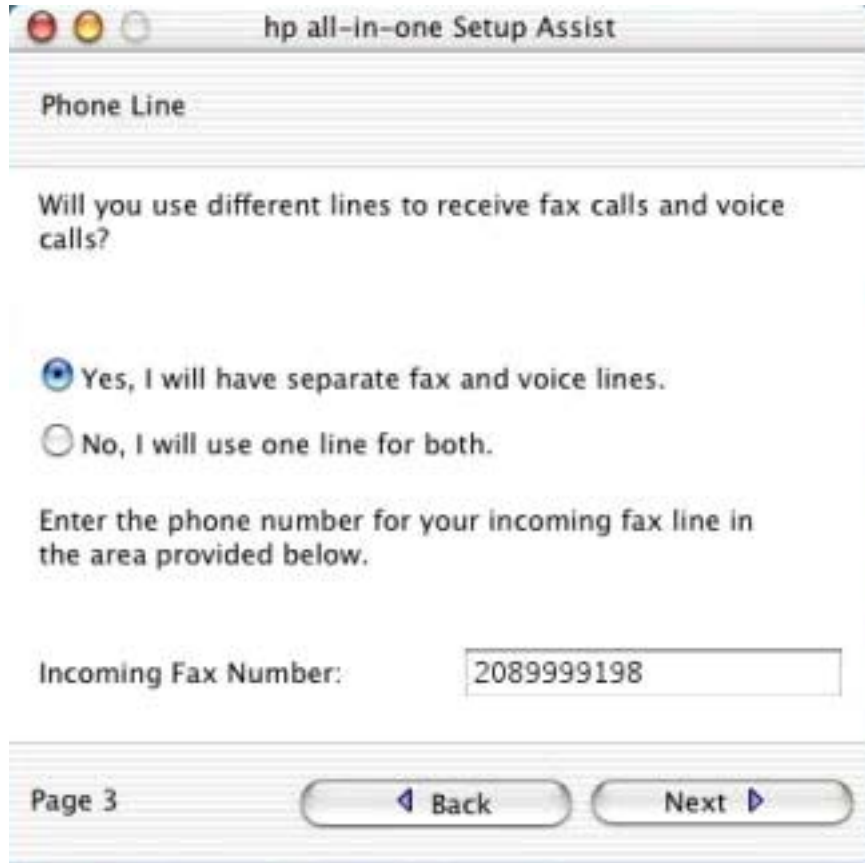


Figure 3-9. Step 9 - HP All-in-One Setup Assistant - Phone Line

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).

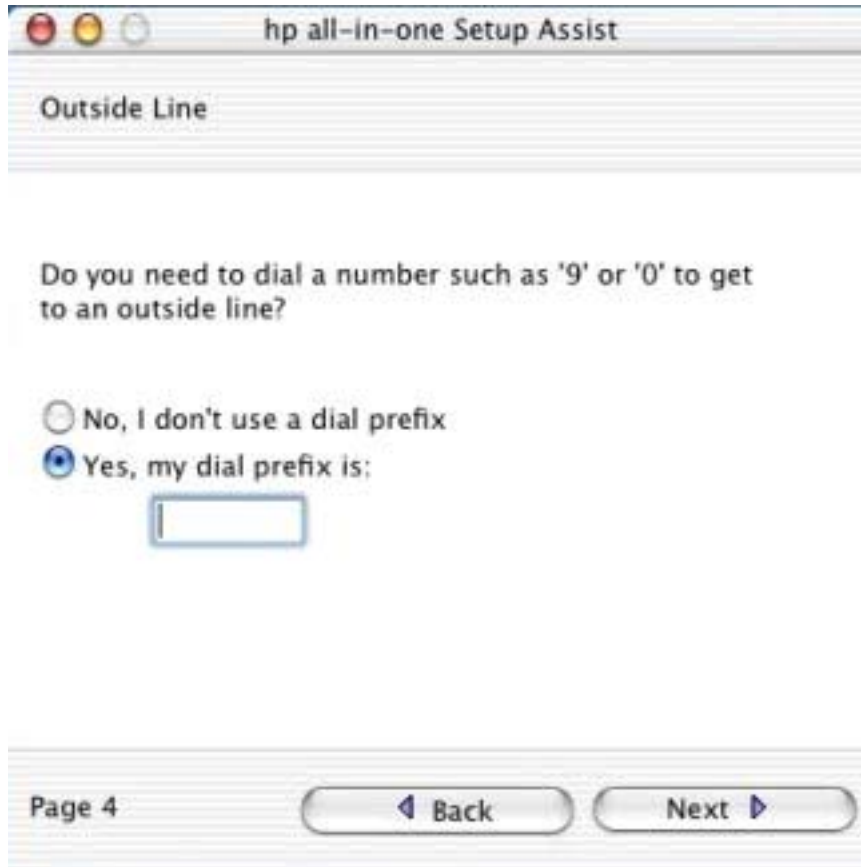


Figure 3-10. Step 10 - HP All-in-One Setup Assistant - Outside Line

Note

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

Select the appropriate option.

If you do not need to dial a number to get to an outside line, click the **No, I don't use a dial prefix** option. If you do need to dial a number to get an outside line, click the **Yes, my dial prefix is:** option and type the number into the text box.

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).

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



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 drop-down 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).



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).



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).



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. Double-click 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**.

4

The HP Toolbox

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/Receive 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 style="list-style-type: none">• Microsoft Internet Explorer (IE) version 5.5 or version 6.0 and above• Netscape version 6.2 or version 7.0 and above• Opera version 7.0 and above
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 style="list-style-type: none">• IE version 5.0• Netscape version 6.1• Opera version 6.05
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 style="list-style-type: none">• IE version 4.0• Netscape version 4.75

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 its 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 its 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 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.

Note

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

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

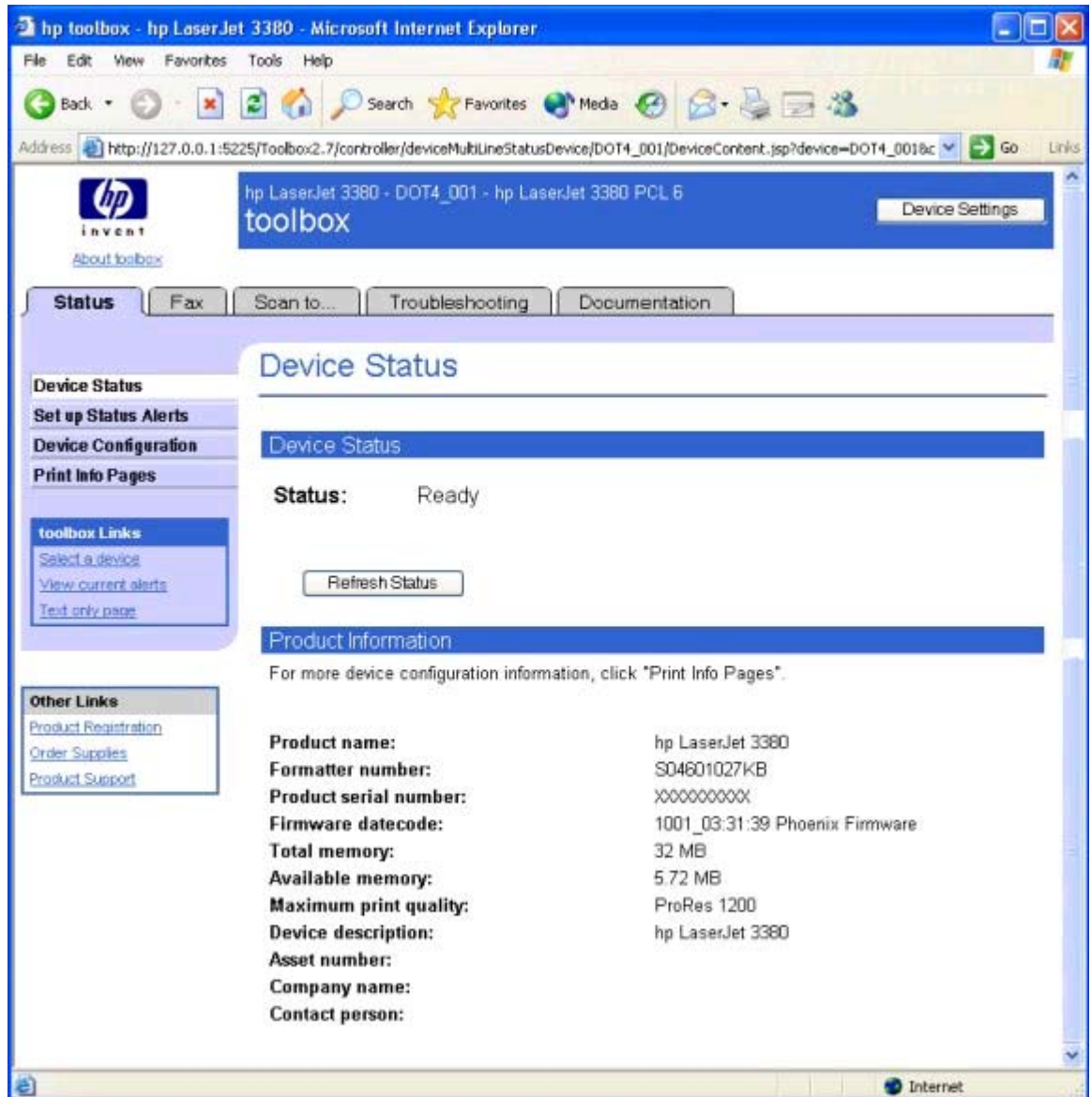
Status tab

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.



The screenshot shows the HP LaserJet 3380 Device Status page in Microsoft Internet Explorer. The browser title is "hp LaserJet 3380 - Microsoft Internet Explorer". The address bar shows the URL: "http://127.0.0.1:5225/Toolbox2.7/controller/deviceMultiLineStatusDevice/DOT4_001/DeviceContent.jsp?device=DOT4_001&c". The page header includes the HP logo, "hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6", and "toolbox". A "Device Settings" button is visible in the top right. The main navigation bar includes "Status", "Fax", "Scan to...", "Troubleshooting", and "Documentation". The "Status" tab is selected, and the "Device Status" section is active. The status is "Ready", and there is a "Refresh Status" button. The "Product Information" section provides the following details:

Product name:	hp LaserJet 3380
Formatter number:	S04601027KB
Product serial number:	XXXXXXXXXX
Firmware datecode:	1001_03:31:39 Phoenix Firmware
Total memory:	32 MB
Available memory:	5.72 MB
Maximum print quality:	ProRes 1200
Device description:	hp LaserJet 3380
Asset number:	
Company name:	
Contact person:	

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.

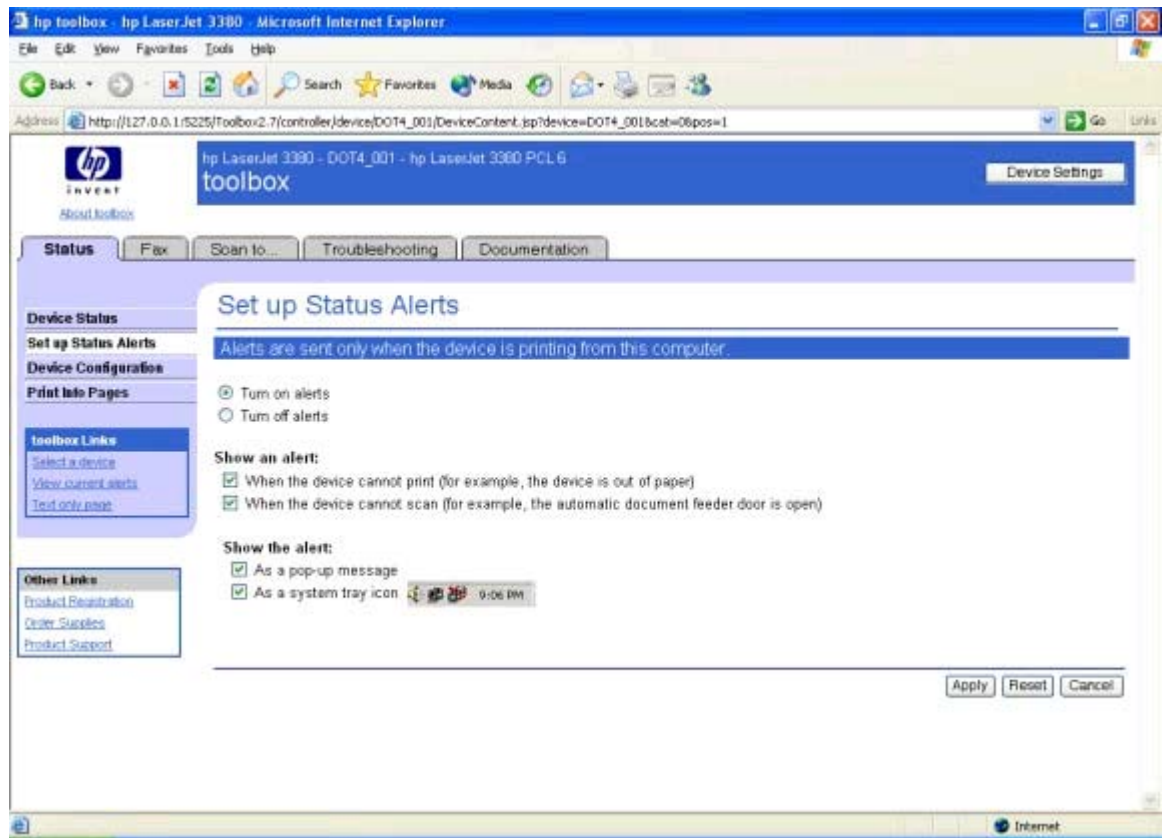


Figure 4-2. Set Up Status Alerts page

The following alerts and notifications can be received.

Table 4-2. Alerts and notifications

Alerts	Notifications
<ul style="list-style-type: none"> ● Insufficient Memory ● Manually Feed Paper ● Printer Mispick (HP LaserJet 3380 only) ● 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 	<ul style="list-style-type: none"> ● Fax Logs Updated ● Fax Printed ● Fax Received

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.

The screenshot shows the HP LaserJet 3380 Device Configuration page in Microsoft Internet Explorer. The browser address bar shows the URL: http://127.0.0.1:5225/Toolbox2.7/controller/device/DOT4_001/DeviceContent.jsp?device=DOT4_001&cat=0&pos=2. The page title is "hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6 toolbox". The page is divided into several sections:

- Status**: Includes links for Fax, Scan to..., Troubleshooting, and Documentation.
- Device States**: Includes links for Set up Status Alerts, Device Configuration, and Print Info Pages.
- toolbox Links**: Includes links for Select a device, View current alerts, and Text only page.
- Other Links**: Includes links for Product Registration, Order Supplies, and Product Support.
- Device Configuration**: The main content area, which is currently displaying the **Product Information** section. It shows the following details:
 - Product name: hp LaserJet 3380
 - Formatter number: S04601027KB
 - Product serial number: XXXXXXXXXXXX
 - Firmware datecode: 1001_03:31:39 Phoenix Firmware
 - Telecom version: 06-015-001
 - ADF installed: Yes
 - Maximum print quality: ProRes 1200
 - Total memory: 32 MB
 - Available memory: 5.72 MB
 - Device description: hp LaserJet 3380
 - Device language: English
 - Asset number:
 - Company name:
 - Contact person:
- Installed Personalities and Options**: Lists the following personalities:
 - PCL
 - PostScript
 - PCLXL

Figure 4-3. Device Configuration page - 1 of 4

Print Settings	
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

Figure 4-4. Device Configuration page - 2 of 4

Paper Options	
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

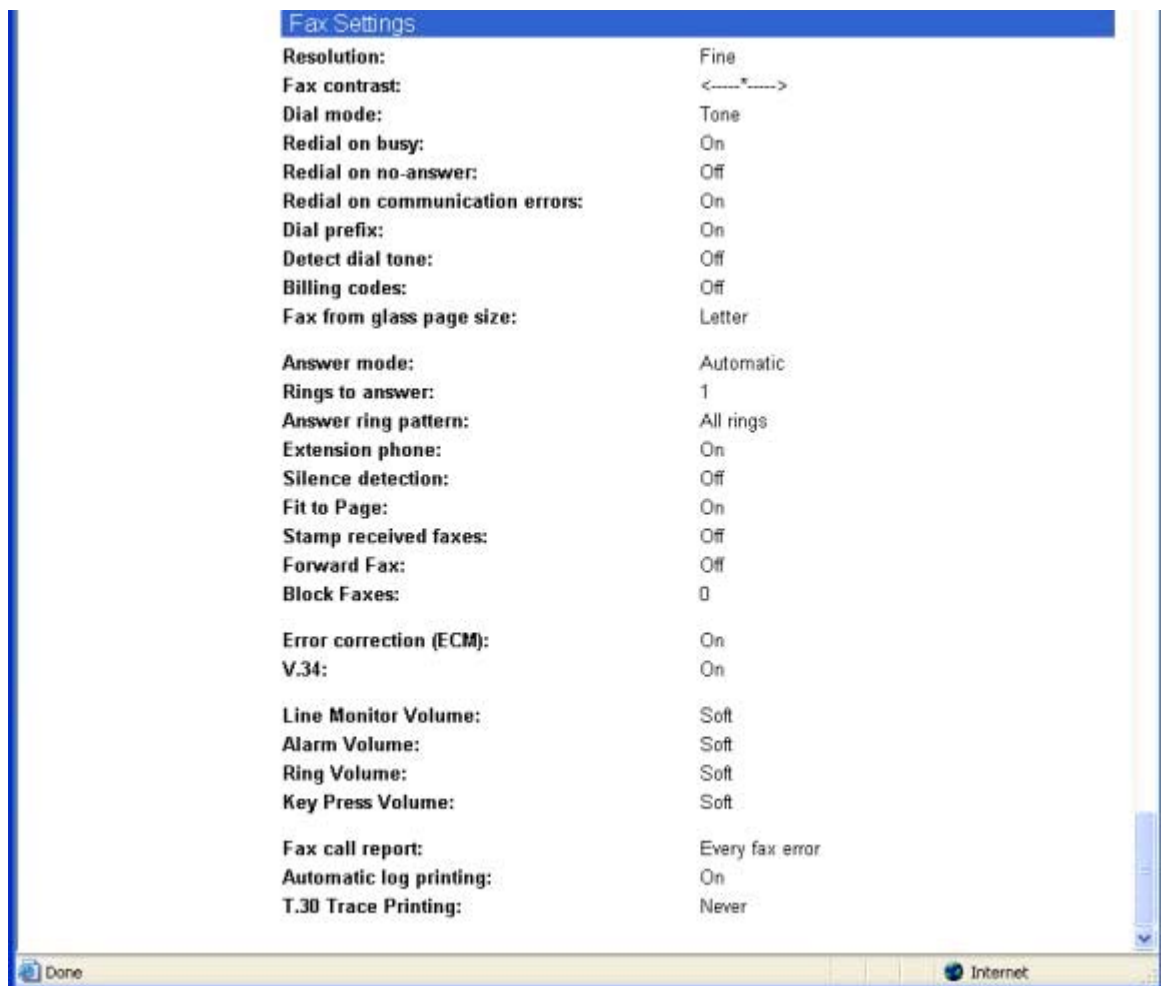


Figure 4-6. Device Configuration page - 4 of 4

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.

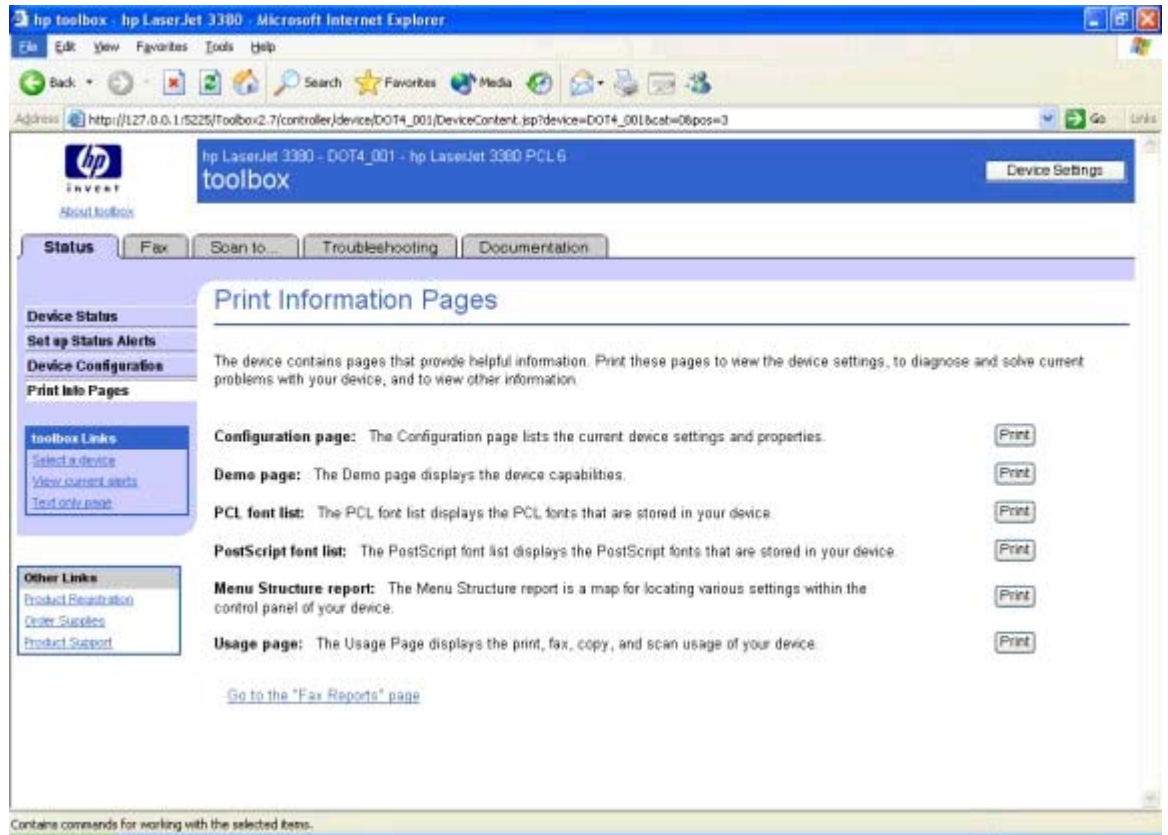


Figure 4-7. Print Information Pages page

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.



Figure 4-8. 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**.

hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6
toolbox Device Settings

About toolbox

Status **Fax** Scan to... Troubleshooting Documentation

Fax Tasks

Fax Phone Book

Fax Send Log

Fax Receive Log

Fax Data Properties

Fax Reports

Detailed Fax Settings

How do I...?

toolbox Links

[Select a device](#)

[View current alerts](#)

[Text only page](#)

Other Links

[Product Registration](#)

[Order Supplies](#)

[Product Support](#)

Fax Phone Book Print

Add the Contact Information

Entry #	Contact name	Fax number	
1	<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/> <input type="button" value="Cancel"/>

Phone Book Entry List Refresh

Entries: 1-25 | [26-50](#) | [51-75](#) | [76-100](#) | [101-120](#) | [All](#)
 < Previous | Next >

Speed dial	Select	Entry #	Contact name	Fax number
1	<input type="checkbox"/>	1		
2	<input type="checkbox"/>	2		
3	<input type="checkbox"/>	3		
4	<input type="checkbox"/>	4		
5	<input type="checkbox"/>	5		
6	<input type="checkbox"/>	6		
7	<input type="checkbox"/>	7		
8	<input type="checkbox"/>	8		
9	<input type="checkbox"/>	9		
		10		
		11		
		12		
		13		
		14		
		15		
		16		
		17		
		18		
		19		
		20		
		21		
		22		
		23		
		24		
		25		

Entries: 1-25 | [26-50](#) | [51-75](#) | [76-100](#) | [101-120](#) | [All](#)
 < Previous | Next >

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).

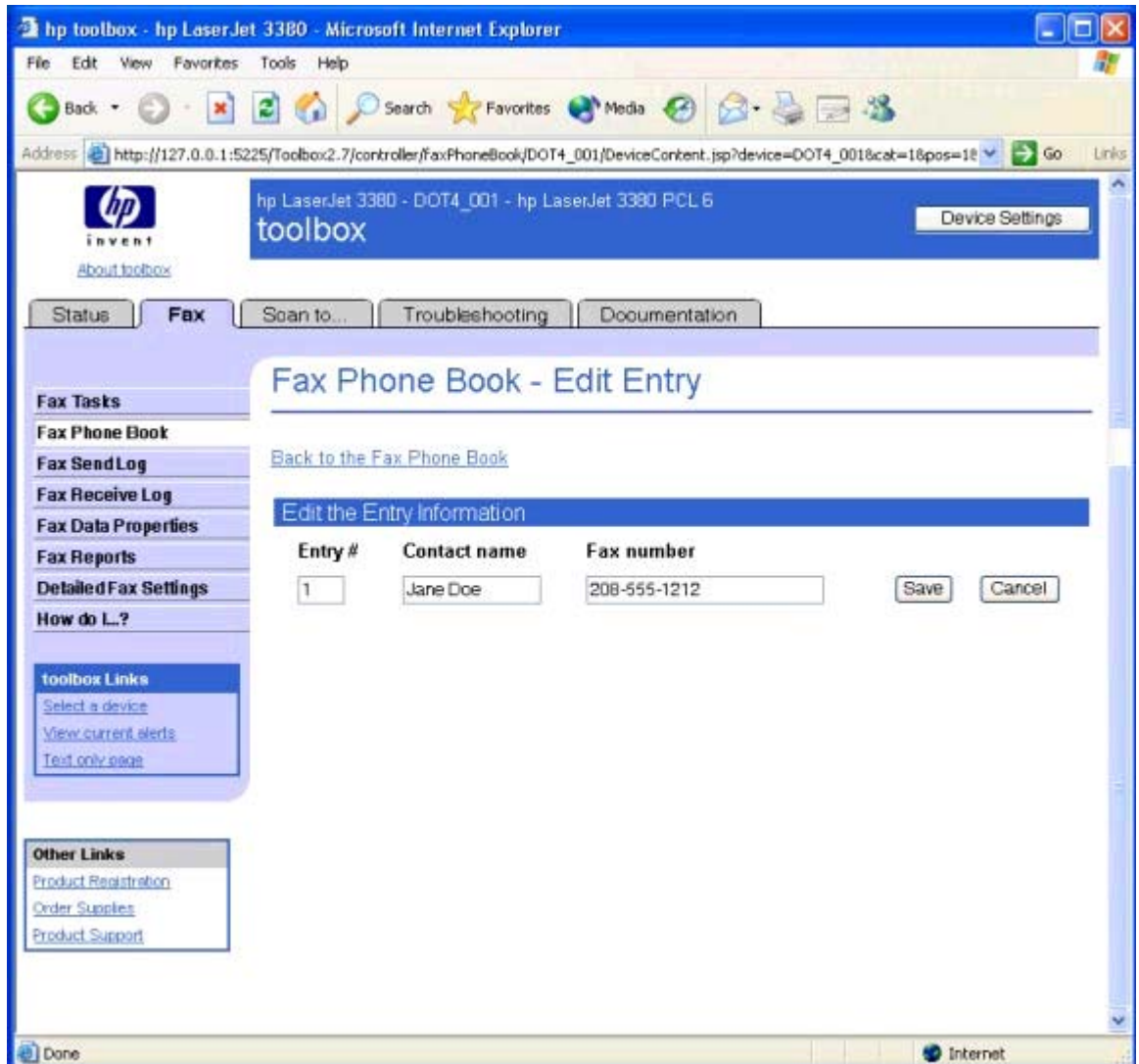


Figure 4-10. Fax Phone Book - Edit Entry page

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.

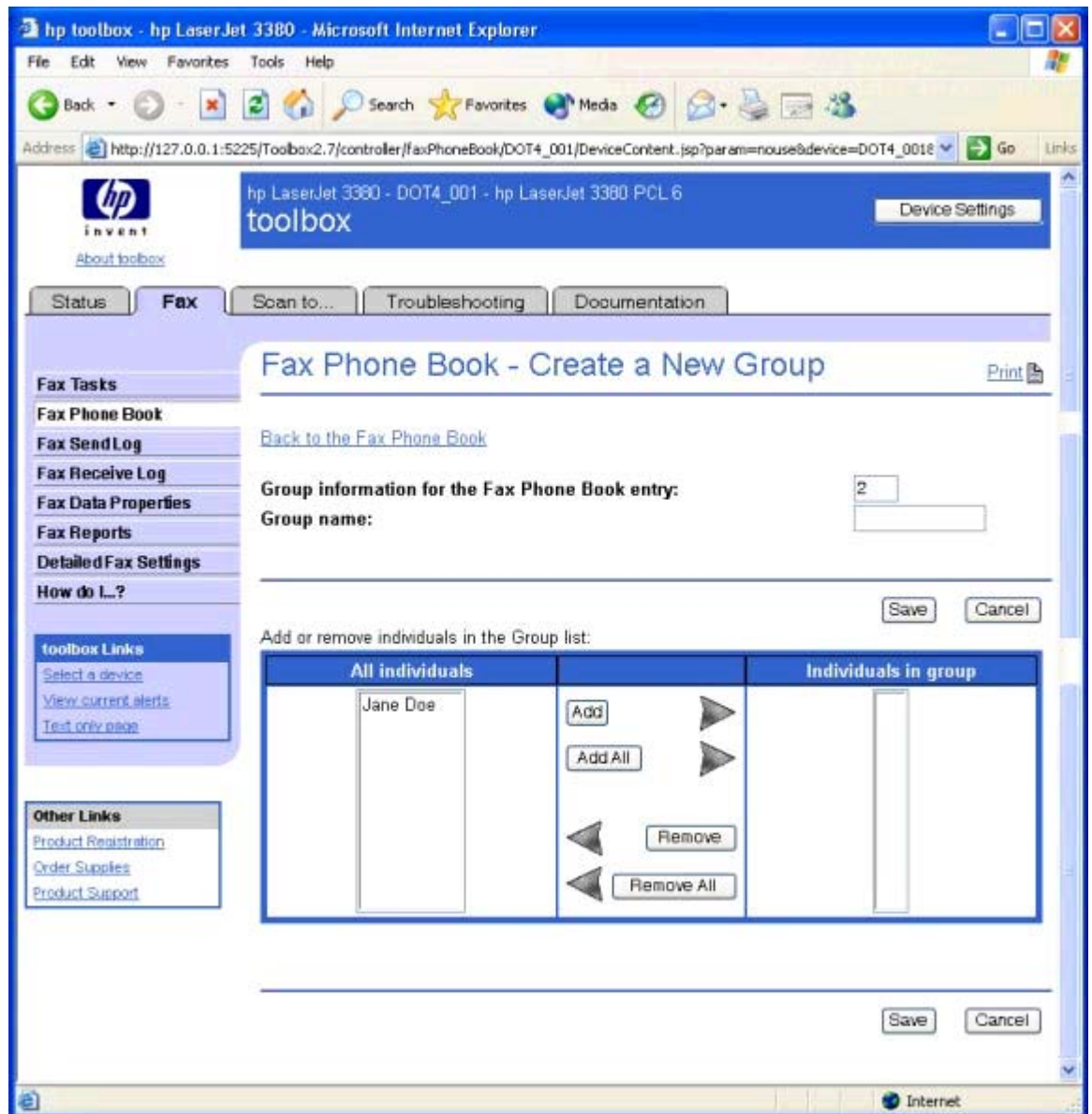


Figure 4-11. Fax Phone Book - Create a New Group page

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.

