



HP

LaserJet

1100

User Guide



HP LaserJet 1100 Printer

User Guide _____

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Publication number:
C4224-90926
First Edition: October, 1998

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1 Getting to know the printer

This chapter provides information on the following topics:

- Printer features and benefits
- Printer components
- Choosing paper and other media
- Loading paper into the printer
- Turning the power off
- Voltage conversions
- Accessing printer properties (driver) and help
- Printing a self-test page

Note

For installation instructions, see the *“HP LaserJet Quick Reference Guide”* that came with your printer.

Printer features and benefits

Congratulations on the purchase of your new printer. You can . . .

Print with excellent quality

- Print at 600 dots per inch (dpi) with Resolution Enhancement technology (REt).

Save money

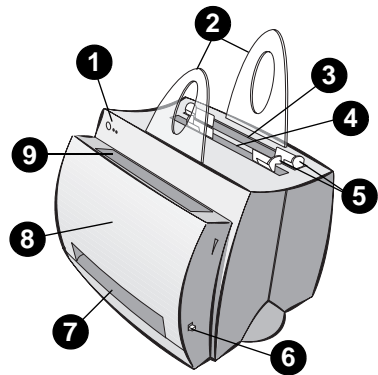
- Use EconoMode to save toner.
- Print on both sides of the paper to save paper (manual duplexing).
- Print multiple pages on a single sheet of paper to save paper (N-up printing).

Create professional documents

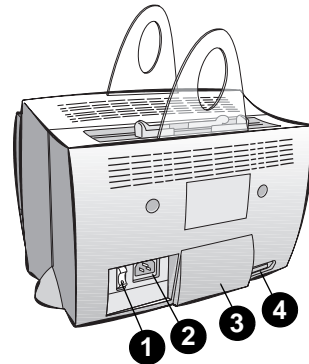
- Protect your documents by using Watermarks such as “confidential.”
- Print Booklets. This feature enables you to easily print the pages required to create cards or books. Once printed, all you have to do is fold and staple the pages.
- Print the first page on different paper/media than the following pages.

Printer components

1. Printer control panel
2. Paper supports
3. Paper input tray
4. Single-sheet paper input tray (priority feed)
5. Paper guides
6. Paper-output lever
7. Straight-through output path
8. Printer door
9. Paper output bin

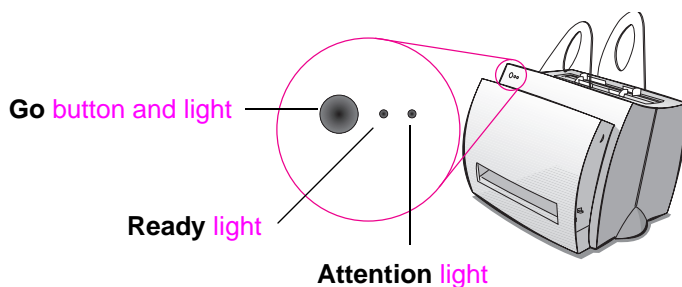


1. Power switch (220-240 volt printers)
2. Power receptacle
3. Memory door
4. Parallel port



Printer control panel

The printer control panel is comprised of two lights and one lighted button. These lights produce patterns that identify the status of your printer.



- **Go button and light:** Press and release to print a self-test page or when in manual-feed mode, or press and hold for 5 seconds to reset the printer.
- **Ready light:** Indicates the printer is ready to print.
- **Attention light:** Indicates printer initialization, reset, and errors.

Note

See “Printer light patterns” for functional descriptions of all the light patterns.

Printer paper input trays

Rear paper input tray

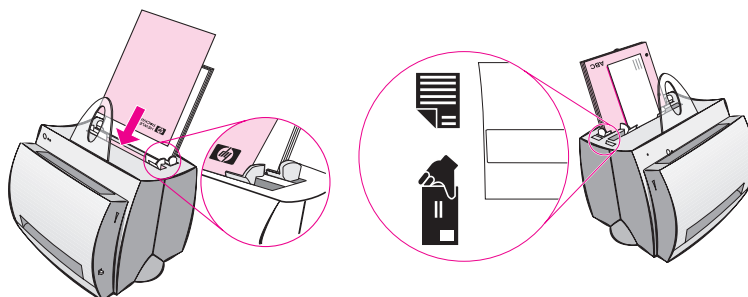
The paper input tray located closest to the back of the printer can hold up to 125 sheets of 20 lb. paper or it can hold multiple envelopes.

Front (single-sheet) paper input tray

The single-sheet paper input tray should be used when feeding single pages or media such as envelopes. You can print the first page on different media than the rest using the single-sheet paper input tray.

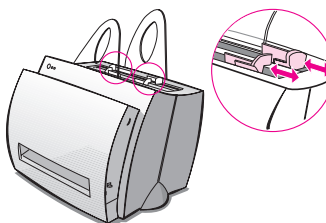
Note

The printer will automatically (priority feed) print from the single-sheet paper input tray before printing from the paper input tray.



Printer paper guides

Both input trays have paper guides. Paper guides are used to ensure the paper is correctly fed into the printer and that the print is not skewed (crooked text on the page). When loading paper, adjust the paper guides to match the width of the paper being printed.



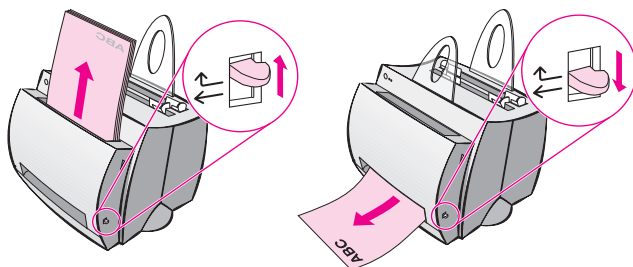
Printer paper output paths

Paper output bin

The paper output bin is located on the front of the printer. Printed paper will be collected here in the correct sequence when the paper-output lever is in the up position. Use the output bin when printing large, collated documents or when copying documents so that the original is separated from the copies.

Straight-through paper output path

The straight through paper output path is useful when printing envelopes, transparencies, heavy media, or anything that tends to curl when printed. Printed paper will stack in reverse order with the paper-output lever down.

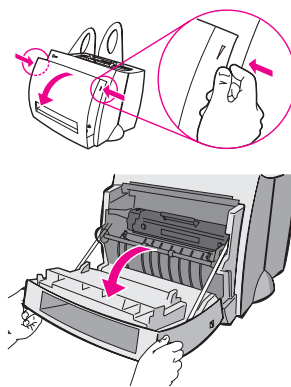


Printer door

Open the printer door to access the toner cartridge, clear jams, and clean the printer. The printer door is located on the front of the printer. Open and close the printer door by firmly grasping the top left and right sides of the printer door and pulling it towards you.

Note

If the scanner is attached, it may be necessary to move the printer to the edge of your workstation before opening the printer door in order to get the full range of motion.



Choosing paper and other media

HP LaserJet printers produce excellent print quality documents. You can print on a variety of print media, such as paper (including up to 100% recycled fiber content paper), envelopes, labels, transparencies, and custom-sized media. Properties such as weight, grain, and moisture content are important factors, affecting printer performance and quality. To achieve the best possible print quality, use only high-quality paper designed for laser printers. See “Printer paper specifications” for detailed paper and media specifications.

Note

Always test a sample of paper before purchasing large quantities. Your paper supplier should understand the requirements specified in the *HP LaserJet Printer Family Paper Specification Guide* (HP part number 5021-8909). See “Printer paper specifications.”

- **Maximum supported paper size:** 216 by 356 mm (8.5 by 14 in.)
- **Minimum supported paper size:** 76 by 127 mm (3 by 5 in.)

Loading paper into the printer

Paper should be loaded with the top down and the side-to-be printed facing forward. Always adjust the paper guides to prevent jams and skewing.

CAUTION

Attempting to print on paper that is wrinkled, folded, or damaged in any way may cause a jam to occur. See “Printer paper specifications.”

Note

Always remove all paper from the paper input tray and straighten the stack when new paper is added. This helps prevent multiple sheets of paper from feeding through the printer at one time and reduces paper jams. See the sticker which you placed on the printer while setting up the hardware.

Specific types. . .

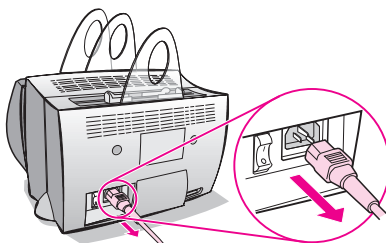
- **Transparencies:** Load transparencies with the top down and the side-to-be-printed facing toward the front of the printer. See “Printing transparencies.”
- **Envelopes:** Load with the narrow, stamp side down and the side-to-be-printed facing toward the front of the printer. See “Printing envelopes.”
- **Labels:** Load with the top down and the side-to-be-printed facing toward the front of the printer. See “Printing labels.”
- **Letterhead:** Load with the top down and the side-to-be-printed facing toward the front of the printer. See “Printing letterhead.”
- **Cards:** Load with the narrow side down and the side-to-be-printed facing toward the front of the printer. See “Printing cards.”

Turning the power off

Printers that require 100-127 volts of power must be unplugged to turn the power off. Printers that require 220-240 volts can be switched off (the switch is located on the left side of the power plug) or unplugged.

Note

To ensure safety when working inside the printer for any reason, it is best to unplug the printer.



Voltage conversions

HP LaserJet printers are manufactured to different specifications for different countries. Because of these differences, HP does not recommend transporting products sold within the United States to another country.

In addition to the concerns about the differing power system voltages, the country of final destination may have different import and export restrictions, power frequencies, and regulatory requirements.

Note

The HP LaserJet family printers must be serviced by an authorized repair depot or reseller within the country where the printer was originally purchased.

Because of the different specifications and warranty coverage limitations, Hewlett-Packard does not offer a conversion, or support the conversion, of U.S. version HP LaserJet family printers for foreign use. We advise those customers planning to transport equipment outside the United States to purchase the products in the country of final destination.

Accessing printer properties (driver) and help

This section provides information on the following topics:

- Printer properties (driver)
- Printer online help

Printer properties (driver)

Printer properties control the printer and allow you to change default settings, such as paper size, printing on both sides of the page (manual duplexing), printing multiple pages on a single sheet of paper (N-up printing), resolution, watermarks, and printer memory. You can access the printer properties in two ways:

- Through the software application from which you are printing. (Change settings for current software application use.)
- Using the Windows® operating system. (Change default settings for all future print jobs.)

Note

Because many software applications use a different method of accessing the printer properties, we will describe common methods used in Windows 9x & NT® 4.0, and Windows 3.1x.

Windows 9x & NT 4.0

- **Change settings for current software application use:** From the **File** menu within the software application, click **Print**, and then click **Properties**. (The steps can vary between software applications; this is the most common method.)
- **Change defaults for all future print jobs:** Click the **Start** button, click **Settings**, and then click **Printers**. Right-click the printer icon for which you would like to change properties, and then choose **Properties**. Many of the features in Windows NT are also located on the **Document Defaults** menu.

Windows 3.1x

- **Change settings for current software application use:** From the **File** menu within the software application, click **Print**, **Printers**, and then click **Options**. (The steps can vary between software applications; this is the most common method.)
- **Change defaults for all future print jobs:** From the Windows control panel, double-click **Printers**, highlight the printer, and then click **Setup**.

Printer online help

Printer properties online help

The printer properties (driver) online help includes information specific to the functions within the printer properties. This online help will guide you when changing default settings for your printer.

Access the printer properties help system by opening the printer properties and then clicking on the **Help** button.

Online help

The HP LaserJet 1100 online help includes information for all of the printing, copying, and scanning software applications.

To access the HP LaserJet 1100 Online Help, use any of the three methods below:

- **Program Group:**
 - **Windows 9x & NT 4.0:** Click **Start, Programs, HP LaserJet 1100**, and then **LaserJet 1100 Online Help**.
 - **Windows 3.1x:** From the **Program Manager**, double-click the **HP LaserJet 1100** icon, and then double-click **LaserJet 1100 Online Help**.

Note

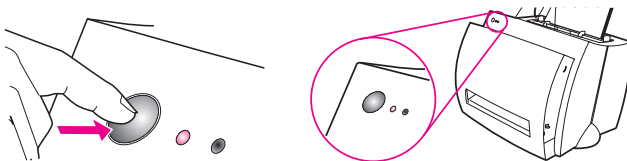
The Document Assistant is not available for Windows 3.1x operating systems.

- **Document Assistant:** Click **Tools**, and then click **Help**.
- **LaserJet Document Desktop:** Click **Help** from the main menu.

Printing a self-test page

Among other items, a self-test page provides all of the printer configuration settings, scanner attachment verification, a sample of the print quality, and provides information for printer page counts as well as scan and copy page counts. A self-test page can also help you verify the printer is printing correctly.

To print a self-test page, press and release the **Go** button on the printer control panel while the printer is in the Ready state. If the printer is in PowerSave mode, press and release the **Go** button once to awaken it, and then press and release the **Go** button a second time.



2 Printing media

This chapter provides information on the following topics:

- Printing transparencies
- Printing envelopes
- Printing labels
- Printing letterhead
- Printing cards

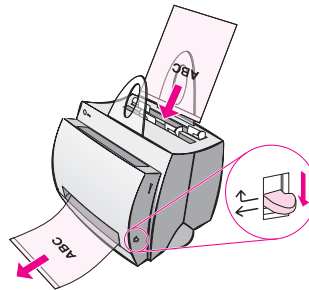
Printing transparencies

Only use transparencies recommended for use in laser printers, such as HP transparency film. See “Printer paper specifications.”

CAUTION

Inspect the transparencies to ensure they are not wrinkled or curled, and that they do not have any torn edges.

- 1 Adjust the paper-output lever to the down position.
- 2 Load with the top down and the side-to-be-printed (rough side) facing toward the front of the printer. Adjust the paper guides.
- 3 Print, and then remove the transparencies from the front of the printer to prevent them from sticking together. Place the printed transparencies on a flat surface.

