HP invent

HP Color LaserJet 3550 and 3700 series printer

Use

HP Color LaserJet 3550 and 3700 series printer

User Guide

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HP customer care

Online Services

For 24-hour access to information using a modem or Internet connection.

World Wide Web URL: for the HP Color LaserJet 3550 series printer, updated HP printer software, product and support information, and printer drivers in several languages can be obtained from http://www.hp.com/support/clj3550; for the HP Color LaserJet 3700 series printer, visit http://www.hp.com/support/clj3700. (Sites are in English.)

Visit: http://www.hp.com/support/net_printing for information about the HP Jetdirect en3700 external print server.

HP Instant Support Professional Edition (ISPE) is a suite of web-based troubleshooting tools for desktop computing and printing products. ISPE helps you quickly identify, diagnose, and resolve computing and printing problems. The ISPE tools may be be accesssed from http://instantsupport.hp.com.

Telephone support

HP provides free telephone support during the warranty period. When you call, you will be connected to a responsive team waiting to help you. For the telephone number for your country/region, see the flyer that shipped in the box with the product, or visit http://www.hp.com/support/callcenters. Before calling HP, have the following information ready: product name and serial number, date of purchase, and description of the problem.

You can also find support on the Internet at http://www.hp.com. Click the **support & drivers** block.

Software utilities, drivers, and electronic information

Visit: http://www.hp.com/clj3550_software for the HP Color LaserJet 3550 series printer or http://www.hp.com/clj3700_software for the HP Color LaserJet 3700 series printer. The Web page for the drivers might be in English, but you can download the drivers themselves in several languages.

Call: See the flyer that shipped in the box with the printer.

HP direct ordering for accessories or supplies

In the United States, supplies can be ordered from http://www.hp.com/sbso/product/supplies. In Canada, supplies can be ordered from http://www.hp.ca/catalog/supplies. In Europe, supplies can be ordered from http://www.hp.com/supplies. In Asia-Pacific, supplies can be ordered from http://www.hp.com/paper/.

Accessories can be ordered from http://www.hpshopping.com.

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

HP service information

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

For service for your product, call the customer support number for your country/region. See the flyer that shipped in the box with the printer.

HP service agreements

Call: 1-800-835-4747 (U.S.) or 1-800-268-1221 (Canada).

Extended Service: 1-800-446-0522

HP toolbox

To check the printer status and settings and view troubleshooting information and online documentation, use HP toolbox. You can view the HP toolbox when the printer is directly connected to your computer or when it is connected to a network. You must have performed a complete software installation to use the HP toolbox. See Using the HP toolbox.

HP support and information for Macintosh computers

Visit: http://www.hp.com/go/macosx for Macintosh OS X support information and HP subscription service for driver updates.

Visit: http://www.hp.com/go/mac-connect for products designed specifically for the Macintosh user.

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Glossary

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1 Printer basics

This chapter contains information on becoming familiar with the printer features. The following topics are covered:

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-
-

Quick access to printer information

User guide links

- [Walk around](#)
- [Replacing supplies and parts](#)

Where to look for more information

Several references are available for use with this printer. For the HP Color LaserJet 3550 series printers, see http://www.hp.com/support/clj3550. For the HP Color LaserJet 3700 series printers, see http://www.hp.com/support/clj3700.

Setting up the printer

Getting Started Guide—Step-by-step instructions for installing and setting up the printer.
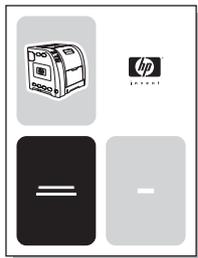
HP Jetdirect Print Server Administrator's Guide—Instructions to configure and troubleshoot the HP Jetdirect print server.

Accessory and Consumable Installation Guides—Step-by-step instructions, supplied with the printer's optional accessories and supplies, for installing the printer's accessories and supplies.

Using the printer

User Guide—Detailed information for using and troubleshooting the printer. Available on the CD-ROM that came with the printer.

Online Help—Information about printer options that are available from within the printer drivers. To view a Help file, access the online Help through the printer driver.

Printer configurations

Thank you for purchasing the HP Color LaserJet 3550 series printer or the HP Color LaserJet 3700 series printer. These printers are available in the configurations described below.

HP Color LaserJet 3550 printer
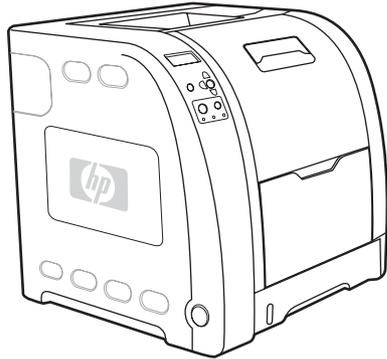
The HP Color LaserJet 3550 printer is a four-color, laser printer that prints 16 pages per minute (ppm) in both monochrome (black and white) and color.

- **Trays.** The printer comes with a multipurpose tray (Tray 1) that holds up to 100 sheets of various paper types and sizes or 10 envelopes and a 250-sheet paper feeder (Tray 2) that supports various paper sizes. It supports an optional 500-sheet paper feeder (Tray 3). See Supported paper weights and sizes for more information.

- **Connectivity.** The printer provides a Hi-Speed USB 2.0 port for connectivity.

- **Memory.** The printer contains 64 megabytes (MB) of synchronous dynamic random access memory (SDRAM).

HP Color LaserJet 3550n printer
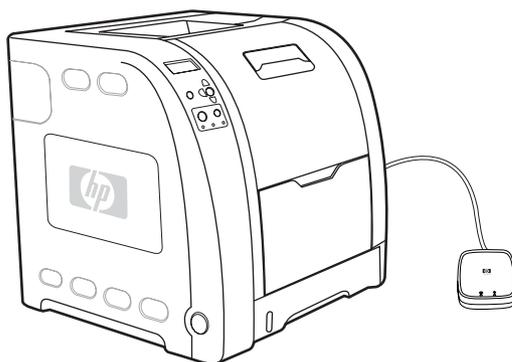
The HP Color LaserJet 3550n printer includes the features of the HP Color LaserJet 3550 printer, plus an HP Jetdirect en3700 external print server for easy connectivity to 10baseT/100base-TX networks.

HP Color LaserJet 3700 printer
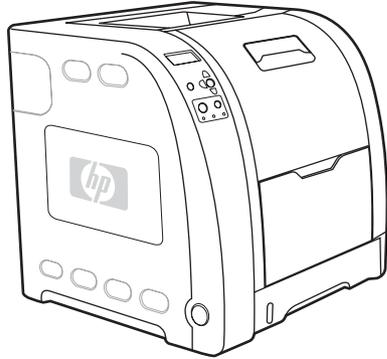
The HP Color LaserJet 3700 printer is a four-color, laser printer that prints 16 pages per minute (ppm) in both monochrome (black and white) and color.

- **Trays.** The printer comes with a multipurpose tray (Tray 1) that holds up to 100 sheets of various paper types and sizes or 10 envelopes and a 250-sheet paper feeder (Tray 2) that supports various paper sizes. It supports an optional 500-sheet paper feeder (Tray 3). See Supported paper weights and sizes for more information.

- **Connectivity.** The printer provides a USB port and a standard bidirectional parallel port (IEEE-1284 compliant) for connectivity.

- **Memory.** The printer contains 128 megabytes (MB) of synchronous dynamic random access memory (SDRAM). To allow for memory expansion, the printer has three DIMM slots that accept 64, 128, or 256 MB RAM each. This printer can support up to 448 MB of memory.

HP Color LaserJet 3700n printer
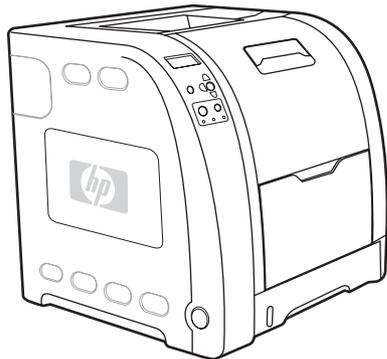
The HP Color LaserJet 3700n printer includes the features of the HP Color LaserJet 3700 printer, plus an HP Jetdirect 620n print server for easy connectivity to 10/100baseT networks.

HP Color LaserJet 3700dn printer
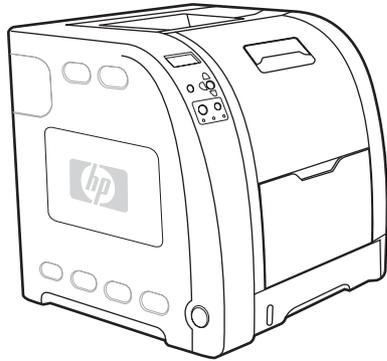
The HP Color LaserJet 3700dn printer includes the features of the HP Color LaserJet 3700n printer, automatic 2-sided (duplex) printing, and a total of 128 MB of SDRAM.

HP Color LaserJet 3700dtn printer

The HP Color LaserJet 3700dtn printer includes the features of the HP Color LaserJet 3700dn printer, plus an additional 500-sheet paper feeder (Tray 3).

Printer features

This printer combines the quality and reliability of Hewlett-Packard printing with the features listed below. For more information on the features of the HP Color LaserJet 3550 series printer, see the Hewlett-Packard website at http://www.hp.com/support/clj3550. For more information on the features of the HP Color LaserJet 3700 series printer, see http://www.hp.com/support/clj3700.

Features

	HP Color LaserJet 3550 series printer	HP Color LaserJet 3700 series printer
Performance	● 16 ppm (in both monochrome and color). If the performance of the printer is less than this, see Factors affecting printer performance. ● Prints on a variety of media. For more information see Supported paper weights and sizes.	● 16 ppm (in both monochrome and color). If the performance of the printer is less than this, see Factors affecting printer performance. ● Prints on a variety of media. For more information see Supported paper weights and sizes. ● MIPS RISC 350 MHz processor
Memory	● 64 megabytes (MB) of synchronous dynamic random access memory (SDRAM).	● 128 megabytes (MB) of synchronous dynamic random access memory (SDRAM). ● Can be expanded to 448 MB.
User interface	● Graphic display on control panel. ● Enhanced control panel help. ● HP toolbox (a web application for status and troubleshooting information). ● Windows PC and Apple Macintosh printer drivers.	● Graphic display on control panel. ● Enhanced control panel help. ● HP toolbox (a web application for status and troubleshooting information). ● Windows PC and Apple Macintosh print drivers. ● Embedded Web server to access support and order supplies (administrator tool for network-connected printers).
Supported printer personalities	HP JetReady 4.1	● HP PCL 6. ● PostScript 3 emulation. ● Automatic language switching.
Storage features	Not applicable	● Fonts and forms.
Environmental features	● PowerSave setting. ● High content of recyclable components and materials. ● Energy Star qualified.	● PowerSave setting. ● High content of recyclable components and materials. ● Energy Star qualified.

