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Welcome to the 2nd edition of the HP LaserJet Product Update Newsletter—created for our most valuable HP partners and customers. Our intent is to provide “hot-off-the-press” technical information about the HP LaserJet printers you use and support.

In addition, this edition focuses on color—HP now offers the ability to manage HP color by downloading previous product color tables, as well as controlling color access through a powerful suite of tools.

Write us at [LJNEWSLETTER@HP.COM](mailto:LJNEWSLETTER@HP.COM) with feedback and suggestions for future issues!

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# HP Color Access Control

## HP helps you control and manage color

For many color users, the main barrier to widespread adoption of color printing is the perceived cost of color and lack of control over color printing. The powerful HP Color Access Control suite of tools can help you use color printers and MFPs more effectively.

With HP Color Access Control, people who truly need color—to print sales materials, for example—can use color, while other people or applications can be automatically set to switch to black-and-white printing. This prevents color resources from being depleted on personal or non-essential print jobs and helps lower overall printing costs significantly.

Our tools are designed to address concerns in three major areas:

- Monitoring and awareness of color usage
- Managing access to color
- Job tracking and billing (third-party)

### Monitoring and awareness of color usage

With HP Color Access Control you can identify the following:

- How much is being printed in color
- When printing is occurring
- Users or departments that over-use color



Reap the benefits of color

Tools for your office environment	Monitor color usage
<b>Monitor one device—</b> Device control panel or HP Embedded Web Server	Print a Color Usage Job Log, showing the date, time, user, job, application, and number of pages printed
<b>Monitor up to 15 devices—</b> HP Easy Printer Care software	Track and print reports on color printing usage
<b>Monitor a fleet—</b> HP Web Jetadmin (with the Report Generation Plug-in)	<ul style="list-style-type: none"><li>• Identify potential overuse or abuse with centralized proactive threshold alerts</li><li>• Observe user and device trend information with real-time and periodic online reports and graphs</li><li>• Schedule notification usage emails</li><li>• Configure color access control on large numbers of printers at one time</li><li>• Configure color access by time of day</li></ul>

## Managing color access

Make color available to those users who legitimately need it. You can allow or restrict color printing by user, device, or application on select HP devices. Some of the features below are designed for use on a smaller number of devices, while others are designed for managing larger fleets:

### Individual or few devices and small workteams

#### Device control panel

Enable complete color lockout for printing or copying.

#### HP Embedded Web Server

- Enable/disable color for up to 50 user names
- Enable/disable color for up to 10 applications
- Authorize pin-restricted access to color copying on MFPs

### Multiple offices or larger fleets

#### HP Web Jetadmin

- Enable/disable color by time of day
- Enable/disable color by application
- Enable/disable color by user
- Enable/disable color by device
- Import list of users and applications

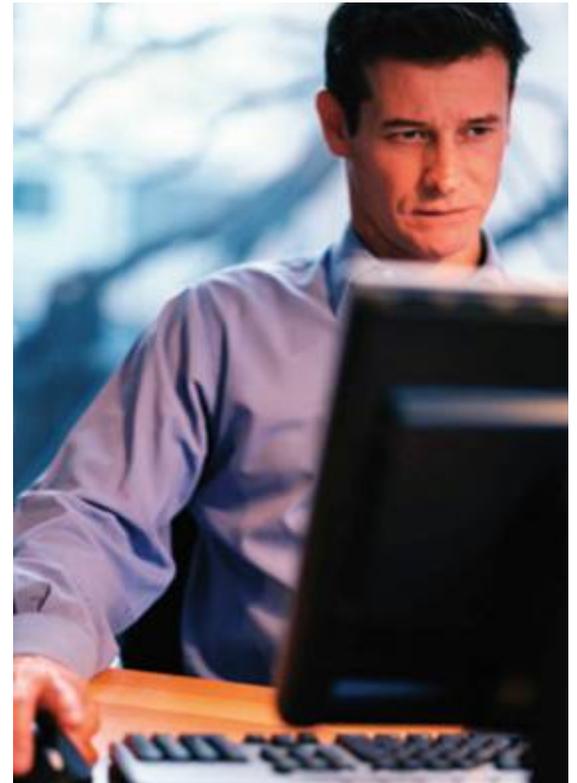
The HP Web Jetadmin Report Generation Plug-in provides color usage tracking capabilities. It can track network jobs, walk up jobs, applications, error reports, consumables usage, and can identify high color users.

#### HP Universal Print Driver 3.0 and HP Managed Print Administrator (MPA)

- Use one driver across your fleet to manage color access by user, group (unlimited with HP MPA), or by application
- Easily define user, group, and device privileges or policies with the HP MPA tool
- Create managed printer lists (MPLs)

#### HP Active Directory Services

Use HP templates to manage access by user, application, group, or device. Available Dec 1, 2006.



You may download the HP Universal Print Driver Series for Windows® for free. Version 3.0 will be available mid-November, 2006 at [www.hp.com/go/upd](http://www.hp.com/go/upd).

Download the HP Managed Print Administrator software for free at [www.hp.com/go/MPA](http://www.hp.com/go/MPA).

### Job tracking and billing

With job tracking and billing, you will know precisely who to charge, and how much to charge for device usage. Organizations can easily recover their print, copy, or fax costs. Plus, frivolous or personal use is reduced.

- Accurately charge individuals, departments, or workgroups
- Accurately charge clients for copy usage
- Accurately charge clients for specific projects
- Accurately allocate color/mono department level cost

You can integrate HP printers with the following third-party tools to easily track and charge back for color printing:

- Capella MegaTrack
- Pharos
- Ringdale
- Safecom

## HP Color Access Control components

The table below provides a handy reference to help you see which solutions are available for select HP printers and MFPs.

### KEY:

HP Easy Printer Care	●
HP Embedded Web Server	✓
Control Panel	★
HP Web Jetadmin <sup>1</sup>	■
HP Universal Print Driver (UPD)	▲
Active Directory Services (ADS) <sup>2</sup>	◆

## Scalable solutions to manage color access<sup>3</sup> Fall '06

HP Color Access Control (CAC) Feature	HP Color LaserJet 2605 printer 9500 printer 2820/2840 AiO	HP Color LaserJet 3000/3800/ CP4005/4700/5550 printers 4730 MFP 9500 MFP	HP Color LaserJet CM1015/1017 MFP	HP Color LaserJet 2700 printer
Color Usage Job Log	N/A	● ✓ ■ ★	N/A	● ✓ ■ ★
Application control	▲ ◆	✓ ■ ▲ ◆	▲ ◆	▲ ◆
User control	▲ ◆	✓ ■ ▲ ◆	▲ ◆	▲ ◆
Group control	▲ ◆	▲ ◆	▲ ◆	▲ ◆
Disable Color mode	N/A	✓ ■ ★ ▲ ◆	✓ ■ ★ ▲ ◆	✓ ■ ★ ▲ ◆
Control Color Copy/Photo card slot with PIN	■	✓ ■ ★	✓ ■ ★	N/A
Control usage tracking by job, user, time, and by device reports	■	■	■	■
Color control use by time of day	N/A	■ ▲ ◆	■ ▲ ◆	■ ▲ ◆
HP Driver Pre-configuration Utility	CLJ 9500 only	Yes	No	No
Color/mono page limits using quotas (third-party software purchased separately)	Yes	Yes	Yes	Yes

<sup>1</sup> Some CAC features and capabilities are available only with HP Web Jetadmin 8.1 with Report Generation Plug-in (RPG) 3.1. For more information, go to [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin).

<sup>2</sup> Some CAC features and capabilities are available only with the HP Universal Print Driver 3.0 (available approximately mid-November, 2006) and HP Managed Print Administrator software. For more information, go to [www.hp.com/go/upd](http://www.hp.com/go/upd).

<sup>3</sup> We are not currently planning CAC firmware capabilities for the CLJ 2605, the CLJ 9500, and the CLJ 2820/2840 AiO. (These products do have the capabilities for CAC features when using the UPD and MPA/ADS.) The CLJ 5550 will have CAC capable firmware placed on the web to download for free in Spring, 2007. CAC capabilities vary from device to device. HP Web Jetadmin software is required for some features and available separately for certain printers and features. Refer to the table above to see which HP Color LaserJet printers support which CAC features. For more information about HP Color Access Control, go to [www.hp.com/go/cac](http://www.hp.com/go/cac).

## Frequently asked questions

### Question 1: How do I set up the printer so most users print in black-and-white but some, faculty members for example, print in color?

There are the several easy ways you can restrict most users to black-and-white printing, while allowing others to print in color:

You can use the HP Embedded Web Server (EWS) to restrict color access:

1. On the **Settings** tab, click **Restrict Color**, then select **Color If Allowed**.
2. Under the **Default User Permission** box, select **Black Only**.
3. Designate which users can print in color.
4. Under the **Permission** box, select **Color**.
5. Click the **Apply** button to save changes.

The printer will print in black-only under the following conditions:

- The job is completely monochrome OR
- Restrict Color Use (in the EWS) = Disable Color OR
- Restrict Color Use = Color If Allowed AND
  - The User's permission (in the EWS) is Black Only OR
  - The Application's permission (in the EWS) is Black Only OR
  - The User is not found in the permission list and the default user permission is Black Only OR
  - The Application is not found in the permission list and the default application permission is Black Only
- **Print in Grayscale** is selected in the driver OR
- A black-only driver is being used

#### Note

The printer requires both the user *and* the application to have color permission in order to print in color. If either the user or the application is restricted to **Black Only**, then the job will print in **Black Only**.

### Question 2: What components are needed in order apply the Restrict Color Usage features?

- Currently, you must have a printer which supports the Restrict Color Usage features. All HP Color LaserJets 3000/3800/CP4005 support this feature. The HP Color LaserJet 4700 printer and the 4730/9500 MFP drivers support this feature with the current web versions of software and firmware upgrades. The HP Color LaserJet 5550 will have HP Color Access Control (CAC) capabilities in Spring 07.
- For more information about which printers support which features, see the HP Color Access Control table on the previous page of this newsletter.
- The new HP Universal Print Driver (UPD) 3.0 (available for free download approximately mid-November, 2006) provides important CAC capabilities. Using the UPD combined with the Managed Printing Administration (MPA) tool or Active Directory Services (available December, 2006), IT administrators can limit who uses color and when they use it by assigning color access by user/group, time of day, and by application. Administrators can also shut down color access completely until it's needed for special projects.
- For more information, and to download the HP Universal Print Driver for free, go to [www.hp.com/go/upd](http://www.hp.com/go/upd).

Since you can set the user default permission through the EWS to be **Black Only**, if you want some users to be able to print in color, you need a driver with the CAC feature enabled. These drivers send the User name and the Application name to the printer, which can then be used to set permissions/restrictions.

The HP Color LaserJet 4700 and 4730 MFP driver versions that support HP Color Access Control features are shown in the tables below.

CLJ 4700 Printer series operating system	Driver version
Windows 9x, Me (PCL5, PCL6)	4.26.4700.410
Windows 9x, Me (PS)	60.051.41.00
Windows® 2000, XP, Server 2003 (PCL6, PS)	60.052.262.32
Windows 2000, XP, Server 2003 (PCL5)	60.052.262.31

CLJ 4730 MFP series operating system	Driver version
Windows 9x, Me (PCL5, PC 6)	4.26.4730.410
Windows 9x, Me (PS)	60.051.41.00
Windows 2000, XP, Server 2003 (PCL5, PCL6, PS)	60.052.262.32

#### Note

If a black-only driver is available for the printer, it could be used to prevent printing in color, or administrators can use the HP Driver Pre-Configuration Software utility ([www.hp.com/go/hpdpc\\_sw](http://www.hp.com/go/hpdpc_sw)) to lock the driver in black only. This could be used with any HP Color LaserJet product.

### Question 3: If we use multiple versions of an application, do I need to list each one in my permission list?

If the application names in the Color Usage Job Log are different, and you want to set up a restriction based on that application, then each version with a unique name will need to be listed in the permission list. HP Color Access Control tools rely on matching exact names.