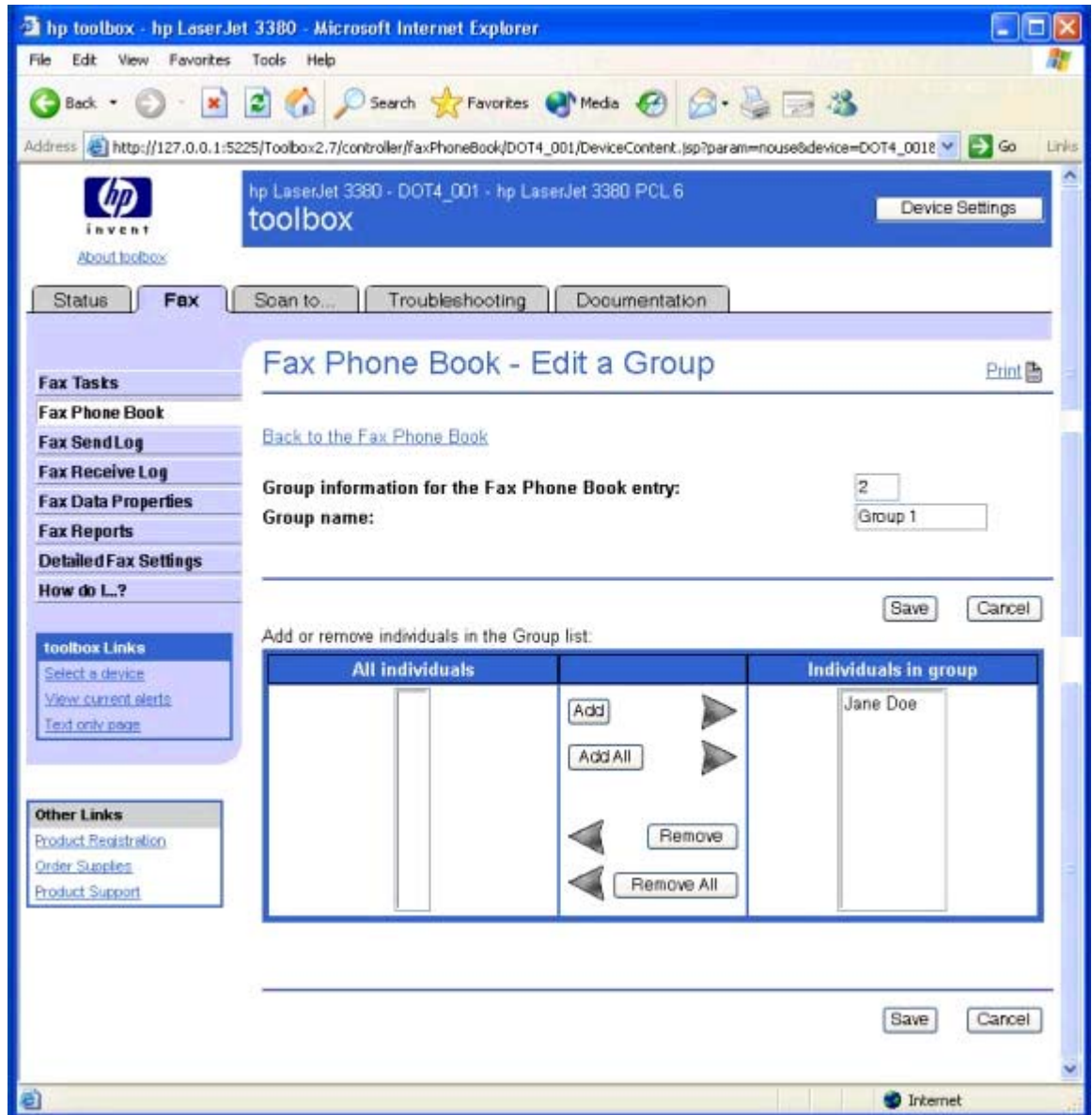


Figure 4-12. Fax Phone Book - Edit a Group

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**

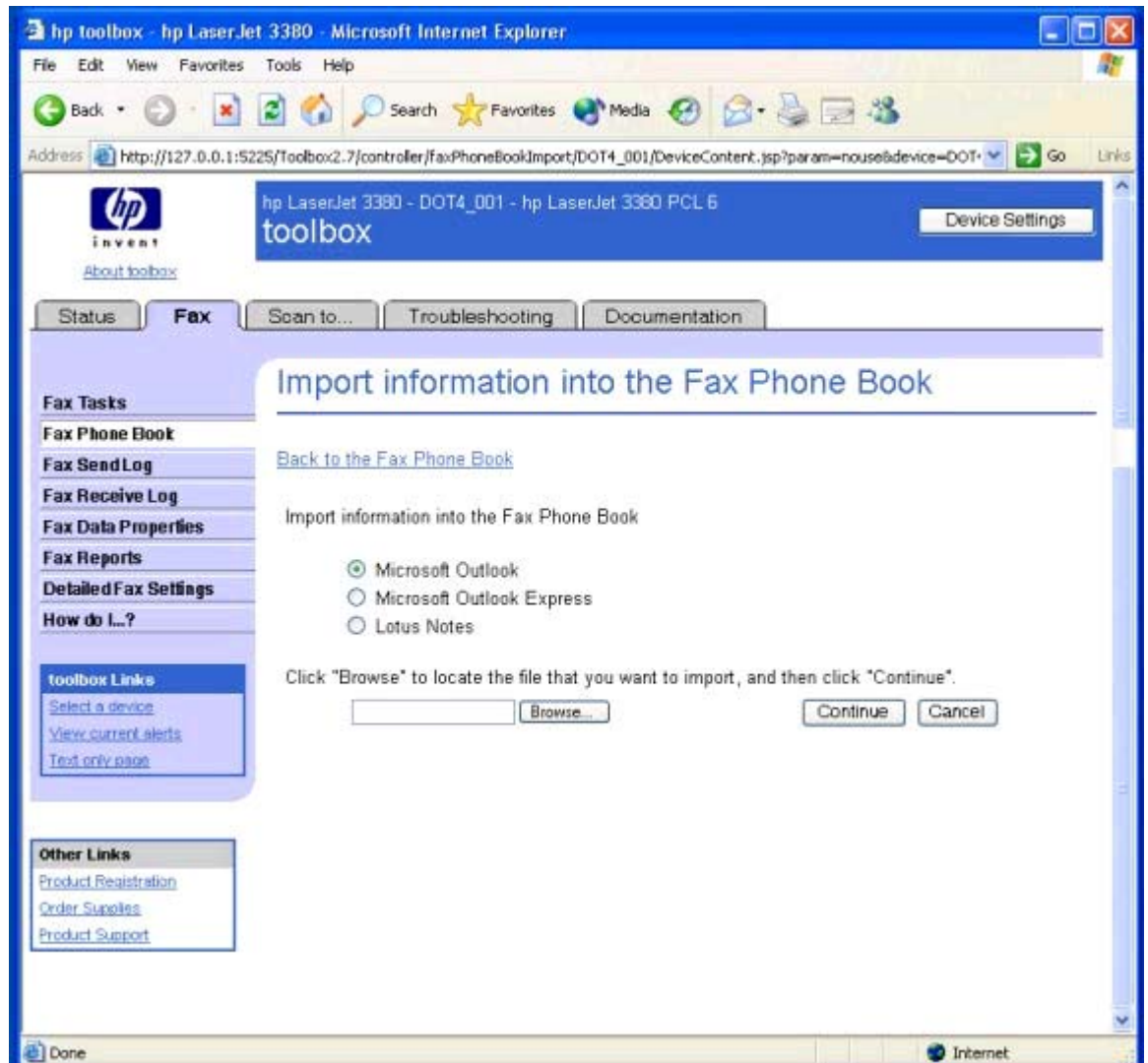


Figure 4-13. Import information into the Fax Phone Book

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**.

Note

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**.

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.

The screenshot shows the HP Toolbox interface for the 'Fax Phone Book - Import - Select Entries' page. The page is titled 'Fax Phone Book - Import - Select Entries' and includes a navigation menu with 'Status', 'Fax', 'Scan to...', 'Troubleshooting', and 'Documentation'. The 'Fax' menu is selected, and the 'Fax Tasks' section is expanded, showing options like 'Fax Phone Book', 'Fax Send Log', 'Fax Receive Log', 'Fax Data Properties', 'Fax Reports', 'Detailed Fax Settings', and 'How do I...?'. The 'Fax Phone Book' option is selected, and the page displays the following content:

Fax Phone Book - Import - Select Entries

Add Individuals from the import list to the Fax Phone Book. You can not import groups. To create groups, edit entries, or move entries, go to the Fax Phone Book page after you save the imported entries.

Individuals that you select from the import list are added to the current Fax Phone Book only at available entry locations, beginning with the insert location that you select. The current Fax Phone Book entries will not be moved to different locations.

Click "Save" to save the imported entries to your Fax Phone Book.

Buttons: Save, Cancel

Import List:		Phone Book:		
Jane Doe	Add Add All Start Over	Insert Location	Entry #	Contact name
John Smith		1	1	Jane Doe
		2	2	Group 1
		3	3	Nancy Taylor
		4	4	<input type="text"/>
		5	5	<input type="text"/>
		6	6	<input type="text"/>
		7	7	<input type="text"/>
		8	8	<input type="text"/>
		9	9	<input type="text"/>
		10	10	<input type="text"/>
		11	11	<input type="text"/>
		12	12	<input type="text"/>
		13	13	<input type="text"/>
		14	14	<input type="text"/>
		15	15	<input type="text"/>
		16	16	<input type="text"/>
		17	17	<input type="text"/>
		18	18	<input type="text"/>
		19	19	<input type="text"/>
		20	20	<input type="text"/>

Buttons: Save, Cancel

Figure 4-14. Phone Book Import - Select Entries page

Note

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.

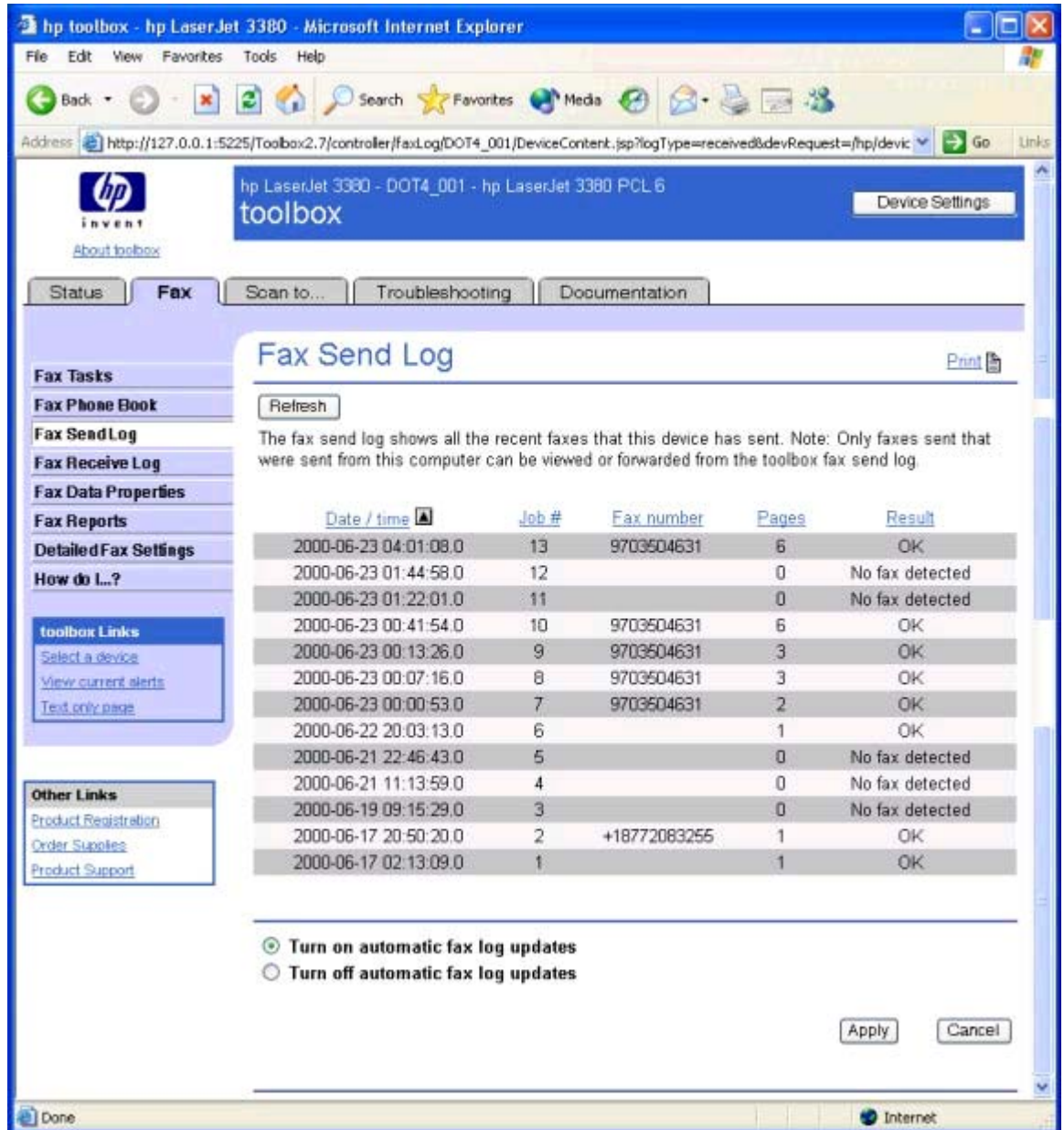


Figure 4-15. Fax Send Log page

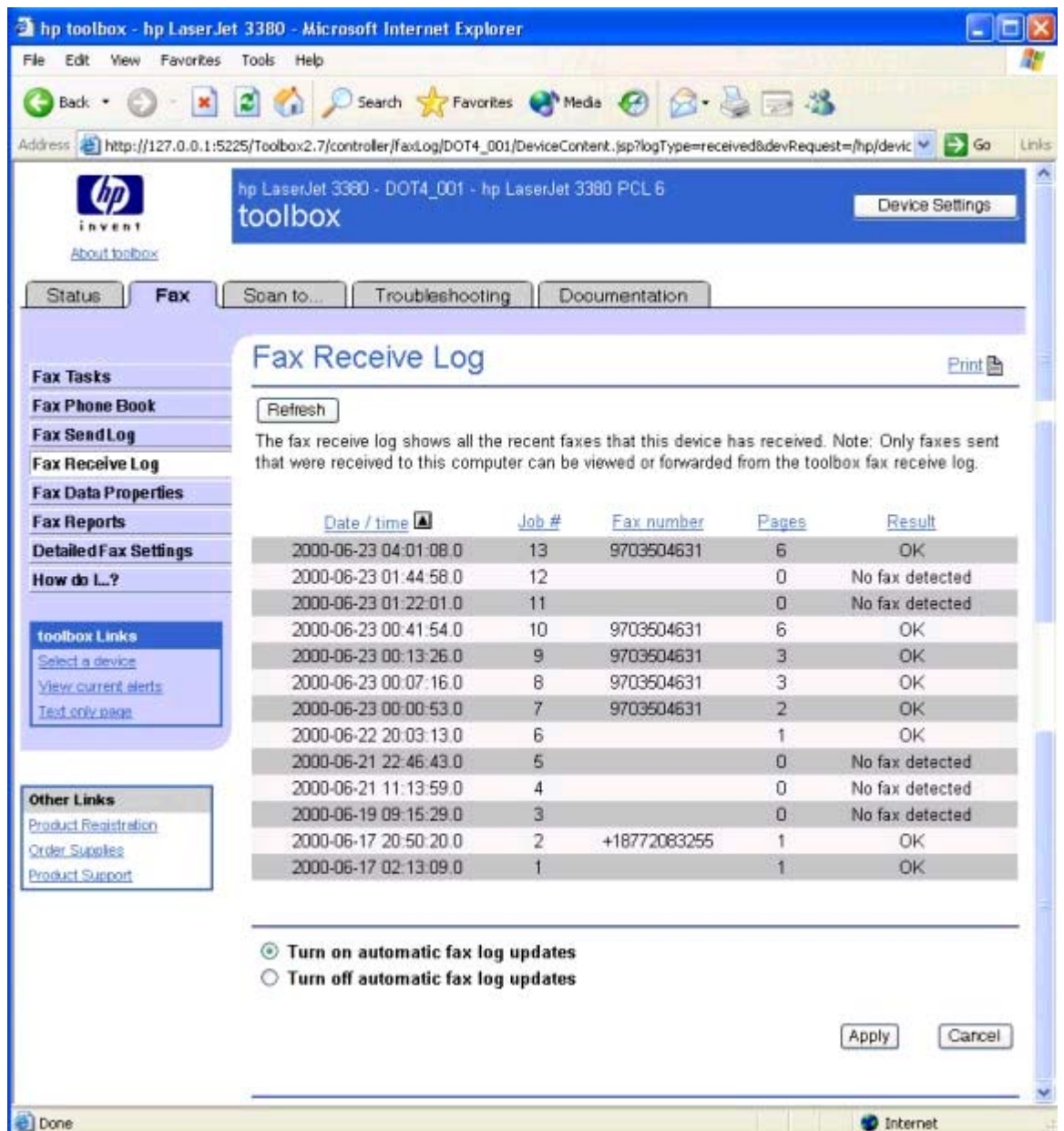


Figure 4-16. Fax Receive log

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.

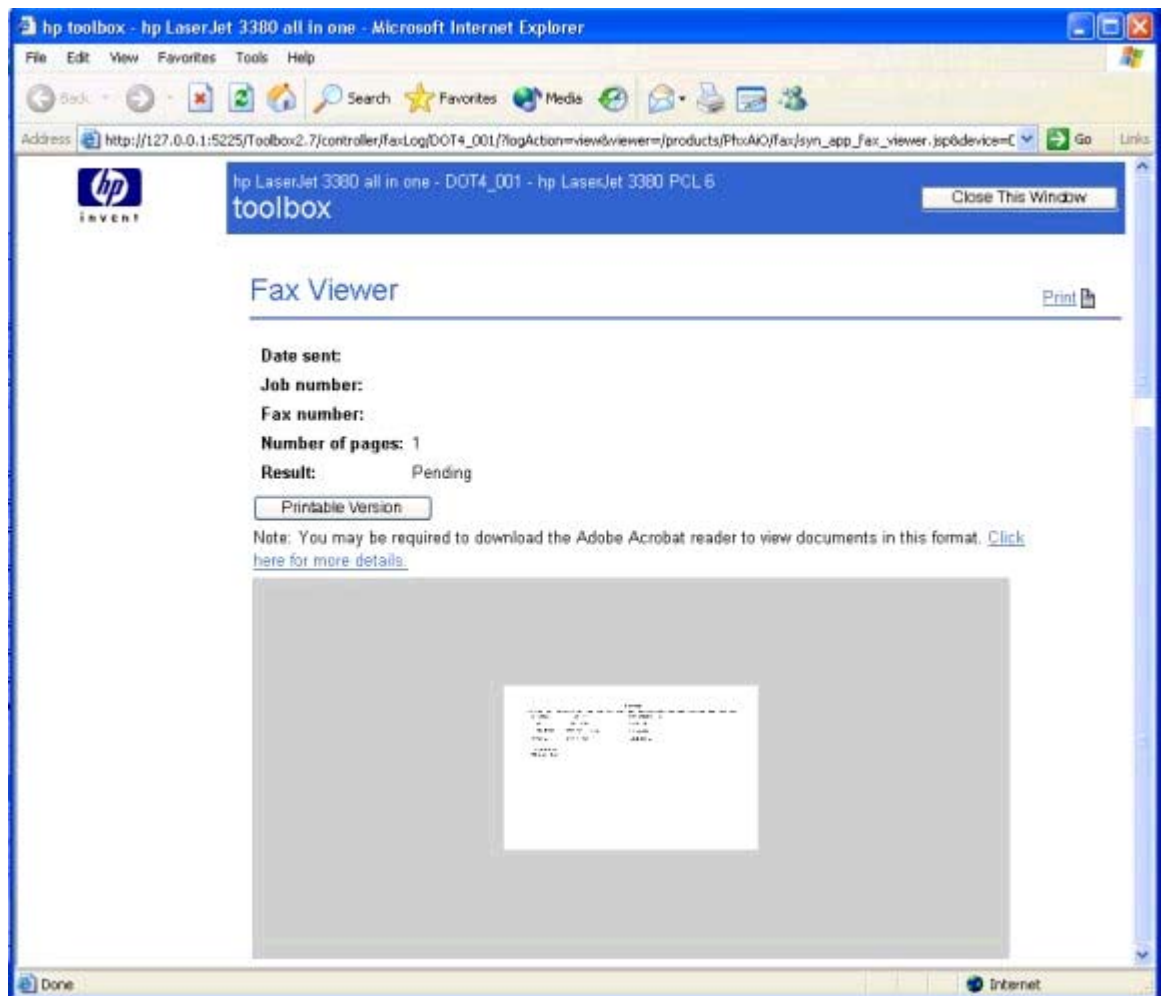


Figure 4-17. Fax Viewer page

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.

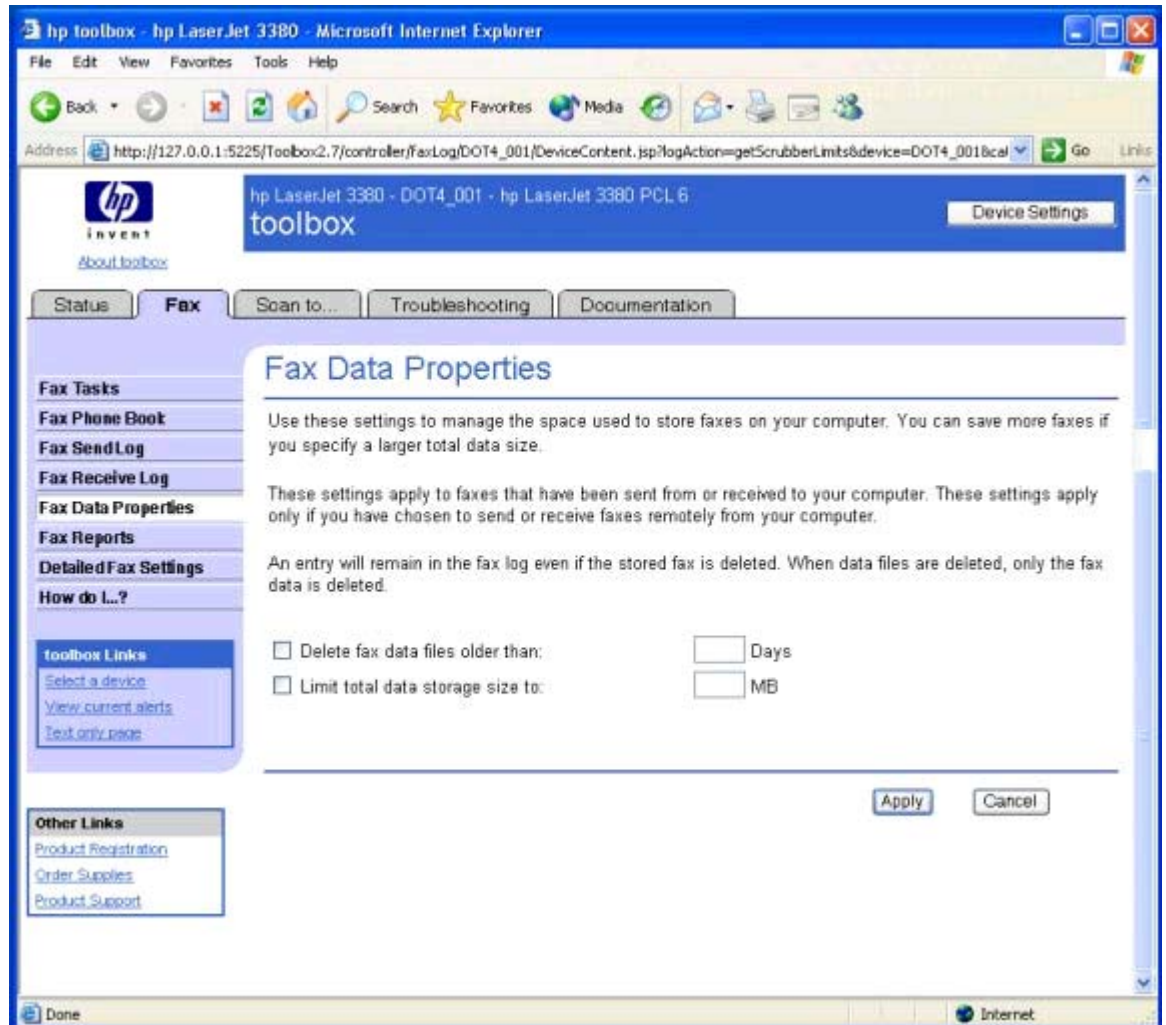


Figure 4-18. Fax Data Properties page

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.

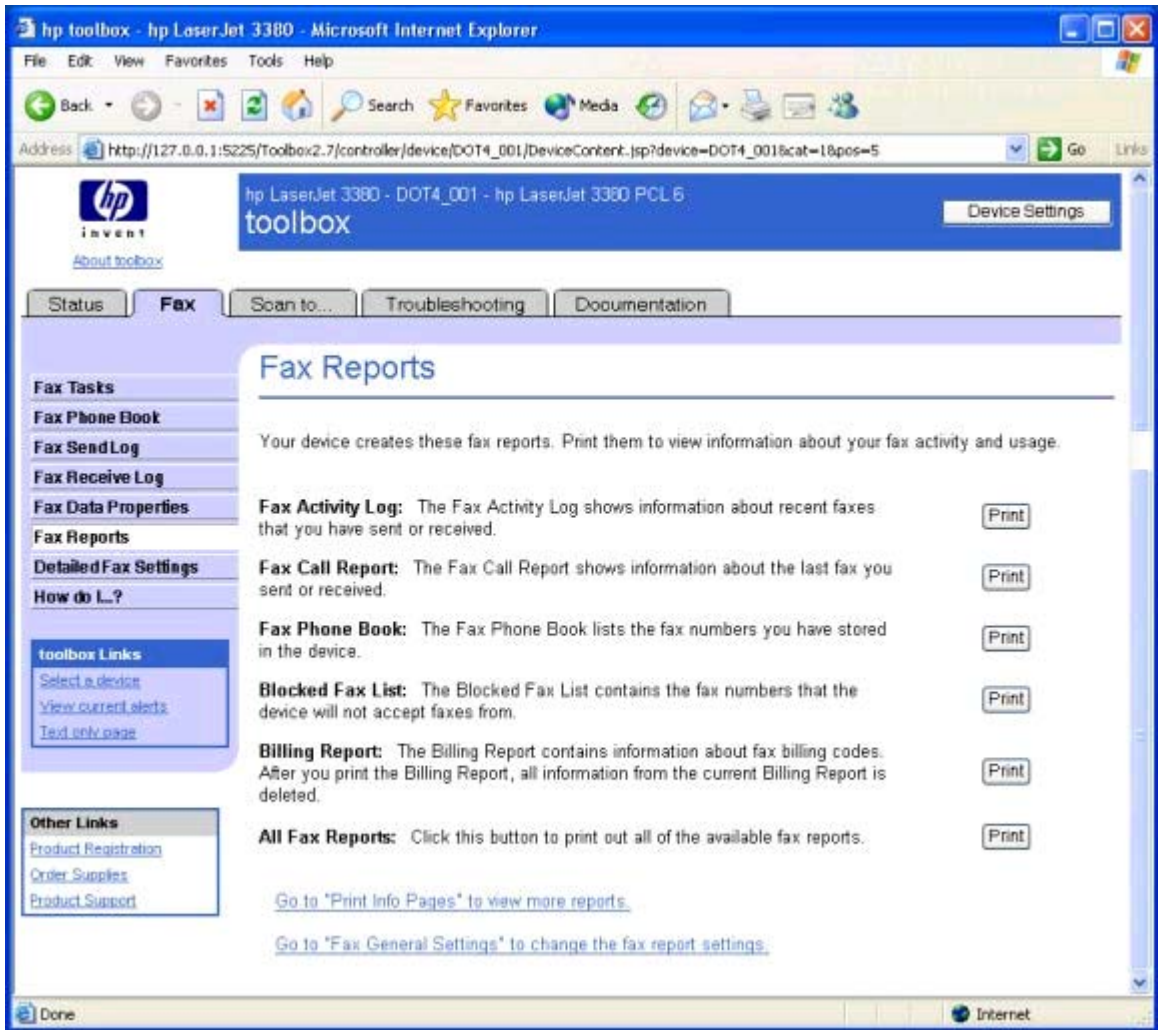


Figure 4-19. Fax Reports page

Detailed Fax Settings page

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

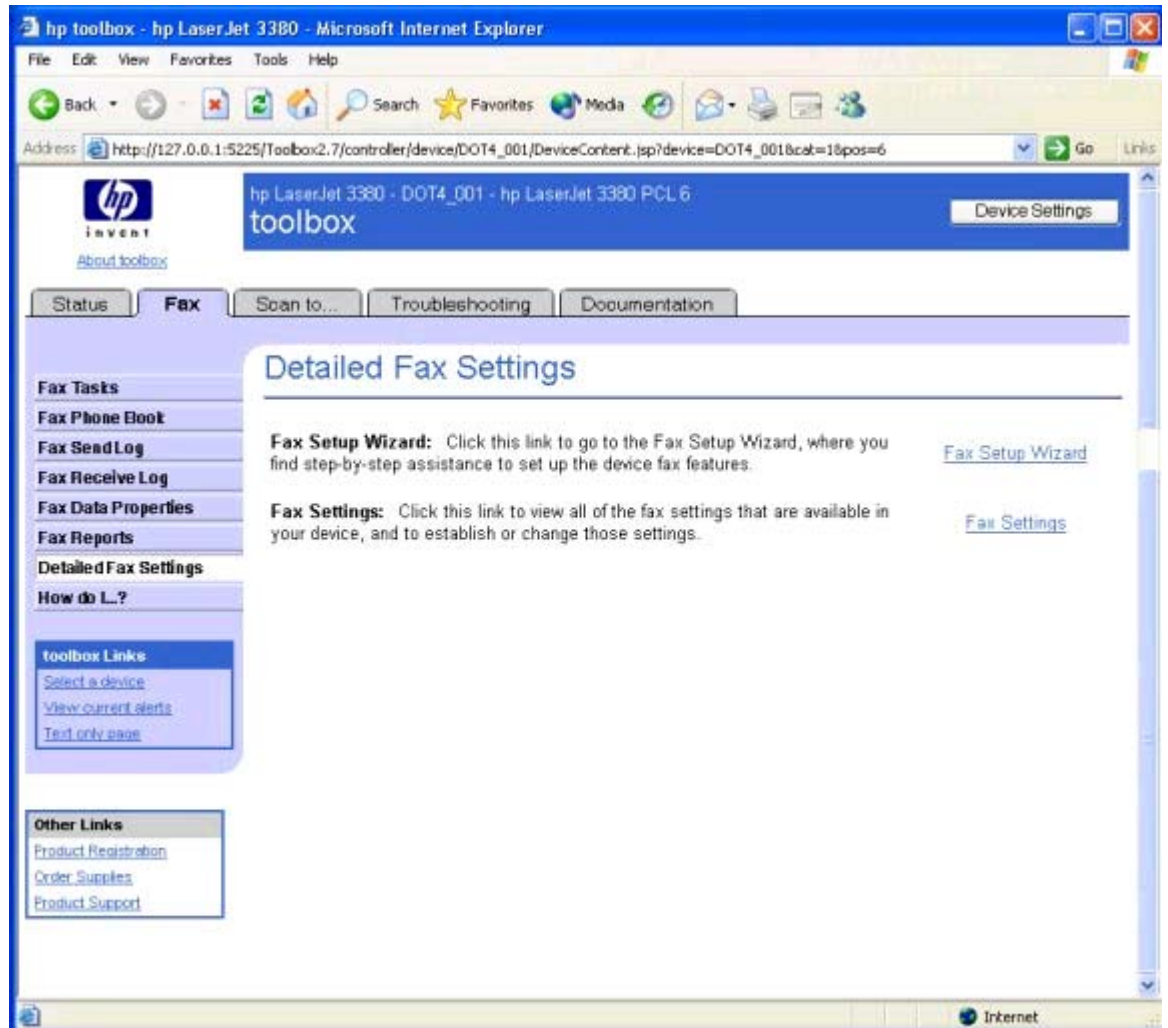


Figure 4-20. Detailed Fax Settings page

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.