Features (continued)

	HP Color LaserJet 3550 series printer	HP Color LaserJet 3700 series printer
Fonts	Not applicable	• 80 internal fonts available for both PCL and PostScript emulation. • 80 printer-matching screen fonts in TrueType™ format available with the software solution.
Paper handling	• Prints on paper from 76 by 127 mm (3 by 5 inches) up to 215 by 355 mm (8.5 by 14 inches). • Prints on paper with weights from 60 g/m^2 to 163 g/m^2 (16 to 43 lb bond). • Prints on a wide range of media types including glossy, heavy, labels, film, overhead transparencies, and envelopes. • Multiple gloss levels. • A 250-sheet paper feeder (Tray 2) that supports letter, legal, executive, executive (JIS), A4, A5, B5 (JIS), B5 (ISO), and 216 by 330 mm (8.5 by 13 inches) paper sizes. • Optional 500-sheet paper feeder that supports letter and A4 paper sizes (Tray 3). For more information see Supported paper weights and sizes. • A 150-sheet, face-down, output bin (top) and a 25-sheet, face-up, output bin (rear).	• Prints on paper from 76 by 127 mm (3 by 5 inches) up to 215 by 355 mm (8.5 by 14 inches). • Prints on paper with weights from 60 g/m^2 to 163 g/m^2 (16 to 43 lb bond). • Prints on a wide range of media types including glossy, heavy, labels, film, overhead transparencies, and envelopes. • Multiple gloss levels. • A 250-sheet paper feeder (Tray 2) that supports letter, legal, executive, executive (JIS), A4, A5, B5 (JIS), B5 (ISO), and 216 by 330 mm (8.5 by 13 inches) paper sizes. • Optional 500-sheet paper feeder that supports letter and A4 paper sizes; standard on the HP Color LaserJet 3700dtn printer (Tray 3). For more information see Supported paper weights and sizes. • A 150-sheet, face-down, output bin (top) and a 25-sheet, face-up, output bin (rear). • Automatic 2-sided printing on HP Color LaserJet 3700dn and 3700dtn printers.
Accessories	• Optional 500-sheet paper feeder that supports letter and A4 paper sizes (Tray 3).	• Optional 500-sheet paper feeder (Tray 3) that supports letter and A4 paper sizes; standard on the HP Color LaserJet 3700dtn printer (Tray 3). • Dual inline memory modules (DIMM). • Optional flash DIMM.

Features (continued)

	HP Color LaserJet 3550 series printer	HP Color LaserJet 3700 series printer
Connectivity	- Hi-Speed Universal serial bus (USB) 2.0 cable interface. - HP Jetdirect en3700 external print server; standard on the HP Color LaserJet 3550n printer. - HP Web Jetadmin software.	- Standard, bidirectional, parallel cable interface (IEEE-1284 compliant) for backward compatibility. - Universal serial bus (USB) cable interface. - Optional enhanced input/output (EIO) network card; standard on HP Color LaserJet 3700n, 3700dn, and 3700dtn printers. - HP Embedded Web Server - HP Web Jetadmin software.
Supplies	- Supplies status page contains information on toner level, page count, and estimated pages remaining. - No-shake cartridge design. - Printer checks for authentic HP print cartridges at cartridge installation. - Internet-enabled supply-ordering capabilities (using HP toolbox).	- Supplies status page contains information on toner level, page count, and estimated pages remaining. - No-shake cartridge design. - Printer checks for authentic HP print cartridges at cartridge installation. - Internet-enabled supply-ordering capabilities (using embedded Web server and HP toolbox).
Accessibility	- Online user guide that is compatible with text screen-readers. - Print cartridges can be installed and removed by using one hand. - All doors and covers can be opened by using one hand. - Media can be loaded in Tray 1 by using one hand.	- Online user guide that is compatible with text screen-readers. - Print cartridges can be installed and removed by using one hand. - All doors and covers can be opened by using one hand. - Media can be loaded in Tray 1 by using one hand.

Walk around

The following illustrations identify the locations and names of key components of this printer.
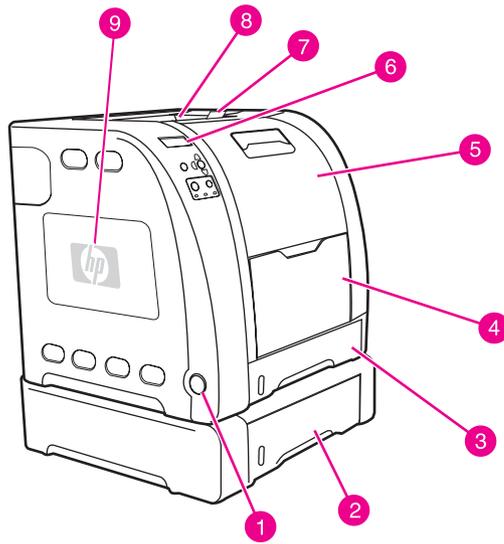
Front view (shown with 500-sheet paper feeder)

1 on/off switch
2 Tray 3 (optional; 500 sheets of standard paper)
3 Tray 2 (250 sheets of standard paper)
4 Tray 1
5 front door
6 printer control panel
7 output bin extender, for use with B5 (JIS), B5 (ISO), and 216 by 356 mm (8.5 by 14 in) paper
8 output bin
9 DIMM access door (available on the HP Color LaserJet 3700 series printer)
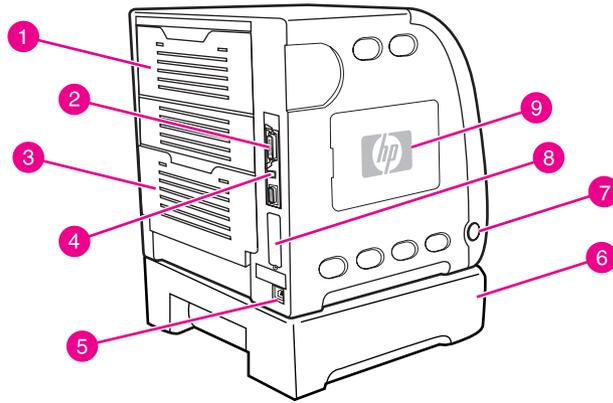
Back and side view

1   upper rear door
2   parallel connection (available on the HP Color LaserJet 3700 series printer)
3   lower rear door (rear output bin)
4   USB connection
5   power connection
6   Tray 3 (optional)
7   on/off switch
8   EIO connection (available on the HP Color LaserJet 3700 series printer)
9   DIMM access door (available on the HP Color LaserJet 3700 series printer)

Printer software

Included with the printer is a CD-ROM containing the printing system software. The software components and printer drivers on this CD-ROM help you use the printer to its fullest potential. See the getting started guide for installation instructions.

NOTE For the latest information about the printing system software components, view the ReadMe files on the CD-ROM.

This section summarizes the software included on the CD-ROM. The printing system includes software for end users and network administrators operating in the following operating environments:

- Microsoft Windows 98, Me, and NT 4.0
- Microsoft Windows 2000, and XP 32-bit and XP 64-bit
- Apple Mac OS version 9.1 and later and Mac OS X version 10.1 and later

NOTE For a list of the network environments supported by the network administrator software components, see Network configuration.

For a list of printer drivers, updated HP printer software, and product support information for the HP Color LaserJet 3550 series printer, go to http://www.hp.com/support/clj3550. For the HP Color LaserJet 3700 series printer, go to http://www.hp.com/support/clj3700.

Printer drivers

Printer drivers access the printer features and allow the computer to communicate with the printer. The following printer drivers are included with the printer on a CD-ROM.

NOTE The HP Color LaserJet 3550 does not include PCL and PostScript Page Description Languages (PDL). The HP Color LaserJet 3550 uses the HP JetReady 4.1 PDL, which is a host-based printer language. HP JetReady 4.1 uses the combined power of the computer and the printer to render the printed page in a Windows or Macintosh system environment. HP JetReady 4.1 transfers the pre-rendered pages from the host computer to the printer and communicates instructions to the printer on how to convert the pages to printable data.

Printer drivers for the HP Color LaserJet 3550 series printer

Operating system[1]	JetReady 4.1
Windows 98, Me	✔
Windows NT 4.0	✔
Windows 2000	✔
Windows XP (32-bit)	✔
Windows XP (64-bit)	✔
Windows Server 2003 (32-bit)	✔
Windows Server 2003 (64-bit)	✔
Macintosh OS	✔

[1] Not all printer features are available from all drivers or operating systems. See the online Help in your driver for availability of features.

Printer drivers for the HP Color LaserJet 3700 series printer

Operating system[1]	PCL 6	PS Emulation
Windows 98, Me	✔	✔
Windows NT 4.0 **NOTE** Windows NT does not support USB	✔	✔
Windows 2000[2]	✔	✔
Windows XP (32-bit)[2]	✔	✔
Windows XP (64-bit)[2, 3]		✔
Windows Server 2003 (32-bit)	✔	✔
Windows Server 2003 (64-bit)	✔	✔
Macintosh OS		✔

[1] Not all printer features are available from all drivers or operating systems. See the online Help in your driver for availability of features.
[2] For Windows 2000 and Windows XP (32-bit and 64-bit), download the PCL 5 driver from http://www.hp.com/go/clj3700software.
[3] For Windows XP (64 bit), download the PCL 6 driver from http://www.hp.com/go/clj3700software.

NOTE   If your system did not automatically check the Internet for the latest drivers during software installation, download them for the HP Color LaserJet 3550 series printer from http://www.hp.com/go/clj3550_software. For the HP Color LaserJet 3700 series printer, go to http://www.hp.com/go/clj3700_software.

Additional drivers

The following drivers are not included on the CD-ROM, but are available from
http://www.hp.com/go/clj3700software. These drivers are for the HP Color LaserJet 3700
series printer only.

- OS/2 PS and PCL printer driver
- UNIX model scripts
- Linux drivers

NOTE   The OS/2 drivers are available from IBM and are packaged with OS/2. They are not
available for Traditional Chinese, Simplified Chinese, Korean, and Japanese languages.

Software for networks

For a summary of available HP network installation and configuration software solutions, see
the *HP Jetdirect Print Server Administrator's Guide*. You can find this guide on the CD
included with the printer.

HP Web Jetadmin

HP Web Jetadmin allows you to manage HP Jetdirect-connected printers within your intranet
using a browser. HP Web Jetadmin is a browser-based management tool and should be
installed only on the network administrator's computer. It can be installed and run on a
variety of systems.

To download a current version of HP Web Jetadmin and for the latest list of supported host
systems, visit HP Customer Care Online at http://www.hp.com/go/webjetadmin.

When installed on a host server, any client can access HP Web Jetadmin using a supported
Web browser (such as Microsoft Internet Explorer 4.x or Netscape Navigator 4.x or later) by
browsing to the HP Web Jetadmin host.

HP Web Jetadmin 6.5 and above have the following features:

- Task-oriented user interface provides configurable views, saving network managers
  significant time.
- Customizable user profiles let network administrators include only the function viewed or
  used.
- Instant e-mail notification of hardware failure, low supplies, and other printer problems
  now route to different people.
- Remote installation and management from anywhere using only a standard Web browser.
- Advanced autodiscovery locates peripherals on the network, so the network
  administrator does not need to manually enter each printer into a database.
- Simple integration into enterprise management packages.
- Quickly find peripherals based on parameters such as IP address, color capability, and
  model name.
- Easily organize peripherals into logical groups, with virtual office maps for easy
  navigation.

For the latest information about HP Web Jetadmin go to http://www.hp.com/go/webjetadmin.

UNIX

The HP Jetdirect Printer Installer for UNIX is a simple printer installation utility for HP-UX and Solaris networks. It is available for download from HP Customer Care Online at http://www.hp.com/support/net_printing.

Linux

For information about Linux support, go to http://www.hp.com/go/linux.

Utilities

The HP Color LaserJet 3550 series printer and the HP Color LaserJet 3700 series printer are equipped with several utilities that make it easy to monitor and manage the printer on a network.

HP toolbox

The HP toolbox is an application that you can use for the following tasks:

● checking the printer status

● configuring the printer settings

● viewing troubleshooting information

● viewing online documentation

● printing internal printer pages

You can view the HP toolbox when the printer is directly connected to your computer or when it is connected to a network. You must have performed a complete software installation to use the HP toolbox.

Embedded Web server (available for the HP Color LaserJet 3700 series printer)

This printer is equipped with an embedded Web server, which allows access to information about printer and network activities. A Web server provides an environment in which web programs may run, much in the same way that an operating system, such as Windows, provides an environment for programs to run on your PC. The output from these programs can then be displayed by a Web browser, such as Microsoft Internet Explorer or Netscape Navigator.