### Question 4: Can I make Macintosh jobs print in black-and-white only?

Yes, you can control color printing from the Mac through the HP Embedded Web Server or HP Web Jetadmin. You may use the HP Printer Utility to control color printing with the HP Color LaserJet 3800/3000/CP4005 printers. Follow these steps:

1. Open the HP Printer Utility.
2. In the **Configuration Settings** list, click **Restrict Color**, and then select the appropriate color-use setting.
3. Click **Apply Now**.

The Mac OS X v10.2 and later drivers for the HP Color LaserJet 3800/3000/CP4005 send the User name and Application name to the printer to restrict color. Mac driver support for the HP Color LaserJet 4700 and 4730 MFP/9500 MFP is available in the current web versions of the Mac OS X installer.

### Question 5: Do CAC features work with Linux drivers?

Yes, CAC works with the PostScript® Linux drivers for the HP Color LaserJet 3000/3800/4700/CP4005 printers and the HP Color LaserJet 4730 MFP/9500 MFP. These send the User name and Application name to the device, so CAC can be configured through the HP Embedded Web Server.

### Question 6: Do CAC features work with the Universal Print Driver?

Yes, full Universal Print Driver (UPD) support (both PCL 5 and PostScript) is available with version 3.0 or later. Prior to this version, the UPD provides color lock-out support by User name but not by Application name. The new HP Universal Print Driver 3.0 (available for free download approximately mid-November, 2006) provides important HP Color Access Control capabilities. Using the UPD combined with the Managed Printing Administration (MPA) tool or Active Directory Services (available December, 2006), IT administrators can limit who uses color and when they use it by assigning color access by user/group, time of day, and by application. Administrators can also shut down color access completely until it's needed for special projects.

### Question 7: Can I use HP Web Jetadmin to provide CAC settings to multiple printers?

Yes. HP Web Jetadmin 8.0 service patch 2 provides this capability via the support for the HP Color LaserJets 3000/3800/4700/CP4005 printers, and the HP Color LaserJet 4730 MFP/9500 MFP. HP Web Jetadmin can configure the same color access settings as the HP Embedded Web Server, but handles multiple devices simultaneously. HP Web Jetadmin allows the import of .csv files to populate the User and Application permission fields. For more information, see the HP Web Jetadmin Color Access Control whitepaper at the following link:  
[http://h20338.www2.hp.com/Hpsub/download/wja\\_color\\_access\\_control.pdf](http://h20338.www2.hp.com/Hpsub/download/wja_color_access_control.pdf).

### Question 8: How do I restrict color copying on the HP Color LaserJet 4730 MFP?

Several options are available to print administrators:

- Device “Disable Color Copy” mode (Color Copy Lockout) - The printer administrator can configure the MFP to allow only monochrome (black) copy capabilities.
- Device Color Copy PIN Access – Use the device Control Panel, HP Embedded Web Server (PIN Authentication button on the **Settings** tab), or HP Web Jetadmin tools to define a color copy or scan authorization PIN.
- Device Color Copy PIN for multiple user access - Use Capella Technologies, VeriUser™ Authentication Solutions to define individual PIN for those users authorized to copy/scan in color. For more information, go to:  
<http://www.capellatech.com/pages/2.1.3.veriuser.html>
- LDAP can be selected by the administrator to authenticate the color copy on the HP Color LaserJet 4730 MFP. This function can only be managed through the HP Embedded Web Server.

### Question 9: Can I provide mixed color access usage for one user or group?

#### Using the HP Embedded Web Server (EWS)

You can provide mixed color access usage if the scenario is similar to the example below:

The company has 10 users, and you want to enable User 1 and User 2 to print in color, while all other users are to print in black only.

- Set the Default User Permission to **Black Only** and give User 1 and User 2 color permission.
- Set the Default Application Permission to **Color**.

You *cannot* provide mixed color access usage if the scenario is similar to this example:

- The company has 10 users, and you want to enable User 1 and User 2 to print in color while all other users are to print in black only. *Except*, Users 9 and 10 want to print in color from Microsoft® Excel.
- If users 9 and 10 have Black Only permission they will not be able to print in color in Excel because both user *and* application must have color permission.

#### Using Managed Print Administrator (MPA) or Active Directory Services (ADS)

- Give User 1 and 2 a Color Always policy
- Give Users 3 – 8 a Black Only policy
- Give User 9 and 10 a policy that says Print in Black Always – Except, when the Application is Excel.

## Resources

HP Color Access Control:

<http://www.hp.com/go/cac1>

Public sector HP Color Access Controls site:

<http://www.hp.com/united-states/public/color/access/index.html>

How Do I tech documents:

<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c00599749>

HP Color Access Control – In Command of Color Video:

<http://hpbroadband.com/program.aspx?key=4ZJFTB05CC>

HP Web Jetadmin CAC white paper:

[http://h20338.www2.hp.com/Hpsub/download/wja\\_color\\_access\\_control.pdf](http://h20338.www2.hp.com/Hpsub/download/wja_color_access_control.pdf)

# HP LaserJet news

## Late-breaking news— Downloadable Color Tables

HP is continually refining the available color gamut on HP Color LaserJet printers. Because of this continuous improvement, colors on new HP Color LaserJet printers may not look exactly like older HP Color LaserJet printers. This can become a problem for customers who have standardized on specific color shades.

In response to customer requests to make new HP Color LaserJet printers print exactly like their older HP Color LaserJet printers, HP has created Downloadable Color Tables and made them available for select HP Color LaserJet printers. The Downloadable Color Tables completely replace the printer's existing color tables. Once these tables are downloaded to the printer, the colors of that printer will emulate the desired HP Color LaserJet product.

As depicted in the HP Color Access Control table (see page 5) color capability and control increases along with product complexity.

### Availability

Downloadable Color Tables have been created to emulate HP Color LaserJet 4500, 4650, 5550, and 9500 printers output. These tables are available now for the following printers: HP Color LaserJet CP4005, 4700, 3000, 3800 printers and 4730 MFP. The tables will be available for all future HP Color LaserJet printers at introduction.

To download the color tables for your printer, follow these simple steps:

1. Go to [www.hp.com](http://www.hp.com) and click Software and Driver Downloads.
2. Specify your printer.
3. Select your operating system.
4. Click Firmware – Color tables.
5. Download the desired table emulation.

Instructions for downloading and installing the Color Tables are included in the Readme on [hp.com](http://hp.com). Functionality is only guaranteed with the latest firmware and software revisions currently available on [hp.com](http://hp.com).

## Citrix and HP work together to test HP printers

Citrix has collaborated with HP to test select HP printers and their associated HP print drivers in a Citrix Presentation Server and Citrix Presentation Server for Microsoft Windows Server 2003 x64 Edition environments. Citrix Presentation Server 4.0 for Windows was tested on Microsoft Windows 2000 Advanced Server, Server 2003, and Server 2003 x64 Edition systems.

These tests were run to determine how HP printers and their associated printer drivers performed using the standard printer and printer-related features tests that Citrix uses to test its Presentation Server and Presentation Server client software.

Citrix also collaborated with HP to test select HP scanners and All-in-One devices. These tests were run to determine how HP scanners and All-in-One devices and their associated TWAIN drivers performed using the scan-related feature tests that Citrix uses to test its Presentation Server and Presentation Server client software.

To read more about these tests, click the link below:

[http://h71019.www7.hp.com/ActiveAnswers/cache/70262-0-0-225-121.html?jumpid=reg\\_R1002\\_USEN](http://h71019.www7.hp.com/ActiveAnswers/cache/70262-0-0-225-121.html?jumpid=reg_R1002_USEN)

The documentation at the above URL lists all of the printers tested by HP in Presentation Server environments, explains the printer tests performed by Citrix, identifies which HP printers and printer driver versions were used, and describes any issues that occurred while performing these tests.

The documentation also explains the scan tests performed by Citrix, identifies which HP scanners and all-in-one printers and TWAIN driver versions were used, and describes any issues that occurred while performing these tests.

# Introducing our latest fall products

## New desktop and small workteam MFPs and AiOs



Product number	HP LaserJet M1005 MFP	HP LaserJet 3050 AiO	HP Color LaserJet CM1015/CM1017 MFP	HP LaserJet M3027 MFP
<b>Features</b>	Print, copy, and scan—HP's lowest-priced, entry-level desktop MFP	Printing, copying, faxing, and scanning in an inventive design that fits on your desktop	Easy-to-use, reliable color laser MFP with photo memory card slots (CM1017 only) and CAC features	High performance in a small package, with send to email and faxing capabilities
<b>Price</b>	\$199-\$249 <b>AVAILABLE ONLY IN AP AND EMEA</b>	\$299 <b>AVAILABLE ONLY IN AP AND EMEA</b>	Starting at \$499	\$1499-\$1799
<b>Print and copy speed</b>	Up to 15 ppm letter Up to 14 ppm A4	Up to 19 ppm letter Up to 18 ppm A4	Up to 8 ppm letter and A4 (color and black-and-white)	Up to 27 ppm letter Up to 25 ppm A4
<b>First page out</b>	Less than 10 seconds	Less than 8 seconds	As fast as 20.7 seconds	Less than 10 seconds
<b>Memory</b>	32 MB RAM	64 MB RAM	96 MB RAM, expandable to 224 MB	256 MB DDR RAM, expandable to 512 MB 40 GB built-in hard disk
<b>Processor</b>	230 MHz	264 MHz	300 MHz	400 MHz
<b>Durability ratings</b>	Duty cycle: <sup>2</sup> up to 5,000 pages per month	Recommended monthly page volume: <sup>1</sup> 250 to 2,000 pages Duty cycle: <sup>2</sup> 7,000 pages per month	Recommended monthly page volume: <sup>1</sup> 500 to 1,500 pages Duty cycle: <sup>2</sup> up to 35,000 pages per month	Recommended monthly page volume: <sup>1</sup> 2,000 to 6,000 pages Duty cycle: <sup>2</sup> up to 75,000 pages per month
<b>Connectivity</b>	Hi-Speed USB 2.0 port	One Hi-Speed USB 2.0 port One RJ-11 fax port One RJ-11 line-out telephone port	One Hi-Speed USB 2.0 port One built-in 10/100 Base-TX Ethernet/Fast Ethernet print server (CM1017 only)	One HP Jetdirect Fast Ethernet embedded print server One FIH port One USB type A port for accessories One USB type B port for printing One open EIO slot One analog fax port (M3027x only)
<b>Paper input capacity</b>	150 sheets	Up to 250 sheets 30-sheet ADF	Up to 500 sheets	Up to 1,100-sheets 50-sheet reversing ADF
<b>Maximum paper size</b>	8.5 by 14 inches (216 by 356 mm)	8.5 by 14 inches (216 by 356 mm)	8.5 by 14 inches (216 by 356 mm)	8.5 by 14 inches (216 by 356 mm)

<sup>1</sup> HP recommends that the number of pages per month of imaged output be within the stated range for optimum device performance, based on factors including supplies replacement intervals and device life over an extended warranty period.

<sup>2</sup> Duty cycle is defined as the maximum number of pages per month of imaged output. This value provides a comparison of product robustness in relation to other HP LaserJet or HP Color LaserJet devices, and enables appropriate deployment of printers and MFPs to satisfy the demands of connected individuals or group.