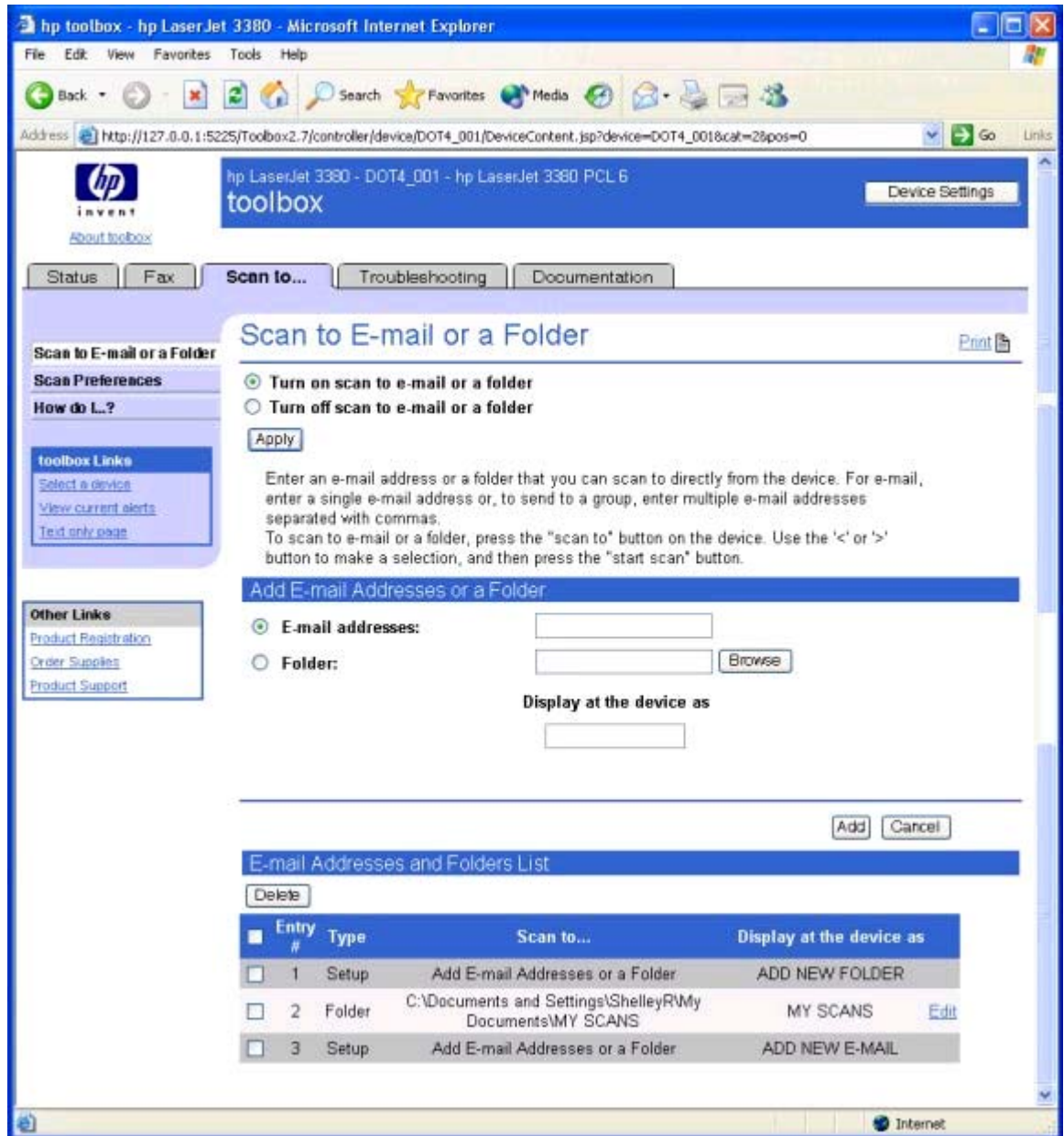


Figure 4-21.

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.

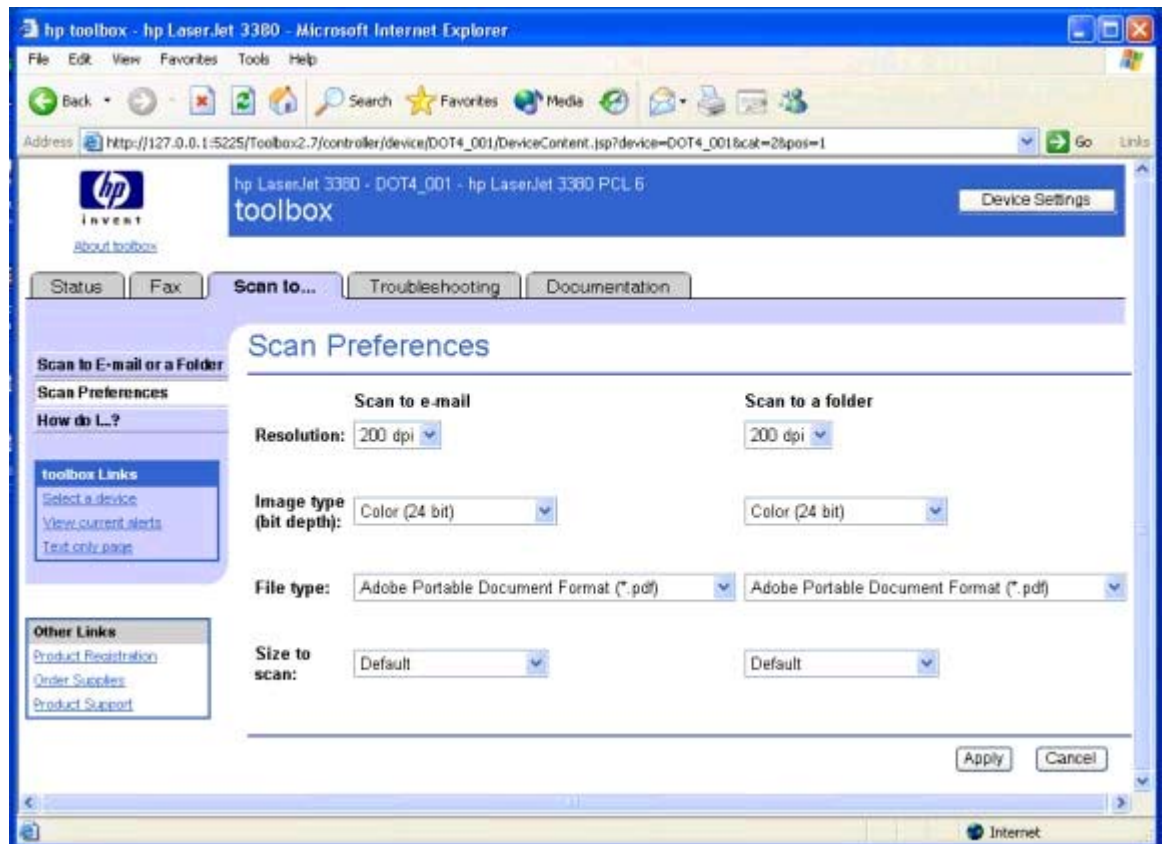


Figure 4-22. Scan Preferences page

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

All of the Troubleshooting content provided from this page is also provided in the user guide for your HP LaserJet all-in-one product.

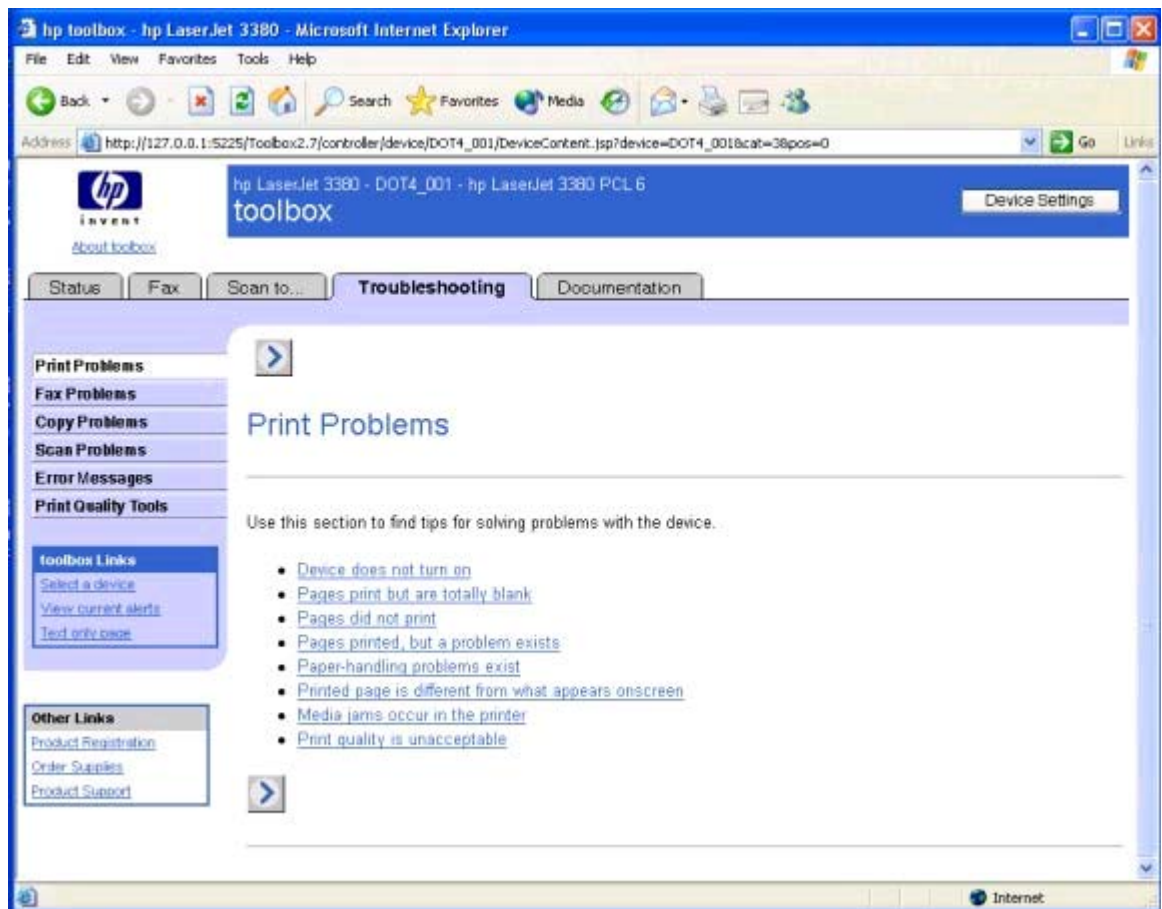


Figure 4-23. Print Problems page

Fax Problems page

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

Note

All of the Troubleshooting content provided from this page is also provided in the user guide for your HP LaserJet all-in-one product.

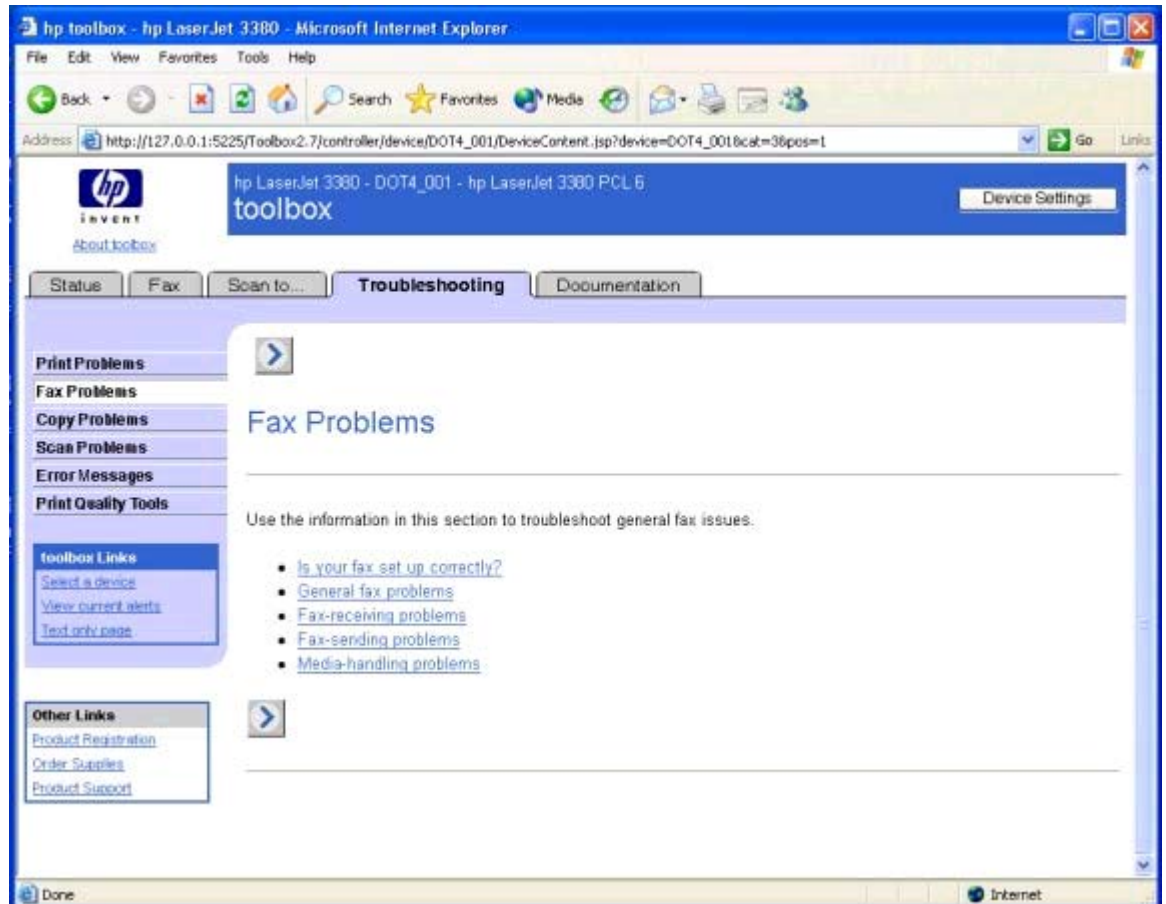


Figure 4-24. Fax Problems page

Copy Problems page

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

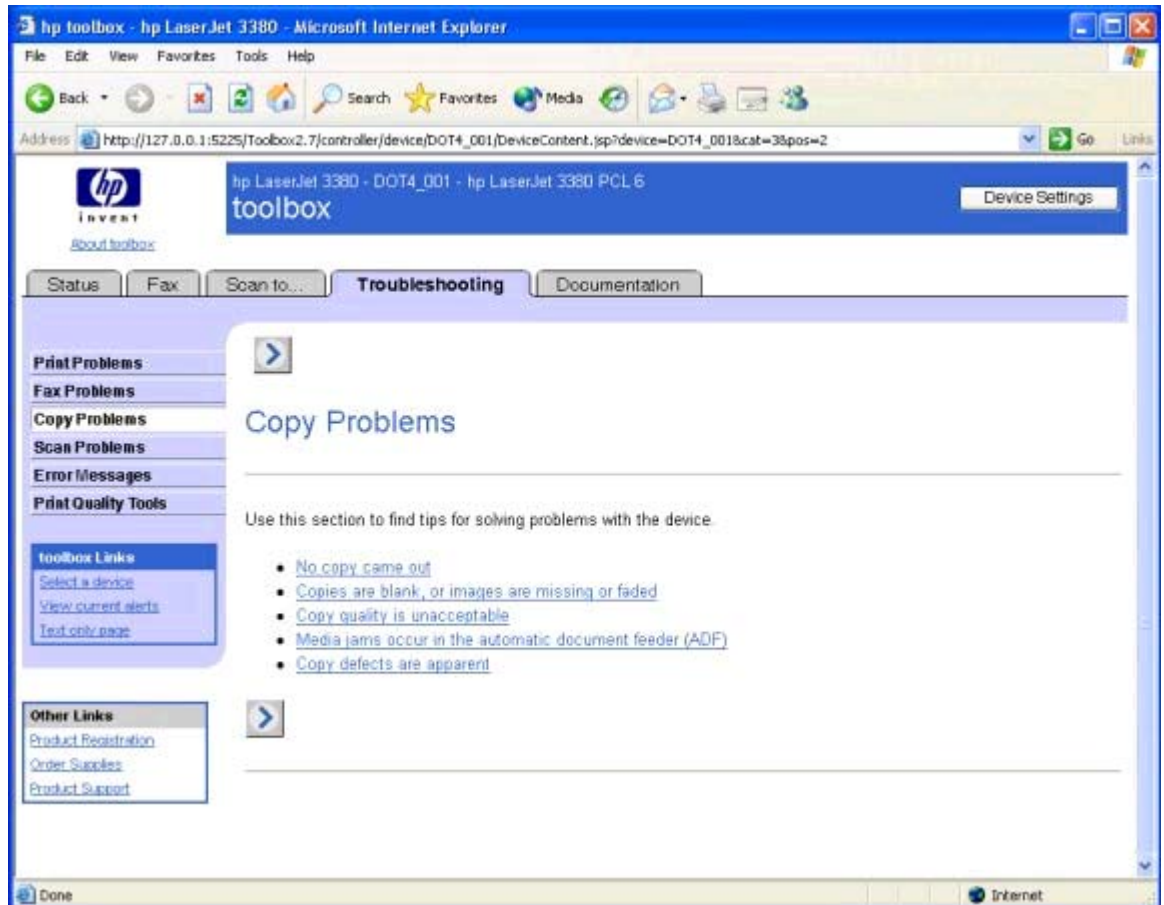


Figure 4-25. Copy Problems page

Note

All of the Troubleshooting content provided from this page is also provided in the user guide for your HP LaserJet all-in-one product.

Scan Problems page

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

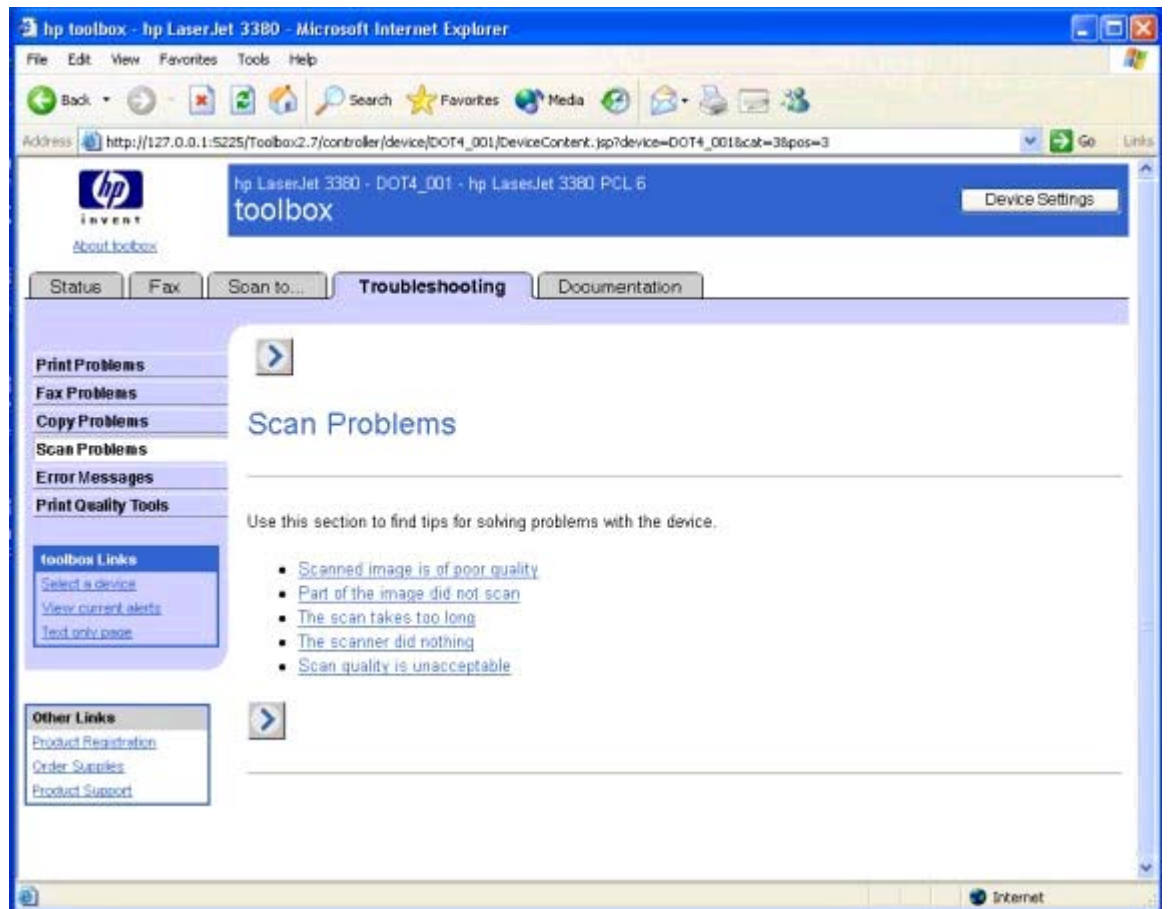


Figure 4-26. Scan Problems page

Note

All of the Troubleshooting content provided from this page is also provided in the user guide for your HP LaserJet all-in-one product.

Error Messages page

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

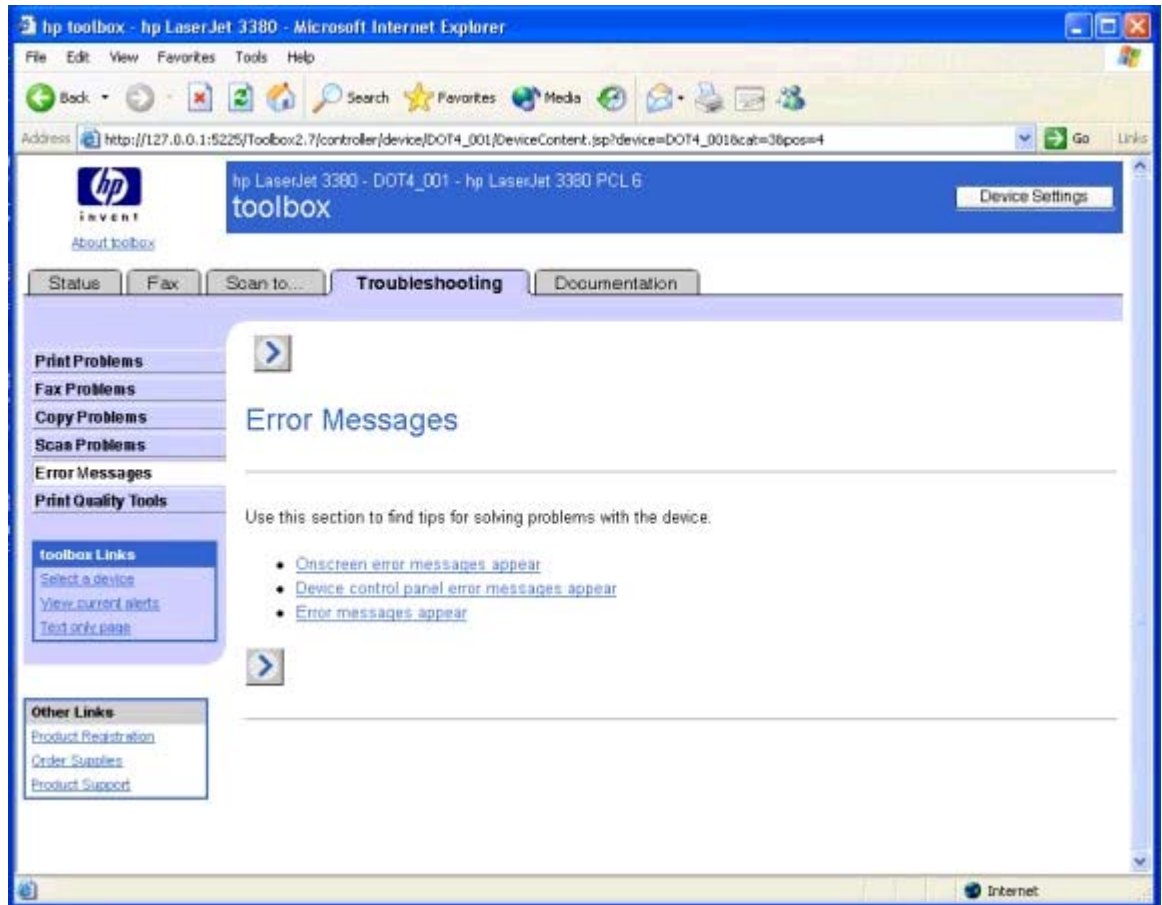


Figure 4-27. Error Messages page

Note

All of the Troubleshooting content provided from this page is also provided in the user guide for your HP LaserJet all-in-one product.

Print Quality Tools page

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

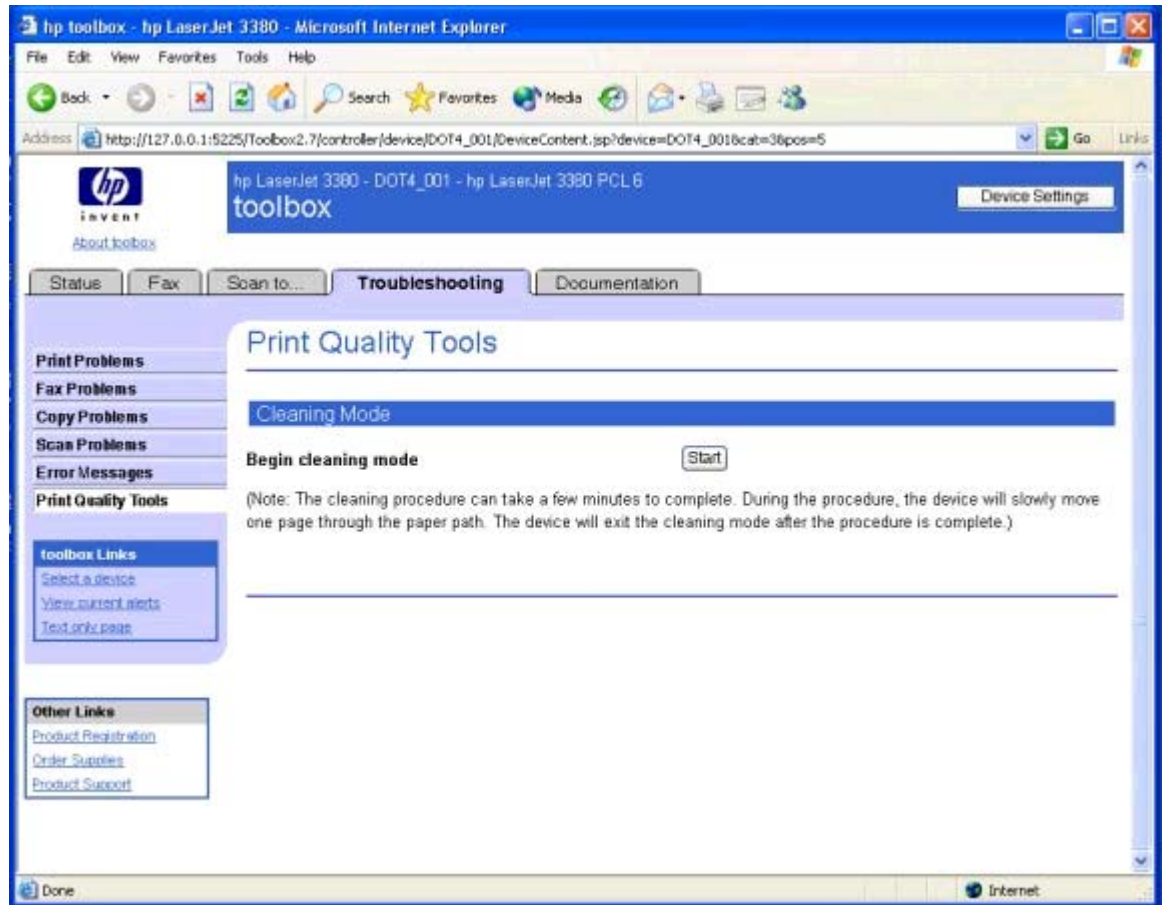


Figure 4-28. Print Quality Tools page

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.