An "embedded" Web server resides on a hardware device (such as a printer) or in firmware, rather than as software that is loaded on a network server.

The advantage of an embedded Web server is that it provides an interface to the printer that anyone with a network-connected PC and a standard Web browser can access. There is no special software to install or configure, but you must have a supported Web browser on your computer. To access the embedded Web server, type the IP address for the printer in the address line of the browser. (To find the IP address, print a configuration page. For more information about printing a configuration page, see Printer information pages.)

Features

The HP embedded Web server allows you to view printer and network card status and manage printing functions from your PC. With the HP embedded Web server, you can do the following:

- view printer status information
- determine the remaining life on all supplies and order new ones
- view and change tray configurations
- view and change the printer control panel menu configuration
- view and print internal pages
- receive notification of printer and supplies events
- add or customize links to other Web sites
- select the language in which to display the embedded Web server pages
- view and change network configuration
- view support content that is printer-specific and specific to the printer's current state

For a complete explanation of the features and functionality of the embedded Web server, see Using the embedded Web server (HP Color LaserJet 3700 series printer only).

Other components and utilities

Several software applications are available for Windows and Macintosh OS users, as well as for network administrators. These programs are summarized below.

Windows	Macintosh OS	Network administrator
- Software installer — automates the printing system installation - Online Web registration - HP toolbox — a Web application for checking printer status and settings for Windows 98, 2000, Me, and XP users	- PostScript Printer Description files (PPDs) — for use with the Apple PostScript drivers that come with the Mac OS - HP toolbox — a Web application for checking printer status and settings for Mac OS X, v10.1, and v10.2 users	- HP Web Jetadmin — a browser-based system management tool. See http://www.hp.com/go/webjetadmin for the latest HP Web Jetadmin software - HP Jetdirect Printer Installer for UNIX — available for download from http://www.hp.com/support/net_printing

Print media specifications

For optimum results, use conventional 75 g/m^2 to 90 g/m^2 (20 to 24 lb) photocopy paper. Verify that the paper is of good quality and is free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, curls, or bent edges.

Supported paper weights and sizes

Tray 1 paper sizes[1]

Tray 1	Dimensions	Weight or thickness	Capacity
Minimum size paper	76 by 127 mm (3 by 5 in)	60 to 163 g/m^2 (16 to 43 lb bond)	100 sheets (75 g/m^2; 20 lb bond)
Maximum size paper	216 by 356 mm (8.5 by 14 in)	60 to 163 g/m^2 (16 to 43 lb bond)	100 sheets (75 g/m^2; 20 lb bond)
Minimum size glossy paper	76 by 127 mm (3 by 5 in)	75 to 120 g/m^2 (20 to 32 lb bond)	Maximum stack height: 12 mm (0.47 in)
Maximum size glossy paper	216 by 356 mm (8.5 by 14 in)	75 to 120 g/m^2 (20 to 32 lb bond)	Maximum stack height: 12 mm (0.47 in)
Minimum size transparencies[2]	76 by 127 mm (3 by 5 in)	0.12 to 0.13 mm thick (4.7 to 5 mils thick)	50 sheets
Maximum size transparencies[2]	216 by 356 mm (8.5 by 14 in)	0.12 to 0.13 mm thick (4.7 to 5 mils thick)	50 sheets
Minimum size envelopes	76 by 127 mm (3 by 5 in)	60 to 90 g/m^2 (16 to 24 lb bond)	10 envelopes
Maximum size envelopes	216 by 356 mm (8.5 by 14 in)	60 to 90 g/m^2 (16 to 24 lb bond)	10 envelopes
Minimum size label	76 by 127 mm (3 by 5 in)	75 to 163 g/m^2 (20 to 43 lb bond)	50 sheets
Maximum size label	216 by 356 mm (8.5 by 14 in)	75 to 163 g/m^2 (20 to 43 lb bond)	50 sheets
Minimum size cardstock	76 by 127 mm (3 by 5 in)	135 to 166 g/m^2 (50 to 61 lb cover)	40 sheets
Maximum size cardstock	216 by 356 mm (8.5 by 14 in)	135 to 166 g/m^2 (50 to 61 lb cover)	40 sheets

[1] The printer supports a wide range of standard and custom sizes of print media. Capacity can vary depending on media weight and thickness and environmental conditions. Smoothness—100 to 250 (Sheffield). For more ordering information, see Supplies and accessories.

[2] Use only transparencies designed for use with HP Color LaserJet printers. This printer can detect transparencies that were not designed for use with HP Color LaserJet printers. For more information, see Print quality menu.

NOTE The following table lists the standard sizes of paper that the printer supports in Tray 2.

Tray 2 paper sizes[1]

Tray 2	Dimensions	Weight or thickness	Capacity
Letter	216 by 279 mm (8.5 by 11 in)	60 to 105 g/m^2 (16 to 28 lb bond)	250 sheets (75 g/m^2; 20 lb bond)
Legal	216 by 356 mm (8.5 by 14 in)	60 to 105 g/m^2 (16 to 28 lb bond)	250 sheets (75 g/m^2; 20 lb bond)
Executive	184 by 267 mm (7.3 by 10.5 in)	60 to 105 g/m^2 (16 to 28 lb bond)	250 sheets (75 g/m^2; 20 lb bond)
Executive (JIS)	216 by 330 mm (8.5 by 13 in)	60 to 105 g/m^2 (16 to 28 lb bond)	250 sheets (75 g/m^2; 20 lb bond)
A4	210 by 297 mm (8.3 by 11.7 in)	60 to 105 g/m^2 (16 to 28 lb bond)	250 sheets (75 g/m^2; 20 lb bond)
A5	148 by 210 mm (5.8 by 8.3 in)	60 to 105 g/m^2 (16 to 28 lb bond)	250 sheets (75 g/m^2; 20 lb bond)
B5 (JIS)	182 by 257 mm (7.2 by 10.1 in)	60 to 105 g/m^2 (16 to 28 lb bond)	250 sheets (75 g/m^2; 20 lb bond)
B5 (ISO)	176 by 250 mm (6.9 by 9.8 in)	60 to 105 g/m^2 (16 to 28 lb bond)	250 sheets (75 g/m^2; 20 lb bond)

[1] Capacity can vary depending on media weight and thickness, and environmental conditions.

Tray 3 paper sizes[1]

Tray 3	Dimensions	Weight or thickness	Capacity
Letter	215 by 279 mm (8.5 by 11 in)	60 to 105 g/m^2 (16 to 28 lb bond)	500 sheets (75 g/m^2; 20 lb bond)
A4	210 by 296 mm (8.3 by 11.7 in)	60 to 105 g/m^2 (16 to 28 lb bond)	500 sheets (75 g/m^2; 20 lb bond)

[1] Capacity can vary depending on media weight and thickness, and environmental conditions.

Automatic 2-sided printing (available on some models of the HP LaserJet 3700 series printer)[1]

Automatic 2-sided printing	Dimensions	Weight and thickness
Letter	216 by 279 mm (8.5 by 11 in)	60 to 105 g/m^2 (16 to 28 lb bond)
Legal	216 by 356 mm (8.5 by 14 in)	60 to 105 g/m^2 (16 to 28 lb bond)
A4	210 by 297 mm (8.3 by 11.7 in)	60 to 105 g/m^2 (16 to 28 lb bond)

[1] The printer automatically prints on paper weights up to 163 gm^2 (43 lb bond). However, automatic 2-sided printing on weights above the maximum value noted in this table can produce unexpected results.

Manual 2-sided printing. Any of the supported paper sizes and types listed for printing from Tray 1 can be manually duplexed. See 2-sided (duplex) printing for more information.

2 Control panel

This chapter contains information on the printer control panel, which provides control of printer functions and communicates information about the printer and print jobs. The following topics are covered:

- Control panel overview
- Control panel menus
- Menu hierarchy
- Information menu
- Paper handling menu
- Configure device menu
- Diagnostics menu
- Changing printer control panel configuration settings
- Using the printer control panel in shared environments

Control panel overview

The control panel provides control of printer functions and communicates information about the printer and print jobs. Its display provides graphic information about printer and supplies status, making it easy to identify and correct problems.
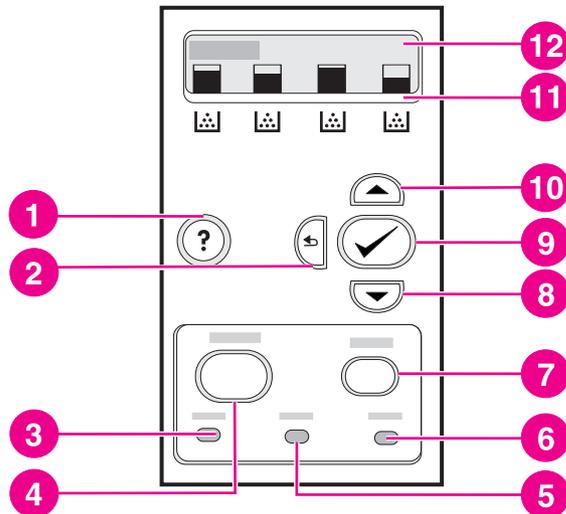
Control panel buttons and lights

1   help (?) button
2   back arrow (⇆) button
3   ready light
4   menu button
5   data light
6   attention light
7   stop button
8   down arrow (▼) button
9   select (✔) button
10 up arrow (▲) button
11 print cartridge level indicator
12 display

The printer communicates through the display and the lights on the lower part of the control panel. The Ready, Data, and Attention lights provide at-a-glance information about the state of the printer, and they alert you to printing problems. The display shows more complete status information, as well as menus, help information, and error messages.

Control panel buttons

Use the buttons on the control panel to perform printer functions, as well as for navigating and responding to menus and messages in the display.

Button name	Function
✔ Select	Makes selections, resumes printing after continuable errors, and is used to override a non-HP print cartridge.

Button name	Function
▲ Up arrow ▼ Down arrow	Navigate menus and text, and increase or decrease the values of numerical items in the display.
⇆ Back arrow	Navigates backward in nested menus.
Menu	Enters and exits menus.
Stop	Halts the current job in progress, presents a choice to resume or cancel the current print job, clears paper from the printer, and clears any continuable errors associated with the halted job.
? Help	Provides detailed information on printer messages or menus.

Control panel indicator lights

Indicator	On	Off	Flashing
Ready (green)	Printer is online (able to accept and process data).	Printer is offline (paused), or is turned off.	Printer is attempting to stop printing and go offline. This is usually due to a user's request to pause the current job.
Data (green)	Processed data is present in the printer, but more data is needed to complete the job, or the job is paused or waiting for errors to be cleared.	Printer is not processing or receiving data.	Printer is processing and receiving data.
Attention (amber)	A critical error has occurred. Printer requires attention.	No conditions exist that require attention.	An error has occurred. Printer requires attention.

Display

The printer display gives you complete, timely information about the printer and print jobs. Graphics illustrate levels of supplies. Menus allow access to printer functions and detailed information.

The top-level screen on the display has two areas: message/prompt and supplies gauge.
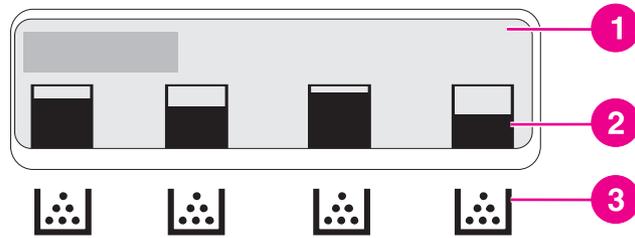
Printer display

1	message/prompt area
2	supplies gauge
3	print cartridge colors from left to right: black, cyan, magenta, and yellow

The message and prompt areas of the display alert you to the state of the printer and tell you how to respond.