# New small workteam and workgroup MFPs



Product number	HP LaserJet M3035 MFP	HP LaserJet M4345 MFP	HP LaserJet M5025 MFP	HP LaserJet M5035 MFP
<b>Features</b>	Network ready, printing, copying, and digital sending to e-mail or network folders with optional faxing and an optional 20-sheet convenience stapler	Print, copy, analog fax, embedded send-to-e-mail and network folder functionality with advanced paper handling and finishing features	Big impact in a small size—wide format printing, copying, and scanning, with optional faxing and send to e-mail capabilities	Wide format printing, copying, scanning, and faxing with multiple digital sending functions and paper handling options
<b>Price</b>	Starting at \$1999	Starting at 2,599 (news release)	\$2999	\$3499-\$5999
<b>Print and copy speed</b>	Up to 35 ppm letter Up to 33 ppm A4	Up to 45 ppm letter Up to 43 ppm A4	Up to 25 ppm, letter and A4	Up to 35 ppm, letter and A4
<b>First page out</b>	Less than 10 seconds	Less than 10 seconds	Less than 10 seconds	Less than 10 seconds
<b>Memory</b>	256 MB standard memory expandable to 512 MB 40 GB built-in hard disk	256 MB standard DDR RAM expandable to 512 MB 40 GB built-in hard disk	256 MB standard memory expandable up to 512 MB 40 GB built-in hard disk	256 MB standard memory expandable up to 512 MB 40 GB built-in hard disk
<b>Processor</b>	400 MHz	480 MHz	460 MHz	460 MHz
<b>Durability ratings</b>	Recommended monthly page volume: <sup>1</sup> 2,000 to 6,000 pages Duty cycle: <sup>2</sup> up to 75,000 pages per month	Recommended monthly page volume: <sup>1</sup> 5,000 to 15,000 pages Duty cycle: <sup>2</sup> up to 200,000 pages per month	Recommended monthly page volume: <sup>1</sup> 3,000 to 12,500 pages Duty cycle: <sup>2</sup> up to 200,000 pages per month	Recommended monthly page volume: <sup>1</sup> 3,000 to 12,500 pages Duty cycle: <sup>2</sup> up to 200,000 pages per month
<b>Connectivity</b>	One HP Jetdirect Fast Ethernet embedded print server One FIH port One USB type A port One USB type B port One open EIO slot One analog fax port (x model)	One HP Jetdirect Fast Ethernet embedded print server One USB type B port One Foreign Interface port One open EIO slot One analog fax port (x models)	One HP Jetdirect Fast Ethernet embedded print server One FIH port One USB type A port One USB type B port One open EIO slot Optional analog fax accessory	One HP Jetdirect Fast Ethernet embedded print server One FIH port One USB type A port One USB type B port One open EIO slot Optional analog fax accessory
<b>Input capacity</b>	Up to 1,100 sheets 50-sheet reversing ADF	Up to 2,100 sheets 50-sheet reversing ADF	Up to 2,100 sheets 50-sheet reversing ADF	Up to 2,100 sheets 50-sheet reversing ADF
<b>Paper sizes</b>	8.5 by 14 inches (216 by 356 mm)	8.5 by 14 inches (216 by 356 mm)	12.28 by 18.5 inches (312 by 470 mm)	12.28 by 18.5 inches (312 by 470 mm)

<sup>1</sup> HP recommends that the number of pages per month of imaged output be within the stated range for optimum device performance, based on factors including supplies replacement intervals and device life over an extended warranty period.

<sup>2</sup> Duty cycle is defined as the maximum number of pages per month of imaged output. This value provides a comparison of product robustness in relation to other HP LaserJet or HP Color LaserJet devices, and enables appropriate deployment of printers and MFPs to satisfy the demands of connected individuals or group.

# New black-and-white and color printers



Product number	HP LaserJet P2015	HP LaserJet P3005	HP Color LaserJet 2700	HP Color LaserJet CP4005
<b>Features</b>	Entry level, network capable desktop printer with standard duplexing on most models	Fast, feature-packed network capable desktop printer with optional two-sided printing	High-quality color, fast, and easy to use and share with. color lockout capability	Durable, high-performance color printing; easy sharing, low operating costs, and new HP Color Access Control features
<b>Price</b>	\$299-\$549	Starting at \$549	\$599-\$699 <b>AVAILABLE ONLY IN AP AND EMEA</b>	Starting at \$1299
<b>Print and copy speed</b>	Up to 27 ppm letter Up to 26 ppm A4	Up to 35 ppm letter Up to 33 ppm A4	Up to 20 ppm black-and-white; up to 15 ppm color (letter and A4)	Up to 30 ppm black-and-white; up to 25 ppm color (letter and A4)
<b>First page out</b>	Less than 8.5 seconds	As fast as 9.5 seconds	Black: as fast as 13 seconds, Color: as fast as 17 seconds	As fast as 10 seconds
<b>Memory</b>	32 MB RAM, expandable to 288 MB	48/64/80 MB DDR2 memory, expandable to 320 MB	64 MB of memory, expandable to 320 MB	128/256 MB RAM, expandable to 512 MB
<b>Processor</b>	400 MHz	400 MHz	300 MHz	533 MHz MIPS
<b>Durability ratings</b>	Recommended monthly page volume: <sup>1</sup> 740 to 3,000 pages  Duty cycle: <sup>2</sup> up to 15,000 pages per month	Recommended monthly page volume: <sup>1</sup> 1,500 to 5,000 pages  Duty cycle: <sup>2</sup> up to 100,000 pages per month	Duty cycle: <sup>2</sup> up to 50,000 pages per month	Recommended monthly page volume: <sup>1</sup> 2,000 to 7,500 pages  Duty cycle: <sup>2</sup> Up to 80,000 pages per month
<b>Connectivity</b>	One Hi-Speed USB 2.0 port One HP Jetdirect Fast Ethernet embedded print server on select models	One IEEE 1284-B compliant parallel port (P3005 and P3005d models) One Hi-Speed USB 2.0 port One open EIO slot One HP Jetdirect Fast Ethernet embedded print server (n, dn, and x models)	One Hi-Speed USB 2.0 port One built-in 10/100 Base-TX Ethernet/Fast Ethernet print server (2700n)	One Hi-Speed USB 2.0 port One HP Jetdirect Fast Ethernet embedded print server
<b>Input capacity</b>	Up to 550 sheets	Up to 1,100 sheets	Up to 850 sheets	Up to 1,100 sheets
<b>Paper sizes</b>	8.5 by 14 inches (216 by 356 mm)	8.5 by 14 inches (216 by 356 mm)	8.5 by 14 inches (216 by 356 mm)	8.5 by 14 inches (216 by 356 mm)

<sup>1</sup> HP recommends that the number of pages per month of imaged output be within the stated range for optimum device performance, based on factors including supplies replacement intervals and device life over an extended warranty period.

<sup>2</sup> Duty cycle is defined as the maximum number of pages per month of imaged output. This value provides a comparison of product robustness in relation to other HP LaserJet or HP Color LaserJet devices, and enables appropriate deployment of printers and MFPs to satisfy the demands of connected individuals or group.

## HP Universal Print Driver 3.0

The latest version of the HP Universal Print Driver Series for Windows will be available approximately mid-November, 2006.

The new HP Universal Print Driver 3.0 provides important HP Color Access Control capabilities. IT administrators can limit who uses color and when they use it by assigning color access by user/group, time of day, and by application through HP Managed Printing Administration (MPA) or Active Directory Services (available December, 2006). They can also shut down color access completely until it's needed for special projects.

Other new features for the HP Universal Print Driver 3.0 include:

- Release of PCL6 (32 and 64 bit versions)
- Support for Microsoft Active Directory Services integration through template files imported into Active Directory
- Enhanced HP Color Access Control features
- Driver packaging changes - Any .inf installation method now defaults to **Traditional** mode. Using the Install.exe file now provides a choice between **Dynamic** and **Traditional** mode
- Plug and Play support
- Manual Duplex
- Color Themes (RGP and CMYK)
- Color Settings
- Driver access to device HP Embedded Web Server
- Changes to HP Managed Printing Administration will allow for additional Color Access Control functionality

For more information, and to download the HP Universal Print Driver for free, go to [www.hp.com/go/upd](http://www.hp.com/go/upd).

## HP Easy Printer Care 2.0

The new HP Easy Printer Care 2.0 will release to the web on November 17<sup>th</sup> with the following updates:

### Compatibility and deployment

- Compatible with most HP LaserJet printers and MFPs produced from 1999 to the present
- Coordinated alert settings with Toolbox FX

### Support

- HP Proactive Support (RADAR) provides troubleshooting guidance and printer firmware and software updates
- Improved icons, descriptions, and menu structure

### Application improvements

- More intuitive and explanatory user interface
- Localized languages to include English +20
- HP Color Access Control on supported printers with HP Easy Printer Care on/off color switch

Download HP Easy Printer Care 2.0 from a link found on the install CD provided with HP's newer printers and MFPs, or download it for free at [www.hp.com/go/easyprintercare](http://www.hp.com/go/easyprintercare).

## HP High-performance hard disk

With an impressive 40 GB of storage capacity, the new HP High-performance hard disk effortlessly stores forms, logos, and fonts.

Private printing features are available when using the new 40 GB hard disk. Private printing enhances the security of an HP peripheral, ensuring that only the user sending the job has access to it at the device. Private print jobs are stored until the user releases them at the control panel with a personal identification number.

The HP High-performance hard disk is embedded in the new HP LaserJet M3027/M3035/M4345/M5025/M5035 MFPs. You can add the HP High-performance serial ATA EIO hard disk to your printer via the printer's EIO slot (part number J7989G).

# HP LaserJet printer updates

## HP LaserJet 4250/4350 Printer series—Print quality defect

The unusual pattern of random, dark characters appearing in the text (see the sample to the right) results from light leaking into the print cartridge cavity. In our sample case, the multi-purpose tray (Tray 1) had been left open with the Envelope Feeder blanking cover removed.

To prevent this print defect from occurring, close the multi-purpose tray, and/or re-install the blanking plate.



Sample of print quality defect

## HP LaserJet P3005 Printer series

### Update on DIMM part numbers

Memory DIMM part numbers are incorrect in the initial P3005 User Guide. The User Guide rolled with the software September 15, 2006 and corrected this mistake. We have provided the correct numbers below:

DIMM	Part number
32 MB 144-pin DDR2 DIMM	CB420A
64 MB 144-pin DDR2 DIMM	CB421A
128 MB 144-pin DDR2 DIMM	CB422A

### Cleaning page printing incorrectly

The cleaning page is printing incorrectly resulting in inefficient cleaning of the fuser roller. The cleaning page solid black diagonal is generated at the middle of the cleaning page. When you process the cleaning page, the cleaning (stepping of the motor) doesn't begin until nearly the end of the cleaning page, missing the solid black diagonal. This results in inefficient cleaning of the fuser. This will be fixed in a future firmware release. Defect ID LSG#00184216.

### Ping test not working properly

Because of a firmware defect, the Ping test in the HP LaserJet P3005 Printer series does not work properly. The Ping test can be made to work using the steps in the next column.

- Press the **Menu** button
- Select **Configure Device**
- Select **I/O**
- Select **Embedded JetDirect Menu**
- Select **Diagnostics**
- Select **Ping Test**
- Fill out the following items:
  - Dest Type – Choose whether or not you're pinging an IPv4 or IPv6 address.
  - Dest IPv4 – If you chose IPv4, enter the destination IPv4 address here.
  - Dest IPv6 – If you chose IPv6, enter the destination IPv6 address here.
  - Packet Size – Select the size of the ping packets.
  - Time Out – Set the Time Out time in seconds.
  - Count – Specify how many times you want to ping the destination address.
- Use the **Back** button to back out of the I/O menu to the **Configure Device** menu
- Select **I/O**
- Select **Embedded JetDirect Menu**
- Select **Diagnostics**
- Select **Ping Test**
- Select **Print Results** and set it to **Yes**
- Select **Execute** and choose **Yes**

The Ping results will print in a few seconds.

# HP Color LaserJet printer updates

## HP Color LaserJet 3000/3600/3800 Printer series

### Toner cartridge shutters not closing/opening

We have had reported instances of the toner cartridge shutters not opening or closing when a customer opens or closes the printer's front door. To resolve this issue, try reseating all of the cartridges. If this does not solve the problem, contact HP for technical support.

### 13.02/13.20 error messages

Some customers have called to report that their printer is showing a 13.02/13.20 paper jam message, but they cannot find a paper jam, or they report that paper seems stuck in the fuser (protruding about 1 inch out of it) causing a 13.02 error message.

We have ascertained that the pick-up assembly's (PIU) left cam's holding claw is coming dislodged, causing the registration shutter to get stuck and create jams.

The dislodged cam claw causes the pick-roller assembly to move further to the right. This in turn causes the registration shutter to get stuck in the open position (the shutter gets stuck on the side of the pick-roller). See the photo below.



**The pick-roller assembly has moved to the right**

### Troubleshooting

Open the front door and remove the print cartridges. See if the pick-roller has moved to the right and is interfering with the one edge of the registration shutter (as shown in the photo above). If this is the case, contact HP for technical support. A service technician is required to replace the pick-up assembly.