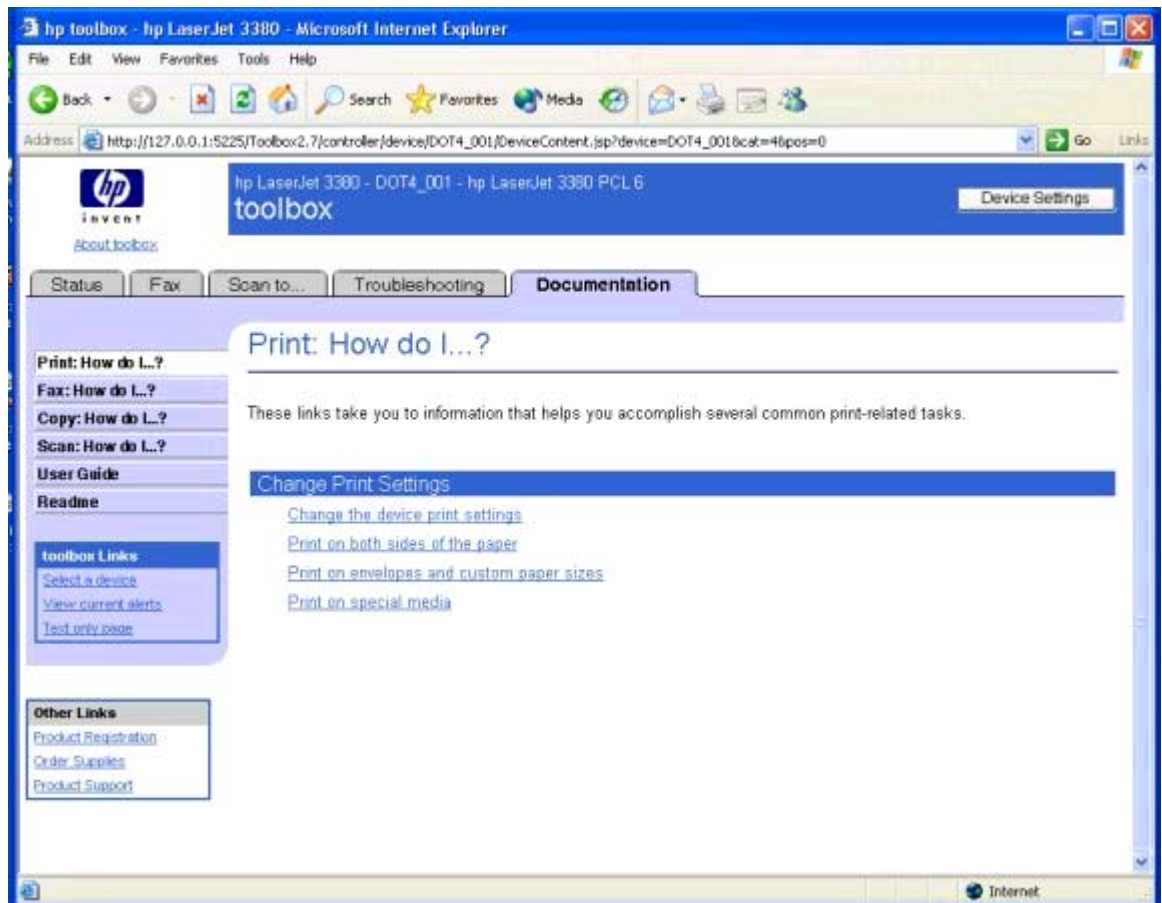


Figure 4-29.

Print: How do I? page

Fax: How do I? page

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

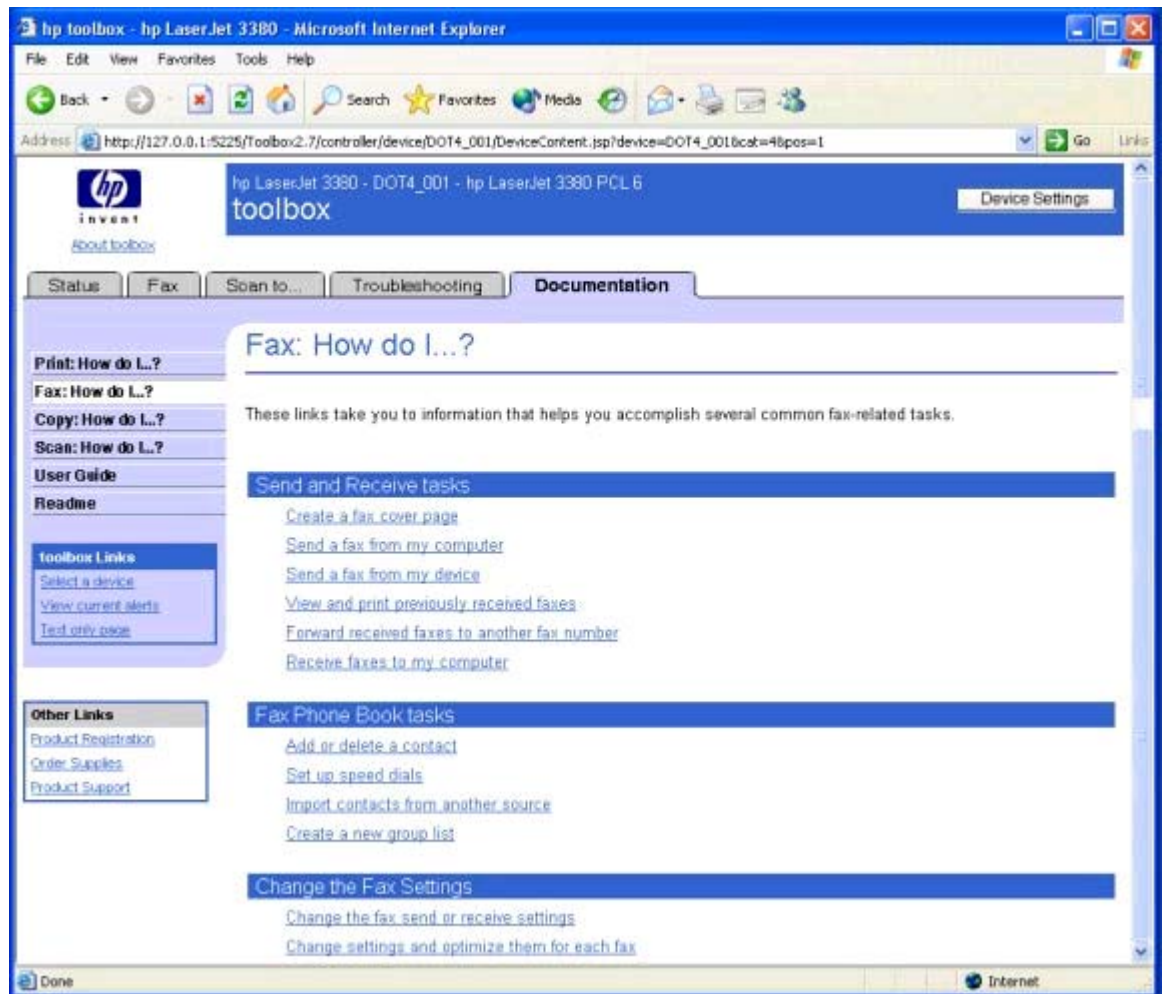


Figure 4-30. Fax: How do I? page

Copy: How do I? page

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

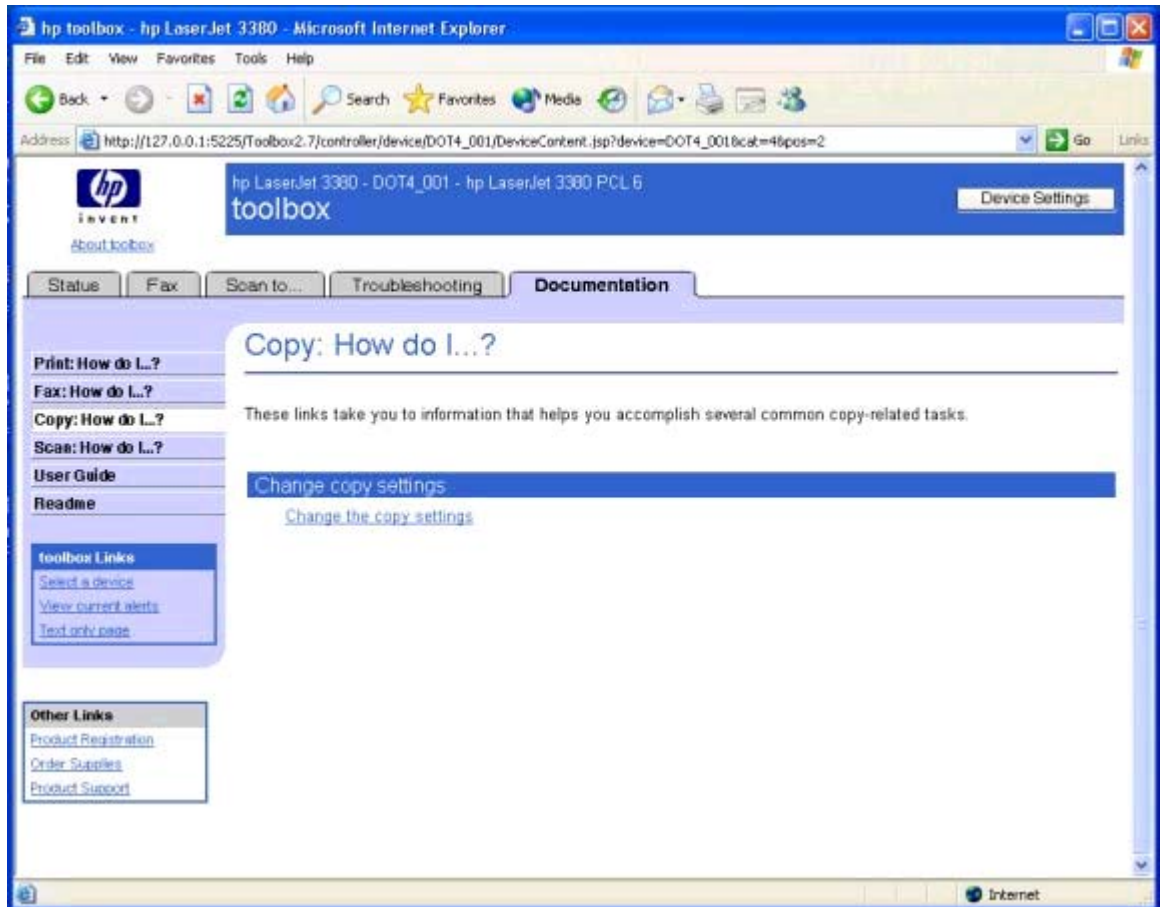


Figure 4-31. Copy: How do I? page

Scan: How do I? page

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

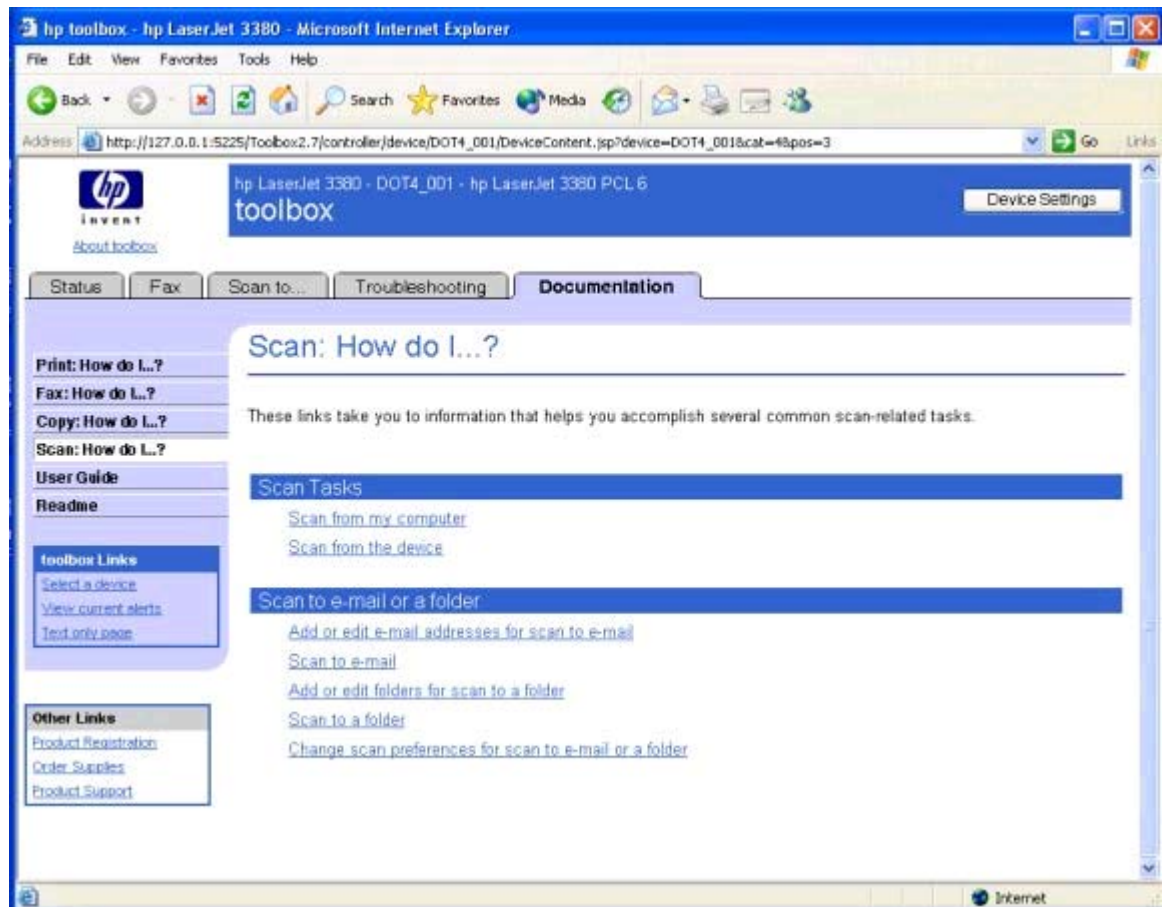


Figure 4-32. Scan: How do I? page

User Guide page

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

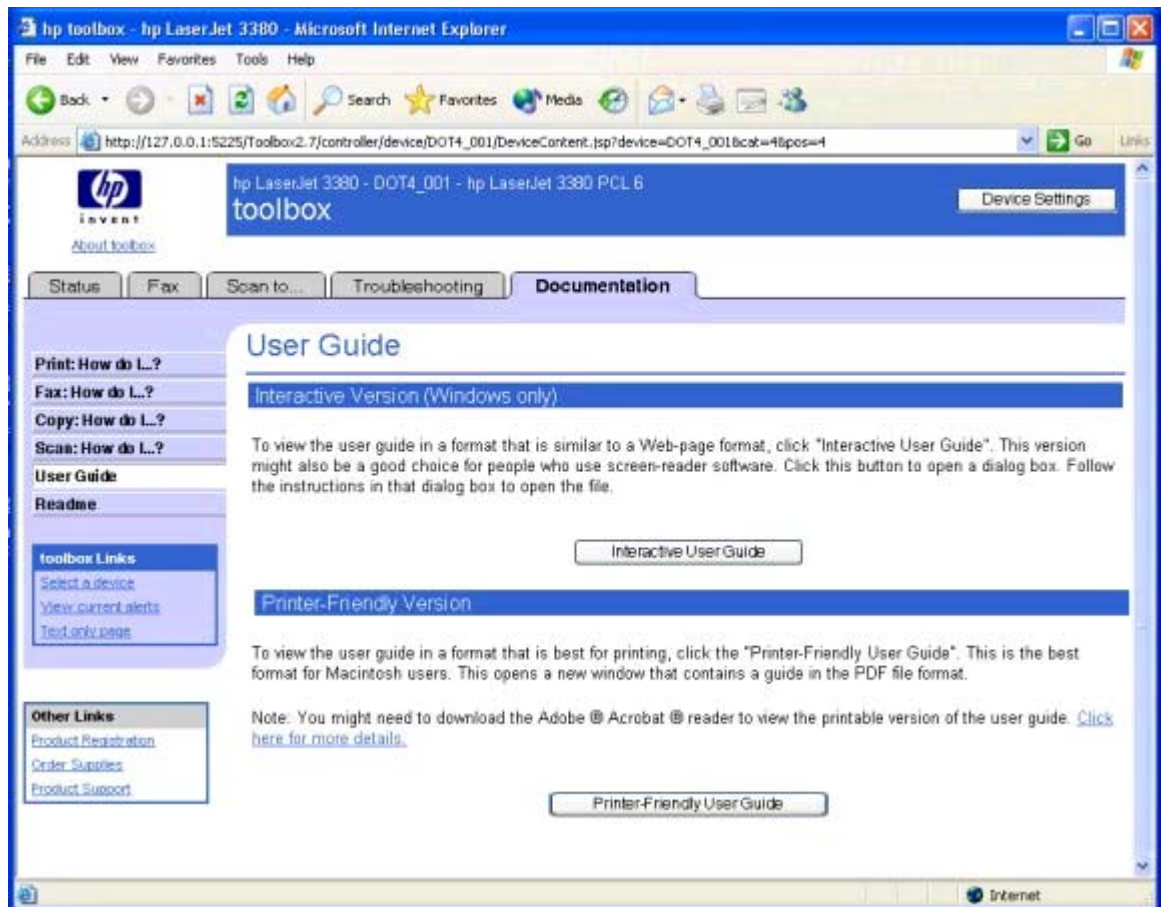


Figure 4-33. User Guide page

Readme page

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



Figure 4-34. 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.

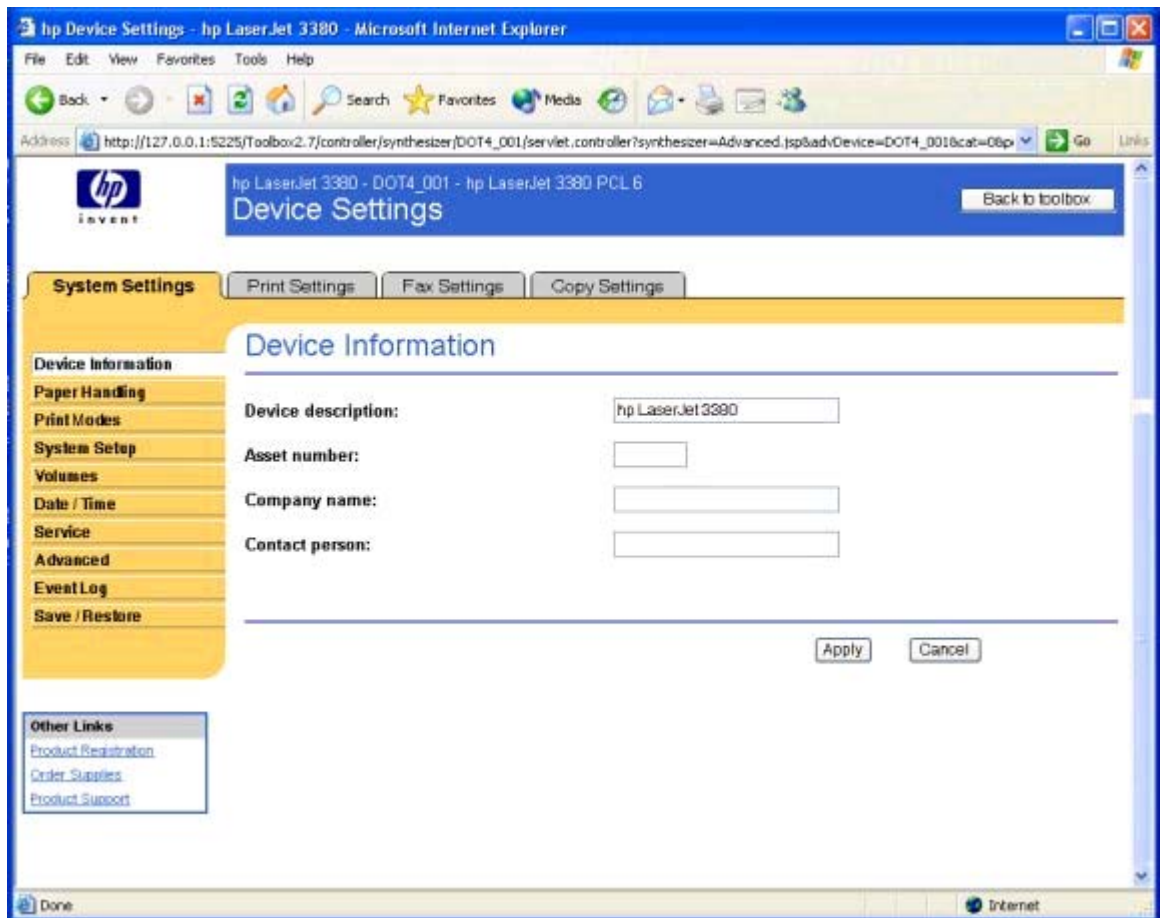


Figure 4-35. Device Information page

Paper Handling page

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

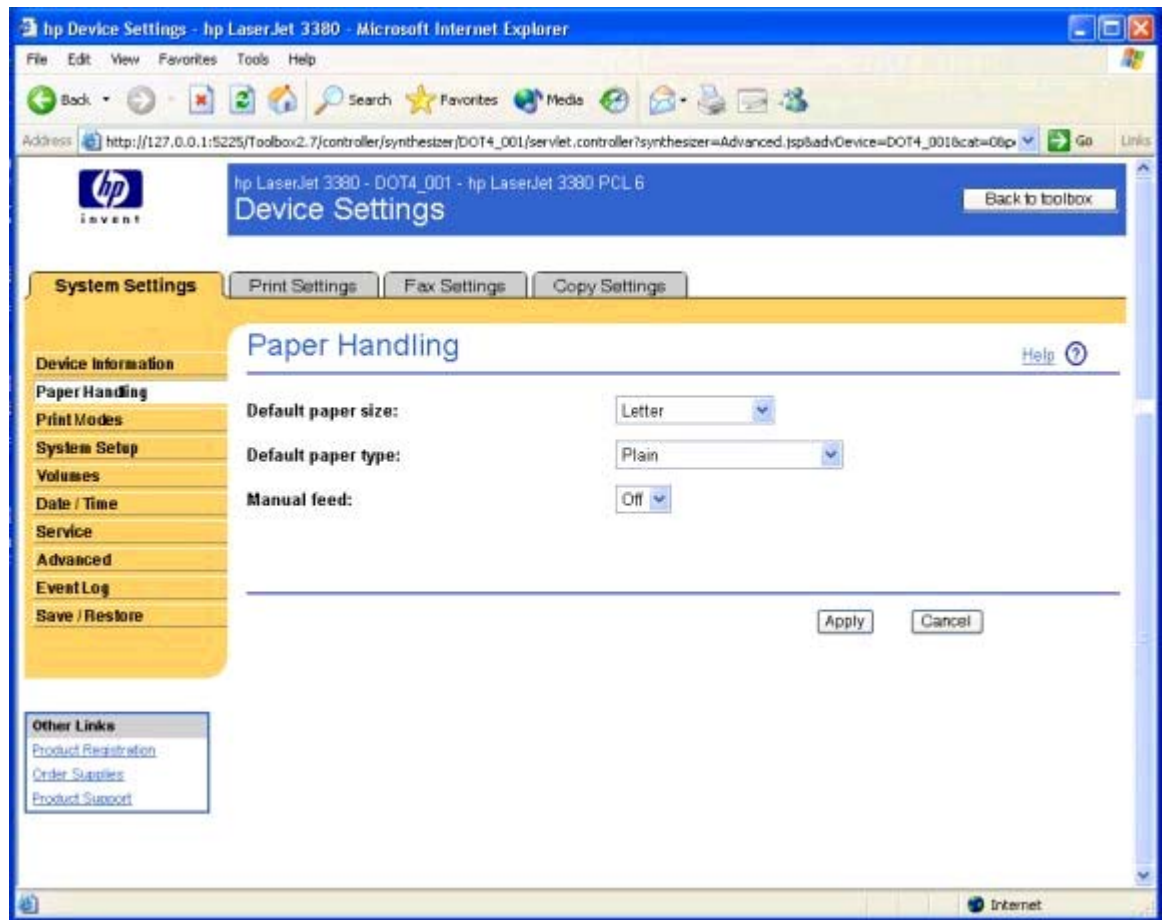


Figure 4-36. Paper Handling page

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.

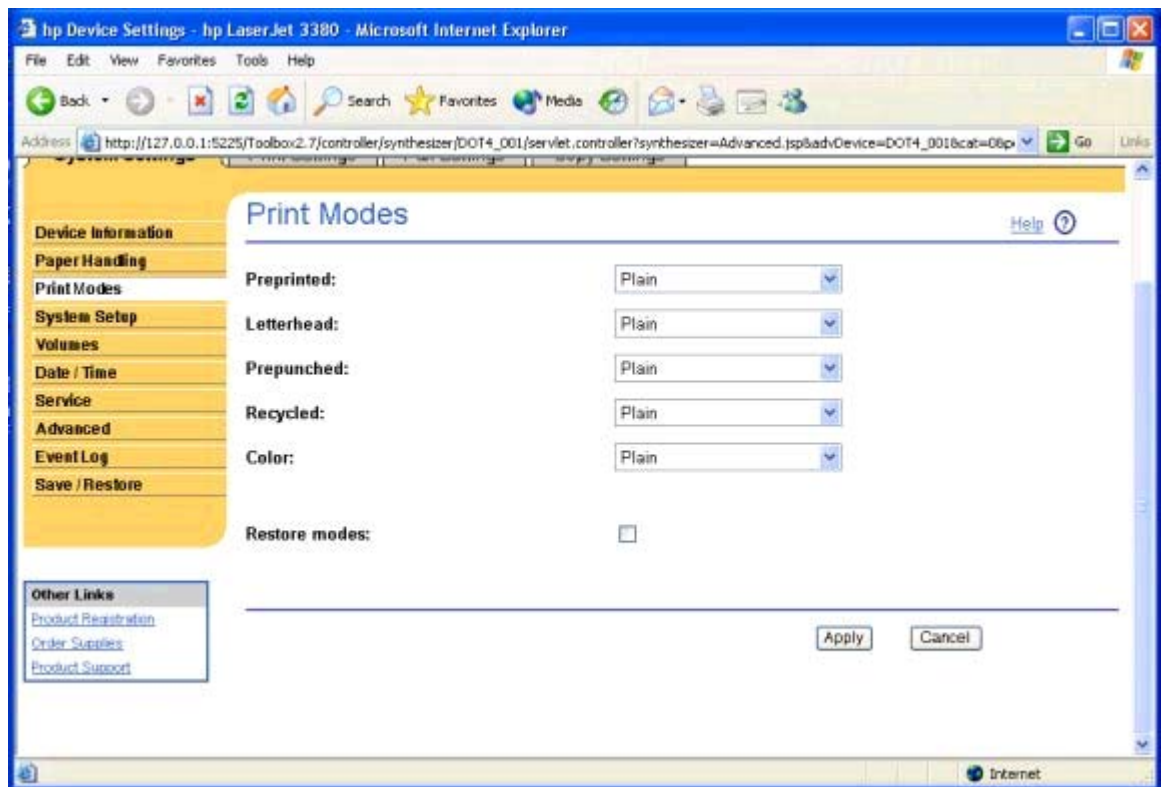


Figure 4-37.

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.

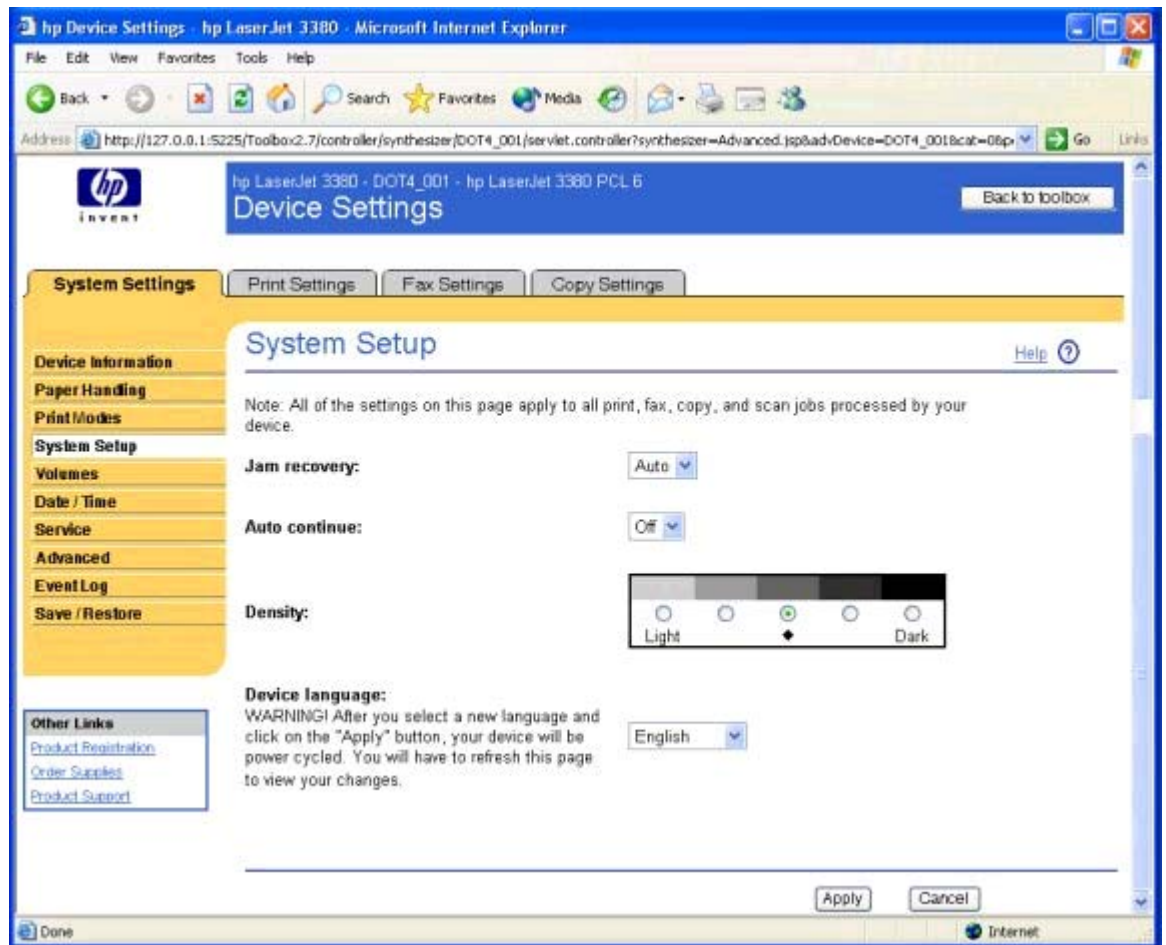


Figure 4-38. System Setup page

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.