The supplies gauge shows the consumption levels of print cartridges (black, cyan, magenta, and yellow). When a non-HP print cartridge is installed, a **?** might appear instead of the consumption level. The supplies gauge appears whenever the printer shows the **Ready** state, and whenever the printer shows a warning or error message concerning a cartridge.

Accessing the control panel from a computer

You can also access the printer control panel from a computer by using the HP toolbox or the Settings page of the embedded Web server.

The computer shows information similar to what the control panel shows. From your computer, you can also perform control panel functions, such as checking supplies status, viewing messages, or changing tray configuration. For more information, see Using the HP toolbox or Using the embedded Web server (HP Color LaserJet 3700 series printer only).

Control panel menus

You can perform most routine printing tasks from the computer through the printer driver or software application. This is the most convenient way to control the printer. Any changes that you make using the computer will override the printer control panel settings. See the Help files associated with the software, or for more information on accessing the printer driver, see Printer software.

You can also control the printer by changing settings in the printer control panel. Use the control panel to access printer features not supported by the printer driver or software application. Use the control panel to configure trays for paper size and type.

Getting started basics

Use the following information to navigate through the control panel menus.

Button name	Function
✔ Select	Makes selections and resumes printing after continuable errors.
▲ Up arrow ▼ Down arrow	Navigate menus and text, and increase or decrease the values of numerical items in the display. Hold down the arrows to scroll faster.
⇔ Back arrow	Navigates backward in nested menus.
Menu	Enters and exits menus.
Ready	Unless a key is pressed within 60 seconds, the printer will return to the **Ready** state.
🔒 Lock symbol	The network administrator has locked the menu.

Menu hierarchy

The following tables list the hierarchies of each menu.

To access the menus

1. Press Menu once to access **MENUS**.

2. Press ▲ or ▼ to navigate the listings.

3. Press ✔ to select the appropriate option.

4. Press ⇆ to return to the previous level.

5. Press Menu to exit the **MENUS**.

6. Press **?** to see additional information about a menu.

MENUS	Information
	Paper Handling
	Configure Device
	DIAGNOSTICS
	Service

Information menu

See Information menu for more information.

Information	PRINT MENU MAP
	PRINT CONFIGURATION
	PRINT SUPPLIES STATUS PAGE
	Supplies Status
	PRINT USAGE PAGE (available for the HP Color LaserJet 3700 series printer)
	PRINT DEMO
	PRINT FILE DIRECTORY (available for the HP Color LaserJet 3700 series printer)
	PRINT PCL FONT LIST (available for the HP Color LaserJet 3700 series printer)
	PRINT PS FONT LIST (available for the HP Color LaserJet 3700 series printer)

Paper handling menu

See Paper handling menu for more information.

Paper Handling	TRAY 1 SIZE
	TRAY 1 TYPE
	TRAY 2 SIZE
	TRAY 2 TYPE
	TRAY 3 SIZE
	TRAY 3 TYPE

Configure device menu

See Configure device menu and Changing printer control panel configuration settings for more information.

Configure Device	PRINTING	COPIES
		DEFAULT PAPER SIZE
		DEFAULT CUSTOM PAPER SIZE
		DUPLEX (available for the HP Color LaserJet 3700dn and 3700dtn printer models)
		DUPLEX BINDING (available for the HP Color LaserJet 3700dn and 3700dtn printer models)
		OVERRIDE A4/LETTER
		MANUAL FEED
		COURIER FONT (available for the HP Color LaserJet 3700 series printer)
		WIDE A4 (available for the HP Color LaserJet 3700 series printer)
		PRINT PS ERRORS (available for the HP Color LaserJet 3700 series printer)
		PCL
	PRINT QUALITY	ADJUST COLOR
		SET REGISTRATION
		FUSER MODES
		AUTO SENSE MODE
		INK TRANSPARENCY
		OPTIMIZE
		CALIBRATE NOW
		CREATE CLEANING PAGE
		PROCESS CLEANING PAGE

	SYSTEM SETUP	SHOW ADDRESS (available for the HP Color LaserJet 3700 series printer
		COLOR/BLACK MIX
		TRAY BEHAVIOR
		Powersave Time
		DISPLAY BRIGHTNESS
		PERSONALITY (available for the HP Color LaserJet 3700 series printer)
		CLEARABLE WARNINGS (available for the HP Color LaserJet 3700 series printer)
		AUTO CONTINUE
		SUPPLIES LOW
		JAM RECOVERY
		RAM DISK (available for the HP Color LaserJet 3700 series printer)
		Language
	I/O	I/O TIMEOUT
		PAGE BUFFERING
		PARALLEL INPUT (available for the HP Color LaserJet 3700 series printer)
		EIO 1 (available for the HP Color LaserJet 3700 series printer)
	RESETS	RESTORE FACTORY SETTINGS
		POWERSAVE
		RESET SUPPLIES

Diagnostics menu

See Diagnostics menu for more information.

DIAGNOSTICS	PRINT EVENT LOG
	SHOW EVENT LOG
	PQ TROUBLESHOOTING
	DISABLE CARTRIDGE CHECK
	PAPER PATH SENSORS
	paper path test
	MANUAL SENSOR TEST
	COMPONENT TEST
	PRINT/STOP TEST

Information menu

Use the information menu to access and print specific printer information.

Menu item	Description
PRINT MENU MAP	Prints the control panel menu map, which shows the layout and current settings of the control panel menu items. See Printer information pages.
PRINT CONFIGURATION	Prints the printer configuration page.
PRINT SUPPLIES STATUS PAGE	Prints the estimated remaining life for the supplies; reports statistics on total number of pages and jobs processed, print cartridge manufacture date, serial number, page counts, and maintenance information.
Supplies Status	Displays the supplies status in a scrollable list.
PRINT USAGE PAGE	Prints a count of all media sizes that have passed through the printer; lists whether they were 1-sided (simplex) , 2-sided (duplex), monochrome (black and white), or color; and reports the page count. Available for the HP Color LaserJet 3700 series printer.
PRINT DEMO	Prints a demonstration page.
PRINT FILE DIRECTORY	Prints the name and directory of files stored in the printer. Available for the HP Color LaserJet 3700 series printer.
PRINT PCL FONT LIST	Prints the available PCL fonts. Available for the HP Color LaserJet 3700 series printer.
PRINT PS FONT LIST	Prints the available PS (emulated PostScript) fonts. Available for the HP Color LaserJet 3700 series printer.

Paper handling menu

The paper handling menu allows you to configure trays by size and type. It is important to correctly configure the trays with this menu before you print for the first time.

If you have used previous HP LaserJet printers, you might be accustomed to configuring Tray 1 to first mode or to cassette mode. To mimic the settings for first mode, configure Tray 1 for size = **ANY SIZE** and type = **ANY TYPE**. To mimic the settings for cassette mode, set either the size or type for Tray 1 to a setting other than **ANY SIZE** or **ANY TYPE**.

Menu item	Value	Description
TRAY 1 SIZE	A list of available sizes appears.	Allows you to configure the paper size for Tray 1. The default is **ANY SIZE**. See Supported paper weights and sizes for a complete list of available sizes.
TRAY 1 TYPE	A list of available types appears.	Allows you to configure the paper type for Tray 1. The default is **ANY TYPE**. See Supported paper weights and sizes for a complete list of available types.
TRAY 2 SIZE **TRAY 3 SIZE**	A list of available sizes appears.	Allows you to configure the paper size for Tray 2 or Tray 3. The default size is Letter or A4, depending on the country/region. See Supported paper weights and sizes for a complete list of available sizes.
TRAY 2 TYPE **TRAY 3 TYPE**	A list of available types appears.	Allows you to configure the paper type for Tray 2 or Tray 3. The default is **PLAIN**. See Supported paper weights and sizes for a complete list of available types.

Configure device menu

The configure device menu allows you to change or reset the default print settings, to adjust the print quality, and to change the system configuration and I/O options.

Printing menu

These settings affect only jobs without identified properties. Most jobs identify all of the properties and override the values set from this menu. This menu can also be used to set default paper size and type.

Menu item	Values	Description
COPIES	1–32,000	Allows you to set the default number of copies. The default number of copies is **1**.
DEFAULT PAPER SIZE	A list of available sizes appears.	Allows you to set the default paper size.
DEFAULT CUSTOM PAPER SIZE	UNIT OF MEASURE X DIMENSION Y DIMENSION	Allows you to set the default size for any custom job without dimensions. Available for Tray 1.
DUPLEX	OFF ON	Allows you to enable or disable the duplex function (automatic 2-sided printing). The default is **OFF**. You can override this setting in the printer driver. Available for the HP Color LaserJet 3700dn and 3700dtn printer models.
DUPLEX BINDING	LONG EDGE SHORT EDGE	Allows you to choose whether a duplex job will be flipped on the long edge or the short edge.
OVERRIDE A4/LETTER	NO YES	Allows you to set the printer to print an A4 job on letter-size paper when no A4 paper is loaded, or to print a letter-size job on A4 when no letter-size paper is loaded. The default is **NO**.
MANUAL FEED	ON OFF	The default is **OFF**. Setting it to **ON** makes **MANUAL FEED** the default for jobs that do not select a tray. You can override this setting in the printer driver.
COURIER FONT	REGULAR DARK	Allows you to select a version of the Courier font. The default is **REGULAR**. Available for the HP Color LaserJet 3700 series printer.

Menu item	Values	Description
WIDE A4	**NO** **YES**	Allows you to change the printable area of A4 paper so that eighty 10-pitch characters may be printed on a single line. The default is **NO**. Available for the HP Color LaserJet 3700 series printer.
PRINT PS ERRORS	**OFF** **ON**	Allows you to select to print PS (emulated PostScript) error pages. The default is **OFF**. Available for the HP Color LaserJet 3700 series printer.

Menu item	Values	Description
PCL	FORM LENGTH ORIENTATION FONT SOURCE FONT NUMBER FONT PITCH FONT POINT SIZE Symbol set APPEND CR TO LF SUPPRESS BLANK PAGES	Allows you to configure settings for the printer control language. **FORM LENGTH** sets the number of lines per page. The default is **0**. **ORIENTATION** determines long-edge versus short-edge page layout. The default is **PORTRAIT** (available for the HP Color LaserJet 3700 series printer). **FONT SOURCE** selects the source of the font used on the printer control panel. The default is **INTERNAL**. **FONT NUMBER** is the number of the font you select. If this font is a contour font, use **FONT PITCH** to set the pitch of a fixed-space font. The default is **10.00** (available for the HP Color LaserJet 3700 series printer). **FONT POINT SIZE** sets the size of the fixed-space font you select. The default font is 12 points. **Symbol set** sets the symbol set used by the printer control panel. The default is **PC-8**. **APPEND CR TO LF** sets whether a carriage return is appended to each line feed in a backward-compatible PCL job. The default is **NO**. **SUPPRESS BLANK PAGES** sets whether jobs using PCL that include blank form feeds will automatically suppress the blank pages. **YES** indicates that form feeds will be ignored if the page is blank (available for the HP Color LaserJet 3700 series printer.

Print quality menu

This menu allows you to adjust all aspects of print quality, including calibration, registration, and color half tone settings.