HP Color LaserJet 3000dn printer

### Multi-feeds from Tray 1 with new HP glossy paper

Some customers may experience multi-feeds or no feeds when using Tray 1 with the new glossy HP Color Laser Presentation Paper. This paper replaced HP Presentation Paper, glossy, in a soft roll September, 2006.

The new papers and part numbers are shown in the table below:

Paper type	Region	Part number
HP Color Laser Presentation Paper, glossy	North America	Q2546A
	Canada	Q2546AC
HP Professional Laser Paper 130, glossy	Europe	Q6547A

Troubleshooting tips for reducing multi-feeds or no-feeds are provided on the next page.

### Troubleshooting tips

Make sure the paper is being used in the mode recommended in the print instructions enclosed with the paper, and repeated in the table below:

#### HP Color Laser Presentation Paper, glossy HP Professional Laser Paper 130, glossy Letter and A4

Printer series	HP Color LaserJet 3000, 3600, 3800
Paper type/Print mode	Glossy
Tray	Tray 1 and 2
Duplex	Auto or manual duplex

The table below provides answers to frequently asked questions, along with trouble shooting tips for the new HP Color Laser Presentation Paper:



### Frequently asked questions

### Answers

I just purchased a 300-sheet ream of HP Presentation Paper, glossy, and noticed it is different than the old paper. Why?

Starting September 2006, we have improved the paper's formula, and have made slight changes to the packaging and messaging. We have improved the whiteness, gloss, and sheet color so that it matches the heavier HP glossy paper. Printing performance should be very similar to older versions of the paper on HP printers.

My User Guide or driver says that my printer only supports HP High Gloss paper or HP Photo & Imaging paper. Can I use the new paper?

The glossy paper has gone through recent name changes in North America. HP Color Laser Presentation Paper, glossy is the new name, and is compatible with your printer.

My printer, or tray, or auto-duplexing, supports glossy 120 gsm paper, not 130 gsm. Can I use the new paper?

Yes. The new 130 gsm paper works the same as the 120 gsm glossy paper and should be used in the 120 gsm glossy modes.

What can I do to minimize multi-feeding issues in a high humidity environment?

- Coated papers in general, including HP Color Laser Glossy Presentation Paper, tend to stick together in high humidity. Be sure not to load more paper than is recommended for 120 gsm or 130 gsm papers as described in the User Guide. We recommend 50 sheets, or 5 mm, as the maximum stack in a tray.
- It is best is to use Tray 2 or a higher numbered tray for this coated paper. These trays have a more robust pick-up mechanism than Tray 1 does.
- If you are using Tray 1, unwrap a ream of paper (or however much you need to print) and leave it exposed to the humid air for one day or longer. Acclimating the paper reduces multi-feed problems.

## Color Plane misregistration

Customers may experience a Color Plane misregistration in the process direction (top to bottom of the page as it comes out of the printer). The image may appear blurry, and can occur anywhere on the page, but most often appears in the lower portion of the page (see the example below).



Example of a blurred image

### Workaround

1. Ensure that you have the latest DC controller and formatter firmware installed. You may download these files from the following URLs:  
[www.hp.com/support/CLJ3000](http://www.hp.com/support/CLJ3000)  
[www.hp.com/support/CLJ3600](http://www.hp.com/support/CLJ3600)  
[www.hp.com/support/CLJ3800](http://www.hp.com/support/CLJ3800)
2. From the control panel of the printer, perform three full calibrations in a row. Print out a page after each calibration to see if there is any improvement.
3. If this does not solve the issue, reseal the fuser. Open the top cover, pinch in at the blue marks, and lift up on the fuser. Set it back down into place and press firmly to make sure it is level and seated. Close the cover.
4. If the steps above did not solve the issue, contact HP for technical support.



HP Color LaserJet 3800dn printer

## Tray 3 no pick/no printing issue

When installing a new Tray 3, print feeding issues may occur. This may be due to the pick roller coming dislodged during shipment. Remove and re-insert the Tray 3 pick roller to see if this resolves the issue. Refer to the manual that came with Tray 3 for instructions on how to remove the pick roller. Ensure the pick roller is not dislodged before replacing the unit.

# HP Color LaserJet 4650 Printer series—Multi-feeds or jams from Tray 2

## Preventing jams or multi-feeds

Using high-quality paper and loading it correctly will dramatically reduce the frequency of paper jams, no feeds, and multi-feeds. It can also prevent damage to the printer.

1. Double-check the paper size settings in the paper tray. Adjust the side and rear paper guides until you hear a distinct “click” and the arrow on the guide points to the desired paper size. Being even 1 mm off of the correct paper size will increase the number of paper jams, no feeds, and multi-feeds.
2. Do not fan the ream prior to loading it into the tray. Instead, simply bend the ream to break any possible seams.
3. Ensure that there are no notches or divots in the edge of the ream that might cause multiple sheets to stick together.
4. Make sure that the stack of paper is entirely under the tray’s metal corner tabs after placing it in the tray.
5. When loading the tray do not push the paper all the way down to the point where the tray locks in the down position. This can cause the paper to bounce back out of the tray’s corner tabs when the tray is closed.
6. If the paper was pushed down all the way, causing the paper lift plate to lock at the bottom of the tray, either activate the release mechanism on the side of the tray or insert the tray back into the printer completely to release the paper lift plate. Then verify that the paper ream is entirely under the tray’s metal corner tabs.
7. Do not insert the paper tray rapidly. Slowly but firmly insert the tray.
8. Do not use dry paper. In a dry environment, static electricity builds between the sheets, causing multi-feeds. Use fresh paper that is not acclimated to a dry environment. Increase the relative humidity in the ambient printer and media storage environments to 20% relative humidity or greater to decrease the frequency of multi-feeds.

## Clearing jams

When multi-feeds occur, the paper usually jams between the paper tray and the paper input unit (PIU), just as the paper is entering the cartridge atrium.

### Note

Clearing this kind of jam improperly results in broken printer parts, requiring a service technician to repair the printer.

To avoid unnecessary repair, expense, and inconvenience, follow these steps:

1. Do NOT pull Tray 2 out if you feel resistance. Paper may be caught between the tray and the PIU.
2. Do NOT pull paper up through the PIU (located at the bottom of the cartridge area).
3. If paper is caught or jammed between the tray and the PIU (i.e. if, when opening the front cover and Electrostatic Transfer Belt (ETB), you can see it looking down at or through the PIU from the cartridge atrium), gently push the paper back down through the PIU and back into the tray. If this is not possible, gently remove Tray 2 and carefully remove the paper through the Tray 2 cavity.
4. Do NOT attempt to reuse the paper as it may cause additional jams and/or multi-feeds.

If multi-feeds still occur or any parts from the PIU break off into any of the trays, you may need to replace the PIU. Contact HP for technical support.

# HP Color LaserJet 4700 Printer series

## Load Tray 1/13.01 error/no-picks

Some of our customers have reported receiving a Load Tray 1 message even though paper is loaded in Tray 1. They might also receive a 13.01 error or no-picks when printing from Tray 1.

One possible cause for these errors is that the Tray 2 cassette shutter is not opening when Tray 1 opens. This shutter must open in order to allow paper to feed through the Tray 2 cassette when printing from Tray 1. (See the photos below.)



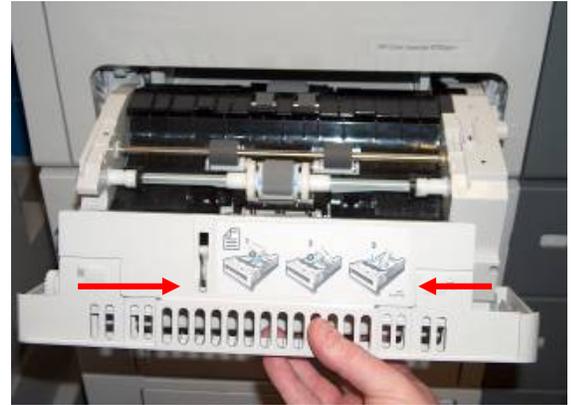
Tray 2 shutter closed (incorrect)



Tray 2 shutter open (correct)

Remove the front cover from Tray 2 and examine the shutter mechanism by following the steps in the next column.

1. Remove the front of the tray by pushing the white retaining clips on top of the cassette toward the center of the tray, and then pull the top-front of the tray towards you.



Removing the front cover from Tray 2

2. The shutter arm mechanism should look like the photo below and move freely to open and close the shutter.



The shutter arm mechanism should move freely

3. When reinstalling the Tray 2 front cover, be sure to clip the bottom of the front cover on the two tabs on the bottom of the cassette first. Then push the top of the cover into place and secure the cover on the tray with the white retaining clips.

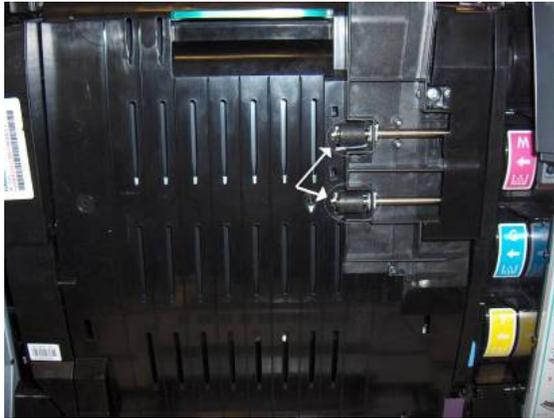
## Resolving duplex jams

Paper jams may occur when processing a duplex job. Error messages can include:

- 13.1X JAM IN DUPLEX PATH
- 13.1X MULTIPLE JAMS IN DUPLEX PATH
- 13.20 JAM IN TOP COVER AREA

### Solution

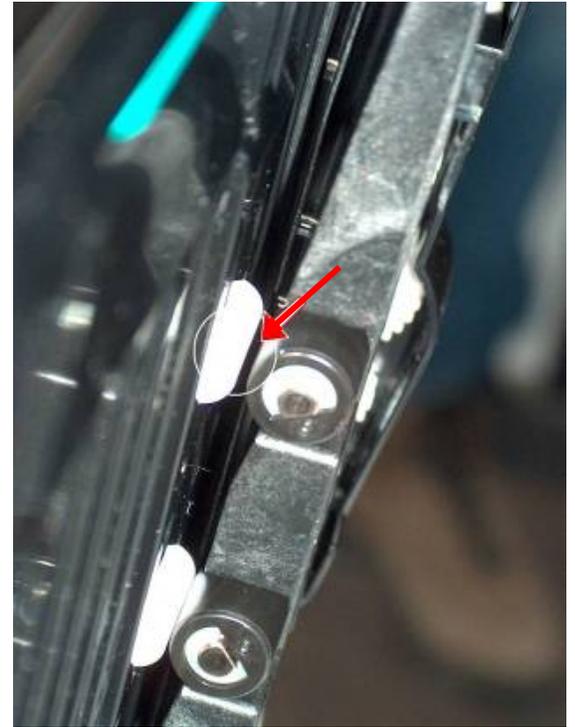
Make sure the duplexer roller plate is installed on the back of the Electrostatic Transfer Belt (ETB). Check to ensure there are no gaps between the rollers. See the photo below, and top, right.



### Duplexer roller plate

Make sure the duplexer roller plate is installed on the back of the ETB. Duplex printing cannot be performed without the duplexer roller plate. Verify that the plate is sitting flush to the ETB and not out like the photo top, right.

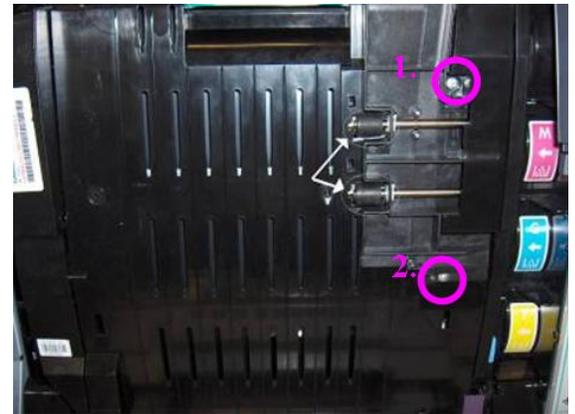
Make sure there are no gaps between the rollers. Re-install the plate if necessary.