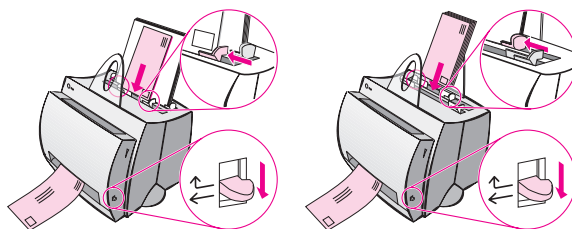


Printing envelopes

CAUTION

Only use envelopes recommended for laser printers. See “Printer paper specifications.”

- 1 Adjust the paper output-lever to the down position.
- 2 Load with the narrow, stamp-side down and the side-to-be-printed facing toward the front of the printer. Adjust the paper guides to fit the envelope.
- 3 Select the correct envelope size in the software application. This setting can be accessed through the printer properties. See “Printer properties (driver).”
- 4 Print.



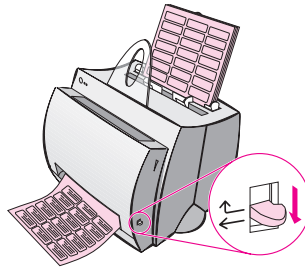
Printing labels

Only use labels recommended for laser printers, such as HP LaserJet labels. See “Printer paper specifications.”

CAUTION

Do not use labels that are separating from the backing sheet, wrinkled, or damaged in any way. Do not feed a sheet of labels through the printer twice. The adhesive backing is designed for one pass through the printer. Also, do not use continuous feed labels or labels that require moisture to stick.

- 1 Adjust the paper output-lever to the down position.
- 2 Load with the top down and the side-to-be-printed facing toward the front of the printer. Adjust the paper guides to fit the width of the label sheet.
- 3 Print, and then remove the printed label sheets from the front of the printer as they are printed to prevent them from sticking together.

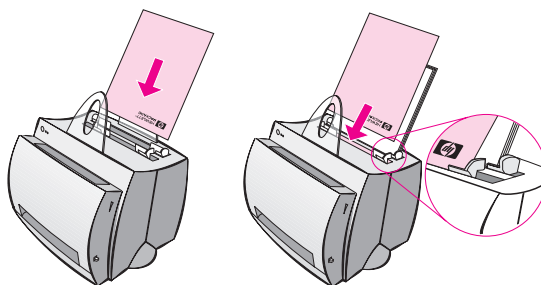


Printing letterhead

1 Load with the top down and the side-to-be-printed facing toward the front of the printer. Adjust the paper guides to fit the width of the paper.

2 Print.

To print a single page cover letter, using letterhead, followed by a multi-page document, load the letterhead in the single-sheet paper input tray and load the standard paper in the multi sheet paper input tray. By default, the printer prints from the single sheet paper input tray first.

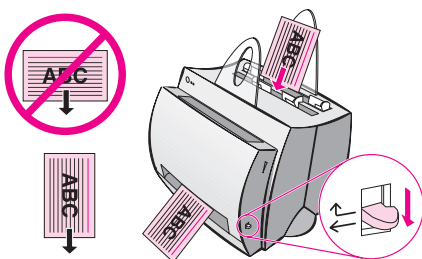


Cover letter followed by document.
Use both input trays.

Printing cards

The HP LaserJet 1100 does not support paper smaller than 76 by 127 mm (3 by 5 in.). Verify cards are not stuck together before loading.

- 1 Adjust the paper output-lever to the down position.
- 2 Load with the narrow side down and the side-to-be-printed facing toward the front of the printer. Adjust the paper guides to fit the card.
- 3 Select the correct card size in the software application being used. (Software settings can override printer properties.)
- 4 Print.



3 Printing tasks

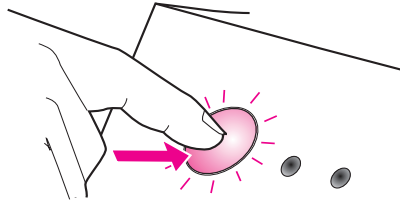
This chapter provides information on the following topics:

- Printing with manual feed
- Printing on both sides of the paper (manual duplexing)
- Printing watermarks
- Printing multiple pages on a single sheet of paper (N-up printing)
- Printing booklets
- Canceling a print job
- Changing print quality settings
- Print using EconoMode (save toner)

Printing with manual feed

Use manual feed when printing mixed media; for example, an envelope, then a letter, then an envelope, and so forth. Load an envelope in the single sheet paper input tray and load letterhead in the multiple-page paper input tray. Also, use manual feed to protect your privacy when printing to a network printer.

To print using manual feed, you must access the printer properties or printer setup in your software application and select **Manual Feed** from the **Source** drop down list. See “Printer properties (driver).” After the setting has been enabled, you must press the **Go** button (blinking) each time to print.



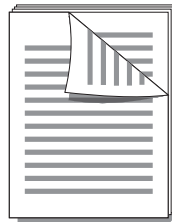
Printing on both sides of the paper (manual duplexing)

To print on both sides of the paper (manual duplexing), you must run the paper through the printer twice. You can print using the paper output bin or the straight-through output path. HP recommends using the paper output bin for light-weight paper. Use the straight-through output path for any heavy media or media that tends to curl when printed, such as envelopes and card stock.

- Manual duplex using the paper output bin (standard)
- Manual duplex (special) heavy-media, card stock

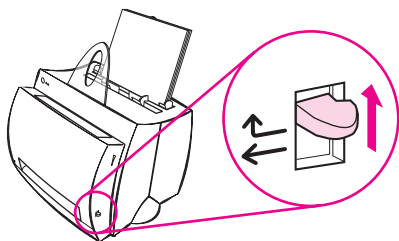
Note

Manual duplexing can cause the printer to become dirty more quickly and reduce print quality. See “Cleaning the printer” if the printer becomes dirty.



Manual duplex using the paper output bin (standard)

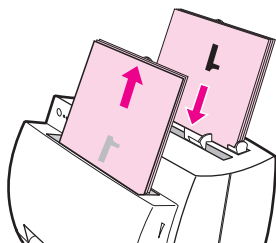
1



1 Adjust the paper-output lever to the up position.

2 Access the printer properties. See “Printer properties (driver).” On the **Finishing** tab, click **Manual Duplex (standard)**, and then click **OK**. Print the document.

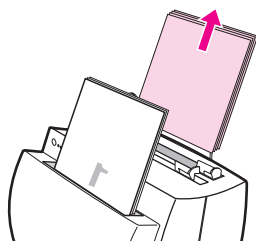
2



3 After side one has been printed, remove the remaining paper from the *paper input tray* and set it aside until after you finish your manual duplexing job.

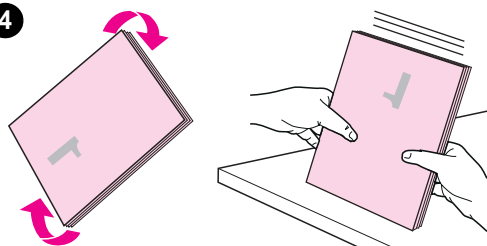
4 Gather up the printed pages from side one, rotate the stack clockwise, and then straighten the stack before placing it back in the paper input tray. Once reloaded, page one should be oriented upside down and located closest to the back of the printer. (The printed side should be facing toward the back of the printer.)

3



Click **OK** (on screen), and then wait for the pages to print.

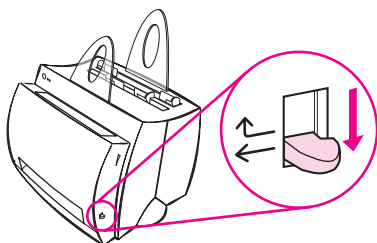
4



Manual duplex (special) heavy-media, card stock

For heavy media (card stock, etc.), use the straight-through output path.

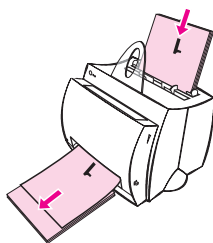
1



1 Adjust the paper-output lever to the down position.

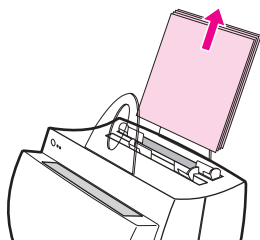
2 Access the printer properties. See "Printer properties (driver)." On the **Finishing** tab, click **Manual Duplex (special)**, and then click **OK**. Print the document.

2



3 After side one has been printed, remove the remaining paper from the *paper input tray* and set it aside until after you finish your manual duplexing job.

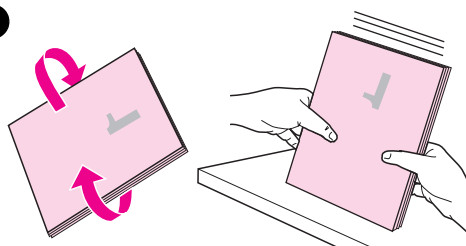
3



4 Gather up the printed pages from side one, flip the stack, and then straighten the stack before placing it back in the paper input tray. Once reloaded, page one should be oriented upside down and located closest to the front of the printer. (The printed side should be facing toward the back of the printer.)

Click **OK** (on screen), and then wait for the pages to print.

4



Printing watermarks

The watermark option allows you to print text “underneath” (in the background) of an existing document. For example, you may want to have large gray letters reading “draft” or “confidential” printed diagonally across the first page or all pages of a document.

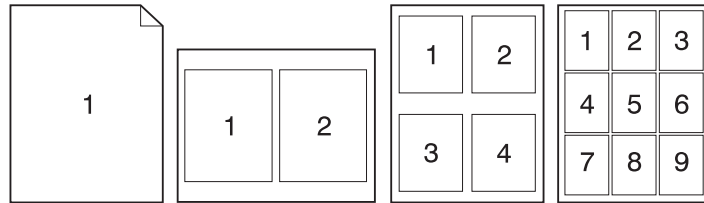


Accessing the watermark feature

- 1 From your software application, access the printer properties. See “Printer properties (driver).”
- 2 On the **Finishing** tab, you can specify the type of **Watermark** you would like to have printed on your document.

Printing multiple pages on a single sheet of paper (N-up printing)

You can select the number of pages you want to print on a single sheet of paper. If you choose to print more than one page per sheet, the pages will appear decreased in size and will be arranged on the sheet in the order that they would otherwise be printed. Specify up to 9 pages per sheet of paper.

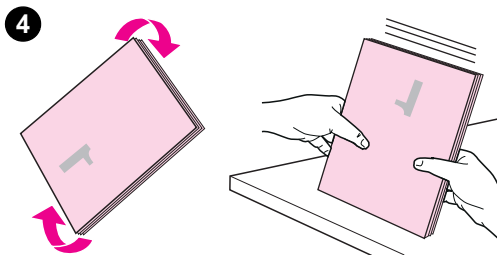
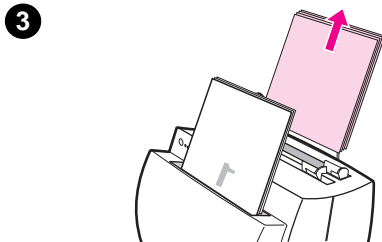
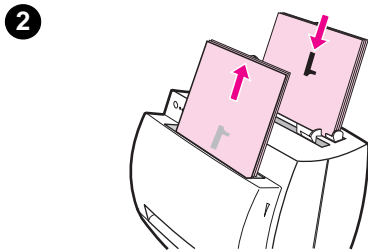
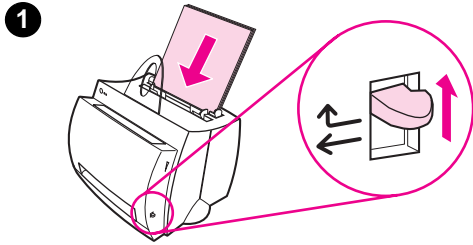


Accessing the multiple pages per sheet feature

- 1 From your software application, access the printer properties. See “Printer properties (driver).”
- 2 On the **Finishing** tab and **Document Options**, you can specify the number of **Pages per sheet** that you would like to have printed.

Printing booklets

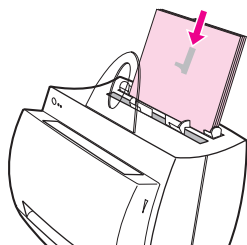
You can print booklets on letter, legal, executive, or A4 size paper.



- 1 Load the paper, and then adjust the paper-output lever to the up position.
- 2 From your software application, access the printer properties. See "Printer properties (driver)." On the **Finishing** tab click **Booklet printing**, and then click **OK**. Print the document.
- 3 After side one has been printed, remove the remaining paper from the paper *input tray*, and set it aside until your booklet job is complete.
- 4 Gather up the pages from side one, rotate them clockwise, and then straighten the stack of paper.

Continued on next page.

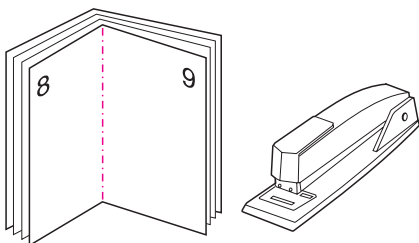
5



5 Place the pages from side one back in the paper input tray. The printed text should be oriented sideways and facing toward the back of the printer. Click **OK** (on screen). The printer will finish printing.

6 Fold and staple the pages.

6



Canceling a print job

A print job can be canceled from a software application or a print queue:

- **Remove remaining paper from the printer:** This will stop the printer immediately. Use either of the next two options after the printer is stopped.
- **Software application:** Typically, a dialog box will briefly appear on your screen allowing you the option to cancel the print job.
- **Print queue:** If a print job is waiting in a print queue (PC memory) or print spooler, delete the job there. Go to your **Printer** screen, either through the Windows *Control Panel* (Windows 3.1x) or through *Start, Settings, Printers* in Windows 9x & NT 4.0. Double-click on the **HP LaserJet 1100** icon to open the window, select your print job, and then press **Delete**.