Menu item	Values	Description
ADJUST COLOR	CYAN DENSITY MAGENTA DENSITY YELLOW DENSITY BLACK DENSITY RESTORE COLOR VALUES	Allows you to modify the half tone settings for each color. The default for each color is **0**.
SET REGISTRATION	PRINT TEST PAGE Source ADJUST TRAY 1 ADJUST TRAY 2 ADJUST TRAY 3	Allows 1-sided and 2-sided image alignment. The default for **Source** is **TRAY 2**. The default for the sub-items **ADJUST TRAY 1**, **ADJUST TRAY 2**, and **ADJUST TRAY 3** is **0**.
AUTO SENSE MODE	EXPANDED SENSING TRANSPARENCY ONLY	If a tray is configured to **PLAIN** or **ANY SIZE**, and the print job does not specify the media type, the printer will adjust the print quality for the type of print media it senses. The default is **EXPANDED SENSING**, which senses transparencies, glossy paper, and tough paper.
INK TRANSPARENCY	REJECT-GUARD FUSER ACCEPT-NOT ADVISED	**REJECT-GUARD FUSER** stops the print job when a non-compatible transparency is detected. This option protects the printer fuser from damage. **ACCEPT-NOT ADVISED** allows the job to print normally even though a non-compatible transparency is being used. The default value is **REJECT-GUARD FUSER**.
FUSER MODES	A list of available modes appears.	Allows you to associate each paper type with a specific print mode.

Menu item	Values	Description
OPTIMIZE	**T1 DOWN** **T1 UP** **T2 UP 1** **T1 UP 2** **T2 DOWN 1** **T2 DOWN 2** **LEADING EDGE UP** **LEADING EDGE DOWN** **REDUCE BKGROUND 1** **REDUCE BKGROUND 2** **FUSER DOWN 1** **FUSER DOWN 2** **FILM OFFSET** **GHOST PREVENTION** **PRE-ROTATION** **RESTORE OPTIMIZE**	Allows you to optimize certain parameters for all jobs rather than (or in addition to) optimizing by paper type. The default for each item is **OFF**. **RESTORE OPTIMIZE** resets all of the values to **OFF**.
CALIBRATE NOW		Performs all printer calibrations to optimize print quality.
CREATE CLEANING PAGE		Prints a cleaning page to be used for cleaning the printer. This page contains instructions for processing the cleaning page. See Cleaning the printer for more information.
PROCESS CLEANING PAGE		After the cleaning page is loaded in Tray 1, this menu item allows the printer to process the cleaning page. The cleaning process takes a few moments. See Cleaning the printer for more information.

System setup menu

The system setup menu allows you to make changes to default settings for general printer configuration, such as PowerSave Time, printer personality (language), and jam recovery. See Changing printer control panel configuration settings for more information.

Menu item	Values	Description
SHOW ADDRESS	AUTO OFF	**AUTO** allows the printer's IP address to be shown on the printer control panel, alternating with the **Ready** message. The default is **OFF**. This menu item is displayed only if the printer is connected to a network (available for the HP Color LaserJet 3700n, 3700dn, and 3700dtn printer models).
COLOR/BLACK MIX	AUTO MOSTLY COLOR PAGES MOSTLY BLACK PAGES	This menu item establishes how the printer switches from color to monochrome (black and white) mode for maximum performance and print cartridge life. **AUTO** will reset the printer to the factory default setting. The default is **AUTO**. Select **MOSTLY COLOR PAGES** if nearly all of your print jobs are color with high page coverage. Select **MOSTLY BLACK PAGES** if you print mostly monochrome print jobs, or a combination of color and monochrome print jobs.
TRAY BEHAVIOR	USE REQUESTED TRAY MANUALLY FEED PROMPT PS DEFER MEDIA	Allows you to specify settings for the tray selection behavior. (This setting allows you to configure the trays to behave like trays in some previous HP printers.) The default for **USE REQUESTED TRAY** is **EXCLUSIVELY**. The default for **MANUALLY FEED PROMPT** is **ALWAYS**. **PS DEFER MEDIA** affects how paper is handled when printing from an Adobe PS print driver. **ENABLED** uses HP's paper handling. **Disabled** uses the Adobe PS paper handling. The default is **ENABLED**. See [Tray behavior options: use requested tray and manually feed](#) for more information.
Powersave Time	1 HOUR 2 MINUTES 30 MINUTES 4 HOURS 15 MINUTES 15 HOURS	Reduces power consumption when the printer has been inactive for an extended period. Allows you to set the length of time the printer remains inactive before going into PowerSave mode. The default is **30 MINUTES**. See [PowerSave time](#) for more information.

Menu item	Values	Description
DISPLAY BRIGHTNESS	**1–10**	Allows you to adjust the brightness of the printer's control panel. The default is 5. See Display brightness.
PERSONALITY	**AUTO** **PS** **PCL**	Sets the default personality to automatic switching, PCL, or PostScript emulation. The default is **AUTO**. See Personality (available for the HP Color LaserJet 3700 series printer) for more information.
CLEARABLE WARNINGS	**JOB** **ON**	Allows you to set the amount of time that a clearable warning is displayed on the printer control panel. The default is **JOB**, which is displayed until the ✔ is pressed. **ON** is displayed until the end of the job that generated the warning. See Clearable warnings (available for the HP Color LaserJet 3700 series printer) for more information.
AUTO CONTINUE	**OFF** **ON**	Determines printer behavior when the system generates an Auto Continuable error. The default is **ON**. **ON** automatically continues printing after 10 seconds. **OFF** pauses printing. Press ✔ to continue printing. See Auto continue for more information.
SUPPLIES LOW	**STOP** **CONTINUE**	Sets low supplies reporting options. The default is **CONTINUE**. **STOP** pauses printing when a low supply is reported. Press ✔ to continue printing. See Supplies low for more information.
JAM RECOVERY	**OFF** **ON** **AUTO**	Sets whether the printer will attempt to reprint pages after a jam. The default is **AUTO**. See Jam recovery for more information.
RAM DISK	**AUTO** **OFF**	Determines how the RAM disk feature is configured. **AUTO** allows the printer to determine the optimal RAM disk size based on the amount of available memory. **OFF** disables the RAM disk, but a minimal RAM disk is still available. The default is **AUTO**. Available for the HP Color LaserJet 3700 series printer.

Menu item	Values	Description
Language	A list of available languages appears.	Sets the default control panel language. See Language for more information.

I/O menu

This menu allows you to configure the printer's I/O options.

See Network configuration.

Menu item	Values	Description
I/O TIMEOUT	5–300	Allows you to select the I/O timeout in seconds.
PAGE BUFFERING	OFF ON	Sets whether the printer should maximize performance or minimize engine wear while waiting for information to be transferred. Select **ON** if the printer uses USB 1.1 or Ethernet 10 base T. The default is **OFF** (available for the HP Color LaserJet 3550 series printer).
PARALLEL INPUT	HIGH SPEED ADVANCED FUNCTIONS	Allows you to select the speed at which the parallel port communicates with the host and to enable or disable the bidirectional parallel communication. The default for **HIGH SPEED** is **YES**. The default for **ADVANCED FUNCTIONS** is **ON**. Available for the HP Color LaserJet 3700 series printer.
EIO 1	Possible values are: TCP/IP IPX/SPX APPLETALK DLC/LLC LINK SPEED	Allows you to configure EIO devices installed in the EIO slot. Available for the HP Color LaserJet 3700 series printer. See Enhanced I/O (EIO) configuration (HP Color LaserJet 3700 series printer only) for more information.

Resets menu

The resets menu allows you to reset factory settings, to disable and enable PowerSave, and to update the printer after new supplies are installed.

Menu item	Values	Description
RESTORE FACTORY SETTINGS	None	Allows you to clear the page buffer, to remove all perishable personality data, to reset the printing environment, and to return all default settings to factory defaults. However, this menu does not restore HP Jetdirect network settings to factory default values.
POWERSAVE	**OFF** **ON**	Allows you to enable and disable PowerSave. The default is **ON**.
RESET SUPPLIES	**NEW TRANSFER KIT** **NEW FUSER KIT**	Allows you to inform the printer that a new transfer kit or a new fuser kit has been installed.

Diagnostics menu

The diagnostics menu allows you or a service representative to run tests that can help identify and solve problems with the printer.

Menu item	Description
PRINT EVENT LOG	This item will print an event log that will display the last 50 entries in the printer event log, starting with the most recent.
SHOW EVENT LOG	This item displays the last 50 events on the control panel display, starting with the most recent.
PQ TROUBLESHOOTING	This item will print a series of print quality assessment pages that will help troubleshoot many print quality problems.
DISABLE CARTRIDGE CHECK	This test allows you to print with one or more cartridges removed so that you can diagnose print cartridge-related problems.
PAPER PATH SENSORS	This item shows the values of the sensors. Values are updated as paper passes each sensor. Jobs can be initiated from the control panel or sent from the computer.
paper path test	This item is useful for testing the paper handling features of the printer, such as the configuration of the trays.
MANUAL SENSOR TEST	This item allows a service representative to test the paper path sensors and switches for correct operation.
COMPONENT TEST	This item will activate individual parts independently to isolate noise, leaking, and other hardware issues.
PRINT/STOP TEST	This item isolates print quality faults more accurately by stopping the printer in mid-print cycle. Stopping the printer in mid-print cycle will cause a jam that may need to be manually removed. A service representative should perform this test.

Changing printer control panel configuration settings

By using the printer control panel, you can make changes to general printer configuration default settings, such as tray size and type, PowerSave time, printer personality (language), and jam recovery.

The printer control panel can also be accessed from a computer by using the Settings page of the embedded Web server. The computer shows the same information that the control panel shows. For more information, see Using the embedded Web server (HP Color LaserJet 3700 series printer only).

CAUTION Configuration settings seldom need to be changed. Hewlett-Packard recommends that only the system administrator change configuration settings.

Tray behavior options: use requested tray and manually feed

Tray behavior provides the following user-defined options:

- **USE REQUESTED TRAY**. Selecting **EXCLUSIVELY** (the default value) ensures that the printer will not automatically select another tray when you indicate that a specific tray should be used. Selecting **FIRST** allows the printer to pull from a second tray if the specified tray is empty.

- **Manually Feed**. If you select **ALWAYS** (the default value), the system always displays a prompt before pulling from the multipurpose tray. If you select **UNLESS LOADED**, the system will display the prompt only if the multipurpose tray is empty.

To set use requested tray

1. Press MENU to enter the **MENUS**.
2. Press ▾ to highlight **Configure Device**.
3. Press ✔ to select **Configure Device**.
4. Press ▾ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▾ to highlight **TRAY BEHAVIOR**.
7. Press ✔ to select **TRAY BEHAVIOR**.
8. Press ✔ to select **USE REQUESTED TRAY**.
9. Press ▲ or ▾ to select **EXCLUSIVELY** or **FIRST**.
10. Press ✔ to set the behavior.
11. Press MENU.

To set manually feed prompt

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **SYSTEM SETUP**.

5. Press ✔ to select **SYSTEM SETUP**.

6. Press ▼ to highlight **TRAY BEHAVIOR**.

7. Press ✔ to select **TRAY BEHAVIOR**.

8. Press ▼ to highlight **MANUALLY FEED PROMPT**.

9. Press ✔ to select **MANUALLY FEED PROMPT**.

10. Press ▲ or ▼ to select **ALWAYS** or **UNLESS LOADED**.

11. Press ✔ to set the behavior.

12. Press MENU.

PowerSave time

The adjustable PowerSave time feature reduces power consumption when the printer has been inactive for an extended period. You can set the length of time before the printer goes into PowerSave mode to **1 HOUR**, **2 MINUTES**, **30 MINUTES**, **4 HOURS**, **4 HOURS**, **15 MINUTES**, or **15 HOURS**. The default setting is **30 MINUTES**.

NOTE The printer display appears dimmed when the printer is in PowerSave mode. PowerSave mode does not affect printer warm-up time, unless the printer is in PowerSave mode for more than 8 hours.

To set PowerSave time

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **SYSTEM SETUP**.

5. Press ✔ to select **SYSTEM SETUP**.

6. Press ▼ to highlight **Powersave Time**.

7. Press ✔ to select **Powersave Time**.

8. Press ▲ or ▼ to select the appropriate time period.

9. Press ✔ to set the time period.

10. Press MENU.

To disable or enable PowerSave

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **RESETS**.