### Incorrect position—gaps between the rollers

Screw the ETB duplex guide tight. The top screw may be loose. If you need to reinstall, remove the guide, then reinstall in the following manner:

1. Screw the top screw in tight.
2. Tighten the lower screw.



### Location of ETB duplex guide screws

## Tray 2 stuck

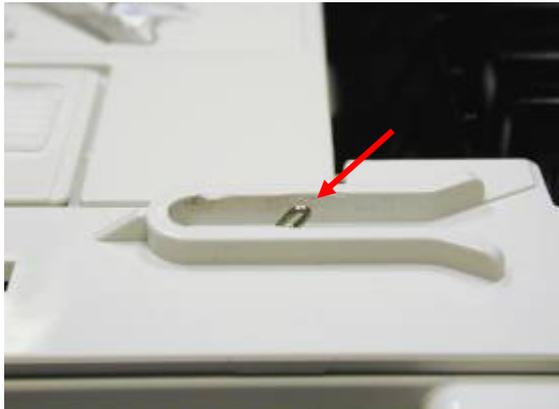
We have had some customers report that they can't remove Tray 2—usually immediately out of the box. The cassette grounding spring may be deformed or bent.

### Troubleshooting

- Place the printer on a sturdy, flat, level surface and then try again to remove the tray.
- If Tray 2 is still stuck, “pull with authority,” with a slightly downward angle, if possible. Only attempt this if you feel confident and safe doing so.
- Inspect the cassette ground spring on the right side of the cassette. See the photos below to identify a “normal” or good spring versus a deformed or bent cassette grounding spring.



“Normal” or good grounding spring



Deformed or bent grounding spring



### HP Color LaserJet 4700 printer

- Verify that all color planes are present and that the printer does not exhibit additional shipping damage—including fuser errors, grinding noise, missing color plane, etc. (see “Identifying shipping damage” on the next page of this newsletter).
- If there are symptoms of shipping damage, do not replace the cassette. Replace the printer.
- If the cassette grounding spring appears deformed or bent and the printer does not exhibit any other symptoms associated with shipping damage, replace the cassette.

BEFORE REPLACING THE CASSETTE please verify that the printer will actually print. Insert paper into Tray 1 and print a SUPPLIES STATUS PAGE through the control panel.

### How to print a supplies status page

1. Press the **MENU** button.
2. Scroll down and select **INFORMATION**.
3. Scroll down and select **PRINT SUPPLIES STATUS PAGE**.

## Identifying shipping damage

If your printer is exhibiting any of the following problems right out of the box, shipping damage may have occurred.

- Missing black color plane from print outs and 10.92.00 error appears in event log
- Broken front door hinge (left, right or both)
- Cracked plastic on other broken parts, possibly including exit roller area, Tray 1, or internal pieces cracked or broken.

### Troubleshooting

We have provided photos and troubleshooting steps in the column on the right. Visually inspect the following areas of the printer for cracks or obvious damage. If you believe that your printer was damaged in shipping, call HP for support, or exchange the printer with your dealer or HP account representative.

Visually inspect the following areas of the printer for cracks or obvious damage.

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#### What to look for

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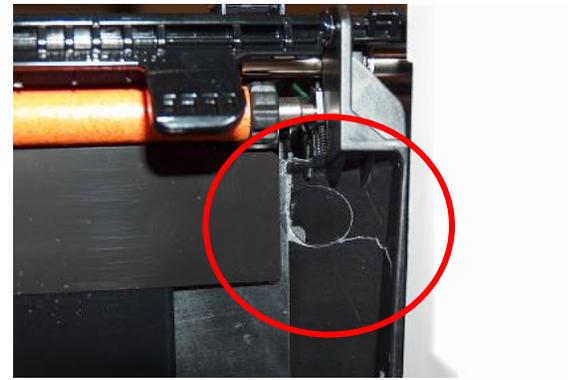
Open the front door (not the multi-purpose tray) and inspect the left hinge. If it is damaged, you will need to replace the printer.



Open the front door and inspect the right hinge. If it is damaged, you will need to replace the printer.



Inspect the exit roller area (if ph+, remove the stapler/stacker). If it is damaged, you will need to replace the printer.



## Black color plane missing and/or 10.92.00 error

If your print jobs are missing the black (K) color plane and a 10.92.00 error appears in the event log, follow these troubleshooting steps:

- Verify that the 10.92.00 error appears in the event log.
- Disable cartridge check and swap cartridges with the black cartridge to verify that the problem is with the slot (consistent 10.92.00 error) and not the cartridge.
- If the problem follows the cartridge, replace the cartridge.
- If the problem follows the slot:
  - Place a black dot on the outside white edge of the OPC drum, install it in the printer, and power up. Check to see if the black dot moved (drum rotated).
  - If the drum does not rotate, follow standard support procedures.

### Note

Replacing the main drive assembly is not recommended for DOA units caused by shipping damage because there are additional internal parts that could be damaged or compromised due to the severity of the handling.

## Blank control panel display

We have had reports of a “blank display” on HP Color LaserJet 4700 printers, or that the printer will not power up and **READY** appears on the control panel.

### Troubleshooting the blank display

During shipping, the formatter may vibrate loose. When this occurs, the control panel display will be blank. Other symptoms may occur if the formatter is loose, but not completely disconnected.

To ensure that the black tabs on the formatter lock in place and keep the formatter from vibrating loose, the product now has small white locking clips installed next to the black tabs. Although the greatest risk of the formatter coming loose occurs during initial shipment, HP recommends that the tabs be left in place.

The tabs must be temporarily removed when the formatter is removed.

The initial HP Color LaserJet 4700 printer/4730 MFP did not ship with the white locking tabs. If the tabs are not present, you may order them. The kit part number is Q7491-67905 (2 tabs per kit).

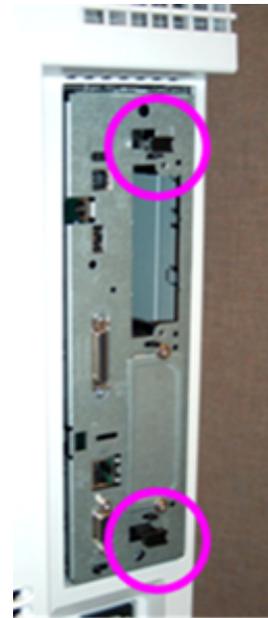
### Troubleshooting when the printer will not power up and **READY** appears on the control panel

1. Verify that the printer receives power and attempts to power on (fans and motors are running, etc.) If the printer does not power on, stop here and troubleshoot “no power.”
2. Remove the formatter lever locks and set in a safe place.

### Note

Try steps 3 through 8 (reseating and retesting) one component at a time.

3. Power off and reseal the formatter by slowly but firmly pressing the formatter into the printer. When you hear the black formatter lever locks “click” into place, continue to firmly press the formatter into the printer for another 5 - 6 mm until the formatter stops. Make sure the formatter is **NOT** flush with the cover, but, rather, recessed roughly 5 - 6 mm and the formatter levers are in their outermost (locked) position.



Incorrect position

In the photo on the preceding page, the levers are in the innermost position (towards the center of the formatter=not locked) and the formatter is not recessed .25 inch (6–7 mm) from the side cover. The correct position is shown below.



#### Correct position

In the photo above, the levers are in the outermost position (locked) and the formatter is recessed .25 inch (6–7 mm) from the side cover.

4. Power off, reseal the Compact Flash firmware card on the formatter, and retest.
5. Power off, reseal the memory DIMM on the formatter, and retest.
6. Power off, remove the memory DIMM from the formatter board, install in the other open memory DIMM slot, and retest. (If this does not resolve the issue, power off and put the memory DIMM back into the original slot.)
7. Note whether or not the “heartbeat” LED light on the formatter is lit or flashing at any time during power up.
8. If the Compact Flash firmware card has not yet been replaced, replace it with a new Compact Flash firmware card.
9. Replace the formatter. The part numbers are given in the next column.

Model number	Part number
HP Color LaserJet 4700 (Q7491A)	Q7491-67901
HP Color LaserJet 4700n (Q7492A)	Q7492-67901
HP Color LaserJet 4700dn (Q7493A)	Q7492-67901
HP Color LaserJet 4700dtn (Q7494A)	Q7492-67901
HP Color LaserJet 4700ph+ (Q7495A)	Q7495-67901

## 60.02 lift motor error/Tray 2 grinding noise/Tray 2 no-picks

Some customers may report receiving a 60.02 lift motor error or a grinding noise from Tray 2, or that Tray 2 will not pick up paper. This frequently occurs immediately out of the box, but can occur after some time of operation.

This may occur if the HP Color LaserJet 4700 is not on a flat, level surface. For example, if the unit is on the edge of a table, the edge of the table will apply enough pressure to the bottom of Tray 2 to cause either a 60.02 error, no-picks from Tray 2, or make Tray 2 very difficult to remove.

The printer may have experienced mild damage during shipment—for example, the rear crossbar on the chassis (behind Tray 2) may bow inward, pushing Tray 2 slightly forward and out of a completely inserted position. See the photos on the next page.



The rear cover normally bows slightly inward, but not as much as in picture below



The rear cover is removed, showing that the crossbar on the chassis is bowing inward more than normal

#### Troubleshooting steps

- Check for other signs of shipping damage to the printer, including the left and right front door hinges and the rear output rollers. (See “Identifying shipping damage” on page 22.) If there is additional shipping damage, replace the printer.
- If there appears to be no other shipping damage, you may be able to pull the crossbar straight yourself. This can be done with the printer in one of two positions: either on the edge of a desk/table or on the floor.

#### Edge of desk or table repair

Please be very cautious to not pull the printer off the desk or table on to yourself or the floor.

1. Remove Tray 2.
2. Position the rear of the printer over the edge of a flat, stable surface to provide access to the area behind Tray 2. See the example photo below.



#### Position the printer

3. Reach under and behind the rear cover, feeling for the metal crossbar. Using the other hand or shoulder to brace against the printer, carefully pull the crossbar outward, being VERY careful to keep the printer from sliding off the table. See the photo below.



#### Pulling the crossbar straight

##### Note

Not much force should be required to pull the rear crossbar to a straighter position.

If you are uncomfortable with this procedure, place the printer on the floor. The directions for floor repair are on the following page.

## Floor repair

### Note

The printer itself weighs approximately 100 lbs, so two people are required to safely place the printer on the floor to prevent risking hurting yourself or damaging the printer.

1. Remove all four cartridges. This is critical because the printer will be on its side.
2. Remove Tray 2.
3. Place the printer on the floor.
4. Gently lay the printer down on the left side (left side as you face the front of the printer).
5. Use one hand to carefully pull the crossbar outward while using the other hand to brace against the printer. Not much pressure is required to straighten the crossbar enough to prevent the 60.3 lift motor error and/or grinding noise.

Once the crossbar is straightened, print internal pages from Tray 2 to confirm that there are no other issues with the printer, such as a 10.92.00 error (missing black color plane). If you are unwilling or unable to straighten the rear crossbar, call HP for service support.

## Color density changes with new cartridges

Color density may decrease or increase after a recent cartridge change. This article explains these variations. To resolve this issue, upgrade your printer with the latest firmware release.

### Color density decrease

A color density decrease can occur if the cartridge was changed in the middle of a print job. Resend all or part of the print job—particularly the page or pages that appeared “off color.” If the defect has disappeared, it is very likely that part of the print job was still in memory when the cartridge was replaced and calibration occurred, but the image in memory was calculated using the old cartridge’s calibration values. The affected pages should be limited to what was contained in the memory buffer.

### Color density increase

If the print defect appears as a color density increase over the first 0 – 1000 pages of a new print cartridge, perform a “Quick Calibrate Now” anytime after the first 80 pages. This should reduce the most significant color density variability which tends to occur with a cartridge. Thereafter, the regularly scheduled calibrations which occur every 1000 pages should keep color density variation under control. A firmware fix was implemented in firmware versions 46.030.3 and later to prevent this issue in the future. HP recommends downloading the latest firmware .rfu file and performing a remote firmware upgrade.