If the control panel status lights continue to blink after a print job has been canceled, the computer is still sending the job to the printer. Either delete the job from the print queue or wait until the computer has finished sending data. The printer will return to the Ready state.

Changing print quality settings

Print quality settings affect such things as how light or dark the print on the page is and the style in which you would like graphics printed.

You can change the settings in printer properties to accommodate the types of jobs you are printing. The possible settings are as follows:

- Best Quality
- Faster Printing
- LaserJet III Compatibility
- Custom
- EconoMode (Save Toner)

These settings can be accessed on the **Finishing** tab under **Print Quality** settings in the printer properties.

Note

To change the print quality settings for all future print jobs, access the properties through the *Start* menu in your system tray. To change the print quality settings only for the current software application use, access the properties through the *Print Setup* menu in the application from which you are printing. See “Printer properties (driver).”

Print using EconoMode (save toner)

An excellent way to extend the life of your toner cartridge is by using EconoMode. EconoMode uses substantially less toner than normal printing. The printed image is much lighter, but is adequate for printing drafts or proofs.

To enable EconoMode, access the printer **Properties**. On the **Finishing** tab under **Print Quality**, click **EconoMode**.

Note

To enable EconoMode for all future jobs, see “Printer properties (driver).”

4 Managing the toner cartridge

This chapter provides information on the following subjects:

- HP toner cartridges
- Redistributing toner
- Changing the toner cartridge

HP toner cartridges

HP policy on non-HP toner cartridges

Hewlett-Packard Company cannot recommend use of non-HP toner cartridges, either new, refilled, or remanufactured. Since they are not HP products, HP cannot influence their design or control their quality.

Note

Warranty does not apply to defects resulting from software, interfacing, parts, or supplies not supplied by HP.

Toner cartridge storage

Do not remove the toner cartridge from its package until you are ready to use it. The shelf life of a cartridge in an unopened package is approximately 2.5 years. The shelf life of a cartridge in an opened package is approximately 6 months.

CAUTION

To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes.

Toner cartridge life expectancy

The life of the toner cartridge depends on the amount of toner that print jobs require. When printing text at 5% coverage, an HP LaserJet 1100 toner cartridge lasts an average of 2,500 pages. This assumes the print density is set to 3 and EconoMode is off. (These are the default settings.)

Recycling toner cartridges

To install a new HP toner cartridge, see “Changing the toner cartridge” or follow the instructions included in the toner cartridge box. Also, see the recycling information on the toner cartridge box and “HP Cartridge Recycling Program information.”

Saving toner

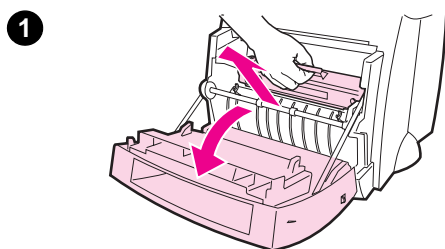
To save toner, select the EconoMode option in your printer properties settings. EconoMode (Save Toner) allows the printer to use less toner on each page. Selecting this option will extend the life of the toner cartridge and reduce your cost per page, but will reduce print quality. See “Print using EconoMode (save toner).”

Redistributing toner

When toner is low, faded or light areas may appear on a printed page. You may be able to temporarily improve print quality by redistributing the toner. The following procedure may allow you to finish the current print job before replacing the toner cartridge.

Note

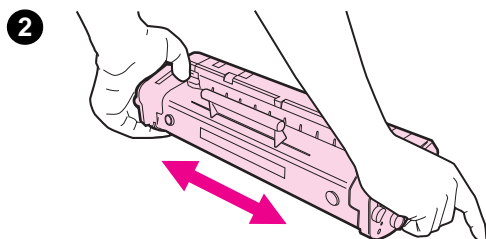
If the scanner is attached, it may be necessary to move the printer to the edge of the work space before opening the printer door in order to get the full range of motion.



- 1 Open the printer door and remove the toner cartridge from the printer.
-

CAUTION

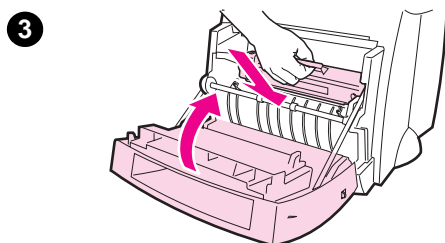
To prevent damage, do not expose the toner cartridge to light for more than a few minutes. Cover it with a sheet of paper.



- 2 Gently shake the toner cartridge from side-to-side to redistribute the toner.
-

CAUTION

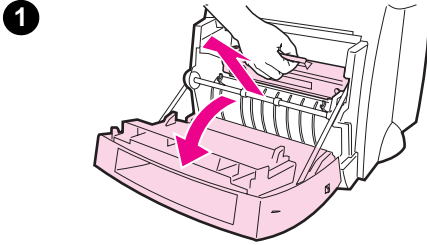
If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. *Hot water sets toner into fabric.*



- 3 Reinsert the toner cartridge into the printer and close the printer door.

If the print remains light, install a new toner cartridge. See "Changing the toner cartridge."

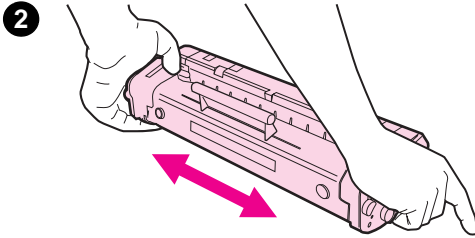
Changing the toner cartridge



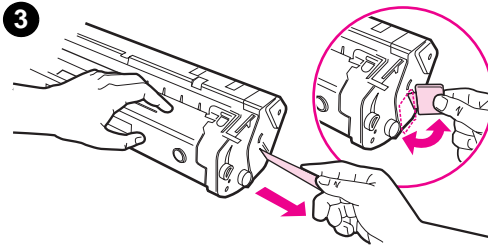
To change the toner cartridge, follow the instructions below:

Note

If the scanner is attached, it may be necessary to move the printer to the edge of the work space before opening the printer door in order to get the full range of motion.



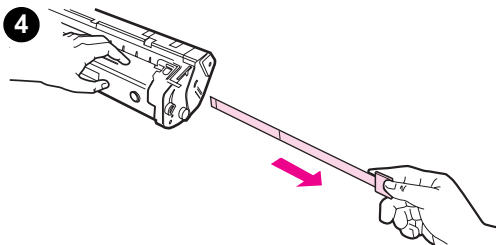
1 Open the printer door and remove the old toner cartridge. See "Recycling toner cartridges" for recycling information.



2 Remove the new toner cartridge from the packaging, and then gently shake it from side to side in order to distribute the toner evenly inside the cartridge.

CAUTION

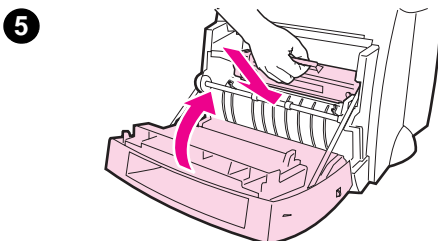
To prevent damage, do not expose the toner cartridge to light for more than a few minutes. Cover it with a piece of paper.



3 Bend the tab on the right side of the cartridge to break it loose.

CAUTION

If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. *Hot water sets toner into fabric.*



4 Pull the tab until all the tape is removed from the cartridge.

5 Insert the toner cartridge in the printer. Be certain that the toner is firmly in position, and then close the printer door.

5 Troubleshooting the printer

This chapter provides information on the following subjects:

- Finding the solution
- Improving print quality
- Cleaning the printer
- Clearing printer paper jams
- Resetting the printer

Note

See HP's Web site for software and printer driver updates, frequently asked questions, and additional troubleshooting information. See "Online services" for your specific Web address.

Finding the solution

Use this section to find the solution to common printer problems.

Pages did not print . . .




- **Light patterns:** What light pattern is displayed on the printer control panel? See “Printer light patterns.”
- **Error messages on screen:** Is there a message on the screen? See “Error messages on screen.”
- **Paper handling:** Is paper being pulled into the printer incorrectly? Are there paper jams? See “Paper handling problems.”

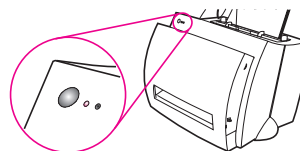
Pages printed; however . . .

- **The print quality was poor:** See “Improving print quality.”
- **The printed pages do not always appear the same as the screen (print preview):** See “Printed page is different than what appeared on screen.”





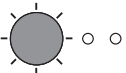
Printer light patterns

Light status legend




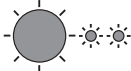

-  Symbol for "light off"
-  Symbol for "light on"
-  Symbol for "light blinking"



Control panel light messages

Light status	Condition of the printer	Action
	<p>PowerSave mode (or the printer is off)</p> <p>The printer uses PowerSave mode to conserve energy.</p>	<p>Pressing the Go button on the printer control panel or printing will awaken the printer from PowerSave mode. Check the power cord if the above actions do not generate a response (and the power switch if your printer is powered with 220-240 volts).</p>
	<p>Ready</p> <p>The printer is ready to print.</p>	<p>No action is necessary; however, if you press and release the Go button on the printer control panel, a self-test page will print.</p>
	<p>Processing</p> <p>The printer is receiving or processing data.</p>	<p>Wait for the job to print.</p>
	<p>Buffered data</p> <p>The printer memory is retaining unprinted data.</p>	<p>Press and release the Go button on the printer control panel to print the remaining data.</p>
	<p>Manual feed</p> <p>The printer is in manual feed mode.</p>	<p>Check that you have loaded the correct paper, then press and release the Go button on the printer control panel to print. Manual feed is controlled by the software. If you do not want to be in manual feed mode, change the setting from your printer properties. See "Printer properties (driver)."</p>

Control panel light messages (continued)

Light status	Condition of the printer	Action
	Door open, no toner cartridge, or paper jam The printer is in an error state.	Check the following: <ul style="list-style-type: none">● The printer door is closed.● The toner cartridge is correctly installed in the printer. See “Changing the toner cartridge.”● There are no paper jams. See “Clearing printer paper jams.”
	Paper out The printer is out of paper.	Load paper into the printer. See “Loading paper into the printer.”
	Memory out The printer ran out of memory in the middle of a print job.	The page being printed may have been too complex for the memory capacity of the printer. <ul style="list-style-type: none">● See “Memory (DIMMs)” to add memory.● Press and release the Go button to print.
	Reset/Printer initialization The printer memory is being reset and all previously sent print jobs are being purged. Or, a printer initialization is taking place. All lights blink for 1/2 of a second or longer if initializing.	No action is necessary. However, you can reset the printer if you press and hold the Go button for 5 seconds.
	Fatal error All lights are on.	<ul style="list-style-type: none">● Reset the printer.● Turn the printer off and then back on.● Contact HP Support. See “HP Support.”

Error messages on screen

Error messages on screen

Error Message	Solution
Printer not responding/ error writing to LPT1	<p>Verify the following:</p> <ul style="list-style-type: none">● Ready light is on.● Power cord and parallel cable are correctly connected. <p>Try the following:</p> <ul style="list-style-type: none">● Disconnect and reconnect the power cord and parallel cable at both ends.● Use another IEEE-1284 compliant parallel cable.
Cannot access port (in use by another application)	<p>There is a device conflict. This can occur if another printer connected to your computer is running status software. The status software dominates the parallel port on the computer and will not allow the HP LaserJet 1100 to access the port.</p> <p>Try the following:</p> <ul style="list-style-type: none">● Disable all status windows for other printers.● Verify the port setting is correct for the printer. Access the printer properties; see "Printer properties (driver)." The port settings can be accessed under the properties Details tab in the Printer Properties screen.

Error messages on screen (continued)

Error Message	Solution
Illegal operation/General protection fault/Spool 32 error	<p>This error indicates that a problem occurred in Windows with your computer system resources (memory or hard disk). To clear this error, restart your PC.</p> <p>To help prevent this error from occurring in the future, use some or all of the following recommendations:</p> <ul style="list-style-type: none">● Run fewer applications at the same time. Close (rather than minimize) the applications that you are not using at the current time. Programs such as screen savers, virus checkers, status software, fax/answering software, and menu programs use the resources that you might need in order to print.● Avoid performing memory intensive tasks such as sending a fax or running a video clip while printing.● Delete all temp ("file_name.tmp") files from the Temp subdirectories. For example, the subdirectory C:\Windows\Temp.● Print at 300 dpi rather than 600 dpi.● Use an alternate print driver (printer software), such as software for the HP LaserJet III. Note: Using a different driver will remove access to some product features.

Paper handling problems

Paper handling problems

Problem	Solution
Paper jam	<ul style="list-style-type: none">● Verify you are printing with paper that meets specifications. See "Printer paper specifications."● Verify you are printing with paper that is not wrinkled, folded, or damaged.● See "Clearing printer paper jams."
Print is skewed (crooked)	<ul style="list-style-type: none">● Adjust the paper guides to the width of the paper being printed and try reprinting. See "Printer paper guides" or "Loading paper into the printer."● See "Page skew."
More than one sheet of paper feeds through the printer at one time	<ul style="list-style-type: none">● The paper input tray may be overfilled. See "Loading paper into the printer." Verify the paper is not wrinkled, folded, or damaged.
Printer does not pull paper from the paper input tray	<ul style="list-style-type: none">● Verify the printer is not in Manual Feed mode. See "Printer light patterns."● The pickup roller may be dirty or damaged. See "Cleaning the pickup roller" or "Changing the pickup roller."
Printer made my paper curl	<ul style="list-style-type: none">● Adjust the paper output lever to the down position to print using the straight-through output path. See "Printer paper output paths" or "Printing media."● See "Curl or wave."
The printer does not output the printed paper to the correct path	Adjust the paper output lever to reflect your desired paper output path. See "Printer paper output paths."