5. Press ✔ to select **RESETS**.

6. Press ▼ to highlight **POWERSAVE**.

7. Press ✔ to select **POWERSAVE**.

8. Press ▲ or ▼ to select **ON** or **OFF**.

9. Press ✔ to set the selection.

10. Press MENU.

Display brightness

You can change the brightness of the control panel display using the **DISPLAY BRIGHTNESS** option.

To set the display brightness

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **SYSTEM SETUP**.

5. Press ✔ to select **SYSTEM SETUP**.

6. Press ▼ to highlight **DISPLAY BRIGHTNESS**.

7. Press ✔ to select **DISPLAY BRIGHTNESS**.

8. Press ▲ or ▼ to select the appropriate setting.

9. Press ✔ to set the selection.

10. Press MENU.

Personality (available for the HP Color LaserJet 3700 series printer)

This printer features automatic personality (printer language) switching.

- **AUTO** configures the printer to automatically detect the type of print job and configure its personality to accommodate that job.

- **PCL** configures the printer to use Printer Control Language.

- **PS** configures the printer to use PostScript emulation.

To set the personality

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Configure Device**.
3. Press ✔ to select **Configure Device**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **PERSONALITY**.
7. Press ✔ to select **PERSONALITY**.
8. Press ▲ or ▼ to select the appropriate personality (**AUTO**, **PS**, or **PCL**).
9. Press ✔ to set the personality.
10. Press MENU.

Clearable warnings (available for the HP Color LaserJet 3700 series printer)

You can determine the display time of control panel clearable warnings with this option by selecting **ON** or **JOB**. The default value is **JOB**.

- **ON** displays clearable warnings until you press ✔.
- **JOB** displays clearable warnings until the end of the job for which it was generated.

To set the clearable warnings

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Configure Device**.
3. Press ✔ to select **Configure Device**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **CLEARABLE WARNINGS**.
7. Press ✔ to select **CLEARABLE WARNINGS**.
8. Press ▲ or ▼ to select the appropriate setting.
9. Press ✔ to set the selection.
10. Press MENU.

Auto continue

You can determine printer behavior when the system generates an Auto Continuable error. **ON** is the default setting.

- **ON** displays an error message for ten seconds before automatically continuing to print.
- **OFF** pauses the print job any time the printer displays an error message and until you press ✔.

To set the auto continue

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Configure Device**.
3. Press ✔ to select **Configure Device**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **AUTO CONTINUE**.
7. Press ✔ to select **AUTO CONTINUE**.
8. Press ▲ or ▼ to select the appropriate setting.
9. Press ✔ to set the selection.
10. Press MENU.

Supplies low

The printer allows two options for reporting that supplies are low; **CONTINUE** is the default value.

- **CONTINUE** allows the printer to continue printing while displaying a warning until the supply is replaced or a supply out condition is reached.

- **STOP** causes the printer to pause printing until you replace the used supply or press ✔, which allows the printer to print while continuing to display the warning.

To set supplies low reporting

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Configure Device**.
3. Press ✔ to select **Configure Device**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **SUPPLIES LOW**.
7. Press ✔ to select **SUPPLIES LOW**.
8. Press ▲ or ▼ to select the appropriate setting.
9. Press ✔ to set the selection.
10. Press MENU.

Jam recovery

This option allows you to configure the printer response to paper jams, including how it handles the pages involved. **AUTO** is the default value.

- **AUTO**. The printer automatically turns jam recovery on when sufficient memory is available.

- **ON**. The printer reprints any page involved in a paper jam. Additional memory is allocated to store the last few pages printed. This might cause overall printer performance to suffer.

- **OFF**. The printer will not reprint any page that was involved in a paper jam. Since no memory is used to store the most recent pages, performance might be optimal.

To set jam recovery response

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Configure Device**.
3. Press ✔ to select **Configure Device**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **JAM RECOVERY**.
7. Press ✔ to select **JAM RECOVERY**.
8. Press ▲ or ▼ to select the appropriate setting.
9. Press ✔ to set the selection.
10. Press MENU.

Language

The option to set the default language appears when the printer is turned on for the first time. As you scroll through the available options, the list appears in the language that is highlighted. When the list appears in the language desired, press ✔ to set the language. You can also change the language at any time by performing the following procedures:

To select language

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Configure Device**.
3. Press ✔ to select **Configure Device**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **Language**.
7. Press ✔ to select **Language**.
8. Press ▲ or ▼ to select the appropriate language.
9. Press ✔ to set the selection.
10. Press MENU.

Using the printer control panel in shared environments

If your printer is shared with other users, adhere to the following guidelines to ensure successful printer operation:

- Consult your system administrator before making changes to control panel settings. Changing control panel settings could affect other print jobs.

- Coordinate with other users before changing the default printer font or downloading soft fonts. Coordinating these operations conserves memory and avoids unexpected printer output.

- Be aware that switching printer personalities, such as Emulated PostScript or PCL, affects the printed output of other users.

NOTE   Your network operating system may automatically protect each user's print job from the effects of other print jobs. Consult your system administrator for more information.

3 I/O configuration

This chapter describes how to configure certain network parameters on the printer. The following topics are covered:

- [USB configuration](#)
- [Parallel configuration (HP Color LaserJet 3700 series printer only)](#)
- [Enhanced I/O (EIO) configuration (HP Color LaserJet 3700 series printer only)](#)
- [Network configuration](#)

USB configuration

All printer models support USB connections. The USB port is on the back of the printer.

Connecting the USB cable

Plug the USB cable into the printer. Plug the other end of the USB cable into the computer.
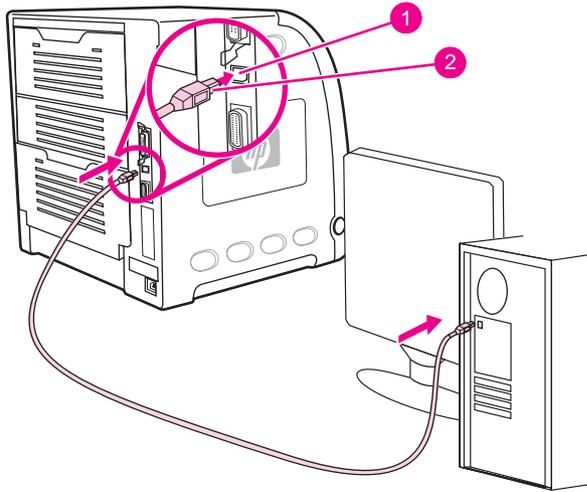
USB port connection

1   USB port
2   USB connector

NOTE   You cannot connect the printer to one computer using the parallel cable and to another computer using the USB cable. If you connect both types of cables, the USB disables itself.

Parallel configuration (HP Color LaserJet 3700 series printer only)

The HP Color LaserJet 3700 printer supports network and parallel connections at the same time. A parallel connection is made by connecting the printer to the computer using a bidirectional parallel cable (IEEE-1284 compliant) with a b-connector plugged into the printer's parallel port. The cable can be a maximum of 10 meters (30 feet) long.

When used to describe a parallel interface, the term *bidirectional* indicates that the printer is able to both receive data from the computer and send data to the computer through the parallel port. The parallel interface provides backwards compatibility; however, USB or network connection is recommended to optimize performance.
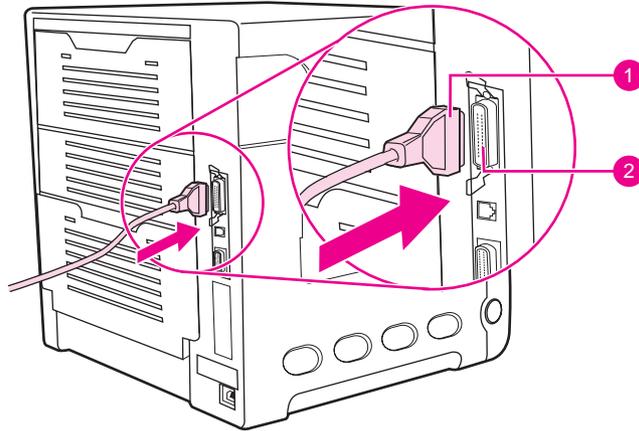
Parallel port connection

1   b-connector
2   parallel port

NOTE   To use the enhanced capabilities of the bidirectional parallel interface, such as bidirectional communication between the computer and printer, faster transfer of data, and automatic configuration of printer drivers, ensure that the most recent printer driver is installed. For more information, see Printer drivers.

NOTE   Factory settings support automatic switching between the parallel port and one or more network connections on the printer. If you are experiencing problems, see Network configuration.

Enhanced I/O (EIO) configuration (HP Color LaserJet 3700 series printer only)

This printer comes equipped with one enhanced input/output (EIO) slot. The EIO slot holds compatible external devices, such as the HP Jetdirect print server network cards or other devices. Plugging an EIO network card into the slot increases the number of network interfaces available to the printer.

EIO network cards can maximize printer performance when you are printing from a network. In addition, they provide the ability to place the printer anywhere on a network. This eliminates the need to attach the printer directly to a server or a to workstation, and allows you to place the printer closer to the network users.

If the printer is configured through an EIO network card, configure that card through the control panel Configure device menu.

HP Jetdirect print servers

HP Jetdirect print servers (network cards) can be installed in one of the printer's EIO slots. These cards support multiple network protocols and operating systems. HP Jetdirect print servers facilitate network management by allowing you to connect a printer directly to your network at any location. HP Jetdirect print servers also support the Simple Network Management Protocol (SNMP), which provides network managers with remote printer management and troubleshooting through the HP Web Jetadmin software.

NOTE Installation of these cards and network configuration should be performed by a network administrator. Configure the card either through the control panel, the printer installation software, or with HP Web Jetadmin software.

NOTE Refer to the HP Jetdirect print server documentation for information on which external devices or EIO network cards are supported.

Available enhanced I/O interfaces

HP Jetdirect print servers (network cards) provide software solutions for:

- Novell NetWare Network
- Microsoft Windows and Windows NT networks
- Apple Mac OS (AppleTalk)
- UNIX (HP-UX and Solaris)
- Linux (Red Hat and SuSE)
- Internet printing

For a summary of available network software solutions, refer to the *HP Jetdirect Print Server Administrator's Guide*, or visit HP Customer Care online at http://www.hp.com/support/net_printing.

NetWare networks

When using Novell NetWare products with an HP Jetdirect print server, Queue Server mode provides improved printing performance over Remote Printer mode. The HP Jetdirect print server supports Novell Directory Services (NDS), as well as bindery modes. For more information, see the *HP Jetdirect Print Server Administrator's Guide*.

For Windows 98, Me, NT 4.0, 2000, and XP systems, use the printer installation utility for printer setup on a NetWare network.

Windows and Windows NT networks

For Windows 98, Me, NT 4.0, 2000, and XP systems, use your printer installation utility for printer setup on a Microsoft Windows network. The utility supports printer setup for either peer-to-peer or client-server network operation.

AppleTalk networks

Use the HP toolbox to set up the printer on an EtherTalk or LocalTalk network. For more information, refer to the *HP Jetdirect Print Server Administrator's Guide* included with printers equipped with the HP Jetdirect print server.

UNIX/Linux networks

Use the HP Jetdirect printer installer for UNIX utility to set up the printer on HP-UX or Sun Solaris networks.

For setup and management on UNIX or Linux networks, use HP Web Jetadmin.

To obtain HP software for UNIX/Linux networks, visit HP Customer Care online at http://www.hp.com/support/net_printing. For other installation options supported by the HP Jetdirect print server, see the *HP Jetdirect Print Server Administrator's Guide* included with printers equipped with the HP Jetdirect print server.

Network configuration

The network configuration feature is available for the HP Color LaserJet 3700 series printer when an EIO device is installed.