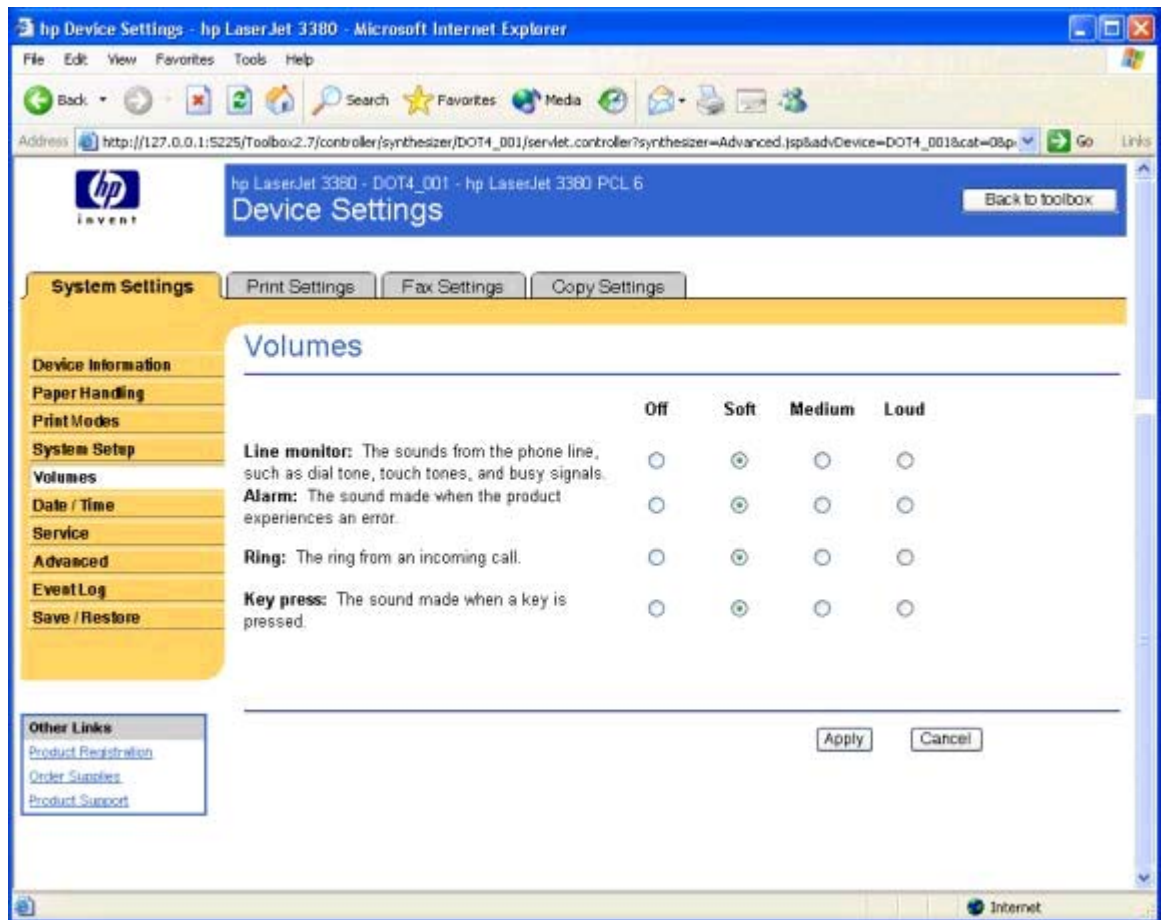


Figure 4-39.

Volumes page

Date/Time page

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

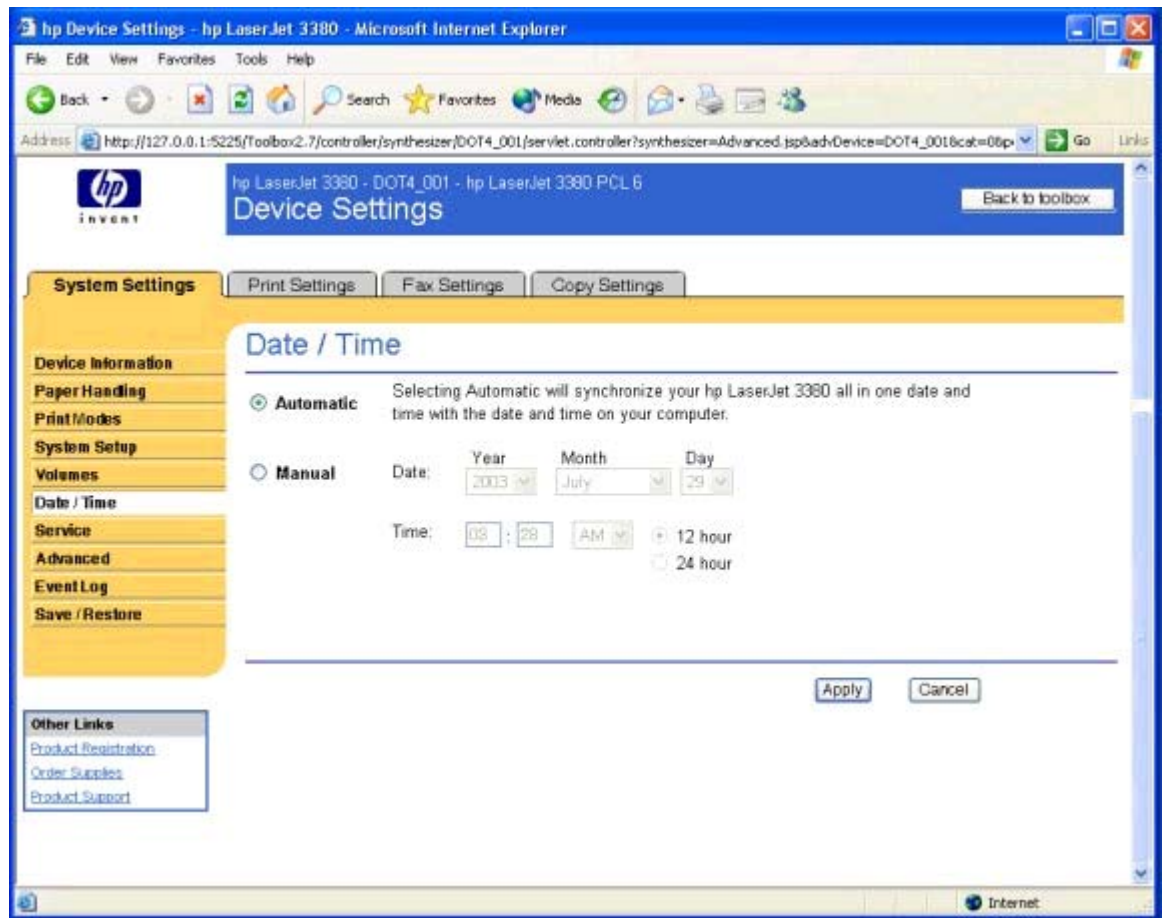


Figure 4-40.

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.

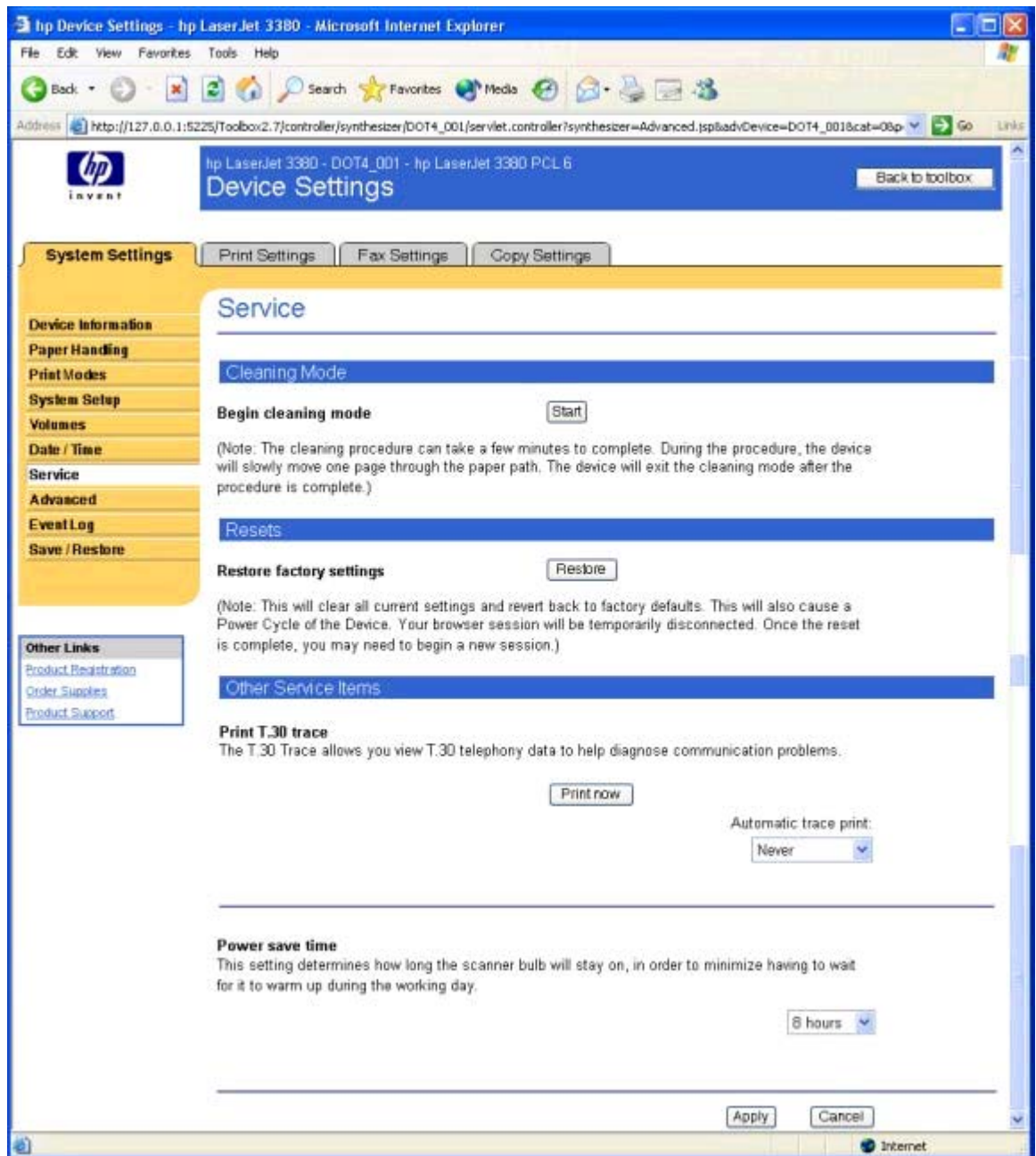


Figure 4-41.

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.

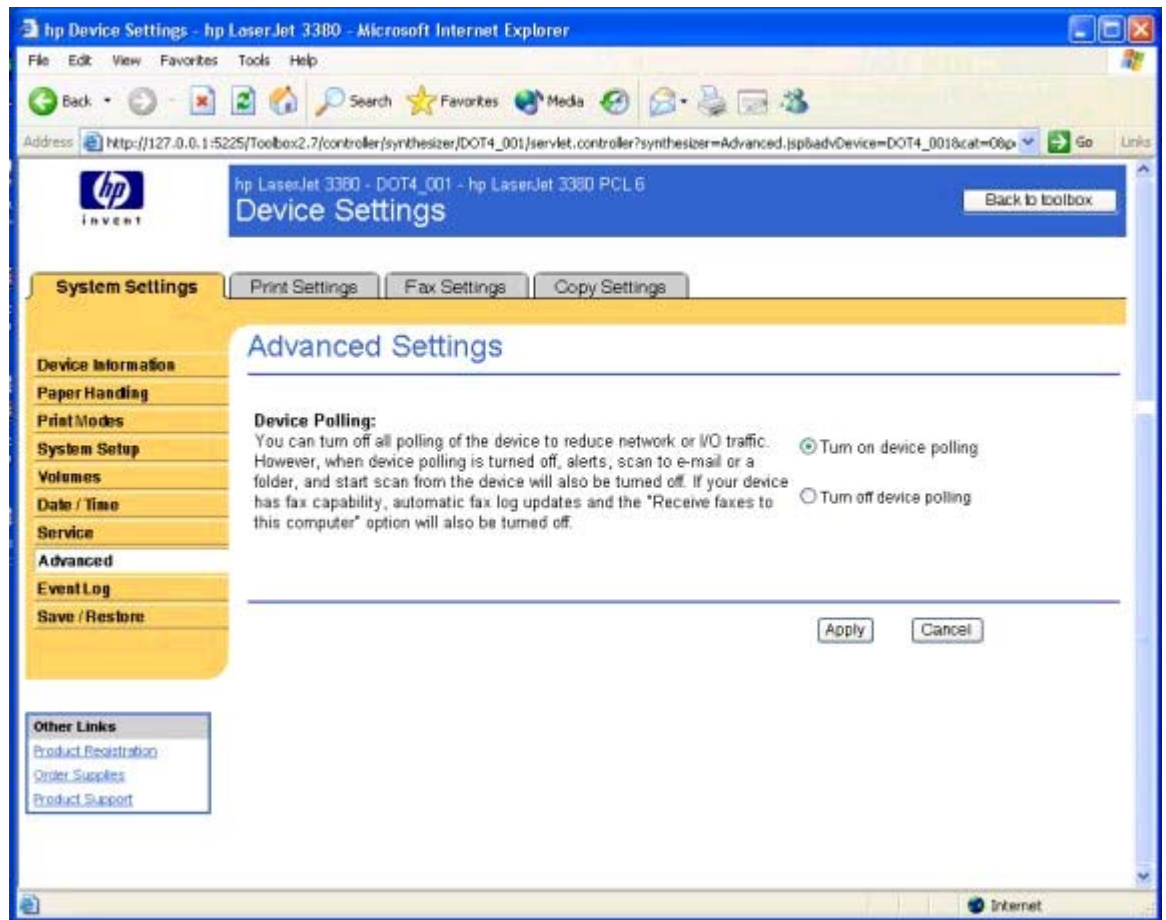


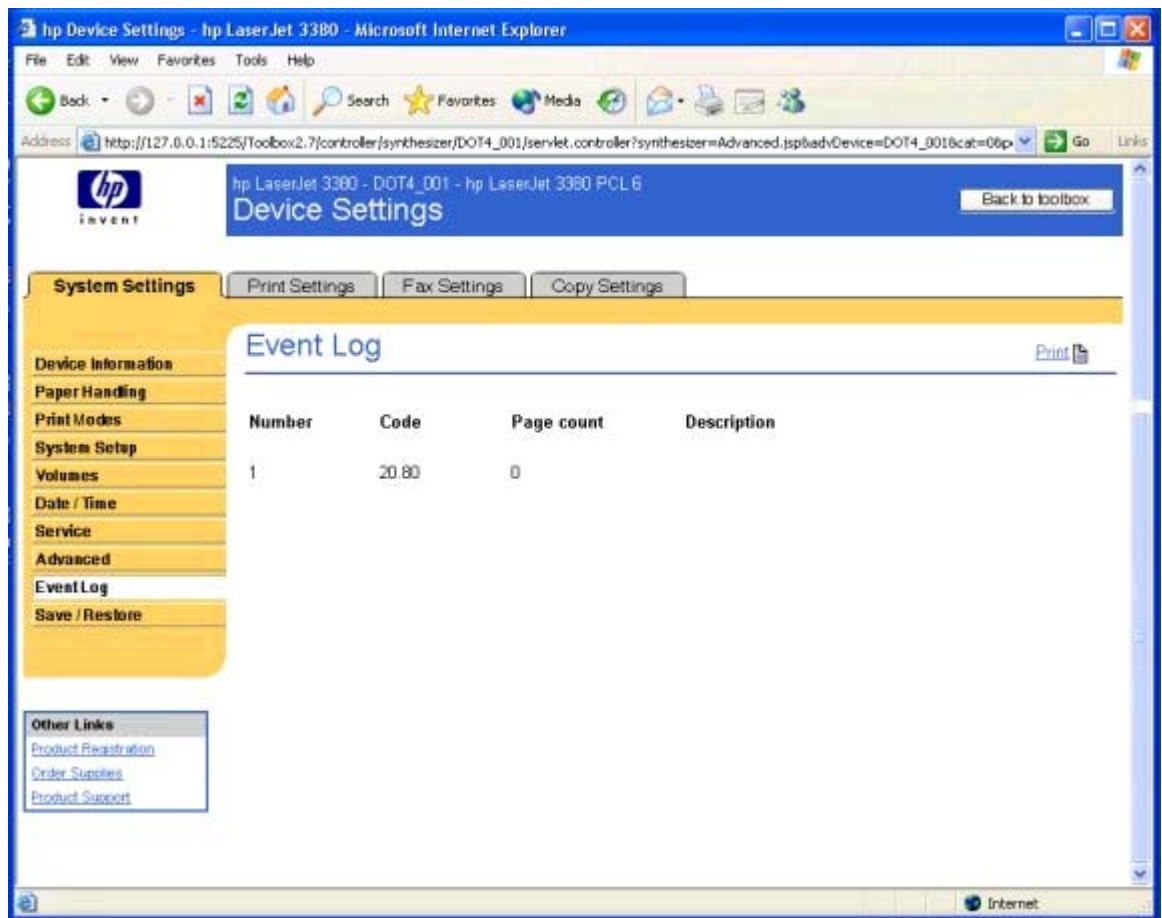
Figure 4-42. Advanced Settings page

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.



The screenshot shows the HP Device Settings web interface for an HP LaserJet 3380. The browser window title is "hp Device Settings - hp LaserJet 3380 - Microsoft Internet Explorer". The address bar shows the URL: http://127.0.0.1:5225/Toolbox2.7/controller/synthesizer/DOT4_001/servlet.controller?synthesizer=Advanced.jsp&advDevice=DOT4_001&cat=06p. The page header includes the HP logo and the text "hp LaserJet 3380 - DOT4_001 - hp LaserJet 3380 PCL 6 Device Settings". Below the header are tabs for "System Settings", "Print Settings", "Fax Settings", and "Copy Settings". The "System Settings" tab is active, and a left-hand navigation menu lists various settings categories: Device Information, Paper Handling, Print Modes, System Setup, Volumes, Date / Time, Service, Advanced, Event Log, and Save / Restore. The "Event Log" section is expanded, showing a table with the following data:

Number	Code	Page count	Description
1	20.80	0	

Below the table, there are "Other Links" for [Product Registration](#), [Order Supplies](#), and [Product Support](#). A "Print" icon is visible in the top right corner of the Event Log section.

Figure 4-43.

Event Log page

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.

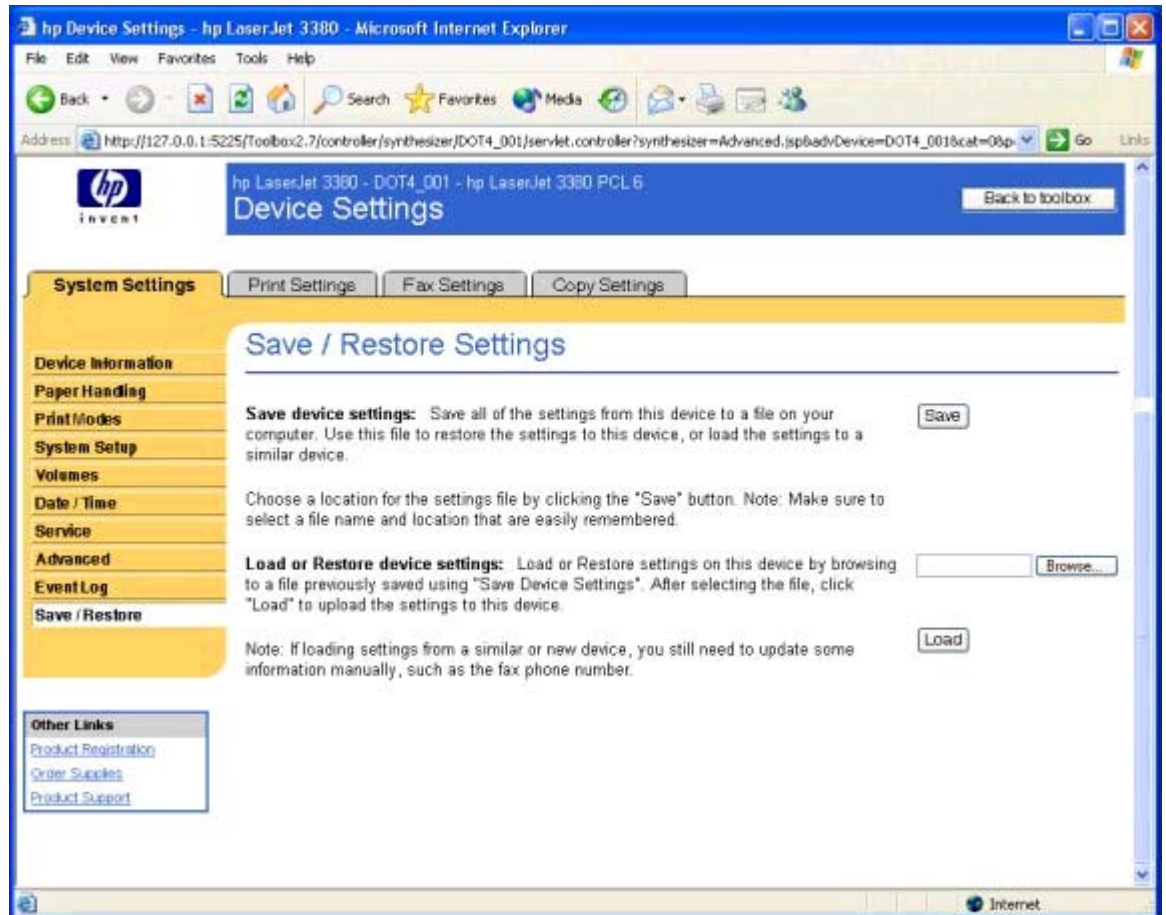


Figure 4-44. Save/Restore Settings page

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.

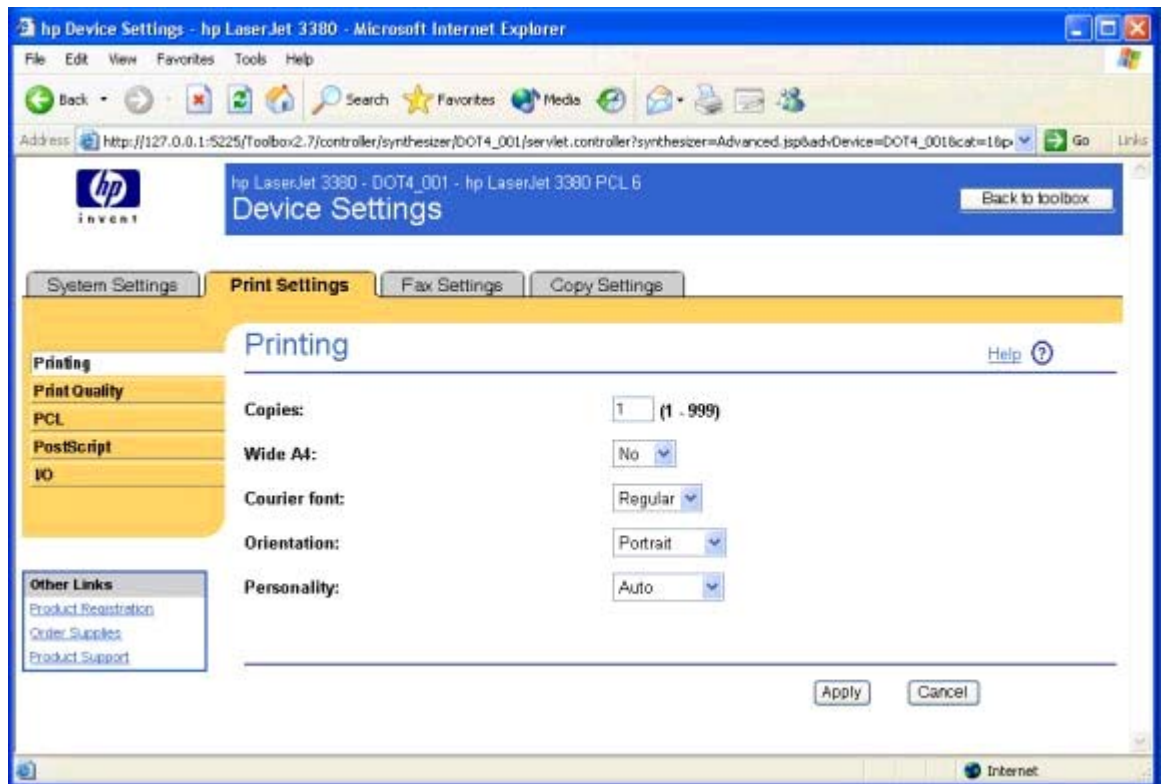


Figure 4-45.

Printing

Print Quality page

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

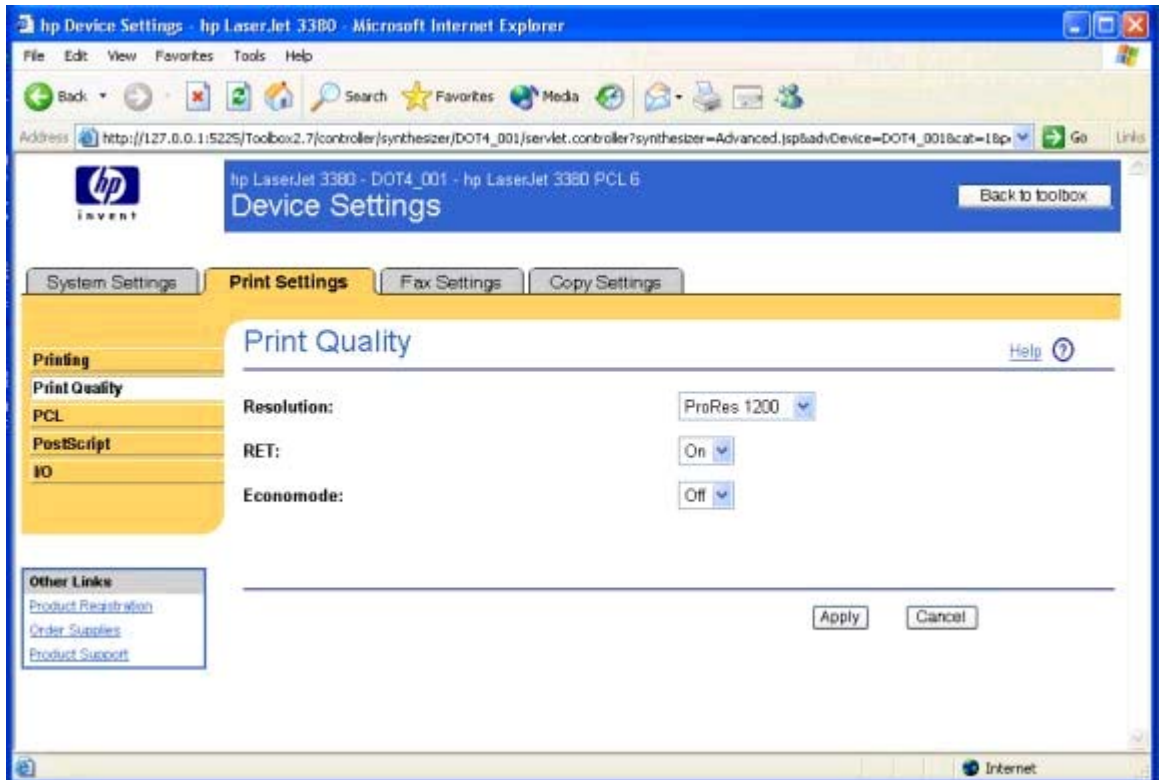


Figure 4-46. Print Quality page

PCL page

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

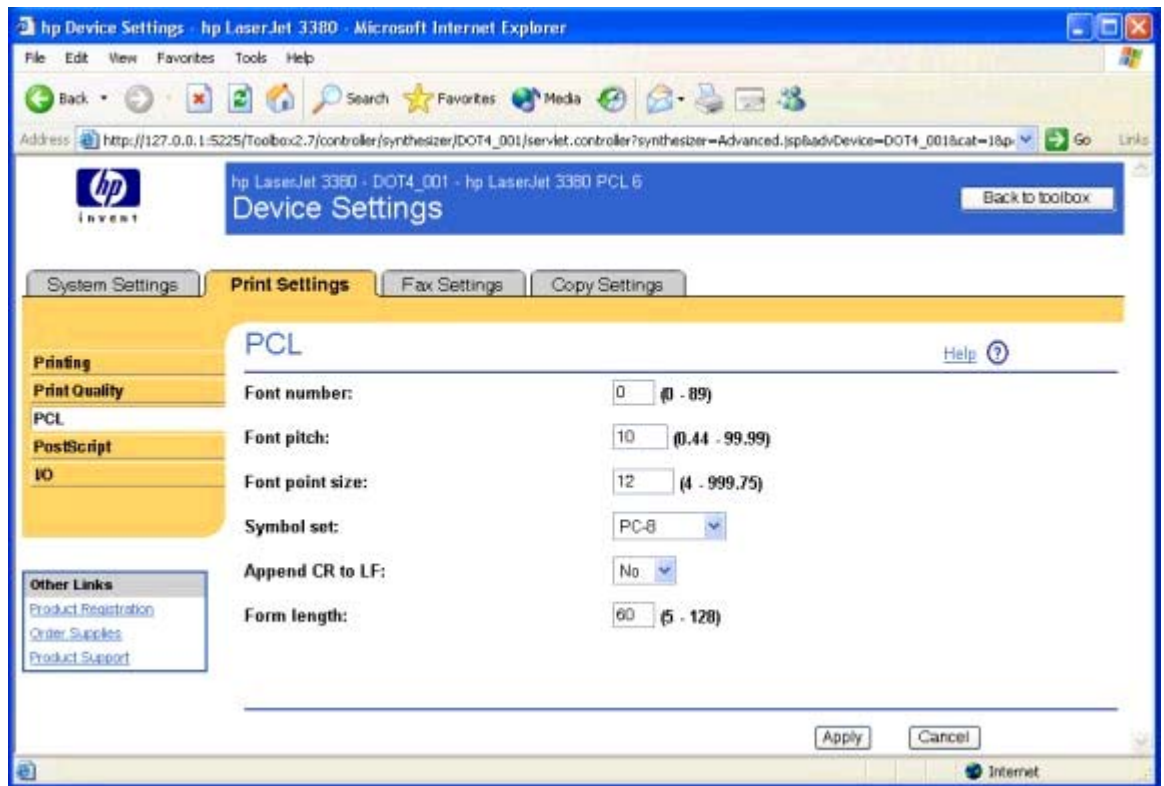


Figure 4-47.