Printed page is different than what appeared on screen

Printed page problems

Problem	Solution
Print job prints extremely slow	<p>The maximum speed of the printer is 8 pages per minute, which cannot be exceeded. This speed is measured using "Letter" sized paper. "Letter" is a U.S. standard paper size, which is smaller than European A4. Your print job may be very complex. Try the following:</p> <ul style="list-style-type: none">● Reduce the complexity of your document (reduce the number of multiple graphics, and etc.).● Change setting in the printer properties to "Faster Printing." See "Printer properties (driver)."● Add printer memory. See "Installing DIMMs (memory)."
Garbled, incorrect, or incomplete text	<p>The parallel cable may be loose or defective. Try the following:</p> <ul style="list-style-type: none">● Disconnect the parallel cable and reconnect it.● Try printing a print job that you know works.● If possible, attach the cable and printer to another computer and try printing a print job that you know works.● Try using a new IEEE-1284 compliant parallel cable. See "Accessories and ordering information." <p>The wrong printer driver may have been selected while installing the software. Verify the HP LaserJet 1100 is selected in the printer properties.</p> <p>The software application may be malfunctioning. Try printing from another software application.</p>

Printed page problems (continued)

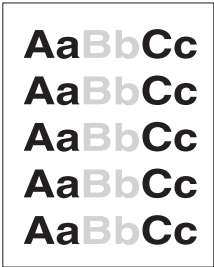
Problem	Solution
Missing graphics or text	<p>The file may have blank pages. Try the following:</p> <ul style="list-style-type: none">● Check the file to make sure that your file does not contain blank pages. <p>The graphic settings in the printer properties may not be correct for the type of job you are printing:</p> <ul style="list-style-type: none">● Try a different graphic setting in the printer properties. To access the printer properties, see “Printer properties (driver).” <p>The printer driver may not work for the type of job you are printing.</p> <ul style="list-style-type: none">● Try using a different printer driver (software) such as the driver for the HP LaserJet III. Note: Using a different driver will remove access to some product features.
Page format changed	<p>If the document was created while using an older or different printer driver (printer software) or the printer properties settings in the software are different, the page format may change when trying to print using your new printer driver or settings. To help eliminate this problem, try the following:</p> <ul style="list-style-type: none">● Create documents and print them using the same printer driver (printer software) and printer property settings regardless of the HP LaserJet printer to which you are printing.● Change your printer property settings. Try changing resolution, paper size, font settings, and other settings. See “Printer properties (driver).”
Graphics quality	<p>The graphics settings may be unsuitable for your print job.</p> <ul style="list-style-type: none">● Check graphic settings in the printer properties and adjust them as necessary, such as resolution. See “Printer properties (driver).”● Try using a different printer driver (software) such as the driver for the HP LaserJet III. Note: Using a different driver will remove access to some product features.

Improving print quality

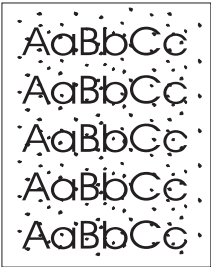
This section provides information on the following topics:

- Image defect examples
- Correcting print defects

Image defect examples



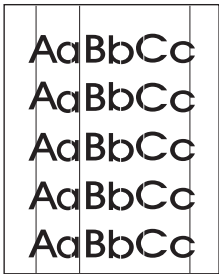
Light print or fade



Toner specks



Dropouts



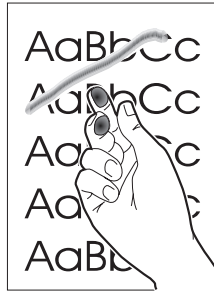
Vertical lines



Gray background



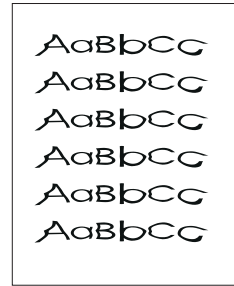
Toner smear



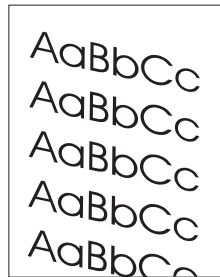
Loose toner



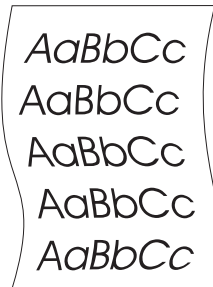
Vertical repetitive defects



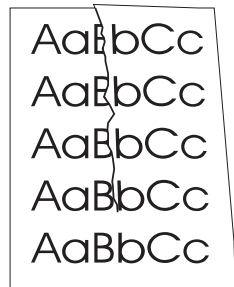
Misformed characters



Page skew



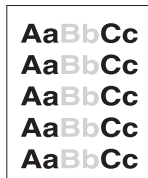
Curl or wave



Wrinkles or creases

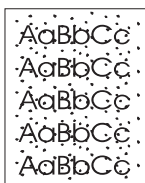
Correcting print defects

Light print or fade



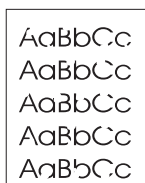
- The toner supply is low. You may be able to temporarily extend the toner cartridge life. See “Managing the toner cartridge.”
- The paper may not meet HP’s paper specifications (for example, the paper is too moist or too rough). See “Printer paper specifications.”
- If the whole page is light, the print density adjustment is too light or EconoMode may be on. Adjust the print density and disable EconoMode within the printer properties. See “Print using EconoMode (save toner).”

Toner specks



- The paper may not meet HP’s paper specifications (for example, the paper is too moist or too rough). See “Printer paper specifications.”
- The printer may need to be cleaned. See “Cleaning the printer” or “Cleaning the printer paper path.”

Dropouts

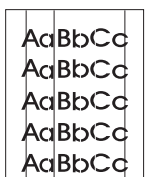


- A single sheet of paper may be defective. Try reprinting the job.
- The moisture content of the paper is uneven or the paper has moist spots on its surface. Try printing with new paper. See “Printer paper specifications.”
- The paper lot is bad. The manufacturing processes can cause some areas to reject toner. Try a different kind or brand of paper.
- The toner cartridge may be defective. See “Managing the toner cartridge.”

Note

If these steps do not correct the problem, contact an HP-authorized dealer or service representative.

Vertical lines



- The photosensitive drum inside the toner cartridge has probably been scratched. Install a new HP toner cartridge. See “Changing the toner cartridge.”

Gray background



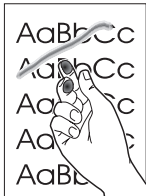
- Decrease the print density setting. This will decrease the amount of background shading. Access this setting under “Printer properties (driver).”
- Change the paper to a lighter basis weight. See “Printer paper specifications.”
- Check the printer’s environment; very dry (low humidity) conditions can increase the amount of background shading.
- Install a new HP toner cartridge. See “Changing the toner cartridge.”

Toner smear



- If toner smears appear on the leading edge of the paper, the paper guides may be dirty. Wipe the paper guides with a dry, lint-free cloth. See “Printer components” or “Cleaning the printer.”
- Check the paper type and quality.
- Try installing a new HP toner cartridge. See “Changing the toner cartridge.”

Loose toner



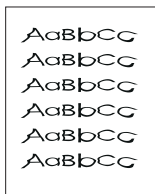
- Clean the inside of the printer. See “Cleaning the printer.”
- Check the paper type and quality. See “Printer paper specifications.”
- Try installing a new HP toner cartridge. See “Changing the toner cartridge.”

Vertical repetitive defects



- The toner cartridge may be damaged. If a repetitive mark occurs at the same spot on the page, install a new HP toner cartridge. See “Changing the toner cartridge.”
- Internal parts may have toner on them. See “Cleaning the printer.” If the defects occur on the back of the page, the problem will likely be corrected after a few more printed pages.

Misformed characters



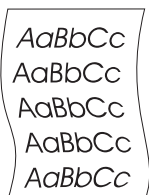
- If characters are improperly formed, producing hollow images, the paper stock may be too slick. Try a different paper. See “Printer paper specifications.”
- If characters are improperly formed, producing a wavy effect, the laser scanner may need service. Verify that characters are improperly formed on a self-test page. If so, contact an HP-authorized dealer or service representative. See “Service and support.”

Page skew



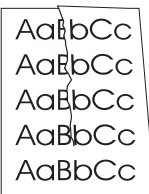
- Make sure the paper or other media is loaded correctly and that the guides are not too tight or too loose against the paper stack. See “Loading paper into the printer.”
- The paper input bin may be too full. See “Loading paper into the printer.”
- Check the paper type and quality. See “Printer paper specifications.”

Curl or wave



- Check the paper type and quality. Both high temperature and humidity will cause paper to curl. See “Printer paper specifications.”
- The paper may have sat for too long in the paper input tray. Turn over the stack of paper in the tray. Also, try rotating the paper 180° in the paper input tray.
- Try printing using the straight-through output path. See “Printer paper output paths.”

Wrinkles or creases



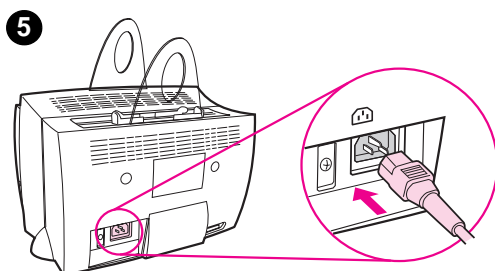
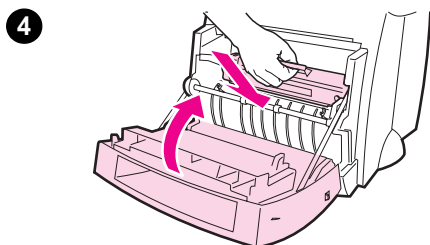
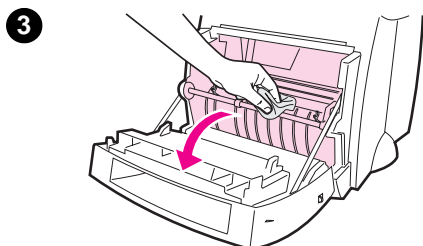
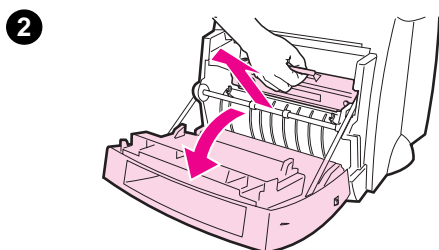
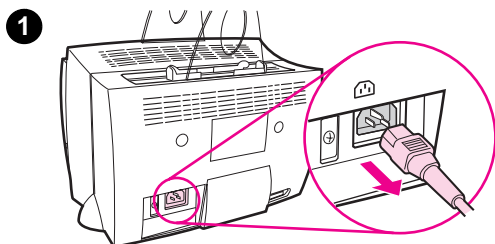
- Make sure that paper is loaded properly. See “Loading paper into the printer.”
- Check the paper type and quality. See “Printer paper specifications.”
- Try printing using the straight-through output path. See “Printer paper output paths.”
- Turn over the stack of paper in the tray or try rotating the paper 180° in the input tray.

Cleaning the printer

During the printing process, paper, toner, and dust particles can accumulate inside the printer. Over time, this buildup can cause print quality problems, such as toner specks or smearing. The printer has two cleaning modes that can correct and prevent these types of problems:

- Cleaning the toner cartridge area
- Cleaning the printer paper path

Cleaning the toner cartridge area



Cleaning the toner cartridge area is not necessary on a regular basis. Before cleaning, look for excessive toner in the compartment.

WARNING!

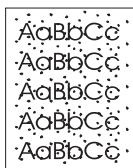
Before cleaning the printer, turn the printer off by unplugging the power cord, and then wait for the printer to cool.

- 1 Turn the printer off by unplugging it, and then wait for the printer to cool.
 - 2 Open the printer door and remove the toner cartridge.
-

CAUTION

To prevent damage, do not expose the toner cartridge to light for more than a few minutes. Cover it if necessary. Also, do not touch the black-sponge, transfer roller inside the printer. By doing so, you can damage the printer.

- 3 With a **dry**, lint-free cloth, wipe any residue from the paper path area and the toner cartridge cavity.
- 4 Replace the toner cartridge and close the printer door.
- 5 Plug the power cord back into the printer.



Cleaning the printer paper path

This process uses copier-grade paper to remove dust and toner from the paper path. Do not use bond or rough paper. Use this process if you are experiencing toner specks or dots on printouts. This process will produce a page with toner debris, which should be discarded.

- 1 Ensure the printer is loaded with paper.
- 2 Ensure the printer is in the Ready state.
- 3 Press and hold the **GO** button for 20 seconds (if released before 20 seconds the printer will perform a reset). Paper will feed through the printer.

Note

After holding the **GO** button for 20 seconds, each of the three printer lights will blink until the cleaning process is complete.

Clearing printer paper jams

Occasionally, paper becomes jammed during a print job. Some of the causes include the following:

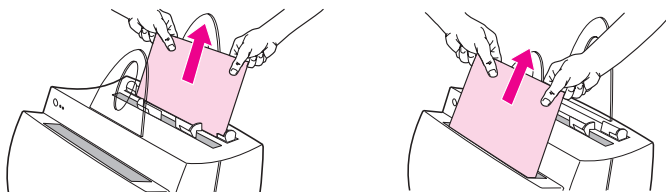
- The paper input trays are loaded improperly or overfilled. See “Loading paper into the printer.”
- The paper output path is changed during rather than before a print job.
- Media that does not meet HP specifications is used. See “Printer paper specifications.”

Note

Always remove all paper from the paper input tray and straighten the stack when new paper is added. This helps prevent multiple sheets of paper from feeding through the printer at one time and reduces paper jams. See the sticker which you placed on the printer while setting up the hardware.