You might need to configure certain network parameters on the printer. You can configure these parameters from the printer control panel, the embedded Web server, or for most networks, from the HP Web Jetadmin software or the HP toolbox.

For more information about using the embedded Web server, see Using the embedded Web server (HP Color LaserJet 3700 series printer only).

For a complete list of supported networks and for instructions on configuring network parameters from software, see the *HP Jetdirect Print Server Administrator's Guide*. The guide comes with printers in which an HP Jetdirect print server is installed.

This section contains the following instructions for configuring network parameters from the printer control panel:

- configuring TCP/IP parameters
- disabling unused network protocols

Configuring TCP/IP parameters

You can use the printer control panel to configure the following TCP/IP parameters:

- usage of the BOOTP file for configuration parameters (the default is to use the BOOTP file)
- IP address (4 bytes)
- subnet mask (4 bytes)
- default gateway (4 bytes)
- idle TCP/IP connection timeout (in seconds)

Configuring TCP/IP parameters using BOOTP or DHCP

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Configure Device**.
3. Press ✔ to select **Configure Device**.
4. Press ▼ to highlight **I/O**.
5. Press ✔ to select **I/O**.
6. Press ▼ to highlight **EIO 1**.
7. Press ✔ to select **EIO 1**.
8. Press ▼ to highlight **TCP/IP**.
9. Press ✔ to select **TCP/IP**.
10. Press ✔ to select **CONFIG METHOD**.
11. Press ▼ to highlight **BOOTP or DHCP**.
12. Press ✔ to save the setting.
13. Press MENU to return to the **Ready** state.

Manually configuring TCP/IP parameters from the printer control panel

Use manual configuration to set an IP address, subnet mask, default gateway, syslog server, and idle timeout.

Setting an IP address

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **I/O**.

5. Press ✔ to select **I/O**.

6. Press ▼ to highlight **EIO 1**.

7. Press ✔ to select **EIO 1**.

8. Press ▼ to highlight **TCP/IP**.

9. Press ✔ to select **TCP/IP**.

10. Press ✔ to select **CONFIG METHOD**.

11. Press ▼ to highlight **MANUAL**.

12. Press ✔ to select **MANUAL**.

13. Press ▼ to highlight **MANUAL SETTINGS**.

14. Press ✔ to select **MANUAL SETTINGS**.

15. Press ▼ to highlight **IP Address:**.

16. Press ✔ to select **IP Address:**.

NOTE The first of four sets of numbers is highlighted. Each set of numbers represents one byte of information and has a range from 0 to 255.

17. Press the ▲ or ▼ arrow to increase or decrease the number for the first byte of the IP address.

NOTE To cycle through the numbers faster, hold down the arrow button.

18. Press ✔ to move to the next set of numbers. (Press ⇆ to move to the previous set of numbers.)

19. Repeat steps 17 and 18 until the correct IP address is entered.

20. Press ✔ to save the setting.

21. Press MENU to return to the **Ready** state.

Setting the subnet mask

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **I/O**.

5. Press ✔ to select **I/O**.

6. Press ▼ to highlight **EIO 1**.

7. Press ✔ to select **EIO 1**.

8. Press ▼ to highlight **TCP/IP**.

9. Press ✔ to select **TCP/IP**.

10. Press ✔ to select **CONFIG METHOD**.

11. Press ▼ to highlight **MANUAL**.

12. Press ✔ to select **MANUAL**.

13. Press ▼ to highlight **MANUAL SETTINGS**.

14. Press ✔ to select **MANUAL SETTINGS**.

15. Press ▼ to highlight **SUBNET MASK**.

16. Press ✔ to select **SUBNET MASK**.

NOTE   The first of four sets of numbers is highlighted. Each set of numbers represents one byte of information and has a range from 0 to 255.

17. Press the ▲ or ▼ arrow to increase or decrease the number for the first byte of the subnet mask.

18. Press ✔ to move to the next set of numbers. (Press ⇆ to move to the previous set of numbers.)

19. Repeat steps 17 and 18 until the correct subnet mask is entered.

20. Press ✔ to save the subnet mask.

21. Press MENU to return to the **Ready** state.

Setting the default gateway

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **I/O**.

5. Press ✔ to select **I/O**.

6. Press ▼ to highlight **EIO 1**.

7. Press ✔ to select **EIO 1**.

8. Press ▼ to highlight **TCP/IP**.

9. Press ✔ to select **TCP/IP**.

10. Press ✔ to select **CONFIG METHOD**.

11. Press ▼ to highlight **MANUAL**.

12. Press ✔ to select **MANUAL**.

13. Press ▼ to highlight **MANUAL SETTINGS**.

14. Press ✔ to select **MANUAL SETTINGS**.

15. Press ▼ to highlight **DEFAULT GATEWAY**.

16. Press ✔ to select **DEFAULT GATEWAY**.

NOTE   The first of four sets of numbers are the default settings. Each set of numbers represents one byte of information and has a range from 0 to 255.

17. Press the ▲ or ▼ arrow to increase or decrease the number for the first byte of the default gateway.

18. Press ✔ to move to the next set of numbers. (Press ⇆ to move to the previous set of numbers.)

19. Repeat steps 17 and 18 until the correct subnet mask is entered.

20. Press ✔ to save the default gateway.

21. Press MENU to return to the **Ready** state.

Setting the syslog server

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **I/O**.

5. Press ✔ to select **I/O**.

6. Press ▼ to highlight **EIO 1**.

7. Press ✔ to select **EIO 1**.

8. Press ▼ to highlight **TCP/IP**.

9. Press ✔ to select **TCP/IP**.

10. Press ✔ to select **CONFIG METHOD**.

11. Press ▼ to highlight **MANUAL**.

12. Press ✔ to select **MANUAL**.

13. Press ▼ to highlight **MANUAL SETTINGS**.

14. Press ✔ to select **MANUAL SETTINGS**.

15. Press ▼ to highlight **SYSLOG SERVER**.

16. Press ✔ to select **SYSLOG SERVER**.

NOTE   The first of four sets of numbers are the default settings. Each set of numbers represents one byte of information and has a range from 0 to 255.

17. Press the ▲ or ▼ arrow to increase or decrease the number for the first byte of the default gateway.

18. Press ✔ to move to the next set of numbers. (Press ↰ to move to the previous set of numbers.)

19. Repeat steps 17 and 18 until the correct subnet mask is entered.

20. Press ✔ to save the syslog server.

21. Press MENU to return to the **Ready** state.

Setting the idle timeout

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Configure Device**.
3. Press ✔ to select **Configure Device**.
4. Press ▼ to highlight **I/O**.
5. Press ✔ to select **I/O**.
6. Press ▼ to highlight **EIO 1**.
7. Press ✔ to select **EIO 1**.
8. Press ▼ to highlight **TCP/IP**.
9. Press ✔ to select **TCP/IP**.
10. Press ✔ to select **CONFIG METHOD**.
11. Press ▼ to highlight **MANUAL**.
12. Press ✔ to select **MANUAL**.
13. Press ▼ to highlight **MANUAL SETTINGS**.
14. Press ✔ to select **MANUAL SETTINGS**.
15. Press ▼ to highlight **IDLE TIMEOUT**.
16. Press ✔ to select **IDLE TIMEOUT**.
17. Press the ▲ or ▼ arrow to increase or to decrease the number of seconds for the idle timeout.
18. Press ✔ to save the idle timeout.
19. Press MENU to return to the **Ready** state.

Setting the link speed

By factory default, the link speed is set to **AUTO**. Use the following procedure to set a specific speed:

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Configure Device**.
3. Press ✔ to select **Configure Device**.
4. Press ▼ to highlight **I/O SUBMENU**.
5. Press ✔ to select **I/O SUBMENU**.
6. Press ▼ to highlight **EIO 1**.
7. Press ✔ to select **EIO 1**.
8. Press ▼ to highlight **LINK SPEED**.
9. Press ✔ to select **LINK SPEED**.
10. Press ▼ to highlight the desired link speed.
11. Press ✔ to select the desired link speed.
12. Press MENU to return to the **Ready** state.

Disabling network protocols (optional)

By factory default, all supported network protocols are enabled. Disabling unused protocols has the following benefits:

- decreases printer-generated network traffic
- prevents unauthorized users from printing to the printer
- provides only pertinent information on the configuration page
- allows the printer control panel to display protocol-specific error and warning messages

NOTE   TCP/IP configuration should not be disabled on the HP Color LaserJet 3550 printer. If you disable TCP/IP, you will lose the connection to the printer's embedded Web server page.

To disable IPX/SPX

NOTE   Do not disable this protocol if Windows 95/98, Windows NT, Me, 2000, and XP systems will be printing to the printer using IPX/SPX.

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Configure Device**.
3. Press ✓ to select **Configure Device**.
4. Press ▼ to highlight **I/O**.
5. Press ✓ to select **I/O**.
6. Press ▼ to highlight **EIO 1**.
7. Press ✓ to select **EIO 1**.
8. Press ▼ to highlight **IPX/SPX**.
9. Press ✓ to select **IPX/SPX**.
10. Press ✓ to select **ENABLE**.
11. Press ▼ to highlight **OFF**.
12. Press ✓ to select **OFF**. The control panel displays a message that the setting has been saved and displays an option to re-enable IPX/SPX.
13. Press MENU to return to the **Ready** state.

To disable AppleTalk

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **I/O**.

5. Press ✔ to select **I/O**.

6. Press ▼ to highlight **EIO 1**.

7. Press ✔ to select **EIO 1**.

8. Press ▼ to highlight **APPLETALK**.

9. Press ✔ to select **APPLETALK**.

10. Press ✔ to select **ENABLE**.

11. Press ▼ to highlight **OFF**.

12. Press ✔ to select **OFF**. The control panel displays a message that the setting has been saved and displays an option to re-enable AppleTalk.

13. Press MENU to return to the **Ready** state.

To disable DLC/LLC

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **I/O**.

5. Press ✔ to select **I/O**.

6. Press ▼ to highlight **EIO 1**.

7. Press ✔ to select **EIO 1**.

8. Press ▼ to highlight **DLC/LLC**.

9. Press ✔ to select **DLC/LLC**.

10. Press ✔ to select **ENABLE**.

11. Press ▼ to highlight **OFF**.

12. Press ✔ to select **OFF**. The control panel displays a message that the setting has been saved and displays an option to re-enable DLC/LLC.

13. Press MENU to return to the **Ready** state.

4

Printing tasks

This chapter describes how to perform basic printing tasks. The following topics are covered:

- Controlling print jobs
- Selecting paper
- Configuring trays
- Printing on special media
- 2-sided (duplex) printing
- Special printing situations
- Managing memory (HP Color LaserJet 3700 series printer only)

Controlling print jobs

In the Microsoft Windows operating system, three settings affect how the printer driver tries to pull paper when you send a print job. The **Source**, **Type**, and **Size** settings appear in the **Page Setup**, **Print**, or **Print Properties** dialog boxes in most software programs. If you do not change these settings, the printer automatically selects a tray using the default printer settings.

CAUTION To avoid affecting print jobs of other users, make printer setup changes through the software application or the printer driver whenever possible. Printer setup changes made through the control panel become default settings for subsequent print jobs. Settings selected in the software or the printer driver override settings selected in the control panel.

Source

Printing by **Source** means you choose a specific tray from which you want the printer to pull paper. The printer tries to print from this tray, no matter what type or size is loaded in it. If you choose a tray that is configured for a type or size that does not match your print job, the printer does not print automatically. Instead, it waits for you to load the tray you chose with the type or size of paper for your print job. If you load the tray correctly, the printer begins printing. If you press ✔, the display allows you to choose other trays.

NOTE If you have difficulties printing by **Source**, see Priority for print settings.