PCL page

PostScript page

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

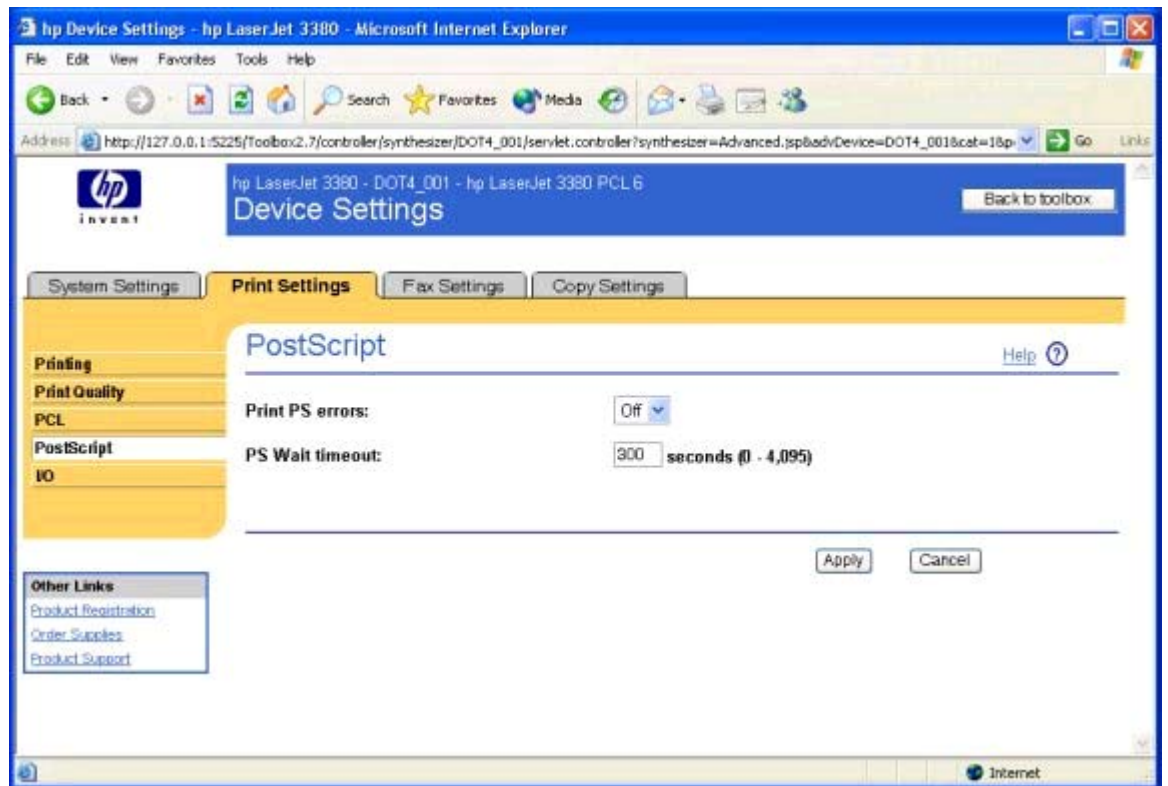


Figure 4-48. PostScript page

I/O page

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

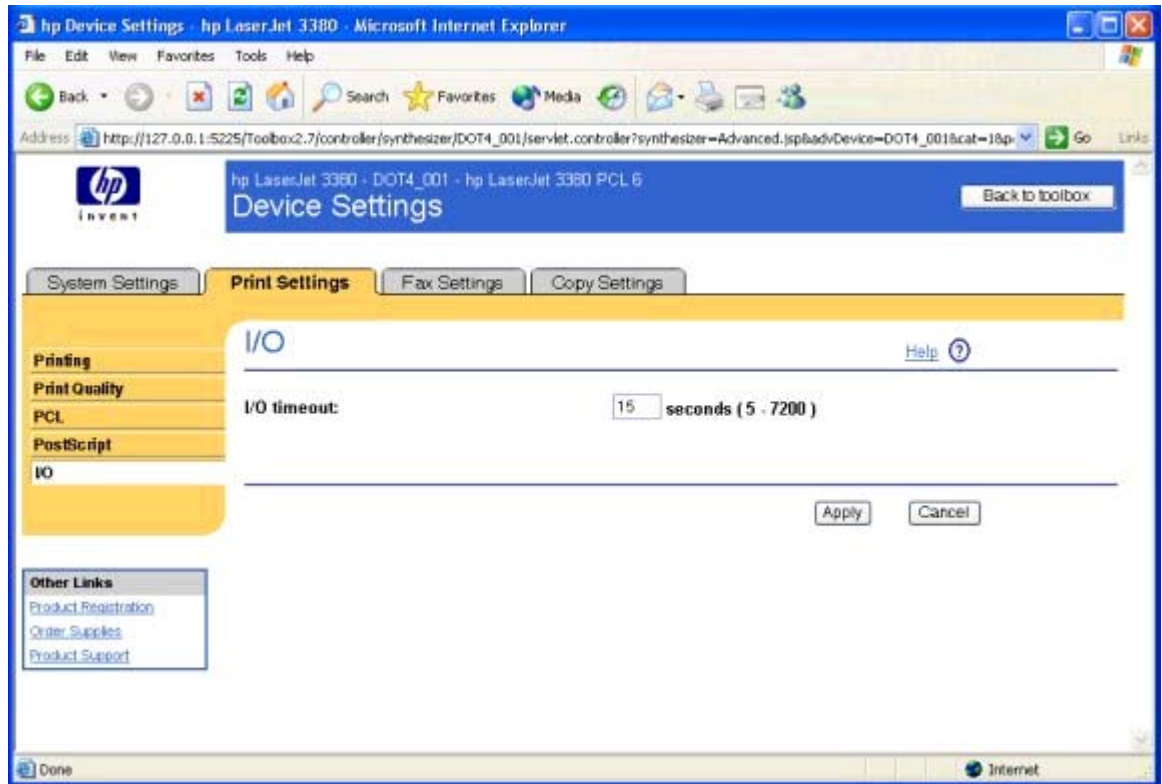


Figure 4-49.

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.

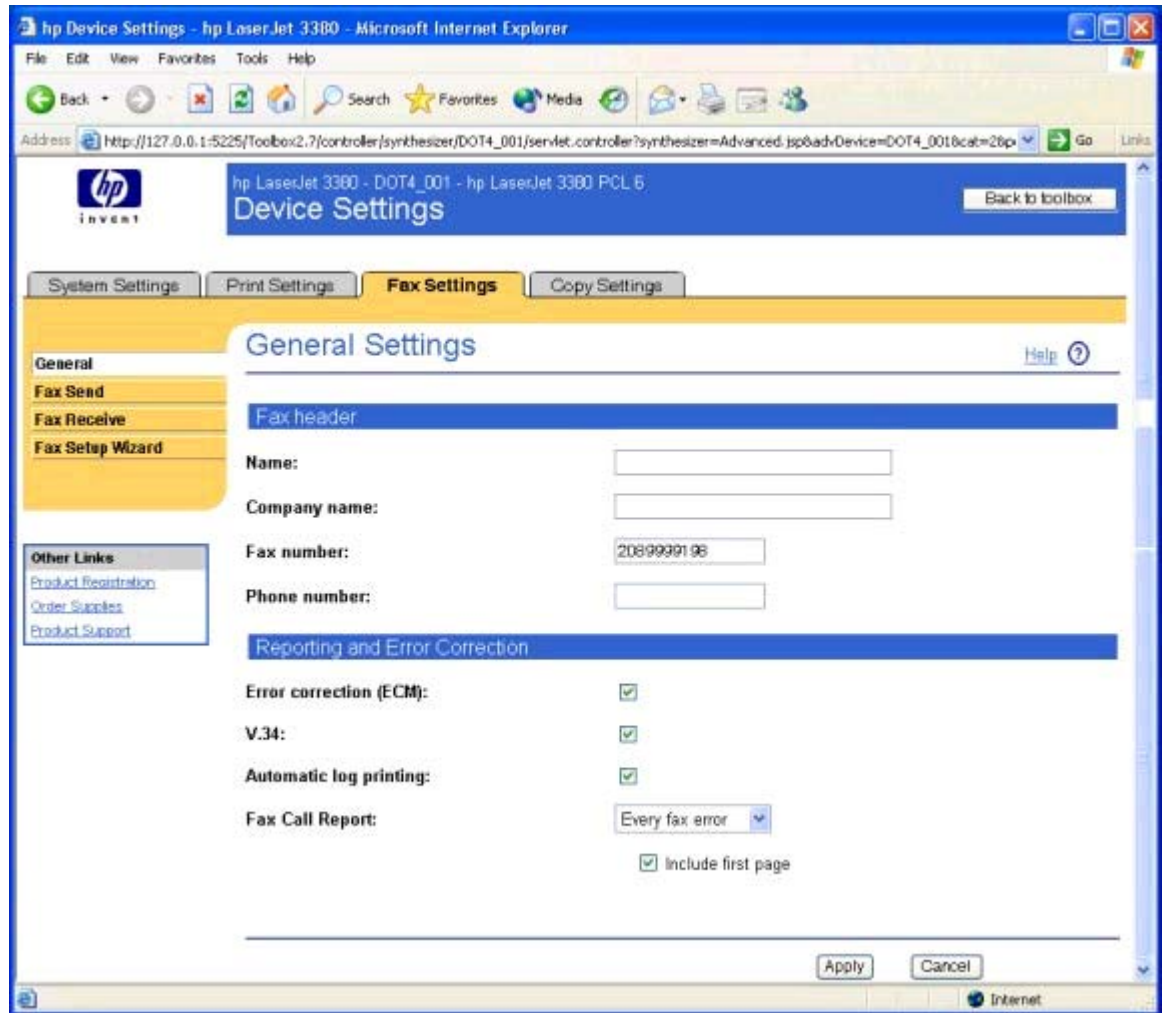


Figure 4-50. General Settings page

Send page

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

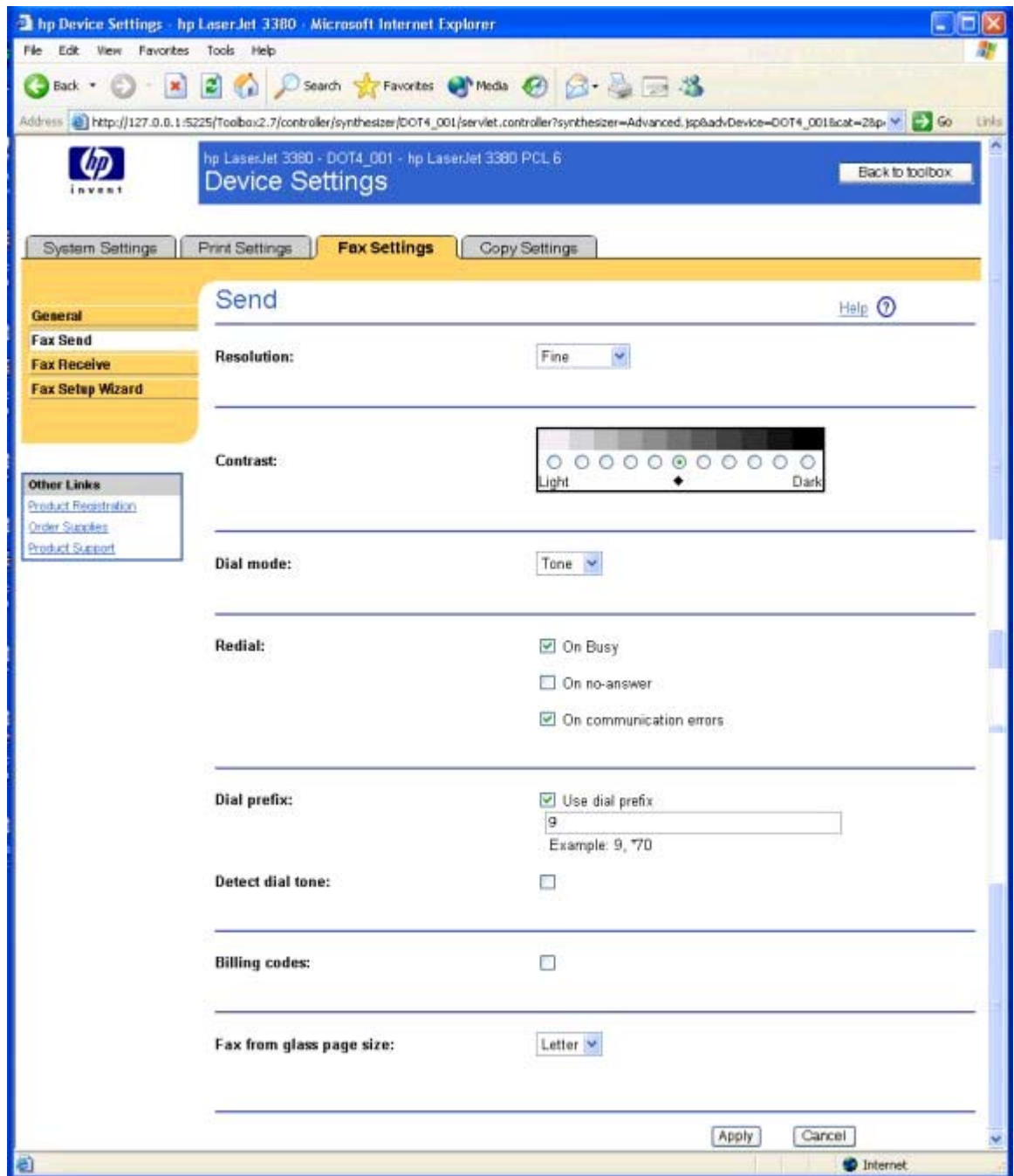


Figure 4-51.

Send page

Receive page

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

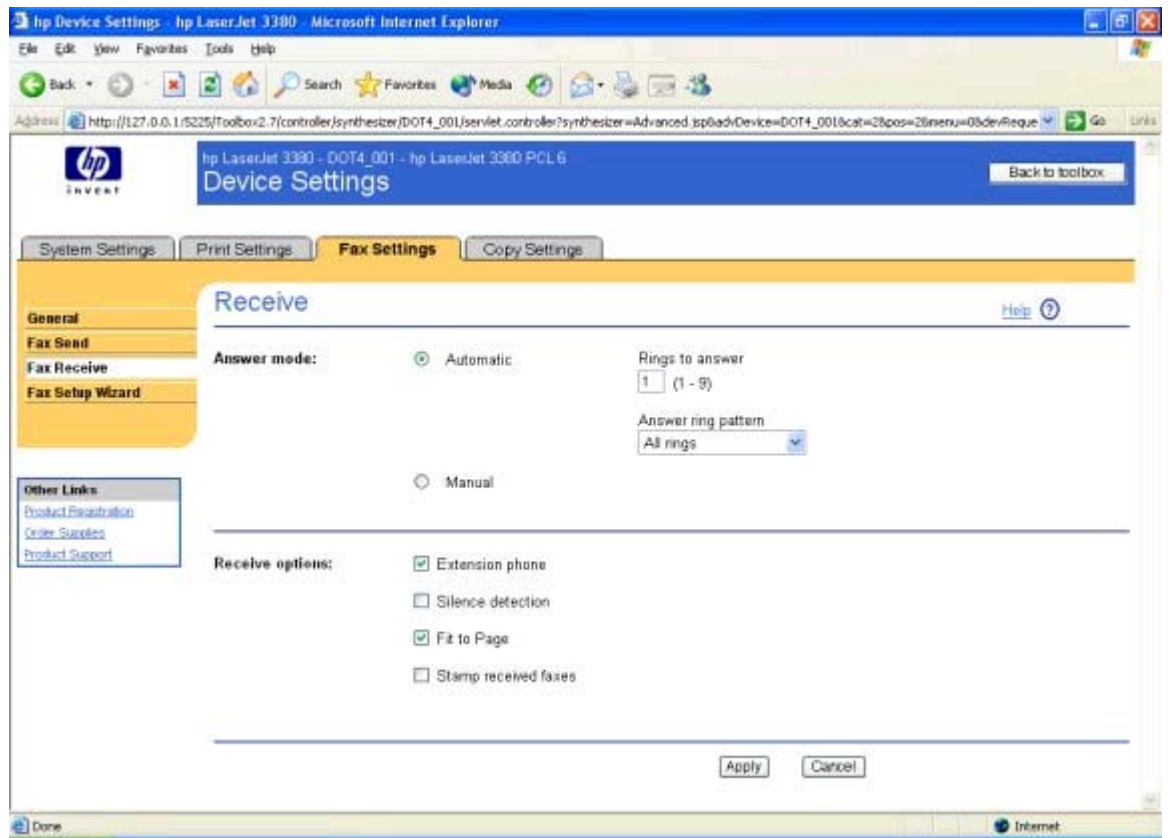


Figure 4-52.

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.

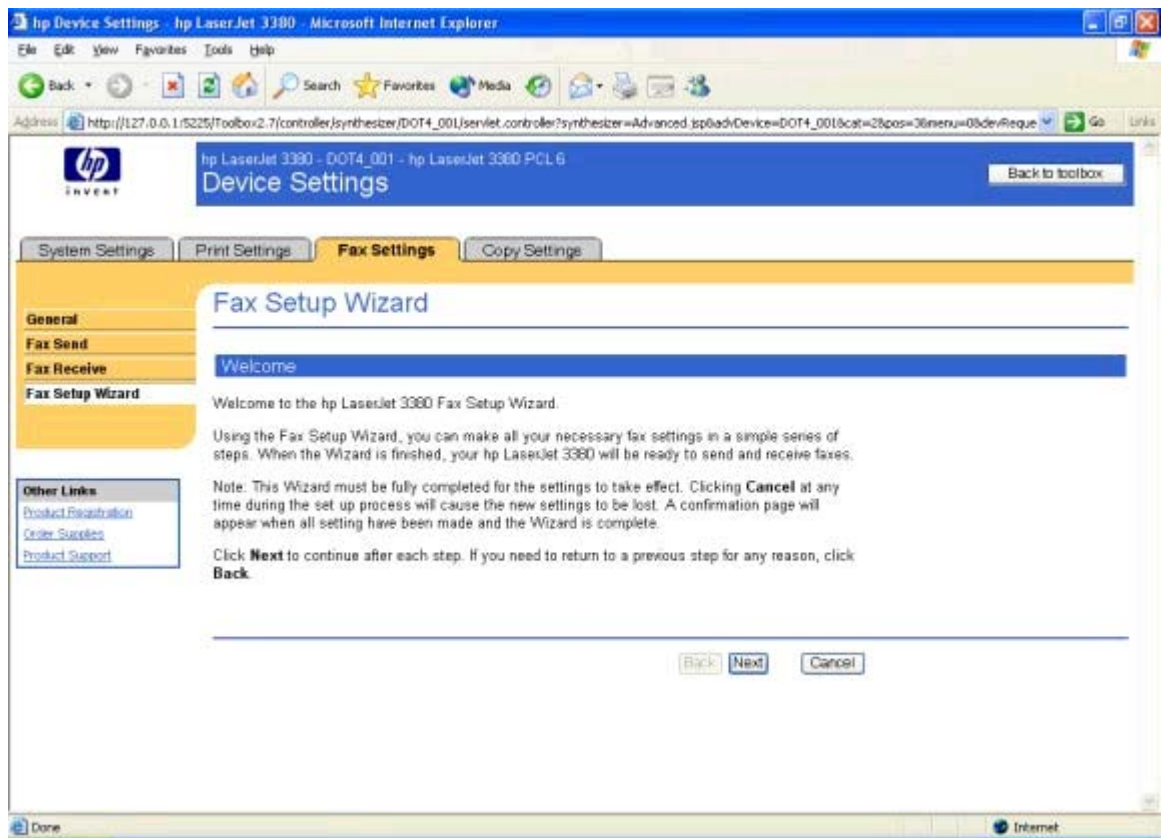


Figure 4-53.

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.

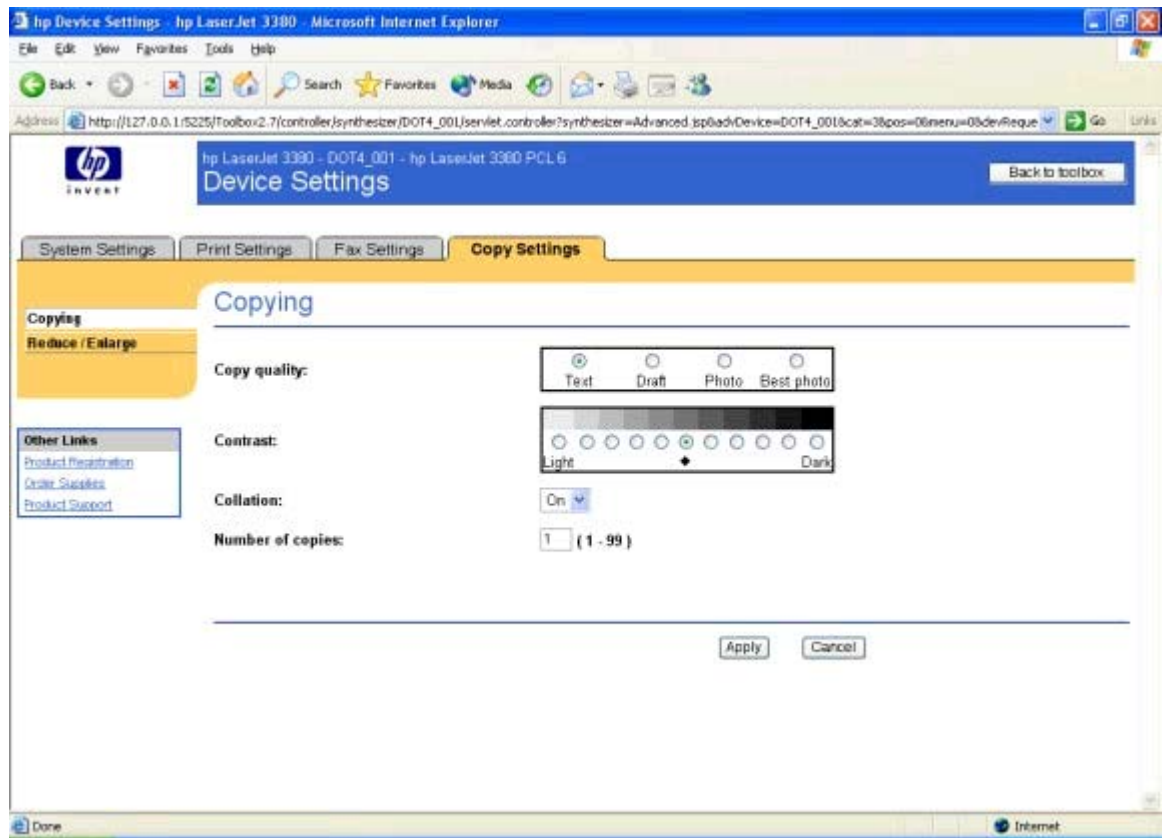


Figure 4-54.

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.

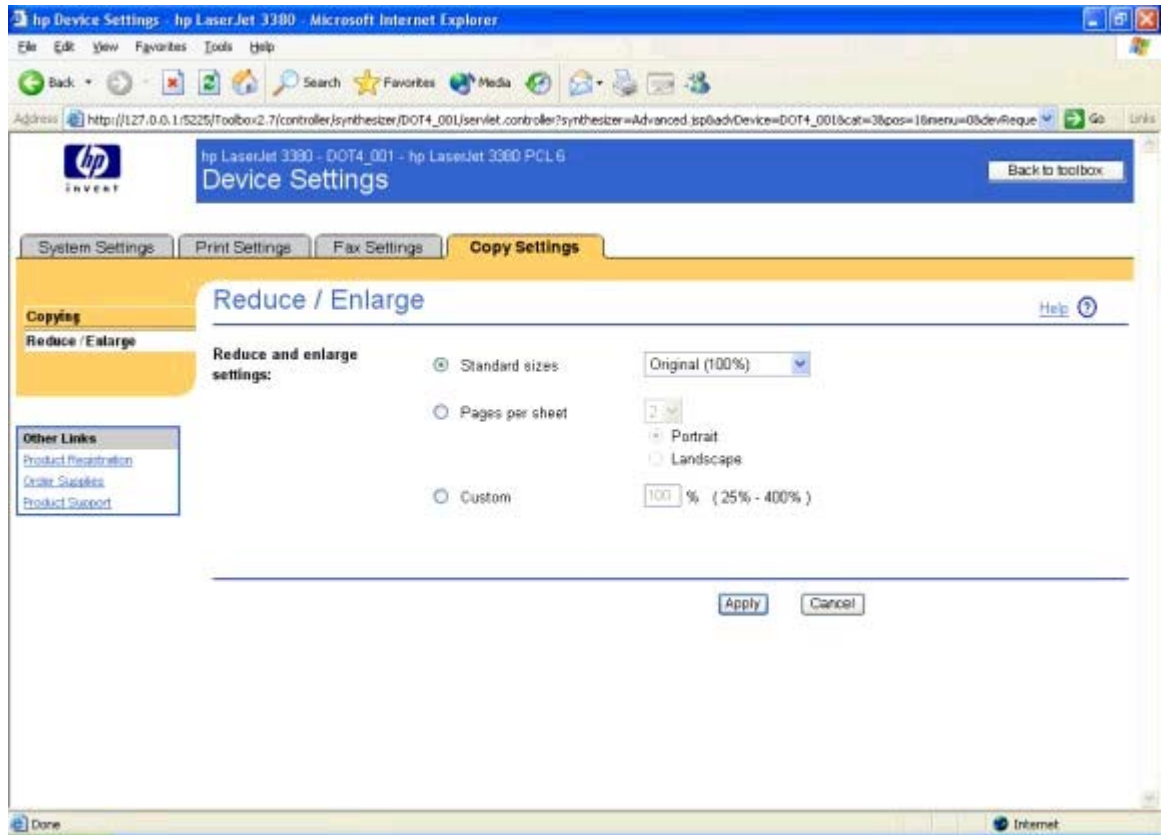


Figure 4-55.

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.

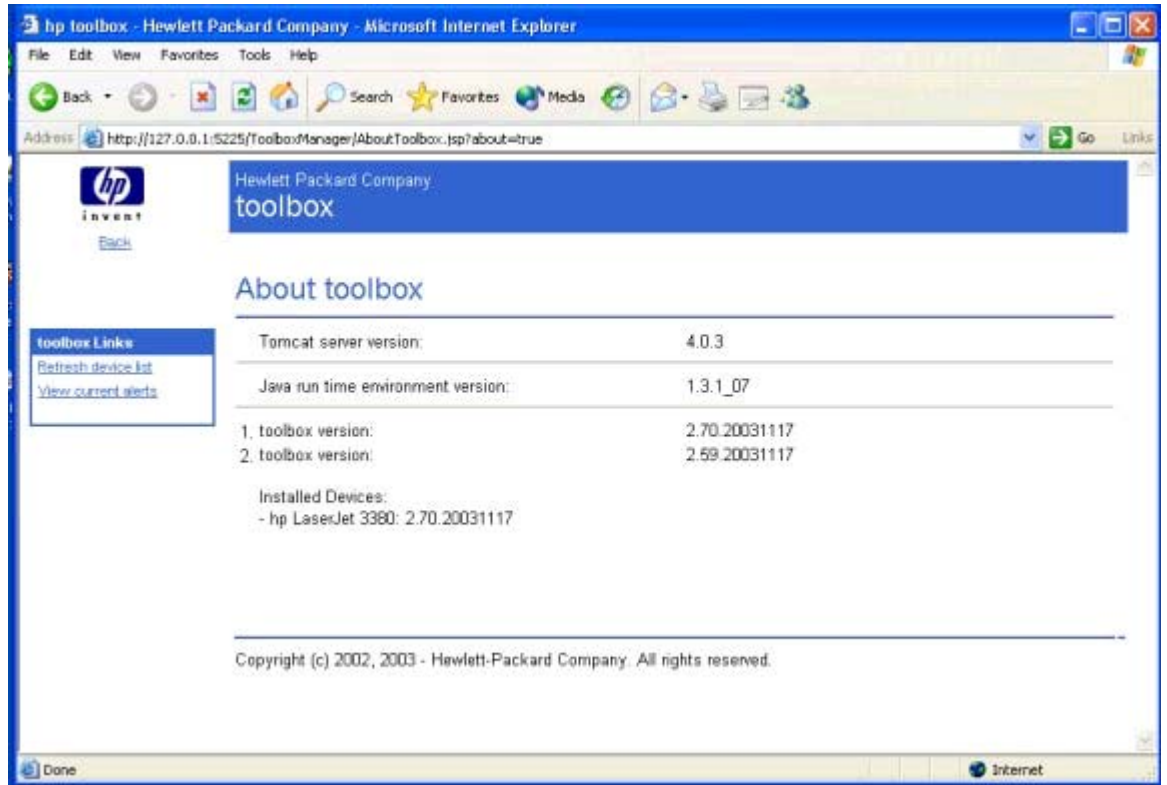


Figure 4-56.

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.

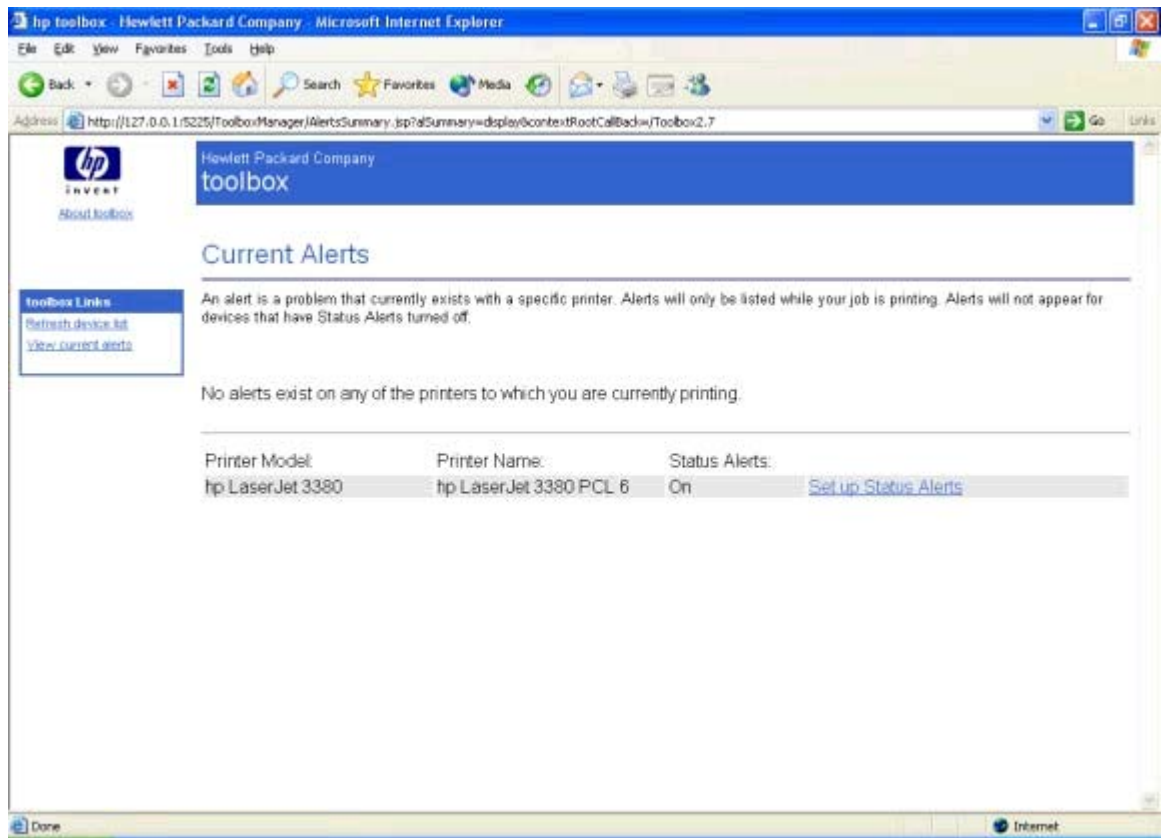


Figure 4-57.

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 .