You will be notified of a paper jam by an error in the software and the printer control panel lights. See “Printer light patterns.”

Typical paper jam locations



- **Toner cartridge area:** See “Removing a jammed page.”
- **Paper input tray areas:** If the page is still sticking out of the paper input tray, pull the page from the paper input tray until it is fully removed. If the page cannot be removed in this way, see “Removing a jammed page.”
- **Paper output paths:** If the page is sticking out of the paper output bin or path, pull it until it is fully removed. If the page cannot be removed in this way, see “Removing a jammed page.”

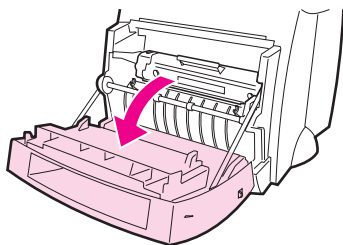
Note

Loose toner may remain in the printer after a paper jam. This will clear after a few sheets have printed.

Removing a jammed page

If the scanner is attached to the printer, you may need to pull the printer to the edge of the work space so the door hangs over the edge to enable full door extension.

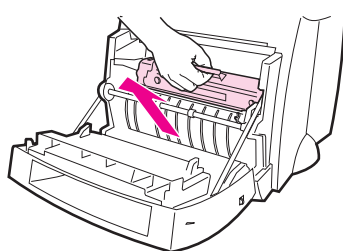
1



1 Open the printer door. If the paper can be removed without removing the toner cartridge, do so; see step 3. Otherwise, continue with step 2.

2 Remove the toner cartridge and place it aside, covering it with a sheet of paper.

2



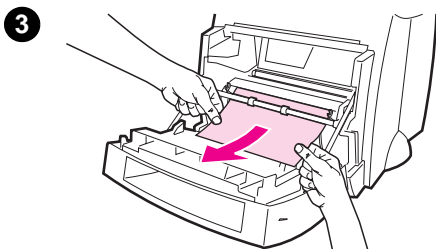
CAUTION

Paper jams in this area may result in loose toner on the page. If you get any toner on your clothes, wash them in cold water. *Hot water will permanently set the toner into fabric.*

CAUTION

To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Cover it with a sheet of paper.

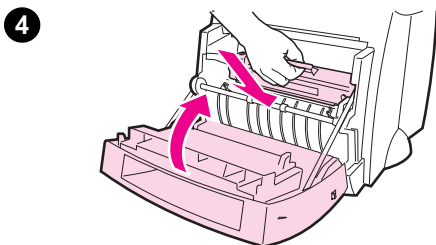
Continued on next page.



- 3 With both hands, grasp the side of the paper that is most visible (this includes the middle) and then carefully pull it free from the printer.

Note

If the paper tears, see “Paper jam: removing torn pieces of paper.”



- 4 When the jammed paper has been removed, replace the toner cartridge and close the printer door.

Note

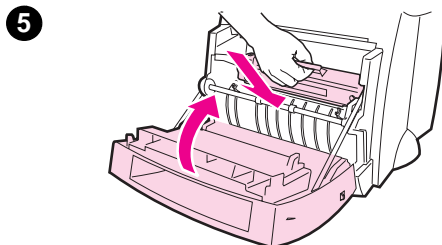
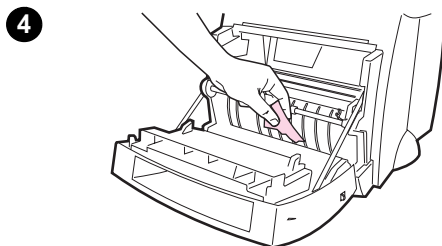
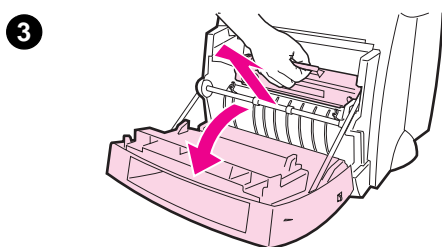
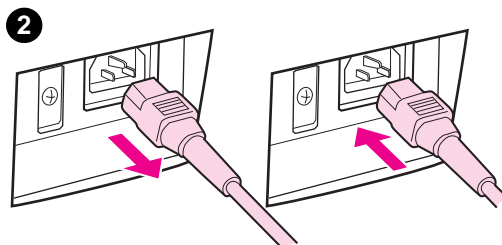
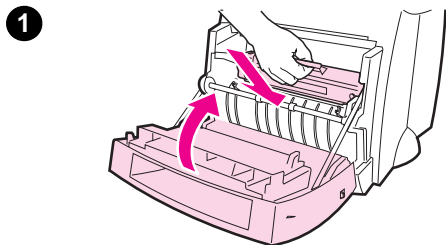
If you had to move the printer to the edge of the desk to accommodate the scanner, check the printer cable and power connections to ensure they are securely fastened.

You may need to reset the printer after clearing a paper jam. See “Resetting the printer.”

Note

Remove all paper from the paper input tray and straighten the stack when new paper is added.

Paper jam: removing torn pieces of paper



Sometimes a piece of jammed paper can tear when being removed. Use the following procedure to remove any small pieces of paper left in the printer.

- 1 Make sure the toner cartridge is installed and the printer door is closed.
- 2 Turn the printer off and then back on. As the printer restarts, the rollers will advance the piece(s) of paper.

Note

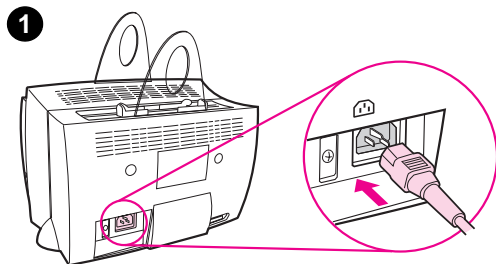
Printers powered by 220-240 volts can be turned off and on with the switch. See "Turning the power off."

- 3 Open the printer door and remove the toner cartridge.
- 4 Remove the piece(s) of paper.
- 5 Reinstall the toner cartridge and close the printer door.

If the paper does not come out, repeat steps 1 through 5.

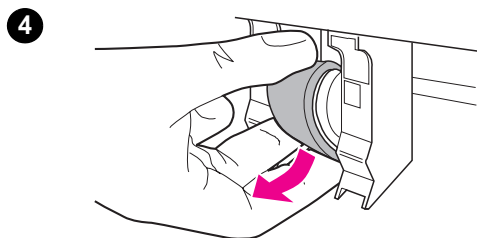
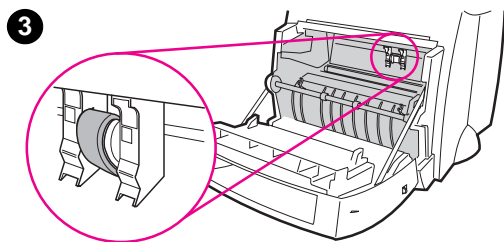
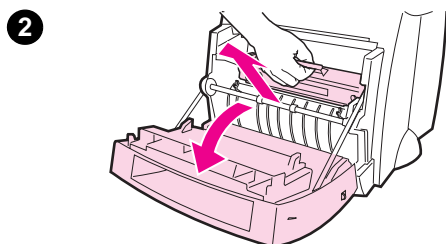
Changing the pickup roller

If the printer regularly mispicks (no paper is fed through or more than one sheet feeds through), you may need to change or clean the pickup roller. See “Accessories and ordering information” to order a new pickup roller.

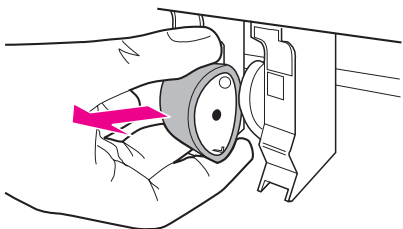


- 1 Unplug the power cord from the printer, and then allow the printer to cool.
- 2 Open the door and remove the toner cartridge.
- 3 Locate the pickup roller.
- 4 Rotate the bottom of the pickup roller towards the front of the printer.

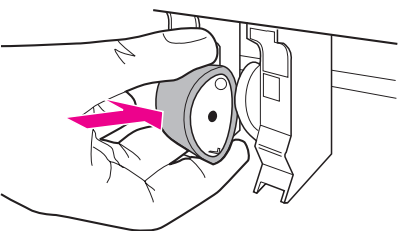
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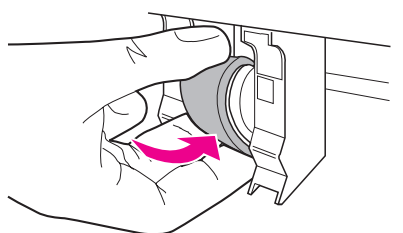
5



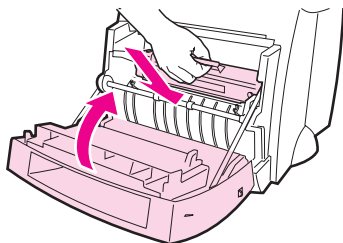
6



7



8



- 5 Gently pull the pickup roller straight out.
- 6 Position the new part within the slot of the old pickup roller.
- 7 Rotate the bottom of the new pickup roller towards the back of the printer.
- 8 Reinstall the toner cartridge and close the printer door.

Note

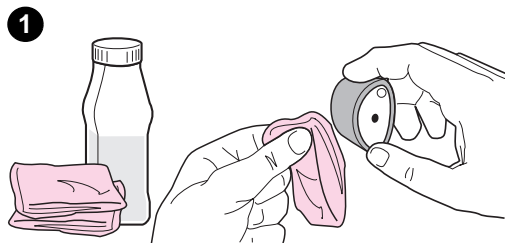
Plug the printer in to turn it back on.

Cleaning the pickup roller

If you wish to clean the pickup roller rather than replace it, follow the instructions below:

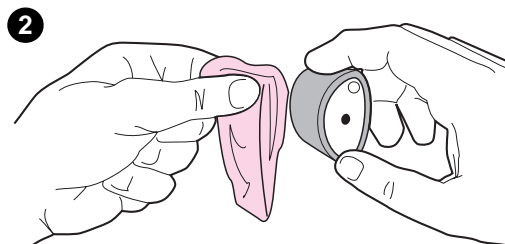
Remove the pickup roller as described in “Changing the pickup roller.”

- 1 Dab a lint-free cloth in isopropyl alcohol, and then scrub the roller.

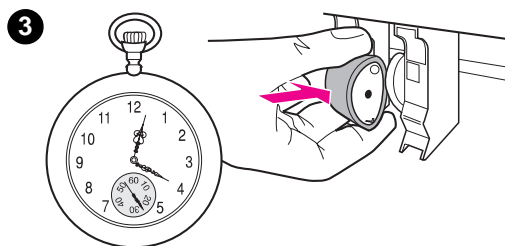


WARNING!

Alcohol is flammable. Keep the alcohol and cloth away from open flame. Allow alcohol to dry completely before closing the printer and plugging in the power cord.

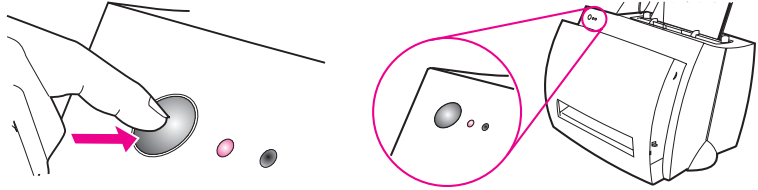


- 2 Using a dry, lint-free cloth, wipe the pickup roller to remove loosened dirt.
- 3 Allow the pickup roller to completely dry before reinstalling it in the printer.



Resetting the printer

To reset the printer, press and hold the **Go** button on the printer control panel for 5 seconds.



6 Service and support

This chapter provides information on the following topics:

- Availability
- Obtaining hardware service
- Guidelines for repacking the printer
- Service information form
- HP Support
- Worldwide sales and service offices

Availability

HP provides a variety of service and support options around the world. Availability of these programs will vary depending upon your location.

Obtaining hardware service

If your hardware should fail during the warranty period, HP offers the following support options:

- **HP repair services:** HP will arrange to pick up the unit, repair it, and return it to you within 5-10 days, depending on your location.
- **HP authorized service provider:** You can return the unit to a local authorized service dealer.
- **Express Exchange:** HP provides a reconditioned permanent replacement printer to you on the next working day for calls received before 2 p.m. Pacific Standard Time (U.S. and Canada only).

Guidelines for repacking the printer

- If possible, include print samples and 5-10 sheets of paper or other media that did not print correctly.
- Remove and retain any DIMMs (memory) installed in the printer. See “Removing DIMMs.”
- Remove the scanner.
- Remove and retain any cables and optional accessories installed in the printer.

CAUTION

Static electricity can damage DIMMs. When handling DIMMs, either wear a grounded antistatic wrist strap or frequently touch the surface of the DIMMs' antistatic package, then touch bare metal on the printer.

- Remove and retain the toner cartridge.

CAUTION

To prevent damage to the toner cartridge, store the cartridge in its original packing material or store it so that it is not exposed to light.

- Use the original shipping container and packing material, if possible. *Shipping damage as a result of inadequate packing is your responsibility.* If you have already disposed of the printer's packing material, contact a local mailing service for information on repacking the printer.
- Include a completed copy of the Service information form. See “Service information form.”
- HP recommends insuring the equipment for shipment.

Service information form

Service information form

Who is returning the equipment?	Date:	
Person to contact:	Phone:	
Alternate contact:	Phone:	
Return shipping address:	Special shipping instructions:	
What is being sent?	Model number:	Serial number:

Please attach any relevant printouts when returning equipment. **Do not** ship accessories that are not required to complete the repair (manuals, cleaning supplies, etc.)

What needs to be done?

1. Describe the conditions of the failure (What was the failure? What were you doing when the failure occurred? What software were you running? Can you make the failure reoccur?)