## Stapler/stacker doesn’t offset print jobs

HP Color LaserJet 4700 printers with a stapler/stacker installed may experience jobs that are not offsetting despite the feature being enabled through the control panel.

### Solution

Update your printer’s firmware to resolve this problem.

# HP Color LaserJet 4700 Printer series and 4730 MFP series

## 59.C0 error out of the box

Some HP Color LaserJet 4700 printers and 4730 MFPs may experience a 59.C0 error and a grinding noise during installation. When this happens out of the box, the 59.C0 error is occurring as a result of the secondary alienation cams (on the Developer Alienation Cams) becoming caught on the sheet metal during shipment, causing a 59.C0 during installation. This article outlines how to resolve this error.

### Background

#### Normal process occurring at first power-up

Secondary alienation cams are located on the Developer Alienation Cams. These secondary alienation cams are also called SCIP cams, where SCIP stands for Ship Cartridges In Printer. The sole purpose of these cams is to further alienate the cartridges during shipment. At first power-on out of box, a secondary alienation (SCIP) cam “roll over” process occurs in order to rotate the cams out of the way. This process occurs only once—during installation—and will not occur again once completed. The photo at the top of the next column shows how the Developer Alienation Cams should appear after a successful roll over of the SCIP cams. Note that the Developer Alienation Cams are “phase” offset, where the top cam appears to be rotated to the 6 o’clock position, the Magenta cam rotated to the 8 o’clock position, the Cyan cam rotated to the 10 o’clock position and the Yellow cam rotated to the 12 o’clock position. This is by design.



Left-side Developer Alienation Cams after successful secondary alienation (SCIP) cam roll over

### Solutions

#### #1 – 59.C0 without grinding noise

Occasionally, some units may exhibit a 59.C0 error on the control panel display but not experience a grinding noise. The solution is to rotate the SCIP cams out of the way to the “home” position on the Developer Alienation Cams. (See the photo below.)



How SCIP cams appear when in the “home” position

## #2 – 59.C0 with grinding noise

More often, the secondary alienation (SCIP) cams may catch on the back side of the sheet metal at the rear of the cartridge atrium. This prevents successful SCIP cam “roll over.” Because these cams are caught behind the back-side of the sheet metal, the Developer Disengaging Motor will stall and make a pulsating grinding noise. See the photo on the right for the position of the cams when this occurs.

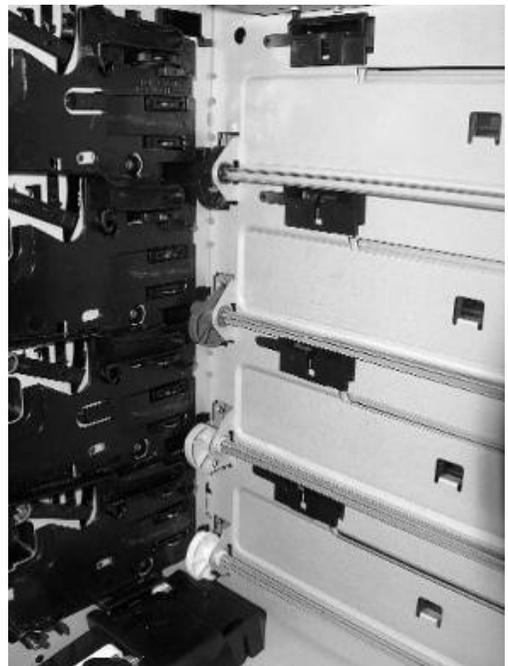


Typical developer alienation SCIP cams in “stall” position, with at least one SCIP cam stuck (left-side Developer Alienation Cams shown)

### Repair Procedure

---

1. Power up and verify the 59.C0 error message and pulsing /grinding noise.
  2. Open and remove the ETB and 4-cartridges.
  3. Check the left side and right side Developer Alienation cam position and verify that secondary alienation (SCIP) cams are not visible after unsuccessful “rollover.”
- 



4. On the HP Color LaserJet 4700, remove the right-side cover. On the HP Color LaserJet 4730 MFP, remove the rear cover.
-

5. Manually rotate the Developer Drive Alienation Gear in the *counterclockwise* direction until the SCIP cams “pop” through the sheet metal hole.



6. When the SCIP cams pop through the sheet metal and are exposed, rotate the SCIP cams on the Developer Alienation Cam towards the front of the printer until the SCIP cams are seated in the “home” position as seen in the second photo on the right (circled yellow).

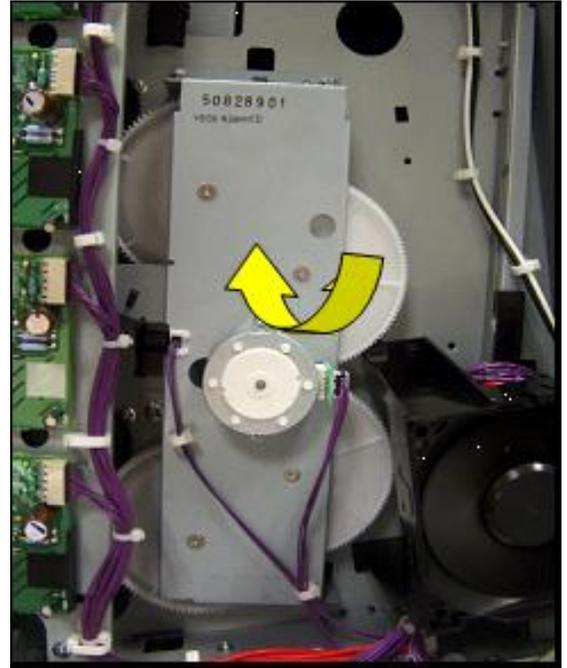
Photo #1 at right: Rotating the SCIP cam on the Developer Alienation Cam towards the front of the printer.

Photo #2 at right: The SCIP cam is rotated to the “home” (correctly seated) position.



- 
7. Manually rotate the Developer Drive Alienation Gear in the *clockwise* direction for two full 360° rotations.

**Note:** If this step cannot be completed, then there may still be one or more SCIP cams stuck in the “stall” position. Repeat steps 5 - 7.



- 
8. Verify that all eight SCIP cams have been rotated out of the way on the Developer Alienation Cams, as pictured at right.



- 
9. Install the ETB and print cartridges, then power up to verify that the 59.C0 error does not occur.

Print a Diagnostics Page to verify that all color planes are present.

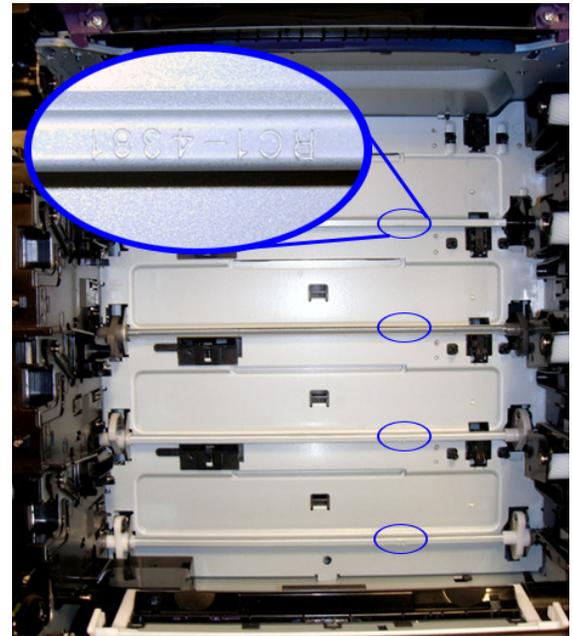
---

### #3 – Developer Alienation system out of time after repairing 59.C0

After powering up the printer to “Ready,” verify the position of the developer disengaging cam rods. Each rod face has a part number stamped on its face. If the developer disengaging cams are timed properly, the faces of all four rods will face outward and part numbers will be visible (see the illustration below). If there is any deviation, timing of the developer disengaging cam gears is necessary.

#### Note

In the illustration on the right, the black (K) cartridge developer disengaging cam rod is correctly positioned, but the magenta developer disengaging cam rod (2<sup>nd</sup> from top) is improperly timed as the “face” of the rod is rotated out of position compared to the other three.



**Top (black – K) rod correctly positioned  
Second (magenta – M) rod incorrectly positioned**

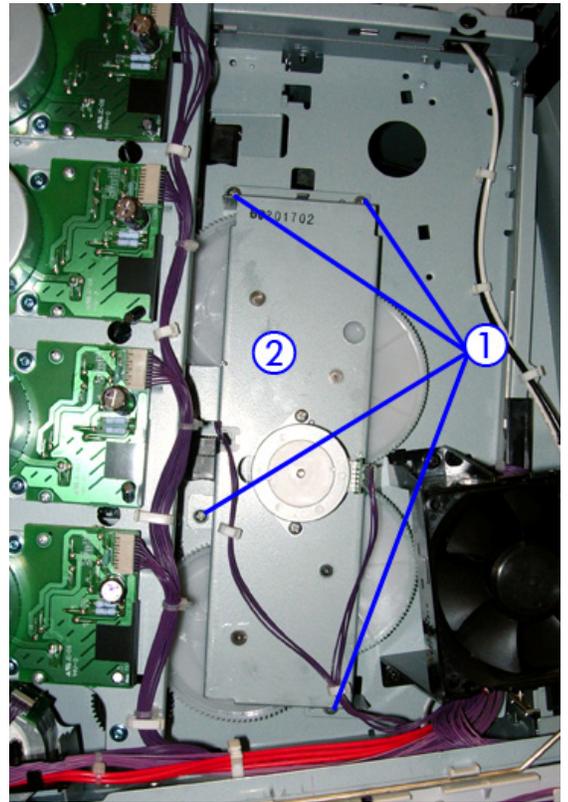
#### Repair Procedure

#### Note

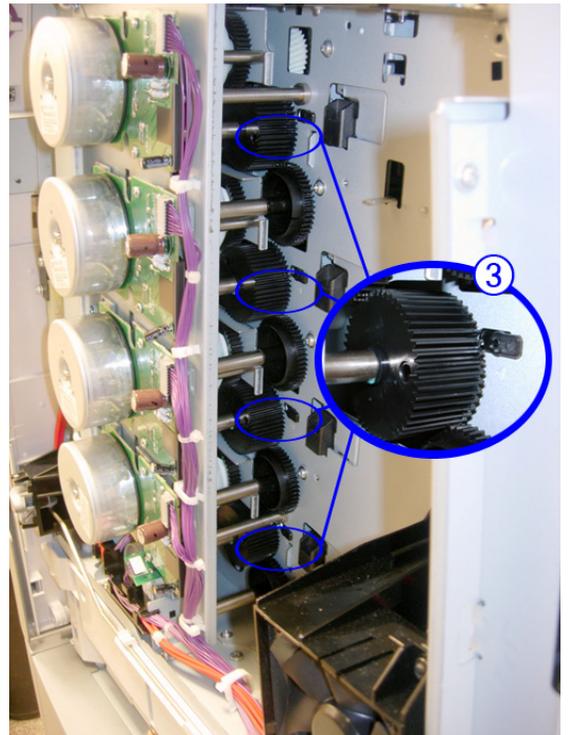
The following “quick timing” procedure can be used to re-time the developer disengaging cams ONLY if the main drive assembly has not been removed. If the main drive has been previously removed, a complete re-timing is necessary as described in the teardown section of the service manual.

See the table on the next page for the repair procedure.

1. Remove four screws (callout 1).
2. Remove the developer disengaging drive assembly (callout 2).

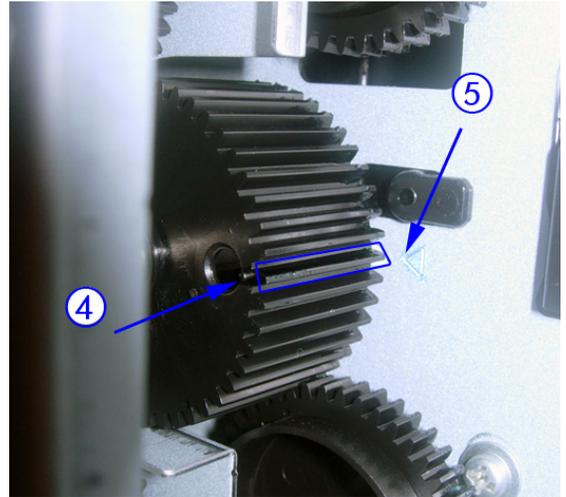


3. Locate the four developer disengagement cam gear positions (callout 3). Each developer disengaging cam has a corresponding gear. Rotating these gears will rotate the disengaging cam rod, allowing for timing adjustment.