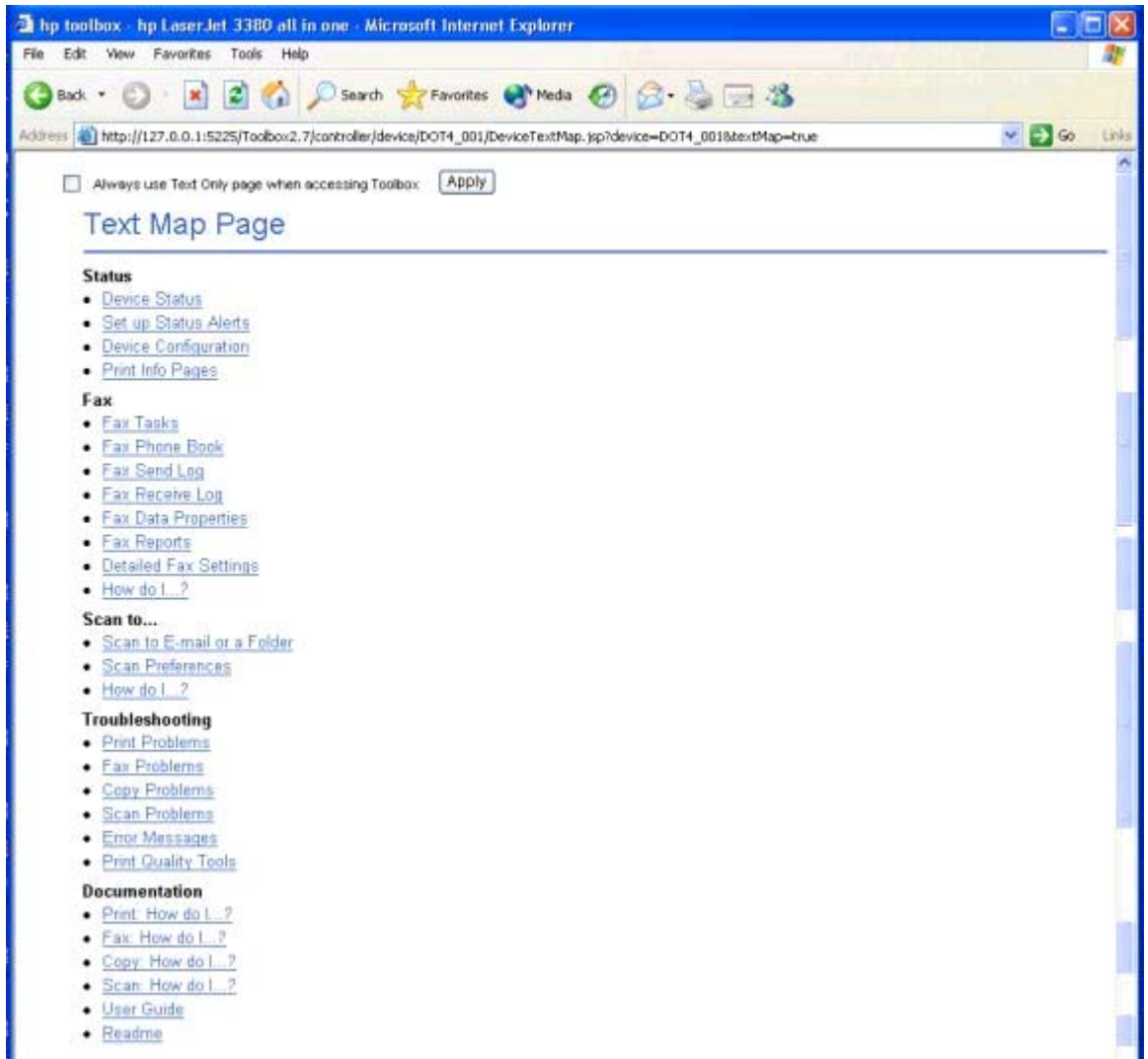


Figure 4-58. Text Map page - 1 of 2

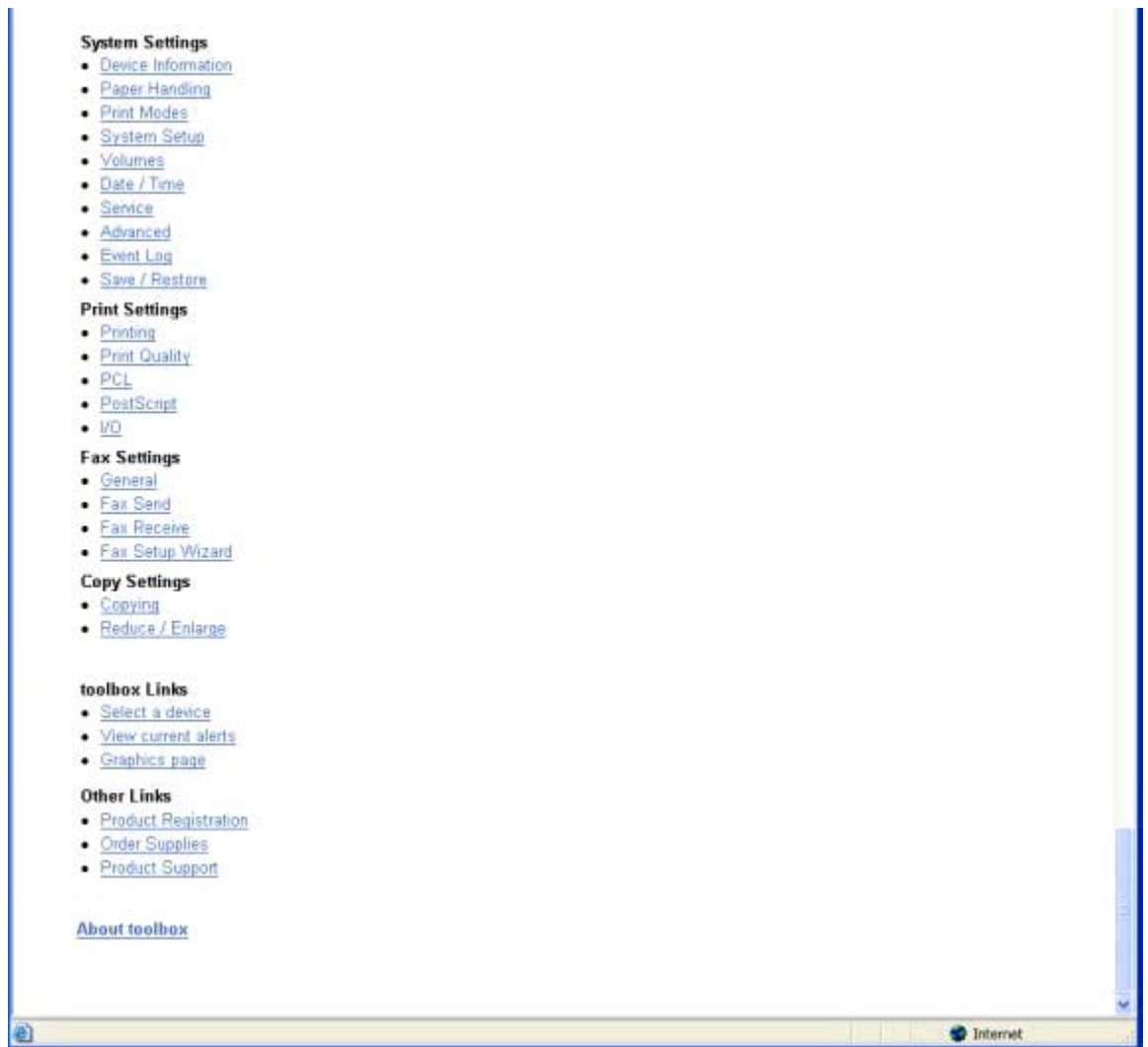


Figure 4-59. Text Map page - 2 of 2

Product Registration page

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

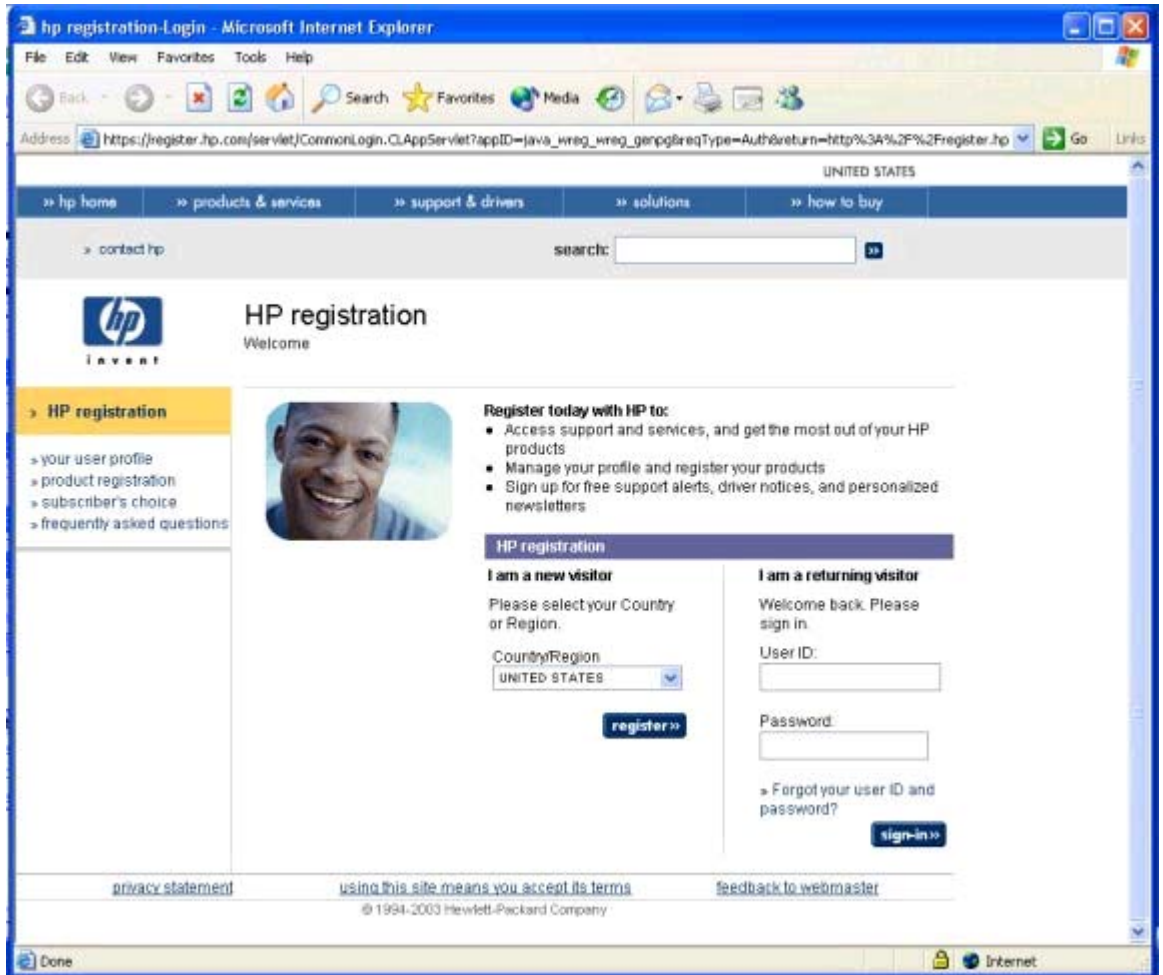


Figure 4-60. Product Registration page

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.

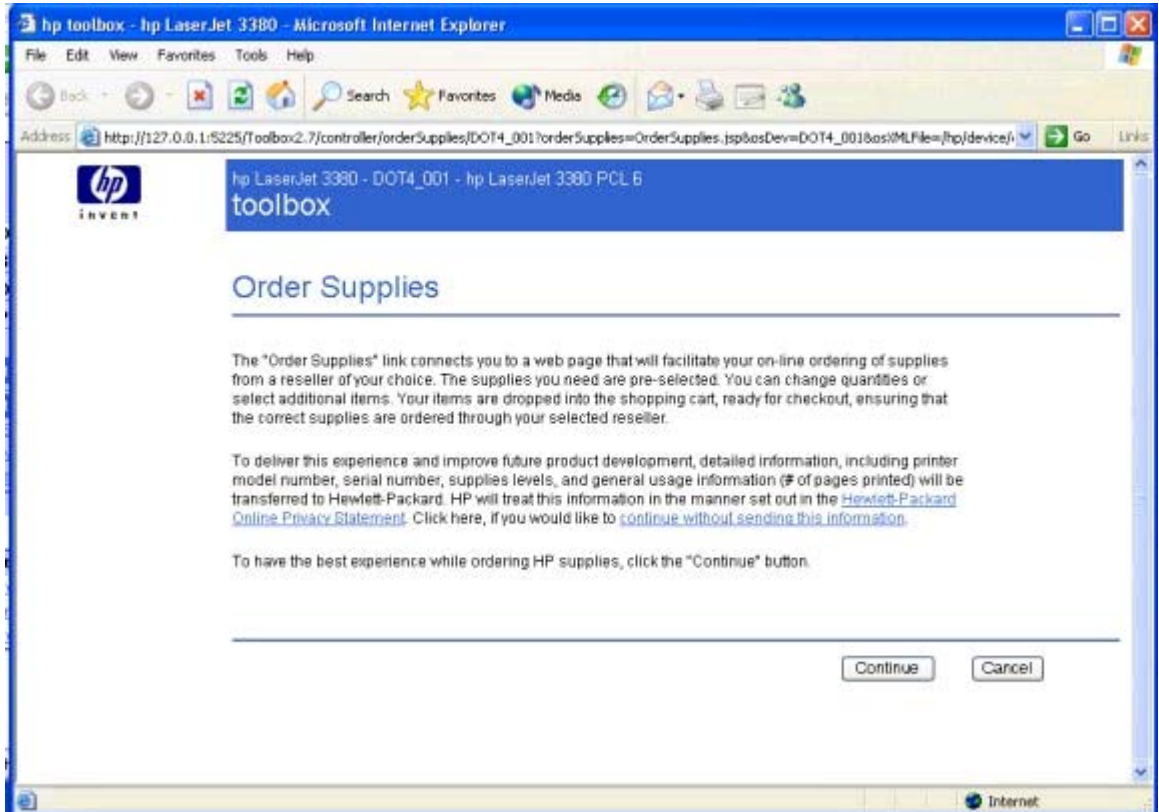


Figure 4-61.

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.

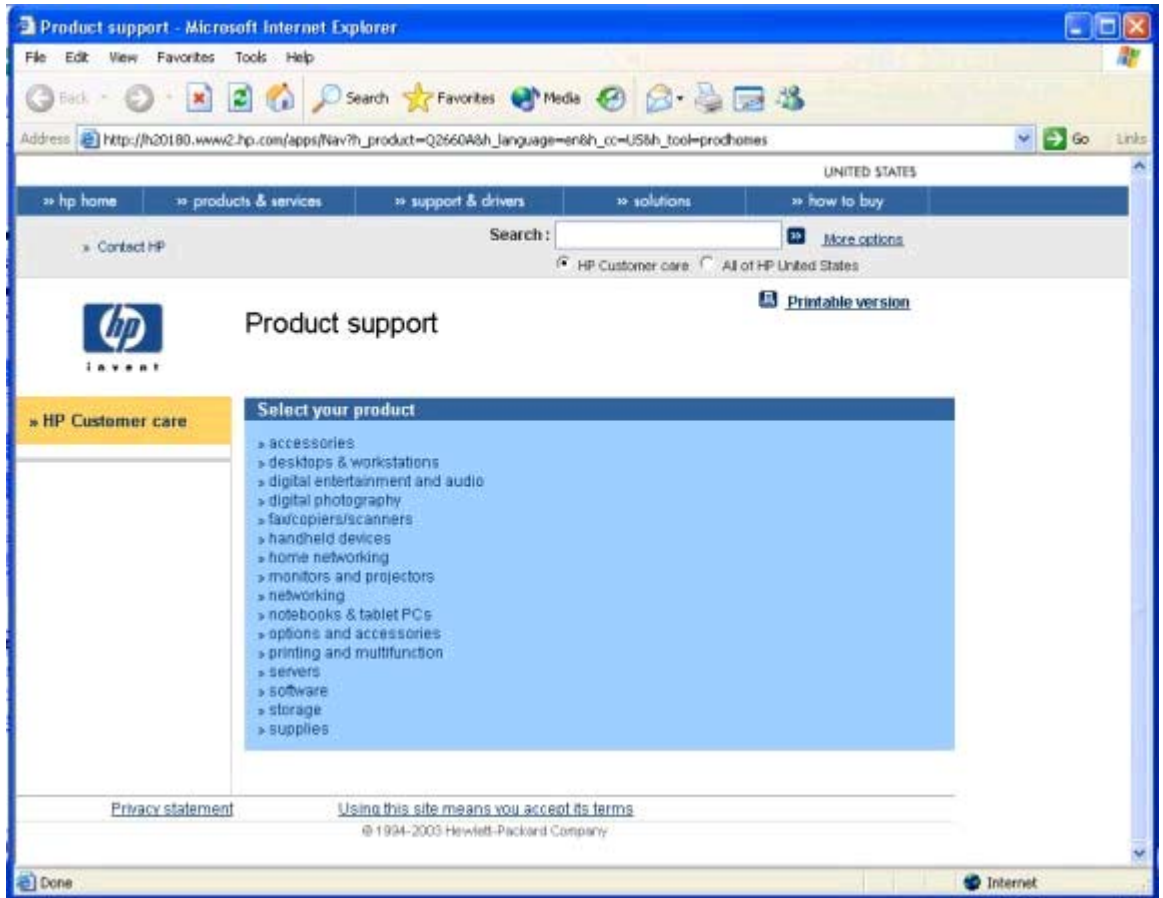


Figure 4-62. Product Support page

5

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 [Chapter 3, Macintosh software overview](#).

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.

Note

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 all-in-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 **Start**, click **Run**, 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 installation is nearly complete, a setup screen appears that asks whether or not you want to print a test page. Click **Yes**.
- 5 If you are prompted to restart your computer, click **Yes**.

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

Using Windows sharing, the person using the computer directly connected to the product can allow other users on the network to print to the product. When the product is shared, install the printer drivers on all of the computers that you want to print to the product. The client computers will have print-only functionality for the HP LaserJet all-in-one product.

Setting up the host computer running Windows 98SE, Me, NT 4.0, or 2000

At the computer that is directly connected to the product, perform the following steps.

- 1 Click **Start**, click **Settings**, and then click **Printers**.
- 2 In the printer list, right-click the icon for your HP LaserJet all-in-one product, and then click **Sharing**.

Note

If **Sharing** does not appear on the right-click menu, you must first enable printer sharing for Windows 98SE or Me. Follow these steps:

1. Click **Start**, click **Settings**, and then click **Control Panel**.
2. Double-click the **Network** icon.
3. On the **General** tab, click **File and Print Sharing**.
4. Click the **I want to be able to allow others to print to my printers** check box, and then click **OK**.
5. Click **OK** again, and then close the **Control Panel**. If you are prompted to restart your computer, click **Yes**.
- 3 On the **Sharing** tab, click the **Share As** option button, and then type a name for the product in the **Share Name** field. Click **OK**.

Setting up the host computer running Windows XP

At the computer directly connected to the product, perform the following steps.

- 1 Click **Start**, and then click **Printers and Faxes**.
- 2 In the printer list, right-click the icon for your HP LaserJet all-in-one product, and then click **Sharing**.
- 3 On the **Sharing** tab, click the **Share this printer** option button, and then type a name for the product in the **Share Name** field. Click **OK**.
- 4 Click the **Ports** tab. Click to clear the **Enable bidirectional support** check box, and then click **OK**.

Setting up the client computers

When you have set up the host computer to share your HP LaserJet all-in-one product, you must also configure the client computers. At the computers of other network users who want to use the product, perform the following steps.

Setting up client computers running Windows 98SE, Me, NT 4.0, or 2000

- 1 Click **Start**, click **Settings**, and then click **Printers**.
- 2 Double-click the **Add Printer** icon to open the **Add Printer** wizard.
- 3 Click **Next** to start the wizard.
- 4 Click the **Network Printer** 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.

Note

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

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

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.

Note

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 **Start**, click **Run**, 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 **Connected via the network**, and then click **Next**. 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 **Yes**.
- 6 If you are prompted to restart the computer, click **Yes**.

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**.

Note

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-in-one software.

The following tables describe the dialog box options that appear during the HP LaserJet all-in-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.

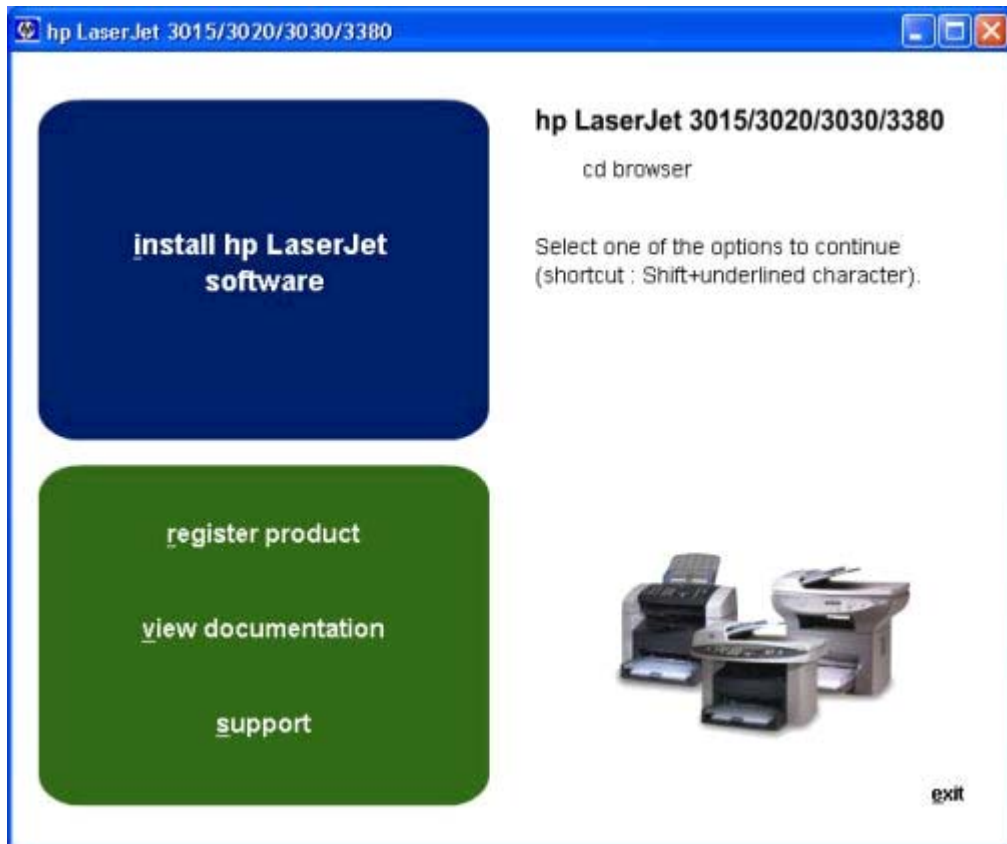


Figure 5-1. CD Browser screen

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.

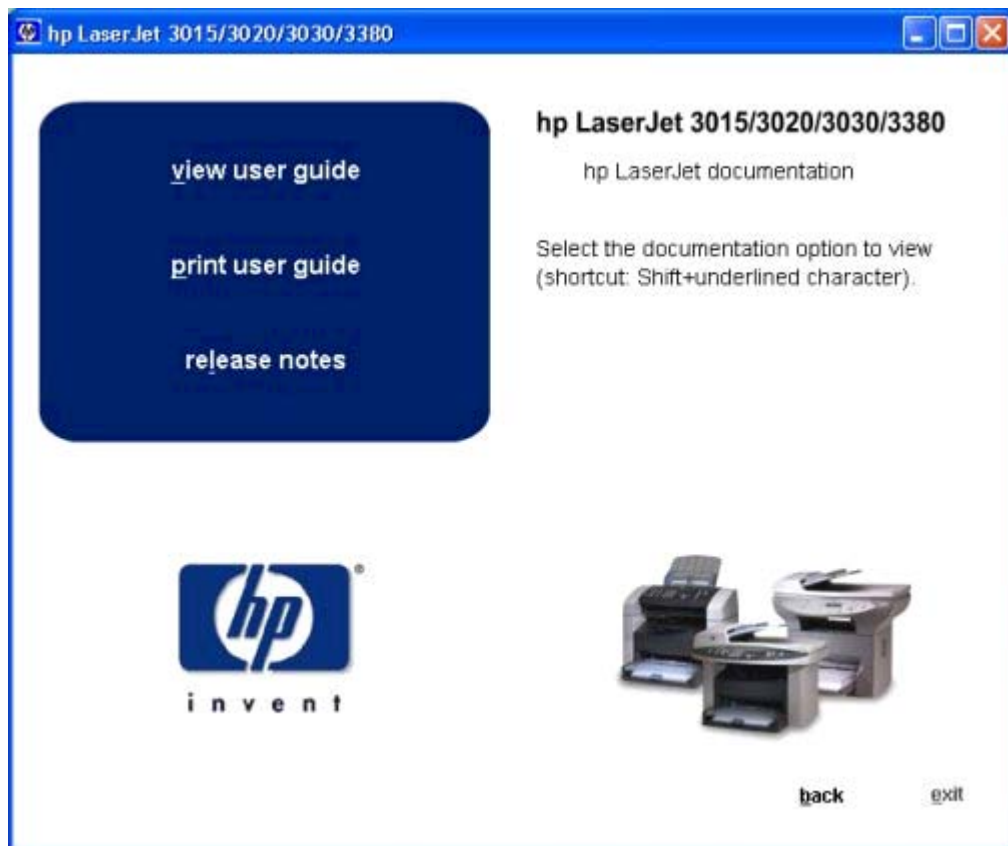


Figure 5-2. HP LaserJet Documentation screen

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.

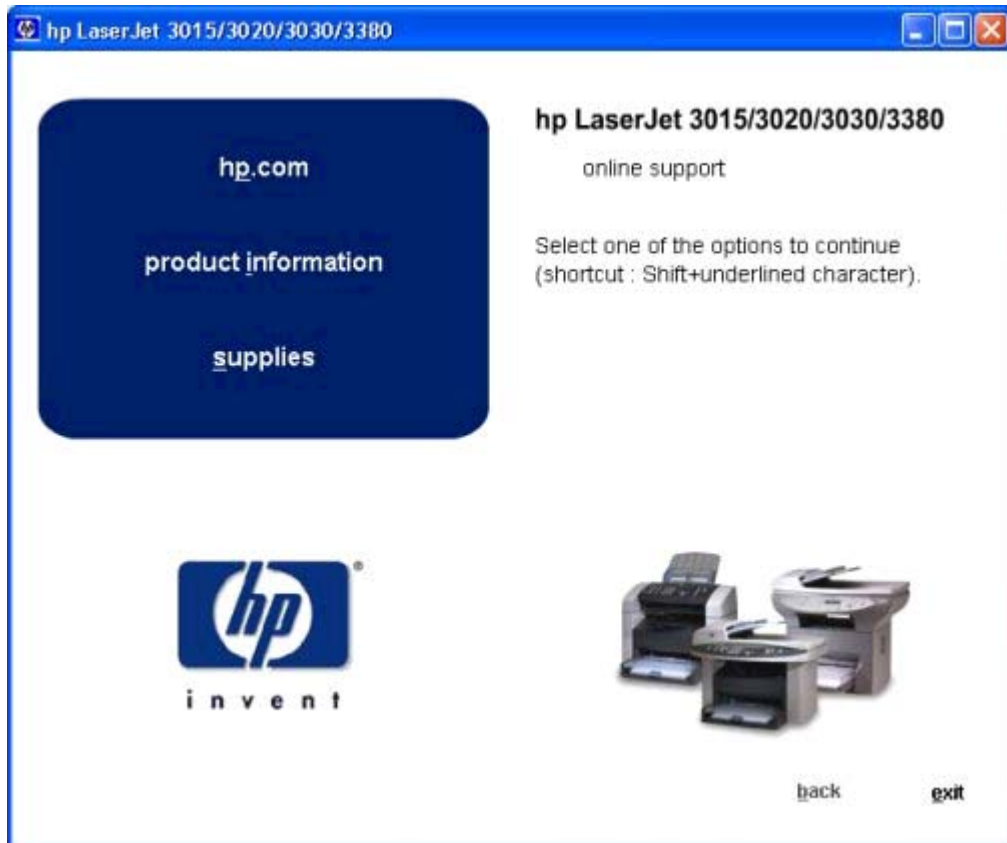


Figure 5-3. Online support screen

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.

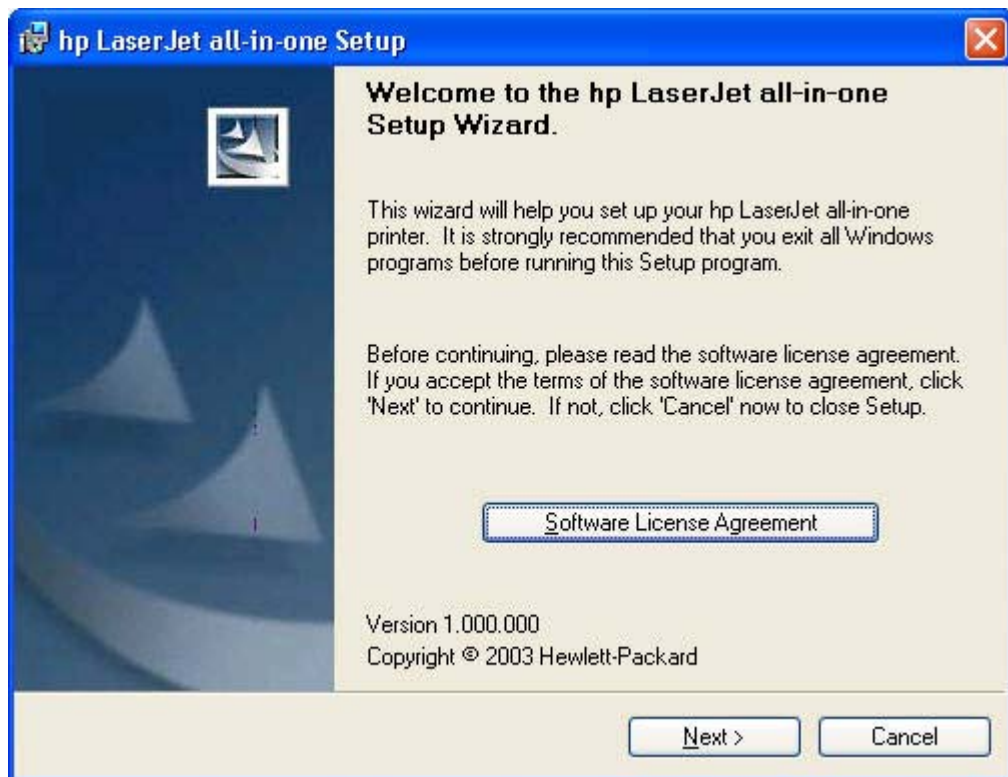


Figure 5-4.

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).