2. If the failure is intermittent, how much time elapses between failures?

3. Is the unit connected to any of the following? (Please provide manufacturer and model numbers.)

Personal Computer:	Modem:	Network:
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4. Additional comments:

HP Support

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

Please have the model number, serial number, date of purchase, and description of the problem ready for your HP Support representative.

The following support information is available:

- Customer Support and product repair assistance (U.S. and Canada)
- European Customer Support Center
- Online services
- Obtaining software utilities and electronic information
- HP direct ordering for accessories or supplies
- HP Support Assistant compact disc
- HP service information
- HP SupportPack
- HP FIRST

Customer Support and product repair assistance (U.S. and Canada)

Call (1) (208) 323-2551 Monday through Friday from 6 am to 10 pm and Saturday from 9 am to 4 pm (Mountain Time) free of charge during the warranty period. However, your standard long-distance phone charges still apply. Have your system nearby and your serial number ready when calling.

Post-warranty telephone assistance is available to answer your product questions. Call (1) (900) 555-1500 (\$2.50* per minute, maximum charge of \$25.00 per call, U.S. only) or call 1-800-999-1148 (\$25* per call, Visa or MasterCard, U.S. and Canada) Monday through Friday from 6 am to 10 pm and Saturday from 9 am to 4 pm (Mountain Time). *Charges begin only when you connect with a support technician. *Prices subject to change.*

European Customer Support Center

language and in-country options available

Open Monday through Friday 8:30–18:00 CET

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

English

Ireland:	(353) (1) 662-5525
U.K.:	(44) (171) 512-5202

Dutch

International:	(44) (171) 512-5202
Belgium:	(32) (2) 626-8806
Netherlands:	(31) (20) 606-8751

French

France:	(33) (01) 43-62-3434
Belgium:	(32) (2) 626-8807
Switzerland:	(41) (84) 880-1111

German

Germany:	(49) (180) 525-8143
Austria:	(43) (1) 0660-6386

Norwegian

Norway:	(47) 2211-6299
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Danish

Denmark:	(45) 3929-4099
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Finnish

Finland:	(358) (9) 0203-47288
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Swedish

Sweden:	(46) (8) 619-2170
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Italian

Italy: (39) (2) 264-10350

Spanish

Spain: (34) (90) 232-1123

Portuguese

Portugal: (351) (1) 441-7199

In-country support numbers: If you require support after your warranty has expired, additional product repair services, or if your country is not listed below, see “Worldwide sales and service offices.”

Argentina	787-8080
Australia	(61) (3) 272-8000
Brazil	022-829-6612
Canada	(1) (208) 323-2551
China	(86) (10) 65053888-5959
Chile	800-360999
Czech Republic	(42) (2) 471-7321
Greece	(30) (1) 689-6411
Hong Kong	(852) 800-96-7729
Hungary	(36) (1) 343-0310
India	(91) (11) 682-6035 (91) (11) 682-6069
Indonesia	(62) (21) 350-3408
Korea	(82) (2) 3270-0700
Korea outside Seoul, call	(82) (080) 999-0700
Malaysia	(60) (3) 295-2566
Mexico (Mexico City)	01 800-22147
Mexico (outside Mexico City)	01 800-90529
New Zealand	(64) (9) 356-6640
Philippines	(63) (2) 894-1451
Poland	(48) (22) 37-5065
Portugal	(351) (1) 301-7330
Russia	(7) (95) 923-5001

Singapore	(65) 272-5300
Taiwan	(886) (02) 717-0055
Thailand	66 (2) 661-4011-4
Turkey	(90) (212) 224-5925

Online services

For 24-hour access to information over your modem, we suggest these services:

World Wide Web URL

Printer drivers, updated HP printer software, plus product and support information may be obtained from the following URLs:

in the U.S. <http://www.hp.com/support/lj1100>

in Europe <http://www2.hp.com>

Printer drivers may be obtained from the following sites:

in Korea <http://www.hp.co.kr>

in Taiwan <http://www.hp.com.tw>

or the local driver website <http://www.dds.com.tw>

America Online

America Online/Bertelsmann is available in the U.S., France, Germany, and U.K. - Printer drivers, updated HP printer software, and support documentation to help answer your questions about which HP products are available. Use Keyword HP to start your tour or call 1-800-827-6364 preferred customer # 1118 to subscribe. In Europe, call the appropriate number below:

Austria	0222 58 58 485
France	++353 1 704 90 00
Germany	0180 531 31 64
Switzerland	0848 80 10 11
United Kingdom	0800 279 1234

CompuServetm

Printer drivers, updated HP printer software, and interactive sharing of technical information with other members is available on CompuServe's "HP User's forums" (GO HP), or call 1-800-524-3388 and ask for representative #51 to subscribe. (CompuServe is also available in the U.K., France, Belgium, Switzerland, Germany, and Austria.)

Obtaining software utilities and electronic information

Obtain printer drivers.

U.S. and Canada

Phone: (1) (970) 339-7009
Mail: Hewlett-Packard Co.
P.O. Box 1754
Greeley, CO 80632
U.S.A.
Fax: (1) (970) 330-7655

Asia-Pacific countries

Contact Fulfill Plus at (65) 740-4477 (Hong Kong, Indonesia, Philippines, Malaysia, or Singapore). For Korea, call (82) (2) 3270-0805 or (82) (2) 3270-0893.

Australia, New Zealand, and India

For Australia and New Zealand, call (61) (2) 565-6099.
For India, call (91) (11) 682-6035.

Europe

Call (44) (142) 986-5511.

HP direct ordering for accessories or supplies

Call 1-800-538-8787 (U.S.) or 1-800-387-3154 (Canada).

HP Support Assistant compact disc

This support tool offers a comprehensive online information system designed to provide technical and product information on HP products. To subscribe to this quarterly service in the U.S. or Canada, call 1-800-457-1762. In Hong Kong, Indonesia, Malaysia, or Singapore, call Fulfill Plus at (65) 740-4477.

HP service information

To locate HP-Authorized Service Providers, call 1-800-243-9816 (U.S.) or 1-800-387-3867 (Canada).

HP SupportPack

Call 1-800-835-4747 (U.S. only)

All other locations, contact your authorized dealer.

HP FIRST

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

Australia	(61) (0) 3 9272 2627
Austria	0660-8128
Belgium (Dutch)	0800 1 1906
Belgium (French)	0800 1 7043
Canada	1-800-333-1917
China	+86 (0) 10 6505 5280
Denmark	800-10453
English (outside of U.K.)	+31 20 681 5792
Finland	800-13134
France	0800-905900
Germany	0130-810061

Hong Kong	(852) 2506-2422
Hungary	(36) (1) 252-4647
India	+91 (0) 11 682 6031
Indonesia	+62 (0) 21 352 2044
Italy	1678-59020
Korea	+82 (0) 02 769 0543
Malaysia	+60 (0) 3 298 2478
Netherlands	0800-0222420
New Zealand	+64 (0) 09 356 6642
Norway	800-11319
Portugal	05 05 313342
Philippines	+65 275 7251
Singapore	+65 275 7251
Spain	900-993123
Sweden	020-79-5743
Switzerland (German)	0800-551527
Switzerland (French)	0800-551526
Taiwan	(886) (2) 719-5589
Thailand	+66 (0) 2 661 3511
United Kingdom	0800-960271
United States	1 (800) 333-1917

Worldwide sales and service offices

Before calling an HP Sales and Service office, be sure to contact the appropriate Customer Support Center number listed in the “HP Support” section. Products should not be returned to the following offices.

Argentina

Hewlett-Packard Argentina S.A.
Montañoses 2140/50/60
1428 Buenos Aires
Phone: (54) (1) 787-7100
Fax: (54) (1) 787-7213

Australia

Hewlett-Packard Australia Ltd.
31-41 Joseph Street
Blackburn, VIC 3130
Phone: (61) (3) 272-2895
Fax: (61) (3) 898-7831
Hardware Repair Center:
Phone: (61) (3) 272-8000
Extended Warranty Support:
Phone: (61) (3) 272-2577
Customer Information Center:
Phone: (61) (3) 272-8000

Austria

Hewlett-Packard GmbH
Lieblgasse 1
A-1222 Vienna
Phone: (43) (1) 25000-555
Fax: (43) (1) 25000-500

Belgium

Hewlett-Packard Belgium S.A. NV
Boulevard de la Woluwe-Woluwedael 100-102
B-1200 Brussels
Phone: (32) (2) 778-31-11
Fax: (32) (2) 763-06-13

Brazil

Edisa Hewlett-Packard SA
Alameda Rio Negro 750
06454-050 Alphaville - Barueri-SP
Phone: (55) (11)- 7296-8000

Canada

Hewlett-Packard (Canada) Ltd.
17500 Trans Canada Highway
South Service Road
Kirkland, Québec H9J 2X8
Phone: (1) (514) 697-4232
Fax: (1) (514) 697-6941

Hewlett-Packard (Canada) Ltd.
5150 Spectrum Way
Mississauga, Ontario L4W 5G1
Phone: (1) (905) 206-4725
Fax: (1) (905) 206-4739

Chile

Hewlett-Packard de Chile
Avenida Andres Bello 2777 of. 1
Los Condes
Santiago, Chile

China

China Hewlett-Packard Co. Ltd.
Level 5, West Wing Office
China World Trade Center
No. 1, Jian Guo Men Wai Avenue
Beijing 100004
Phone: (86) (10) 6505-3888,x. 5450
Fax: (86) (10) 6505-1033
Hardware Repair Center and Extended
Warranty Support:
Phone: (86) (10) 6262-5666x. 6101/2
(86) (10) 6261-4167

Colombia

Hewlett-Packard Colombia
Calle 100 No. 8A -55
Torre C Oficina 309
Bogotá, Colombia

Czech Republic

Hewlett-Packard s. r. o.
Novodvorská 82
CZ-14200 Praha 4
Phone: (42) (2) 613-07111
Fax: (42) (2) 471-7611

Denmark

Hewlett-Packard A/S
Kongevejen 25
DK-3460 Birkerød
Denmark
Phone: (45) 3929 4099
Fax: (45) 4281-5810

Far East Region

Hewlett-Packard Asia Pacific Ltd.
17-21/F Shell Tower, Times Square
1 Matheson Street, Causeway Bay
Hong Kong
Phone: (852) 2599-7777
Fax: (852) 2506-9261
Hardware Repair Center:
Phone: (852) 2599-7000
Extended Warranty Support:
Phone: (852) 2599-7000
Customer Information Center:
Phone: (852) 2599-7066

Finland

Hewlett-Packard Oy
Piispankalliontie 17
FIN-02200 Espoo
Phone: (358) (9) 887-21
Fax: (358) (9) 887-2477

France

Hewlett-Packard France
42 Quai du Point du Jour
F-92659 Boulogne Cedex
Phone: (33) (146) 10-1700
Fax: (33) (146) 10-1705

Germany

Hewlett-Packard GmbH
Herrenberger Straße 130
71034 Böblingen
Phone: (49) (180) 532-6222
(49) (180) 525-8143
Fax: (49) (180) 531-6122

Greece

Hewlett-Packard Hellas
62, Kifissias Avenue
GR-15125 Maroussi
Phone: (30) (1) 689-6411
Fax: (30) (1) 689-6508

Hungary

Hewlett-Packard Magyarország Kft.
Erzsébet királyné útja 1/c.
H-1146 Budapest
Phone: (36) (1) 461-8111
Fax: (36) (1) 461-8222
Hardware Repair Center:
Phone: (36) (1) 343-0312
Customer Information Center:
Phone: (36) (1) 343-0310

India

Hewlett-Packard India Ltd.
Paharpur Business Centre
21 Nehru Place
New Delhi 110 019
Phone: (91) (11) 647-2311
Fax: (91) (11) 646-1117
Hardware Repair Center and Extended
Warranty Support:
Phone: (91) (11) 642-5073
(91) (11) 682-6042

Italy

Hewlett-Packard Italiana SpA
Via Giuseppe di Vittorio, 9
Cernusco Sul Naviglio
I-20063 (Milano)
Phone: (39) (2) 921-21
Fax: (39) (2) 921-04473

Korea

Hewlett-Packard Korea
25-12,
Yoido-dong, Youngdeungpo-ku
Seoul 150-010
Phone: (82) (2) 769-0114
Fax: (82) (2) 784-7084
Hardware Repair Center:
Phone: (82) (2) 3270-0700
(82) (2) 707-2174 (DeskJet)
(82) (2) 3270-0710 (Hardware)
Extended Warranty Support:
Phone: (82) (2) 3770-0365 (Bench)
(82) (2) 769-0500 (Onsite)

Latin American Headquarters

5200 Blue Lagoon Drive Suite 950
Miami, FL 33126, USA
Phone: (1) (305) 267-4220

México

Hewlett-Packard de México, S.A. de C.V.
Prolongación Reforma No. 700
Lomas de Santa Fe
01210 México, D.F.
Phone: 01-800-22147
Outside Mexico City
Phone: 01 800-90529

Middle East/Africa

ISB HP Response Center
Hewlett-Packard S.A.
Rue de Veyrot 39
P.O. Box 364
CH-1217 Meyrin - Geneva
Switzerland
Phone: (41) (22) 780-4111

Netherlands

Hewlett-Packard Nederland
BV Startbaan 16
NL-1187 XR Amstelveen
Postbox 667
NL-1180 AR Amstelveen
Phone: (31) (020) 606-87-51
Fax: (31) (020) 547-7755

New Zealand

Hewlett-Packard (NZ) Limited
Ports of Auckland Building
Princes Wharf, Quay Street
P.O. Box 3860
Auckland
Phone: (64) (9) 356-6640
Fax: (64) (9) 356-6620
Hardware Repair Center and Extended
Warranty Support:
Phone: (64) (9) 0800-733547
Customer Information Center:
Phone: (64) (9) 0800-651651