- 
- Each timing gear has an indicator “pin” (callout 4) that must be aligned with the timing mark (callout 5) stamped on the printer’s chassis. Align all four timing gears.

**Note:** It is easier, and more accurate, to use the pin as a reference and align the gear tooth with the timing mark (see highlighted tooth).



- 
- Reinstall the developer disengaging drive assembly.

**Reinstallation tips:**

When installing the drive assembly, the gears have a tendency to jump from their timed position. Use caution to ensure accurate timing.

Be sure to reconnect the developing disengaging photo sensor, SR11. Failure to do so will result in a 59.C0 error.

- 
- Print a diagnostics page and verify all color planes are present.
-

## Partial or missing color plane

A color plane may be partially or completely missing from the page.

	FY05	FY06	FY07	FY08	FY09
<b>Nut Facilities:</b>					
Tarbo Facilities	\$ 14,809	\$ 11,582	\$ 9,462	\$ 7,569	\$ 6,484
Interboit Facilities	17,901	13,650	11,310	9,192	8,192
<b>Troper Facilities:</b>					
Troper Facilities	32,510	25,360	20,772	16,761	14,494
Elamber	27,125	27,380	17,122	13,256	11,880
Sempter	4,384	3,811	3,196	3,154	2,614
<b>Troper Yel Resourides:</b>	<b>27,513</b>	<b>24,991</b>	<b>20,317</b>	<b>16,410</b>	<b>14,494</b>
<b>Resourides ent Facilities:</b>					
Facilities zu Portione Ebor	17,069	13,021	10,021	8,018	7,834
Facilities zu Reptor	2,846	2,478	2,102	1,810	1,760
Reptor ent Disclumet	2,302	2,027	1,761	1,436	1,289
Solig, Geomere ent Almed	5,365	4,925	4,054	3,642	2,401
<b>Troper Resourides ent Facilities:</b>					
Eborer zoro Oritomer					
Ingress Odebor ent Odebor, Num	270	29	25	23	20
Ingress Resourides	206	155	121	93	87
Resourides Reptore Tanser	3,632	2,423	1,783	1,204	1,143
Popolomere fur Tanser	1,139	824	606	603	496
<b>Net Eborer:</b>	<b>2,433</b>	<b>1,568</b>	<b>1,177</b>	<b>871</b>	<b>617</b>
<b>Non eboreris doctom:</b>					
Pen Eboreris	4.83	3.07	2.33	0.94	1.30
Gelepe Diverdum	0.70	0.55	0.45	0.36	0.32
<b>Et Here Sit:</b>					
Troper Grandum	\$ 24,427	\$ 19,567	\$ 16,736	\$ 13,700	\$ 11,973
Deliveride	102,300	88,400	69,200	60,800	60,800
Resourides pen Deliberide	\$ 308,104	\$ 253,074	\$ 211,195	\$ 177,214	\$ 162,854

## Partial color plane (cyan)

	FY05	FY06	FY07	FY08	FY09
<b>Nut Facilities:</b>					
Tarbo Facilities	\$ 14,809	\$ 11,582	\$ 9,462	\$ 7,569	\$ 6,484
Interboit Facilities	17,901	13,650	11,310	9,192	8,192
<b>Troper Facilities:</b>					
Troper Facilities	32,510	25,360	20,772	16,761	14,494
Elamber	27,125	27,380	17,122	13,256	11,880
Sempter	4,384	3,811	3,196	3,154	2,614
<b>Troper Yel Resourides:</b>	<b>27,513</b>	<b>24,991</b>	<b>20,317</b>	<b>16,410</b>	<b>14,494</b>
<b>Resourides ent Facilities:</b>					
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Reptor ent Disclumet	2,302	2,027	1,761	1,436	1,289
Solig, Geomere ent Almed	5,365	4,925	4,054	3,642	2,401
<b>Troper Resourides ent Facilities:</b>					
Eborer zoro Oritomer					
Ingress Odebor ent Odebor, Num	270	29	25	23	20
Ingress Resourides	206	155	121	93	87
Resourides Reptore Tanser	3,632	2,423	1,783	1,204	1,143
Popolomere fur Tanser	1,139	824	606	603	496
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Deliveride	102,300	88,400	69,200	60,800	60,800
Resourides pen Deliberide	\$ 308,104	\$ 253,074	\$ 211,195	\$ 177,214	\$ 162,854

## Missing color plane (cyan)

## Troubleshooting

1. Verify that the cartridge is not in OVERRIDE mode. If the cartridge is in Override mode, replace the cartridge. The cartridge may be running low on toner.
2. Verify that a 10.92.xx error does not appear in the event log as associated with this failure. If the event log shows a 10.92.xx error, see "Black color plane missing and/or 10.92.00 error" on page 23.
3. Run the scanner motor test to make sure that the scanner is working correctly. If it is not, replace the scanner.
4. If the above steps do not resolve the issue, replace the OPC grounding springs.

## Edge-to-edge bands

We have had reports of an intermittent print quality defect where edge-to-edge bands appear on a page, on the back of a page, or on the Electrostatic Transfer Belt (ETB) in a single color. Alternatively, customers have reported light and dark bands on the page which are not edge to edge. These bands will appear as a light band (toner missing) followed 20 mm's later by a dark band (extra toner). See samples below.

	FY05	FY06	FY07	FY08	FY09
<b>Nut Facilities:</b>					
Tarbo Facilities	\$ 14,809	\$ 11,582	\$ 9,462	\$ 7,569	\$ 6,484
Interboit Facilities	17,901	13,650	11,310	9,192	8,192
<b>Troper Facilities:</b>					
Troper Facilities	32,510	25,360	20,772	16,761	14,494
Elamber	27,125	27,380	17,122	13,256	11,880
Sempter	4,384	3,811	3,196	3,154	2,614
<b>Troper Yel Resourides:</b>	<b>27,513</b>	<b>24,991</b>	<b>20,317</b>	<b>16,410</b>	<b>14,494</b>
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Facilities zu Reptor	2,846	2,478	2,102	1,810	1,760
Reptor ent Disclumet	2,302	2,027	1,761	1,436	1,289
Solig, Geomere ent Almed	5,365	4,925	4,054	3,642	2,401
<b>Troper Resourides ent Facilities:</b>					
Eborer zoro Oritomer					
Ingress Odebor ent Odebor, Num	270	29	25	23	20
Ingress Resourides	206	155	121	93	87
Resourides Reptore Tanser	3,632	2,423	1,783	1,204	1,143
Popolomere fur Tanser	1,139	824	606	603	496
<b>Net Eborer:</b>	<b>2,433</b>	<b>1,568</b>	<b>1,177</b>	<b>871</b>	<b>617</b>
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Gelepe Diverdum	0.70	0.55	0.45	0.36	0.32
<b>Et Here Sit:</b>					
Troper Grandum	\$ 24,427	\$ 19,567	\$ 16,736	\$ 13,700	\$ 11,973
Deliveride	102,300	88,400	69,200	60,800	60,800
Resourides pen Deliberide	\$ 308,104	\$ 253,074	\$ 211,195	\$ 177,214	\$ 162,854

## Edge-to-edge band in single color

	FY05	FY06	FY07	FY08	FY09
<b>Nut Facilities:</b>					
Tarbo Facilities	\$ 14,809	\$ 11,582	\$ 9,462	\$ 7,569	\$ 6,484
Interboit Facilities	17,901	13,650	11,310	9,192	8,192
<b>Troper Facilities:</b>					
Troper Facilities	32,510	25,360	20,772	16,761	14,494
Elamber	27,125	27,380	17,122	13,256	11,880
Sempter	4,384	3,811	3,196	3,154	2,614
<b>Troper Yel Resourides:</b>	<b>27,513</b>	<b>24,991</b>	<b>20,317</b>	<b>16,410</b>	<b>14,494</b>
<b>Resourides ent Facilities:</b>					
Facilities zu Portione Ebor	17,069	13,021	10,021	8,018	7,834
Facilities zu Reptor	2,846	2,478	2,102	1,810	1,760
Reptor ent Disclumet	2,302	2,027	1,761	1,436	1,289
Solig, Geomere ent Almed	5,365	4,925	4,054	3,642	2,401
<b>Troper Resourides ent Facilities:</b>					
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Popolomere fur Tanser	1,139	824	606	603	496
<b>Net Eborer:</b>	<b>2,433</b>	<b>1,568</b>	<b>1,177</b>	<b>871</b>	<b>617</b>
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Deliveride	102,300	88,400	69,200	60,800	60,800
Resourides pen Deliberide	\$ 308,104	\$ 253,074	\$ 211,195	\$ 177,214	\$ 162,854

## Light and dark bands on page (at 20 mm offset)

## Troubleshooting

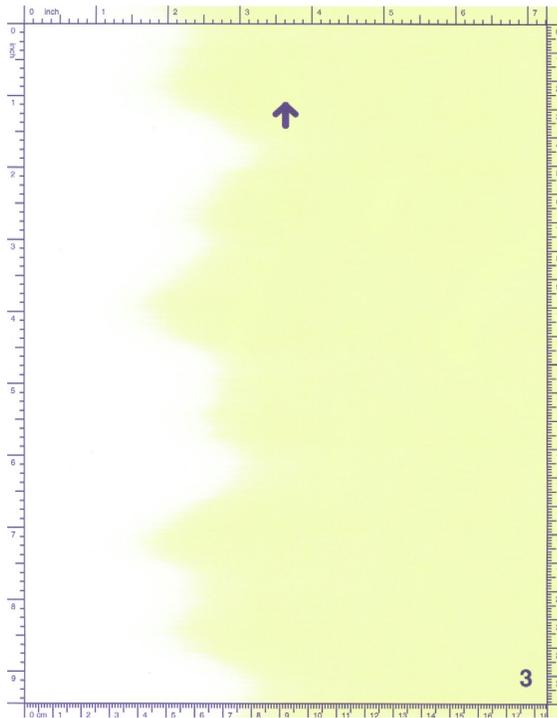
Replace the four cartridge grounding springs per the service note, or contact HP for technical support.

## Note

Replacing the cartridge grounding springs will resolve the issue. Removing and reinserting the cartridge may seem to resolve this issue, but only temporarily.

## Yellow cartridge partial or missing color plane

We have had some reports that the yellow cartridge is not engaging or disengaging properly, resulting in a partial or missing yellow color plane. This is seen as a fade from right to left on the yellow Print Quality Troubleshooting page. In addition to the misalignment of the main drive assembly gears, this phenomenon can also be caused by improper reinstallation of the paper feed assembly cable cover in the cartridge atrium.

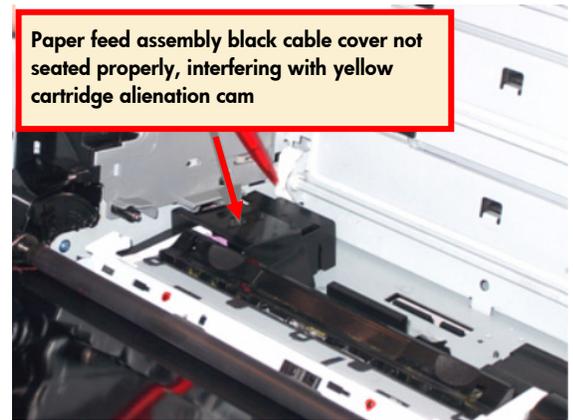


### Example of yellow not engaging

#### Solution

Reseat the paper feed assembly (PIU) cable cover, being careful to route the cables properly. The cover must not sit on top of any cables. It should be seated firmly at the bottom of the cartridge atrium, and should not interfere with the yellow cartridge left-side alienation cam. See the photo at the top, right.