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

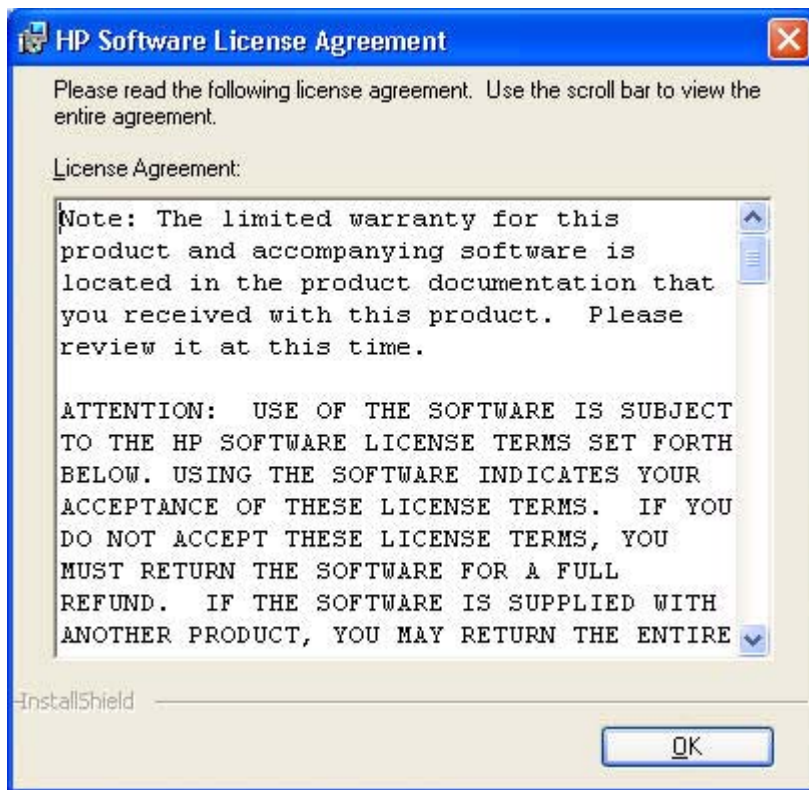


Figure 5-5.

Step 2 - HP Software License Agreement screen

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

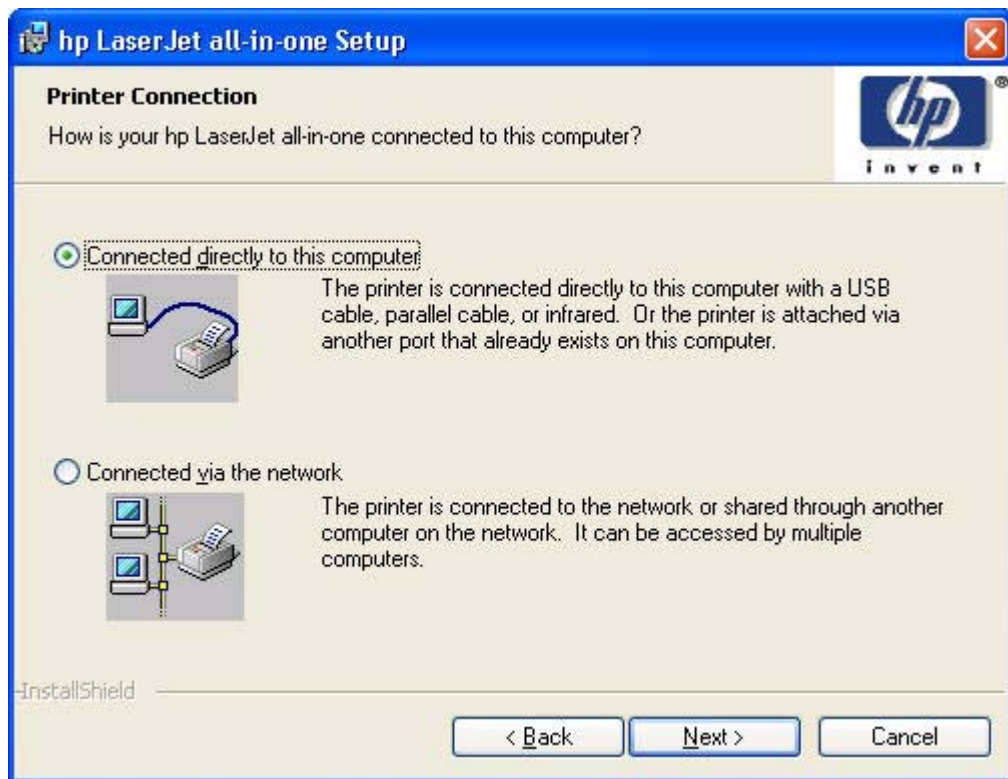


Figure 5-6.

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).

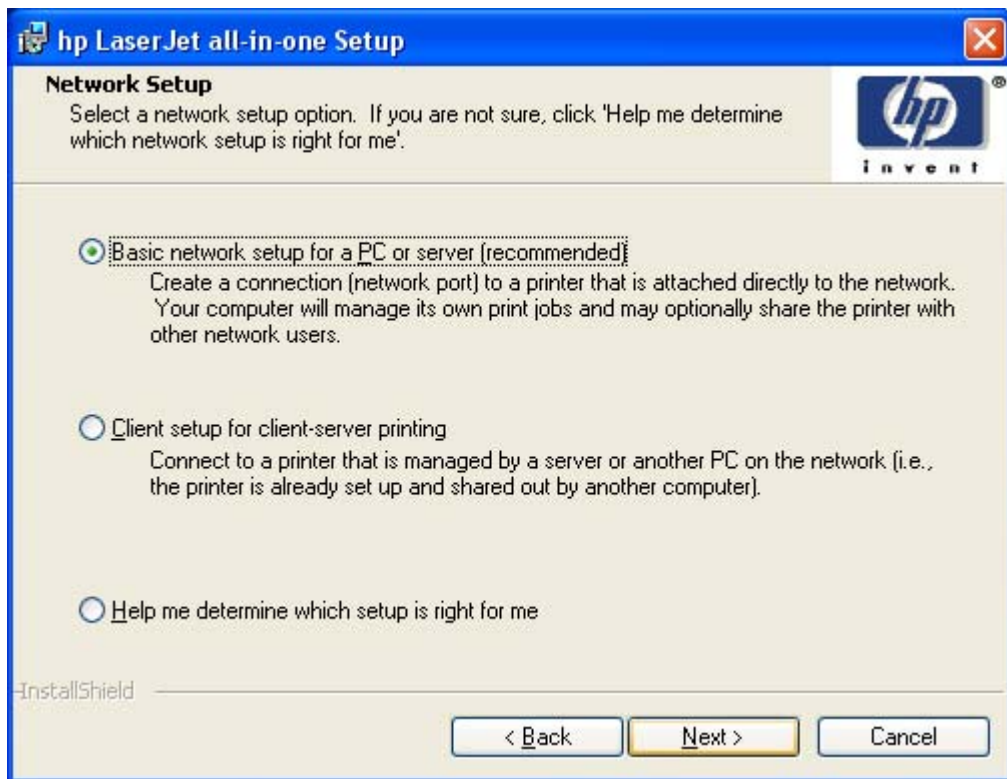


Figure 5-7.

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).

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



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).

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

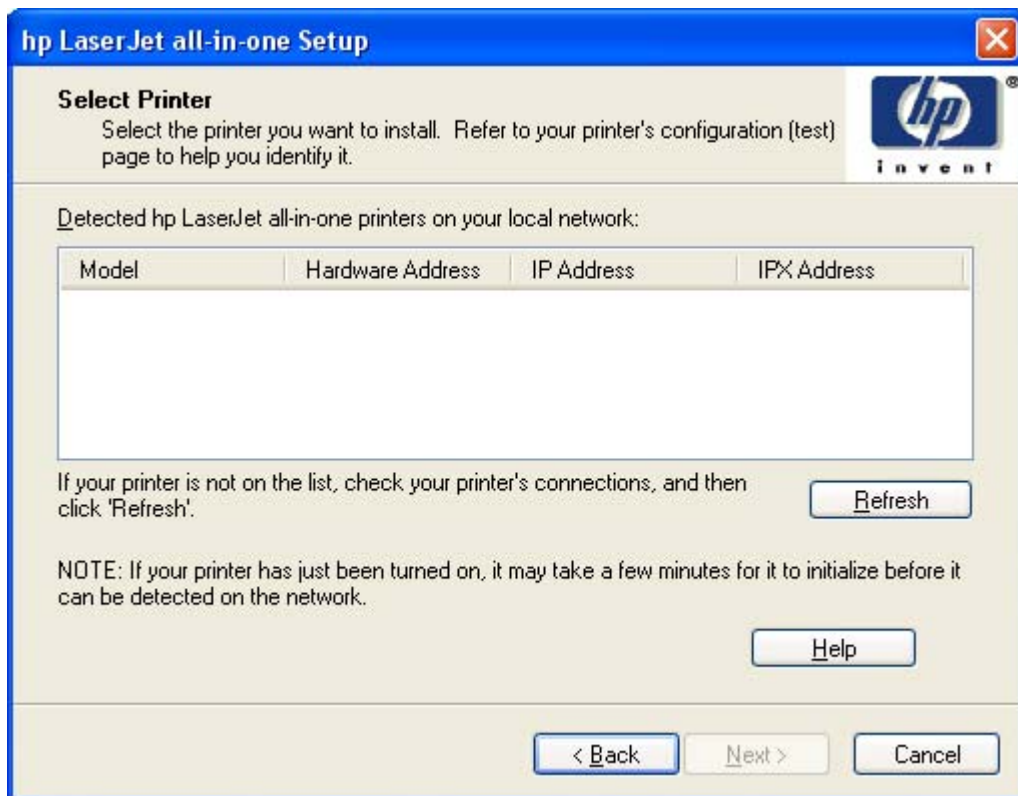


Figure 5-9. Step 6 - Select Printer screen

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).

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

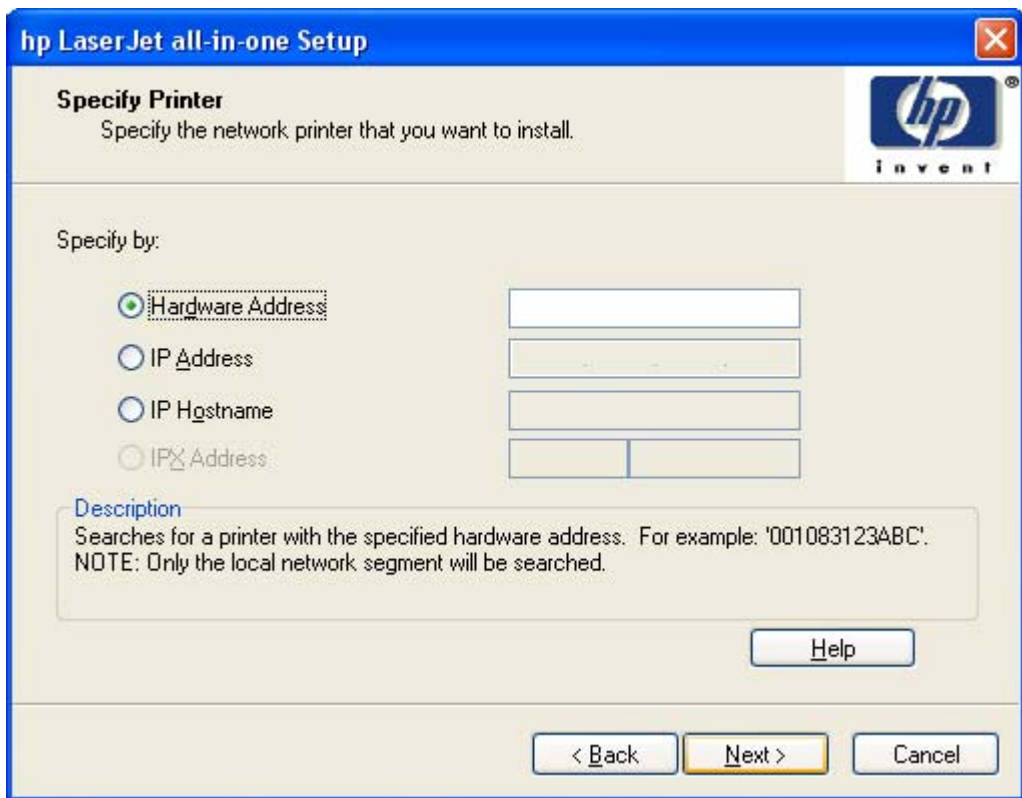


Figure 5-10. Step 7 - Specify Printer screen

Entering any of the addresses and then clicking **Next** takes you to the **Installation Type** dialog box (Step 9).

Clicking **Help** 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).

Note

The **IPX Address** option button is unavailable unless IPX is installed on the host computer.

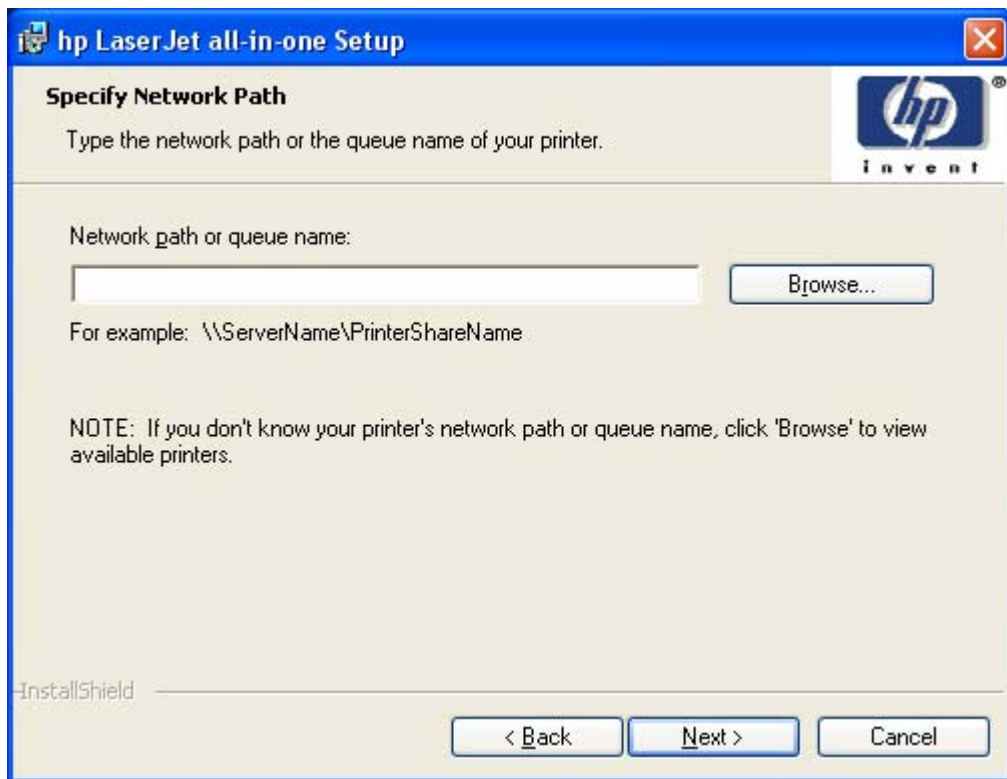


Figure 5-11. Step 8 - Specify Network Path screen

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).

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

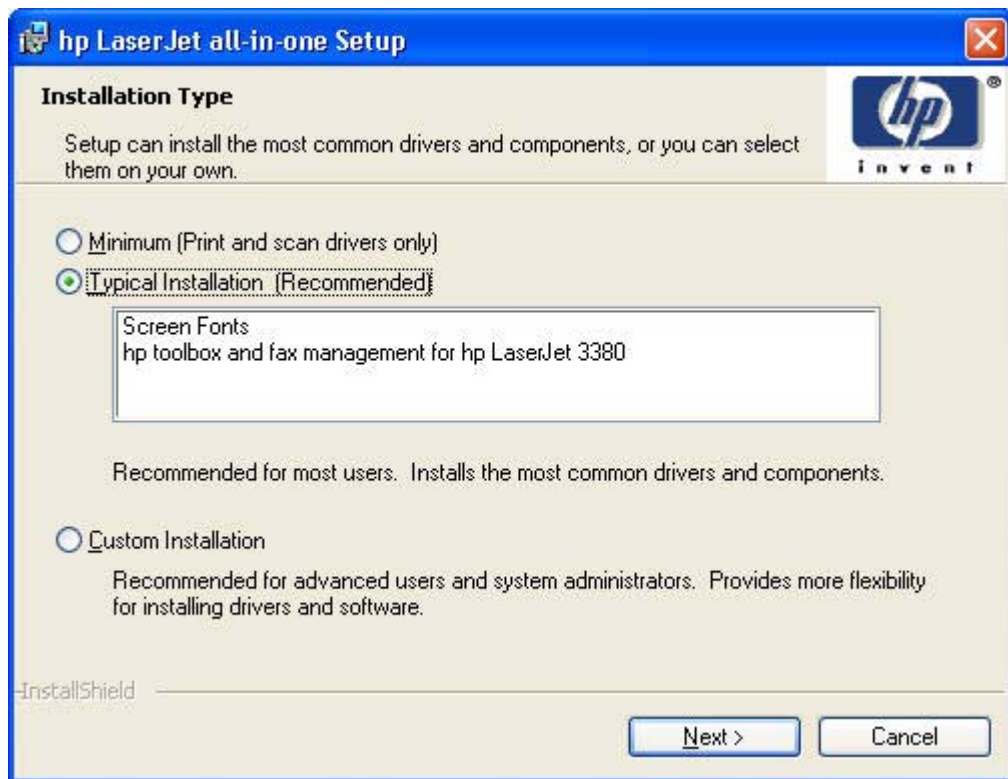


Figure 5-12. Step 9 - Installation Type screen

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).

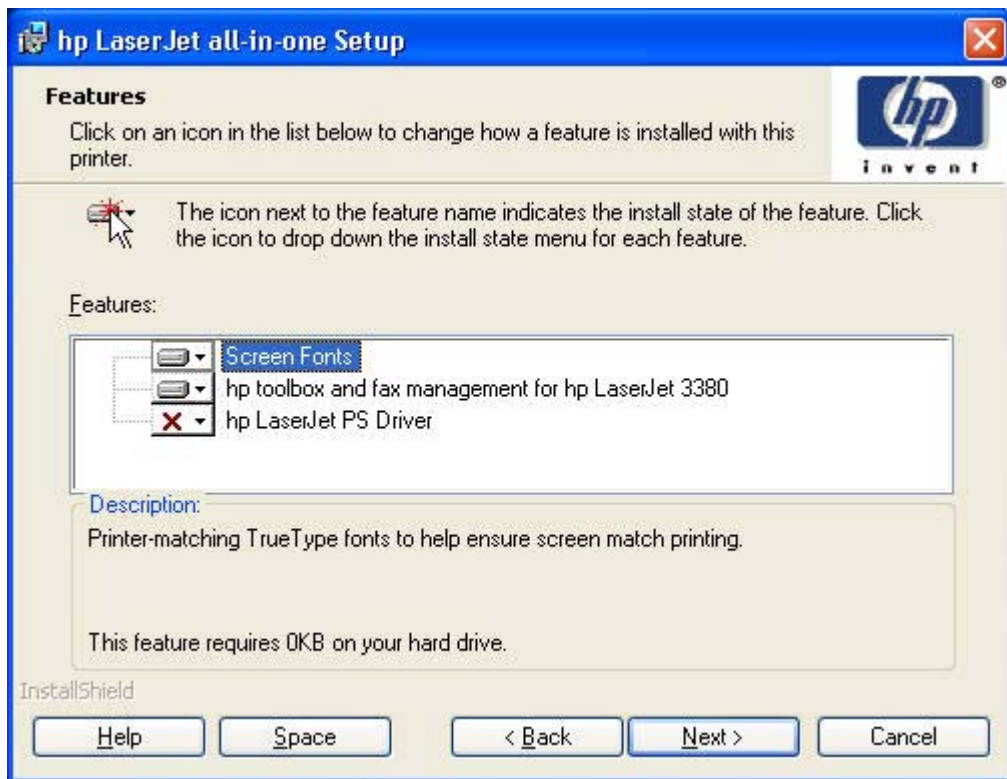


Figure 5-13.

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 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).

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

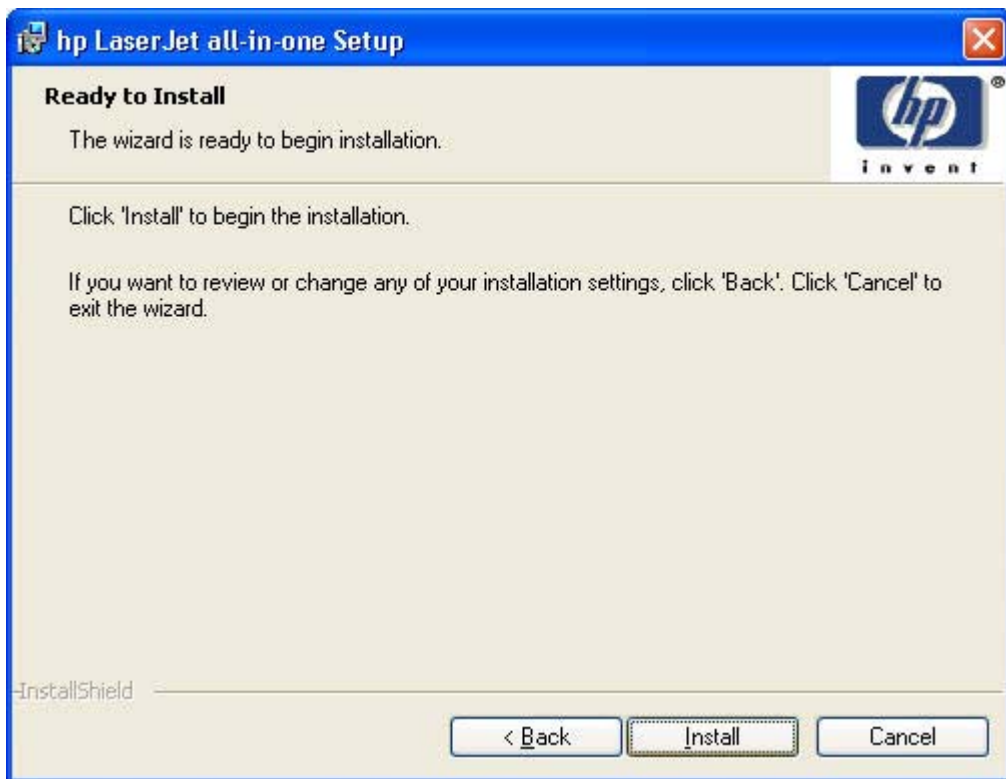


Figure 5-14. Step 11 - Ready to Install screen

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).

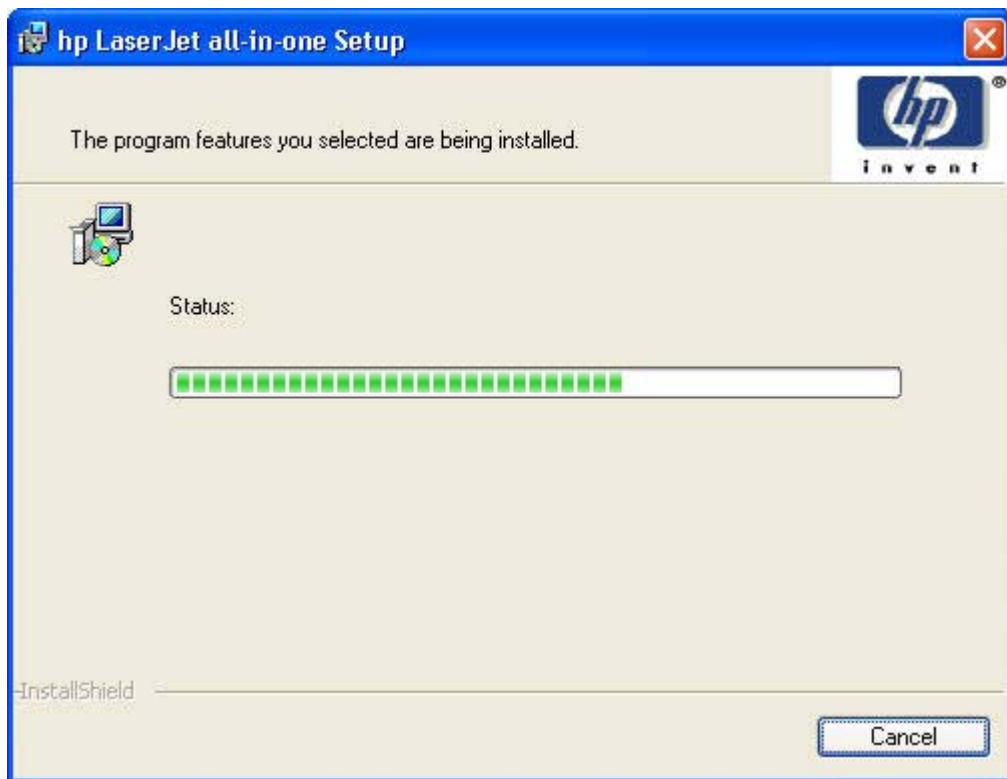


Figure 5-15. Step 12 - Installation Status screen

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.

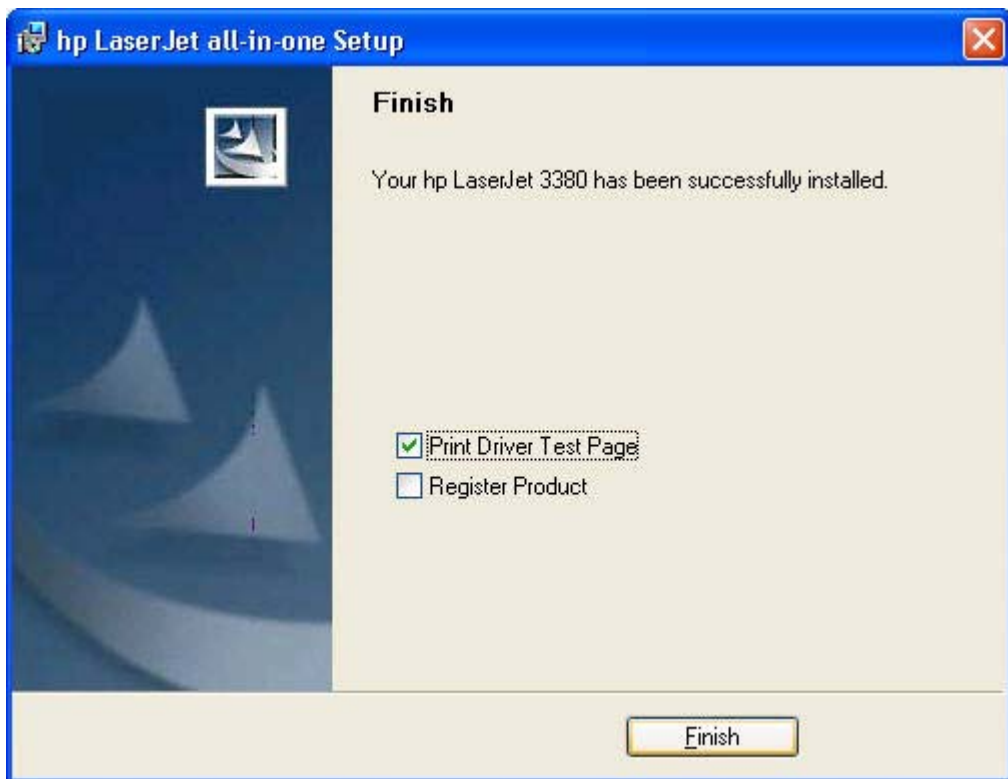


Figure 5-16. Step 13 - Finish screen

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).

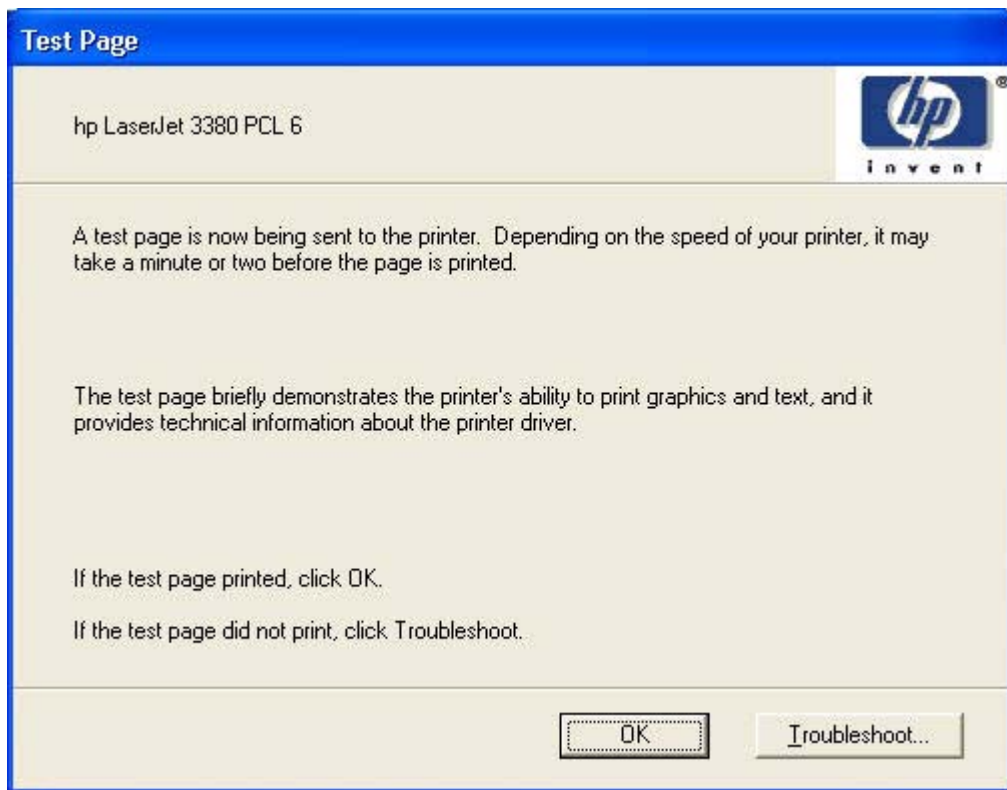


Figure 5-17.

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.



Figure 5-18.

Step 15 - Restart screen

Clicking **Yes** restarts your computer.

Clicking **No** closes the **Restart** dialog box.



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.

Note

To 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 **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 **Cleanup progress** dialog box appears. The progress bar reflects the status of the uninstall process.
- 5 When the uninstall process is completed, the **Restart** dialog box appears. Click **Restart** to restart your computer and finish the uninstall process.

Using 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 **Start**, click **Programs**, click **Hewlett-Packard**, click the name of your HP LaserJet all-in-one product, and then click **Add or Remove Software**.
- 3 The **Setup Maintenance** dialog box appears. Click the **Remove All** option, and then click **Next**.
- 4 The **Important Uninstall Information** dialog box appears. Click **Continue**.
- 5 The **Cleanup progress** dialog box appears. The progress bar reflects the status of the uninstall process.
- 6 When the uninstall process is completed, the **Restart** dialog box appears. Click **Restart** to restart your computer and finish the uninstall process.

Using the Windows Add/Remove programs component

Follow these steps to uninstall a Typical or Custom installation of the HP LaserJet all-in-one software using the Windows **Add/Remove programs** component.

Note

To 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 **Change or Remove programs** on the left-hand side of the window, and then click the name of your HP LaserJet all-in-one product. Click **Remove**.
- 4 The **Important Uninstall Information** dialog box appears. Click **Continue**.
- 5 The **Cleanup progress** dialog box appears. The progress bar reflects the status of the uninstall process.
- 6 When the uninstall process is completed, the **Restart** dialog box appears. Click **Restart** to restart your computer and finish the uninstall process.

Uninstalling a Minimum installation

Note

If the **Uninstall** option does not appear in your HP LaserJet all-in-one program group, you have a Minimum Installation.

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**.

Note

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 all-in-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

- 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.

6

Engineering details

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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