Norway

Hewlett-Packard Norge A/S
Postboks 60 Skøyen
Drammensveien 169
N-0212 Oslo
Phone: (47) 2273-5600
Fax: (47) 2273-5610

Poland

Hewlett-Packard Polska
Al. Jerozolimskic 181
02-222 Warszawa
Phone: (48-22) 608-77-00
Fax: (48-22) 608-76-00

Russia

AO Hewlett-Packard
Business Complex Building #2
129223, Moskva, Prospekt Mira VVC
Phone: (7) (95) 928-6885
Fax: (7) (95) 974-7829

Singapore

Hewlett-Packard Singapore
(Sales) Pte Ltd
450 Alexandra Road
Singapore (119960)
Phone: (65) 275-3888
Fax: (65) 275-6839
Hardware Repair Center and Customer
Information Center:
Phone: (65) 272-5300
Extended Warranty Support:
Phone: (65) 272-5333

Spain

Hewlett-Packard Española, S.A.
Carretera de la Coruña km 16.500
E-28230 Las Rozas, Madrid
Phone: (34) (1) 626-1600
Fax: (34) (1) 626-1830

Sweden

Hewlett-Packard Sverige AB
Skalholtsgatan 9
S-164 97 Kista
Phone: (46) (8) 444-2000
Fax: (46) (8) 444-2666

Switzerland

Hewlett-Packard (Schweiz) AG
In der Luberzen 29
CH-8902 Urdorf/Zürich
Phone: (41) (084) 880-11-11
Fax: (41) (1) 753-7700

Taiwan

Hewlett-Packard Taiwan Ltd.
8th Floor
337, Fu-Hsing North Road
Taipei, 10483
Phone: (886) (02) 717-0055
FAX: (886) (02) 514-0276
Hardware Repair Center, call:
North (886) (02) 717-9673
Central (886) (04) 327-0153
South (886) (080) 733-733
Extended Warranty Support Contact:
Phone: (886) (02) 714-8882

Thailand

Hewlett-Packard (Thailand) Ltd.
23-25/f Vibulthani Tower II
3199 Rama 4 Rd, Klongtan
Klongtoey, Bangkok 10110
Thailand
Phone: (66) (2) 661-3900-34
Fax: (66) (2) 661-3935-37
Hardware Repair Center:
Phone: (66) (2) 661-3900 ext. 6001/ 6002
Customer Information Center:
Phone: (66) (2) 661-3900 ext. 3211, 3232

Turkey

Hewlett-Packard Company
Bilgisayar Ve ölçüm Sistemleri AS
19 Mayıs Caddesi Nova
Baran Plaza Kat: 12
80220 Sisli-Istanbul
Phone: (90) (212) 224-5925
Fax: (90) (212) 224-5939

United Kingdom

Hewlett-Packard Ltd.
Cain Road
Bracknell
Berkshire RG12 1HN
Phone: (44) (134) 436-9222
Fax: (44) (134) 436-3344

United States

Hewlett-Packard Company
11311 Chinden Blvd.
Boise, ID 83714
USA
Phone: (208) 323-2551
HP FIRST fax: (800) 333-1917 or (208)
334-4809
Authorized repair: (800) 243-9816

Venezuela

Hewlett-Packard de Venezuela S.A.
Los Ruices Norte
3A Transversal
Edificio Segre Caracas 1071
Phone: (58) (2) 239-4244
Fax: (58) (2) 239-3080



Printer specifications

This chapter provides information on the following topics:

- Specifications
- FCC compliance
- Environmental Product Stewardship Program
- Material safety data sheet
- Regulatory statements

Specifications

Printer specifications

Environmental specifications

Operating environment	Printer plugged into an AC outlet: <ul style="list-style-type: none">● Temperature: 10 °C to 32.5 °C (50 °F to 90.5 °F)● Humidity: 20%–80% (no condensation)
-----------------------	---

Storage environment	Printer unplugged from an AC outlet: <ul style="list-style-type: none">● Temperature: 0 °C to 40 °C (32 °F to 104 °F)● Humidity: 10%–90% (no condensation)
---------------------	---

Acoustics

Noise level	During printing: 6.1 Bels sound power level (per ISO 9296)(HP LaserJet 1100 tested at 8 ppm) <ul style="list-style-type: none">● Sound pressure level (bystander position): 46 dB● Sound pressure level (operator position): 55 dB During standby and sleep mode: silent
-------------	---

Electrical specifications

Power requirements	<ul style="list-style-type: none">● 100-120v (+/-10%), 50/60 Hz (+/-2); 127v, 60Hz NOM or <ul style="list-style-type: none">● 220v (+/-10%), 50/60 Hz (+/-2 Hz)● 220-240v (+/-10%), 50 Hz (+/-2 Hz)
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Power consumption	<ul style="list-style-type: none">● During printing: 170 watts (average)● During standby and power save: 6 watts
-------------------	---

Minimum recommended circuit capacity	4.5A @ 115v; 2.3A @ 230v
--------------------------------------	--------------------------

Printer specifications (continued)

Physical specifications

Dimensions	● Width: 367 mm (14.5 in.)
	● Depth: 325 mm (12.8 in.)
	● Height: 378 mm (14.9 in.)

Weight (cartridge installed)	7.3 kg (16.1 lb)
------------------------------	------------------

Printer capacities and ratings

Print speed	8 pages per minute ("letter" size paper)
-------------	--

Paper input bin capacity	125 sheets of regular weight 20 lb (75 g/m ²) paper or up to 10 envelopes
--------------------------	---

Paper output bin capacity	125 sheets of regular weight 20 lb (75 g/m ²) paper
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Minimum paper size	76 x 127 mm (3 x 5 in.)
--------------------	-------------------------

Maximum paper size	216 x 356 mm (8.5 x 14 in.)
--------------------	-----------------------------

Base memory	4 MB of ROM and 2 MB of RAM
-------------	-----------------------------

Upgrade memory expansion	One DIMM slot available for a 4, 8, or 16 MB RAM DIMM
--------------------------	---

Print resolution	600 dots per inch (dpi)
------------------	-------------------------

Duty cycle	7,000 single-sided pages per month
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FCC compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

Note

Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Environmental Product Stewardship Program

Protecting the Environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This HP LaserJet printer has been designed with several attributes to minimize impacts on our environment.

This HP LaserJet printer eliminates:

Ozone production

The printer uses charging rollers in the electrophotographic process and therefore generates no appreciable ozone gas (O₃).

This HP LaserJet printer design reduces:

Energy consumption

Energy usage drops to as little as 6 W while in low-power (PowerSave) mode. Not only does this save natural resources, but it also saves money without affecting the high performance of this printer. This product qualifies for ENERGY STAR. ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products. ENERGY STAR is a U.S. registered service mark of the U.S. EPA.



As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.

Toner consumption

EconoMode uses significantly less toner which may extend the life of the toner cartridge.

Paper use

Depending on the type of software program in use, you can request for a number of pages of your document to be printed on one page of paper. This N-up printing practice and the printer's manual duplexing feature, which provides two-sided printing, can reduce paper usage and the resulting demands on natural resources.

The design of this HP LaserJet printer facilitates the recycling of:

Plastics

Plastic parts have markings according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the printer's life.

HP toner cartridges

In many countries, this product's toner cartridge/drum can be returned to HP through the HP Planet Partners Toner Cartridge Recycling Program. This easy to use program is available in over 20 countries. Multi-lingual program information and instructions are included in every new HP Toner Cartridge box.

HP Cartridge Recycling Program information

Since 1990, the HP LaserJet Toner Cartridge Recycling Program has collected more than 12 million used toner cartridges that otherwise may have been discarded in the world's landfills. The HP LaserJet toner cartridges go to a collection center and then they are bulk shipped to our recycling partners who disassemble the cartridge parts for recycling. After a thorough quality inspection, minor parts such as nuts, screws, and clips are reclaimed for use in new cartridges. Remaining materials are separated and converted into raw materials for use by other industries to make a variety of useful products. Over 95% by weight of each returned cartridge is reclaimed for recycling. For more information in the U.S., call (1) (800) (340-2445) or visit the HP LaserJet Supplies website at <http://www.ljsupplies.com/planetpartners/>. Non-US customers can call the local HP Sales and Service Office for further information regarding the HP Planet Partners LaserJet Toner Cartridge Recycling Program.

Paper

This printer is suited for the use of recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Paper Specifications Guide*. See "Accessories and ordering information" for *HP LaserJet Printer Family Paper Specifications Guide* ordering information. This printer is suitable for the use of recycled paper according to DIN 19 309.

Material safety data sheet

The Toner Cartridge/Drum MSDS can be obtained by contacting the HP LaserJet Supplies website at <http://www.ljsupplies.com/planetpartners/datasheets.htm>. If you do not have access to the internet, try calling the U.S. HP FIRST (Fax Information Retrieval Support Technology) at (1) (800) 231-9300. Use Index number 7 for a listing of the Toner Cartridge/Drum Material/Chemical Safety Data Sheets. Non-US customers should refer to the front of this manual for appropriate phone numbers and information.

Regulatory statements

Declaration of Conformity

according to ISO/IEC Guide 22 and EN45014

Manufacturer's Name: Hewlett-Packard Company

Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares that the product

Product Name: HP LaserJet 1100

Model Number: C4224A

Product Options: ALL

conforms to the following Product Specifications:

Safety: IEC 950:1991+A1+A2+A3+A4 / EN 60950:1992+A1+A2+A3+A4

IEC 825-1:1993 / EN 60825-1:1994 Class 1 (Laser/LED)

EMC: CISPR 22:1993+A1 / EN 55022:1994 Class B¹

EN 50082-1:1992

IEC 801-2:1991 / prEN 55024-2:1992 - 4 kV CD, 8 kV AD

IEC 801-3:1984 / prEN 55024-3:1991 - 3 V/m

IEC 801-4:1988 / prEN 55024-4:1992 - 0.5 kV Signal Lines

1.0 kV Power Lines

IEC 1000-3-2:1995 / EN61000-3-2:1995

IEC 1000-3-3:1994 / EN61000-3.3:1995

FCC Title 47 CFR, Part 15 Class B²) / ICES-003, Issue 2 / VCCI-2¹)

AS / NZS 3548:1992 / CISPR 22:1993 Class B¹)

Supplementary Information:

The product herewith complies with the requirements of the following Directives and carries the CE-marking accordingly:

the EMC directive 89/336/EEC

the Low-Voltage Directive 73/23/EEC

The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For Compliance Information ONLY, contact:

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd.,
31-41 Joseph Street, Blackburn, Victoria 3130, Australia

European Contact: Your Local Hewlett-Packard Sales and Service Office or
Hewlett-Packard GmbH, Department HQ-TRE / Standards
Europe, Herrenberger Straße 130, D-71034 Böblingen
(FAX: +49-7031-14-3143)

USA Contact: Product Regulations Manager, Hewlett-Packard Company,
PO Box 15 Mail Stop 160, Boise, ID 83707-0015
(Phone: 208-396-6000)

Laser safety statement

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The printer is certified as a “Class 1” laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968.

Since radiation emitted inside the printer is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

WARNING!

Using controls, making adjustments, or performing procedures other than those specified in this user's guide may result in exposure to hazardous radiation.

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

«Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. «CEM».»

Korean EMI statement

사용자 안내문 (8급 기기)
이 기기는 비업무용 ○급 전자파장해검정을 받은
기기로서, 주거지역에서는 물론 모든 지역에서
사용할 수 있습니다.

Laser statement for Finland

LASERTURVALLISUUS

LUOKAN 1 LASERLAITE

KLASS 1 LASER APPARAT

HP LaserJet 1100 -laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle.

Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1993) mukaisesti.

VAROITUS!

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

VARNING!

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

HUOLTO

HP LaserJet 1100 -kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

VARO!

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

VARNING!

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista:

Aallonpituus 770-795 nm

Teho 5 mW

Luokan 3B laser

B

Paper specifications

This chapter provides information on the following topics:

- Printer paper specifications
- Supported paper sizes (printer)
- Guidelines for using paper

Printer paper specifications

HP LaserJet printers produce excellent print quality. This printer accepts a variety of media, such as cut-sheet paper (including recycled paper), envelopes, labels, transparencies, vellum, and custom-size paper. Properties such as weight, grain, and moisture content are important factors affecting printer performance and output quality.

The printer can use a variety of paper and other print media in accordance with the guidelines in this manual. Paper that does not meet these guidelines may cause the following problems:

- Poor print quality
- Increased paper jams
- Premature wear on the printer, requiring repair

For best results, use only HP brand paper and print media. Hewlett-Packard Company cannot recommend the use of other brands. Because they are not HP products, HP cannot influence or control their quality.

It is possible for paper to meet all of the guidelines in this manual and still not produce satisfactory results. This might be the result of improper handling, unacceptable temperature and humidity levels, or other variables over which Hewlett-Packard has no control.

Before purchasing a large quantity of paper, make sure it meets the requirements specified in this user guide and in the *HP LaserJet Printer Family Paper Specification Guide*. (To order the guide, see “Accessories and ordering information.”) Always test paper before purchasing a large quantity.

CAUTION

Using paper outside HP specifications may cause problems for the printer, requiring repair. This repair is not covered by the Hewlett-Packard warranty or service agreements.

Supported paper sizes (printer)

- **Maximum supported paper size:** 216 by 356 mm (8.5 by 14 in.)
- **Minimum supported paper size:** 76 by 127 mm (3 by 5 in.)

Guidelines for using paper

For best results, use conventional 20 lb (75 g/m²) paper. Make sure the paper is of good quality, and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, and curled or bent edges.

If you are unsure what type of paper you are loading (such as bond or recycled), check the label on the package of paper.

Some paper causes print quality problems, jamming, or damage to the printer.