Paper feed assembly black cable cover not seated properly, interfering with yellow cartridge alienation cam



The cable cover is not seated properly

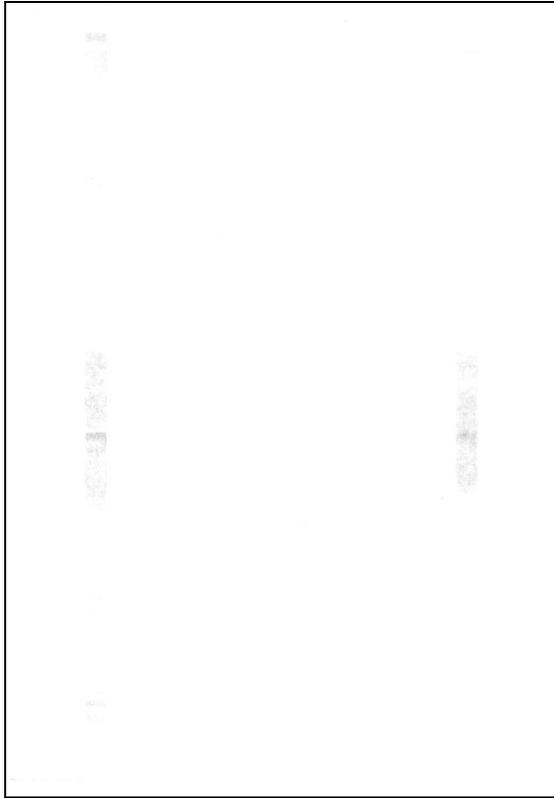
## Color toner missing

We have discovered an issue on the HP Color LaserJet 4700 Printer series and 4730 MFP series that causes the transfer rollers in the Electrostatic Transfer Belt (ETB) to remain disengaged intermittently, even after color printing resumes. Color images may have the following defects:

- Missing color toner—either on the full page or a portion of the page. See the supply status page example below.
- Extremely faint color.
- Two stripes of toner (calibration patches) on the backside of images if calibration occurred prior to printing the images. See the “Calibration patches on reverse side” image on the next page.

HP Color LaserJet 4700 Printers		supplies status page		Page 1
Black Cartridge Order HP Part: Q5950A	73%	Image Transfer Kit Order HP Part: Q7504A	97%	
Estimated Pages Remaining: 10717 (Based on page coverage with this supply of 3.71) Low Reached: NO Serial Number: 33703867 Pages printed with this supply: 3964 First Install Date: 20051220 Last Used Date: 20060117				
Cyan Cartridge Order HP Part: Q5951A	79%	Image Fuser Kit Order HP Part: 110V-Q7502A, 220V-Q7503A	98%	
Estimated Pages Remaining: 6035 (Based on page coverage with this supply of 5.01) Low Reached: NO Serial Number: 33703180 Pages printed with this supply: 3965 First Install Date: 20051220 Last Used Date: 20060117				
Magenta Cartridge Order HP Part: Q5953A	82%			
Estimated Pages Remaining: 6035 (Based on page coverage with this supply of 5.01) Low Reached: NO Serial Number: 33704015 Pages printed with this supply: 3965 First Install Date: 20051220 Last Used Date: 20060117				
Yellow Cartridge Order HP Part: Q5952A	85%	<b>Ordering Information</b> Hewlett-Packard supplies can be ordered on the Internet, on-line through your printer software, or by calling an authorized reseller. Refer to your User Guide for instructions.		
Estimated Pages Remaining: 6034 (Based on page coverage with this supply of 5.01)				

Missing color toner on the supplies status page



Calibration patches on reverse side

## Troubleshooting

Use the following steps to isolate the issue:

1. Verify that the color cartridges are not running in Override at Out Mode. Print a Supplies Status Page and check for the message "Supply Used After Out with OVERRIDE" under the cartridge part number. When a cartridge is used in this mode, the toner may be depleted, causing that color to fade.
2. Confirm that the image is not merely printed in grayscale. If the full image is printed (i.e. if areas that should be printed in color are printed in grayscale), check for the following possibilities:
  - A black-only print driver is in use.
  - The RESTRICT COLOR USE setting may be set to COLOR IF ALLOWED or DISABLE COLOR through the control panel or the HP Embedded Web Server.
  - COLOR SUPPLY OUT may be set to AUTOCONTINUE BLACK through the control panel or the HP Embedded Web Server.
3. Verify that all three color planes (CMY) are missing from or appear very, very faint on the Supplies Status Page.

## Workaround

Open and close the ETB. This will sometimes resolve the issue temporarily, so that the product will work correctly until a replacement ETB can be obtained.

## Solution

Replace the ETB.

## Note

Do not replace the print cartridges for this defect.

## ETB message won't clear

In some cases, when the transfer kit is replaced due to the message "Replace Transfer Kit" or "Order Transfer Kit," the message does not clear and the counter is not reset.

### Solution

1. Ensure that the Electrostatic Transfer Belt (ETB) is new and has not been previously installed in another printer.
2. Remove the transfer belt and close all doors on the printer. (The purple connectors for the transfer belt will need to be manually pushed up in order to close the right-side door.)
3. Turn the MFP off, leaving the transfer belt out.
4. Turn the MFP on. When it has finished booting up, install the transfer belt.

### Background

The transfer belt contains a fusible link that blows when the belt is installed. For this reason, the transfer kit life counter cannot be manually reset. Also, if a transfer belt has been previously installed in a printer, the fusible link will have been blown and it will not reset the counter when installed in a different printer.

## ETB squeak

You may experience a squeaking noise coming from the front area of the printer during printing with ETB units at 60,000 pages or more. The noise becomes more audible when the multi-purpose tray (Tray 1) is open.

### Background

The ETB squeaking noise is the sound of rubbing debris caused by premature wear of the Transfer-Roller's Bushings. A countermeasure for this issue has been implemented.



**HP Color LaserJet 4730 MFP**

### Solution

1. Open the multi-purpose tray (Tray 1) to listen for sounds coming from the ETB area.
2. Perform a Transfer Motor test through the control panel by selecting MENU, DIAGNOSTICS, COMPONENT TEST, and then TRANSFER MOTOR.
3. While the ETB rotates, listen for the sound.
4. If you hear squeaking coming from the ETB, replace the ETB.
5. If you do NOT hear the squeaking noise coming from the ETB, do not replace the ETB. Instead, refer to the HP Color LaserJet 4700 Service Manual for additional troubleshooting, or call HP for support.

# HP LaserJet AiO updates

## HP LaserJet 3050, 3052/3055, 3390/3392 AiOs—How to use Scan to e-mail

The LaserJet 3050, 3052, 3055, 3390 and 3392 All-in-One (AiO) products can scan a document or photo and attach it directly to an e-mail to be sent from the end-user's default e-mail program. The AiO's Scan to e-mail functionality relies on the PC's default e-mail program. It differs from embedded digital-sending technology, which sends files directly from the MFP unit.

Scan to e-mail may be initiated at the end-user's PC using HP LaserJet Scan software, or from the front panel's **Scan to** button (when pre-programmed with the appropriate destination). The attachment may be in any one of the following image file types: .BMP, .GIF, .JPG, .PDF, .PNG, .TIFF (both regular and compressed).

The HP LaserJet AiO software for Windows supports only 32-bit, Messaging Application Programming Interface (MAPI)-compliant e-mail programs, and does *not* support Internet-based e-mail programs such as Hotmail, Yahoo, or MSN. The following are examples of supported e-mail programs:

- Microsoft Outlook 97, Outlook 98, Outlook 2003, Outlook XP, Outlook Express
- Lotus Notes version 3.0 and later

E-mail is always sent through the default e-mail client. To see the default e-mail client in Windows XP (the path varies for other Windows operating systems), click **Start, Settings, Control Panel, Network and Internet Options**, then **Internet Options**. Click the **Programs** tab, and review the **E-mail** setting.



HP LaserJet 3050 AiO

### How does it work?

You may use the HP LaserJet Scan software to scan from the HP LaserJet All-in-One and attach the scanned image file to an e-mail. Or, use the software to program a new destination for the **Scan to** button on the AiO control panel.

To use the HP LaserJet Scan software, click **Start, Programs** (or **All Programs**), **HP**, click the name of your HP LaserJet AiO, and then click **Scan**.

The HP LaserJet Scan software contains a simple user interface that provides a **What would you like to do?** drop-down menu, a **Setup** button, and a **Scan** button.

The **What would you like to do?** drop-down menu contains any user-defined destinations and the following default destination options:

- Scan a document and attach it to an e-mail
- Scan a photo and attach it to an e-mail
- Scan a photo and save it to a file
- Prompt me for settings first and then scan

Selecting either **Scan a document and attach it to an e-mail** or **Scan a photo and attach it to an e-mail** and pressing the **Scan** button will initiate the Scan to functionality from the end-user PC. Pressing the **Setup** button for either one of these will allow the end-user to define custom settings or create an entire new destination that may be stored at the AiO unit, and accessible using the **Scan to** button on the control panel.

## How to scan to e-mail

### How to scan to e-mail from the HP LaserJet Scan software

1. Load the originals that are to be scanned face-up in the automatic document feeder (ADF) input tray. Adjust the media guides to hold the originals in place.  
-or-  
Lift the flatbed scanner lid and load the original that is to be scanned face-down on the flatbed scanner with the upper-left corner of the document at the lower-right corner of the glass. Gently close the lid.
2. Open the HP LaserJet Scan software: Click **Start, Programs** (or **All Programs**), select **HP**, select the name of your HP LaserJet AiO, and then click **Scan**.
3. Select either **Scan a document and attach it to an e-mail** or **Scan a photo and attach it to an e-mail**.
4. Press the **Scan** button to attach the scanned item to a new e-mail message.



HP LaserJet 3390 AiO

## How to scan to e-mail from the control panel

To use this feature in Windows, an e-mail recipient must be programmed in the **Scan to** tab. See "Programming the Scan to button" on the following page of this newsletter. For Macintosh operating systems, set up this function from the **Monitor Device** tab. See the HP Director online Help.

1. Load the originals that are to be scanned face-up in the automatic document feeder (ADF) input tray. Adjust the media guides to hold the originals in place.  
-or-  
Lift the flatbed scanner lid and load the original that is to be scanned face-down on the flatbed scanner with the upper-left corner of the document at the lower-right corner of the glass. Gently close the lid.
2. On the All-in-One control panel, press **Scan to**.
3. Use the < or the > button to select an e-mail destination.
4. Press **Start Scan** to attach the scanned item to a new e-mail message.

## Programming the Scan to button

The **Scan to** button must be programmed before you can use it. However, some destinations are programmed by default if the All-in-One is directly connected to the computer.

1. Open the HP LaserJet Scan software: click **Start, Programs** (or **All Programs**), select **HP**, select the name of your HP LaserJet All-in-One, and then click **Scan**.

### Note

Pressing **Start Scan** on the All-in-One control panel also starts HP LaserJet Scan when the All-in-One is directly connected to the computer.

2. Click **Setup** to open the Scan to Setup Wizard.
3. Select **Change the destinations that show up on the All-in-One control panel when I press the Scan to button** and then click **Next**.
4. Select the **Allow me to scan by pressing the Scan to button on the All-in-One** check box.
5. Choose destinations by moving them from the PC window (the left window) to the All-in-One window (the right window).

### Note

The All-in-One window might contain items set up by other computers that are connected to the All-in-One. You cannot make changes to these items.

6. Click **New** to create a new destination, then click **Update**.



HP LaserJet 3055 AiO

## How to create, modify, or delete destinations

1. Open the HP LaserJet Scan software: Click **Start, Programs** (or **All Programs**), select **HP**, select the name of your HP LaserJet All-in-One, and then click **Scan**.
2. Click **Setup**, then follow the onscreen instructions.
  - **Create a new destination.** Set up a new destination using the Settings Wizard.
  - **Modify an existing destination.** Select an existing destination, then use the Settings Wizard to make changes to the destination.
  - **Delete a destination.** Select an existing destination and delete the destination after confirming its deletion.

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