Symptom	Problem with Paper	Solution
Poor print quality or toner adhesion. Problems with feeding.	Too moist, too rough, too smooth, or embossed; faulty paper lot.	Try another kind of paper, between 100-250 Sheffield, 4-6% moisture content.
Dropouts, jamming, curl.	Stored improperly.	Store paper flat in its moisture-proof wrapping.
Increased gray background shading.	Too heavy.	Use lighter paper.
Excessive curl. Problems with feeding.	Too moist, wrong grain direction or short-grain construction.	Use long-grain paper. Print using the straight-through output path.
Jamming, damage to printer.	Cutouts or perforations.	Do not use paper with cutouts or perforations.
Problems with feeding.	Ragged edges.	Use good quality paper.

Note

Do not use letterhead paper that is printed with low-temperature inks, such as those used in some types of thermography.

Do not use raised letterhead.

The printer uses heat and pressure to fuse toner to the paper. Make sure that any colored paper or preprinted forms use inks that are compatible with the printer temperature (392 °F or 200 °C for 0.1 second).

Labels

Label construction

When selecting labels, consider the quality of each component:

- **Adhesives:** The adhesive material should be stable at 392 °F (200 °C), the printer's maximum temperature.
- **Arrangement:** Only use labels with no exposed backing between them. Labels can peel off sheets with spaces between the labels, causing serious jams.
- **Curl:** Prior to printing, labels must lie flat with no more than 13 mm (0.5 in.) of curl in any direction.
- **Condition:** Do not use labels with wrinkles, bubbles, or other indications of separation.

Transparencies

Transparencies used in the printer must be able to withstand 392 °F (200 °C), the printer's maximum temperature.

Envelopes

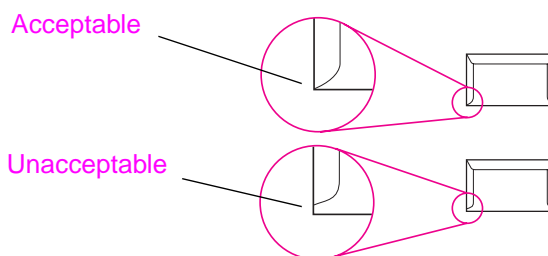
Envelope construction

Envelope construction is critical. Envelope fold lines can vary considerably, not only between manufacturers, but also within a box from the same manufacturer. Successful printing on envelopes depends upon the quality of the envelopes. When selecting envelopes, consider the following components:

- **Weight:** The weight of the envelope paper should not exceed 28 lb (105 g/m²), or jamming may result.
- **Construction:** Prior to printing, envelopes should lie flat with less than 6 mm (0.25 in.) curl and should not contain air. (Envelopes that trap air may cause problems.)
- **Condition:** Make sure envelopes are not wrinkled, nicked, or otherwise damaged.
- **Sizes:** From 90 by 160 mm (3.5 by 6.3 in.) to 178 by 254 mm (7 by 10 in.).

Envelopes with double-side-seams

Double-side-seam construction has vertical seams at both ends of the envelope rather than diagonal seams. This style may be more likely to wrinkle. Be sure the seam extends all the way to the corner of the envelope as illustrated below.



Envelopes with adhesive strips or flaps

Envelopes with a peel-off adhesive strip or with more than one flap that folds over to seal must use adhesives compatible with the heat and pressure in the printer: 392 °F (200 °C). The extra flaps and strips might cause wrinkling, creasing, or jams.

Envelope storage

Proper storage of envelopes helps contribute to good print quality. Envelopes should be stored flat. If air is trapped in an envelope, creating an air bubble, the envelope may wrinkle during printing.

Card stock and heavy media

Many types of card stock can be printed from the paper input tray, including index cards and postcards. Some card stock performs better than others because its construction is better suited for feeding through a laser printer.

For optimum printer performance, do not use paper heavier than 42 lb (157 g/m²). Paper that is too heavy might cause misfeeds, stacking problems, paper jams, poor toner fusing, poor print quality, or excessive mechanical wear.

Note

Printing on heavier paper may be possible if the tray is not filled to capacity, and paper with a smoothness rating of 100-180 Sheffield is used.

Card stock construction

- **Smoothness:** 36-42 lb (135-157 g/m²) card stock should have a smoothness rating of 100-180 Sheffield. 16-36 lb (60-135 g/m²) card stock should have a smoothness rating of 100-250 Sheffield.
- **Construction:** Card stock should lie flat with less than 5 mm (0.2 in.) of curl.
- **Condition:** Make sure card stock is not wrinkled, nicked, or otherwise damaged.
- **Sizes:** Use only card stock within the following size ranges:
 - Minimum: 76 by 127 mm (3 by 5 in.)
 - Maximum: 312 by 470 mm (12.28 by 18.5 in.)

Card stock guidelines

- If cards curl or jam, print using the straight-through output path.
- Set margins at least 2 mm (0.08 inch) away from the edges of the paper.

C

Memory (DIMMs)

This chapter provides information on the following topics:

- Installing DIMMs (memory)
- Test DIMM installation
- Removing DIMMs

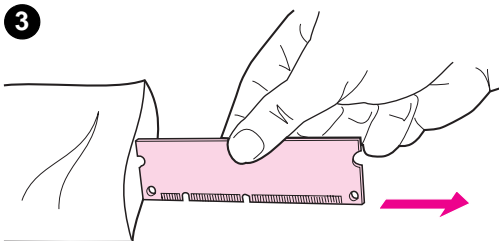
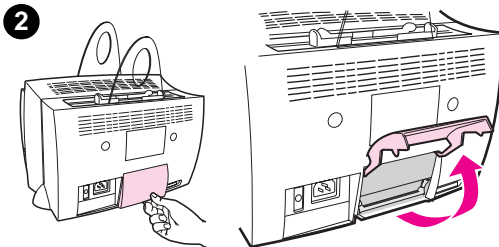
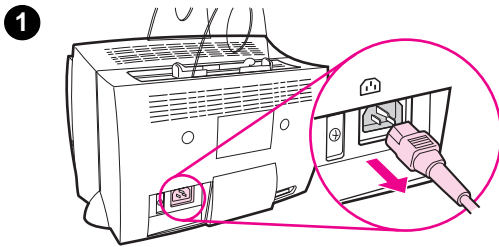
Installing DIMMs (memory)

Adding memory (RAM only) to the HP LaserJet 1100 will enable you to print more complex print jobs.

To install DIMMs, follow the instructions below:

CAUTION

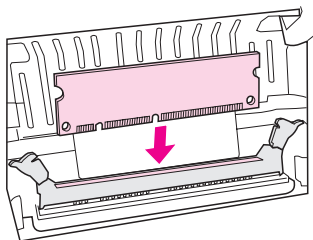
Handling a DIMM chip (memory) without wearing a grounded, anti-static device can damage the DIMM chip.



- 1 Unplug the printer.
- 2 Open the printer memory door by gently pulling out and upward on the bottom edge until the door supports itself.
- 3 Remove the DIMM chip from the anti-static bag in which it came by grasping the chip on the top edge.

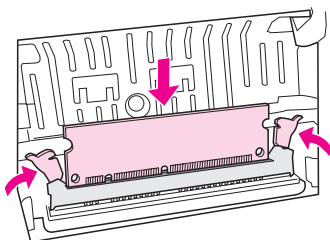
Continued on next page.

4



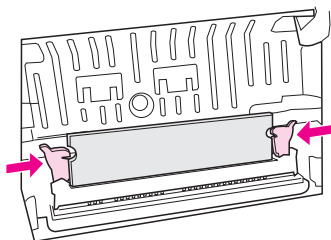
4 Position the DIMM chip over the slot located inside the printer memory door. The gold contacts should be pointing down and the cutouts should be on the left side.

5



5 Carefully press the DIMM chip into the slot, ensuring it is straight and all the way down. The cam latches should rotate inward.

6



6 Lock the cam latches into place by pressing the handles towards each other.

Test DIMM installation

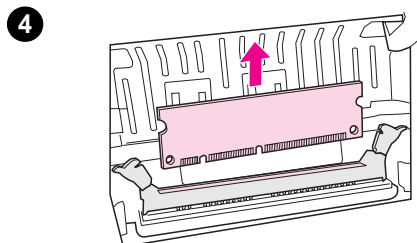
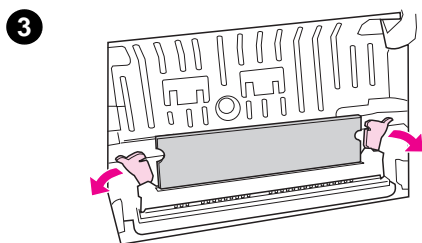
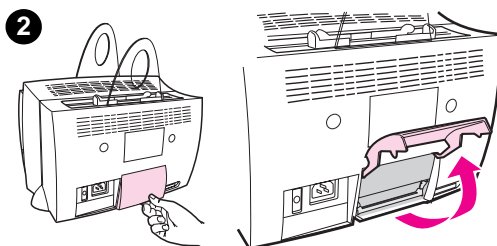
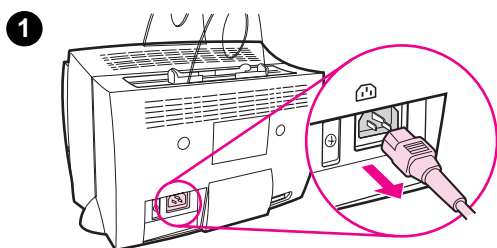
Test the DIMM installation by printing a self-test page and checking the “memory available” specified on the page. See “Printing a self-test page.”

Removing DIMMs

To remove DIMMs, follow the instructions below:

CAUTION

Handling a DIMM chip (memory) without wearing a grounded, anti-static device can damage the DIMM chip.



- 1 Unplug the printer.
- 2 Open the printer memory door by gently pulling out and upward on the bottom edge until the door supports itself.
- 3 Unlock the cam latches by pressing them outward.
- 4 Grasp the DIMM chip on the top edge, gently pull straight up, and then remove the chip from the printer.

Note

Store the DIMM chip in an antistatic bag.

D

Warranty and licensing

This chapter provides information on the following topics:

- Hewlett-Packard software license agreement
- Hewlett-Packard limited warranty statement
- Limited warranty for toner cartridge life

Hewlett-Packard software license agreement

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Hewlett-Packard limited warranty statement

DURATION OF WARRANTY:

One year from date of purchase.

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Limited warranty for toner cartridge life

Note

The warranty below applies to the toner cartridge that came with this printer.

HP toner cartridges are warranted to be free from defects in materials and workmanship until the HP toner is depleted. The warranty covers any defects or malfunctions in a new Hewlett-Packard toner cartridge.

How long does the coverage last?

The coverage lasts until the HP toner is depleted, at which time the warranty expires.

How do I know when the HP toner is running out?

The HP toner is depleted when faded or light type appears on the printed page.

What will HP do?

HP will, at HP's option, either replace products which prove to be defective or refund the purchase price. If possible, please attach a printout sample illustrating what the defective cartridge is printing.

What does this warranty not cover?

The warranty does not cover cartridges which have been refilled, are emptied, are abused, are misused, or are tampered with in any way.

How do I return the faulty cartridge?

In the event the cartridge proves to be defective, complete the Service Information Form and attach a print sample illustrating the defect. Return the form and cartridge to the place of purchase, where the cartridge will be replaced.

How does State, Province or Country Law apply?

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state, province to province, or country to country. This limited warranty is the sole warranty on the HP toner cartridge and supersedes any other warranty relating to this product.

IN NO EVENT SHALL HEWLETT-PACKARD COMPANY BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, PUNITIVE, OR EXEMPLARY DAMAGES OR LOST PROFITS FROM ANY BREACH OF THIS WARRANTY OR OTHERWISE.

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E

Accessories and ordering information

You can increase the capabilities of the printer with optional accessories and supplies. Use accessories and supplies specifically designed for the HP LaserJet 1100 Printer and the HP LaserJet 1100A Printer•Copier•Scanner to ensure optimum performance.

Ordering information

Item	Description or Use	Order Number
Printer memory	Dual in-line memory module (DIMM)	Boosts the ability of the printer to handle complex print jobs.
	● Maximum add on: 16 MB	
	● Available DIMMs:	
	4 MB	C4135A
	8 MB	C4136A
	16 MB	C4137A
Cables and interface accessories	Parallel cables	Method of connectivity from printer to PC.
	● 2 Meter IEEE-1284 cable	C2945A
	● 3 Meter IEEE-1284 cable	C2946A
	Copier/Scanner for the HP LaserJet 1100	Attachable scanner exclusively for the HP LaserJet 1100 printer. C4221A
Printing supplies	HP Multi-purpose paper	HP brand paper for a variety of uses (1 box of 10 reams, 500 sheets each). To order a sample, in the U.S., call 1-800-471-4701. HPM1120
	HP LaserJet paper	Premium HP brand paper for use with HP LaserJet printers (1 box of 10 reams, 500 sheets each). To order a sample, in the U.S., call 1-800-471-4701. HPJ1124
	Toner cartridge	Replacement toner cartridge for the HP LaserJet 1100. C4092A
Toner cartridge	Replacement HP precision toner cartridge.	C4092A

Ordering information (continued)

	Item	Description or Use	Order Number
Supplementary documentation	<i>HP LaserJet Printer Family Paper Specification Guide</i>	A guide to using paper and other print media with HP LaserJet printers.	5021-8909
	HP LaserJet 1100A Printer•Copier•Scanner hard-copy user guide	A printed and bound user guide for the HP LaserJet 1100A Printer•Copier•Scanner. (use=printer and copier/scanner)	C4218-90937
Replacement parts	Paper pick-up roller	Used to pick the paper from the paper input tray and advance it through the printer.	RF5-2826-000CN
	Input paper support for the printer	Used to stabilize the paper once it is loaded into the paper input tray.	RB2-4020-000CN
	Output paper support for the printer	Used to stabilize paper once it is printed.	RB2-4021-000CN
	Input paper support for the scanner	Used to stabilize paper once it is loaded into the scanner.	RB2-4021-000CN

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