Type and Size

Printing by **Type** or **Size** means you want the printer to pull paper from the first tray that is loaded with the type or size that you choose. Selecting paper by type rather than source is similar to locking out trays and helps protect special paper from accidental use. (However, selecting the **Any** setting does not enable this tray lock-out function.) For example, if a tray is configured for letterhead, and you specify the driver to print on plain paper, the printer will not pull the letterhead from that tray. Instead, it will pull paper from a tray that has plain paper loaded and is configured for plain paper on the printer control panel. Selecting paper by type and size results in significantly better print quality for heavy paper, glossy paper, and transparencies. Using the wrong setting can result in unsatisfactory print quality. Always print by **Type** for special print media, such as labels or grayscale transparencies. Always print by **Size** for envelopes.

- If you want to print by **Type** or **Size** and the trays have not been configured for a certain type or size, load the paper or print media into Tray 1. Then, in the printer driver, select the **Type** or **Size** from the **Page Setup** dialog box, the **Print** dialog box, or the **Print Properties** dialog box.

- If you often print on a certain type or size of paper, the printer administrator (for a network printer) or you (for a local printer) can configure a tray for that type or size. See Using the embedded Web server (HP Color LaserJet 3700 series printer only) or Configuring trays for type and size. Then, when you choose that type or size as you print a job, the printer pulls from the tray configured for that type or size.

- Every time Tray 2 or the optional Tray 3 is closed, a message appears prompting you to choose a **Type** or **Size** for the tray. If the tray is already configured correctly, press ⇆ to return to the **Ready** state.

Priority for print settings

Changes made to print settings are prioritized (or take precedence) depending on where the changes are made:

The names of commands and dialog boxes might vary depending on your software application.

- *Page Setup dialog box*. This dialog box opens when you click **Page Setup** or a similar command on the **File** menu of the program you are working in. Settings changed here override settings changed anywhere else.

- *Print dialog box*. This dialog box opens when you click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in. Settings changed in the **Print** dialog box have a lower priority and do not override changes made in the **Page Setup** dialog box.

- *Printer Properties dialog box (printer driver)*. The printer driver opens when you click **Properties** in the **Print** dialog box. Settings changed in the **Printer Properties** dialog box do not override settings available anywhere else in the printing software.

- *Default printer driver settings*. The default printer driver settings determine settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes, as described above.

- *Printer control panel settings*. Settings changed here have a lower priority than changes made anywhere else.

Gaining access to printer driver settings

Operating System	Temporary change settings for print jobs	Permanently change default settings[1]
Windows 98, NT 4.0, 2000, Me, and XP	From the **File** menu, click **Print**. Select the printer, and then click **Properties**. (The steps may vary; this procedure is most common.)	Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**. Right-click the printer icon, and choose **Properties**. Many features are available by choosing the **Document Defaults** command (NT 4.0) or the **Printing Preferences** command (2000 and XP).
Macintosh OS 9.1	On the **File** menu, click **Print**. Change settings that you want on the various pop-up menus.	On the **File** menu, click **Print**. As you change settings on the pop-up menu, click **Save Settings**.

Operating System	Temporary change settings for print jobs	Permanently change default settings[1]
Macintosh OS X	On the **File** menu, click **Print**. Change settings that you want on the various pop-up menus.	On the **File** menu, click **Print**. Change settings that you want on the various pop-up menus, and then on the main pop-up menu, click **Save Custom Settings**. These settings are saved as the **Custom** option. To use the new settings, you must select the **Custom** option every time you open a program and print.

[1] Access to default printer settings might be restricted, and therefore, the settings might be unavailable.

Selecting paper

You can use many types of paper and other print media with this printer. This section provides guidelines and specifications for selecting and using different print media.

Before purchasing any paper or specialized forms in quantity, verify that your paper supplier obtains and understands the print media requirements specified in the *HP LaserJet Printer Family Print Media Specification Guide*.

See Supplies and accessories for *HP LaserJet Printer Family Print Media Specification Guide* ordering information. To download a copy of the *HP LaserJet Printer Family Print Media Specification Guide* go to http://www.hp.com/support/clj3550 for the HP Color LaserJet 3550 series and to http://www.hp.com/support/clj3700 for the HP Color LaserJet 3700 series. Select **Manuals**.

It is possible that paper could meet all of the guidelines in this chapter or the *HP LaserJet Printer Family Print Media Specification Guide* and still not print satisfactorily. This may be due to abnormal characteristics of the printing environment or to other variables over which Hewlett-Packard has no control (for example, extremes in temperature and humidity).

Hewlett-Packard recommends testing any paper before buying it in large quantities.

CAUTION Using paper that does not conform to the specifications listed here or in the print media guide can cause problems that require service. This service is not covered by the Hewlett-Packard warranty or service agreements.

Paper to avoid

The printer can handle many types of paper. Use of paper outside the printer's specifications will cause a loss of print quality and will increase the chance of paper jams.

- Do not use paper that is too rough.
- Do not use paper with cutouts or perforations, other than standard 3-hole punched paper.
- Do not use multipart forms.
- Do not use paper that has already been printed on, or that has been fed through a photocopier.
- Do not use paper with a watermark if you are printing solid patterns.

Paper that can damage the printer

In rare circumstances, paper can damage the printer. The following paper must be avoided to prevent possible damage to the printer:

- Do not use paper with staples attached.
- Do not use transparencies designed for Inkjet printers or other low temperature printers, or transparencies designed for monochrome printing. Use only transparencies that are specified for use with HP Color LaserJet printers.
- Do not use photo paper intended for Inkjet printers.
- Do not use paper that is embossed or coated, and is not designed for the temperatures of the HP Color LaserJet 3550 and 3700 series printer image fusers. Select paper that can tolerate temperatures of 190° C (374° F) for 0.1 second. HP produces a selection of paper that is designed for the HP Color LaserJet 3550 and 3700 series printer.

- Do not use letterhead paper with low temperature dyes or thermography. Preprinted forms or letterhead must use inks that can tolerate temperatures of 190° C (374° F) for 0.1 second.

- Do not use any media that produces hazardous emissions, or that melts, offsets, or discolors when exposed to 190° C (374° F) for 0.1 second.

To order HP Color LaserJet printing supplies, go to http://www.hp.com/go/ljsupplies in the U.S. or to http://www.hp.com/ghp/buyonline.html worldwide.

Configuring trays

The HP Color LaserJet 3550 and 3700 series printer allows you to configure trays by type and size. You can load different paper in the printer trays and then request paper by type or size in the application or the printer driver.

If you have used previous HP Color LaserJet printers, you might be accustomed to configuring Tray 1 to first mode or cassette mode. To mimic the settings for first mode, configure Tray 1 for **ANY SIZE** and **ANY TYPE**. The printer will pull paper from Tray 1 first (if paper is loaded in that tray) when the print job does not specify another tray. This setting is recommended if you use different types or sizes of paper in Tray 1. To mimic the settings from cassette mode, set either the size or type for Tray 1 to a setting other than **ANY SIZE** or **ANY TYPE**. This setting is recommended if you are using the same size and type of paper in Tray 1.

If you use 2-sided printing, be sure that the paper loaded meets the specifications for duplex printing. (See Supported paper weights and sizes.)

The instructions below are for configuring the trays at the printer control panel. You can also configure the trays from your computer by accessing the embedded Web server. See Using the embedded Web server (HP Color LaserJet 3700 series printer only).

Configuring size

1. Press Menu to enter the **MENUS**.
2. Press ▼ to highlight **Paper Handling**.
3. Press ✔ to select **Paper Handling**.
4. Press ▼ to highlight **TRAY 1 SIZE**, **TRAY 2 SIZE**, or **TRAY 3 SIZE**.
5. Press ✔ to select **TRAY 1 SIZE**, **TRAY 2 SIZE**, or **TRAY 3 SIZE**.
6. Press ▼ or ▲ to highlight the desired paper size.
7. Press ✔ to select the paper size.
8. Press Menu to return to the **Ready** state.
9. If **TRAY 1 SIZE** is set to **custom**, the pop-up menu for Custom appears. See Tray 1 custom paper for more information.

Configuring type

1. Press Menu to enter the **MENUS**.
2. Press ▼ to highlight **Paper Handling**.
3. Press ✔ to select **Paper Handling**.
4. Press ▼ to highlight **TRAY 1 TYPE**, **TRAY 2 TYPE**, or **TRAY 3 TYPE**.
5. Press ✔ to select **TRAY 1 TYPE**, **TRAY 2 TYPE**, or **TRAY 3 TYPE**.
6. Press ▼ or ▲ to highlight the desired paper type.
7. Press ✔ to select the paper type.
8. Press Menu to return to the **Ready** state.

Tray 1 custom paper

Use the **ANY SIZE** size setting when the paper on which you want to print does not exactly match the size of the paper specified in the document you are printing. The printer will look first for paper that exactly matches the document, and then it will look for and print from the tray set to **ANY SIZE** or **ANY TYPE**.

Use the **ANY CUSTOM** setting when the size of the paper on which you want to print does not exactly match the size of the paper specified in the document you are printing. The printer will look for an exact size match. If it does not find an exact match to the custom size specified, it will look in the tray set for **ANY CUSTOM**. Finally, the printer will look for and use paper from a tray set to **ANY SIZE**.

There are two steps to set up custom paper. When both are completed, the display will return to the **Paper Handling** menu. Once a Custom size is set for a tray, it will be retained until you change it in the control panel.
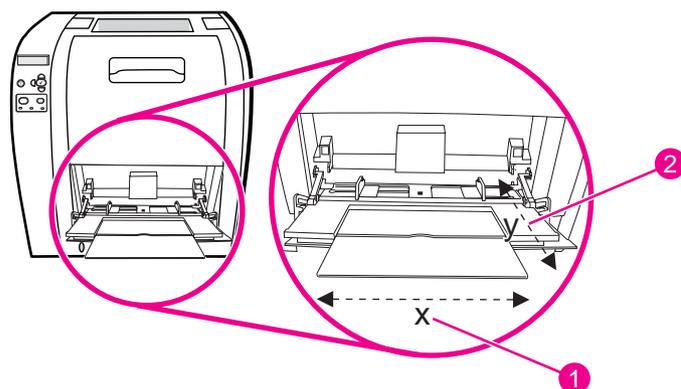
1   X dimension
2   Y dimension

Unit of measure

1. Press ▼ to highlight **UNIT OF MEASURE**.

2. Press ✔ to select **UNIT OF MEASURE**.

3. Press ▲ or ▼ to highlight the correct measurement.

4. Press ✔ to select the value.

X dimension

The X dimension is the width of the page as it feeds into the printer.

1. Press ▼ to highlight **X DIMENSION**.

2. Press ✔ to select **X DIMENSION**.

3. Press ▲ or ▼ to highlight the correct value.

4. Press ✔ to select the value. If the value entered is outside the the valid range, **Invalid value** will appear for two seconds. The display prompts you to enter another value.

Y dimension

The Y dimension is the length of the page as it feeds into the printer.

1. Press ▼ to highlight **Y DIMENSION**.

2. Press ✔ to select **Y DIMENSION**.

3. Press ▲ or ▼ to highlight the correct value.

4. Press ✔ to select the value. If the value entered is outside the valid range, **Invalid value** will appear for two seconds. The display prompts you to enter another value.

Printing from Tray 1 (multipurpose tray)

Tray 1 is a multipurpose tray that holds up to 100 sheets of paper or 10 envelopes. It provides a convenient way to print envelopes, transparencies, custom-size paper, or other types of paper without having to unload the other trays.

Loading paper into Tray 1

CAUTION   Avoid adding print media to Tray 1 while the printer is printing, or jams can occur.

1. Open Tray 1.

NOTE   If printing on special media, such as envelopes, use Tray 1. See <u>Printing envelopes from Tray 1</u> for more information.
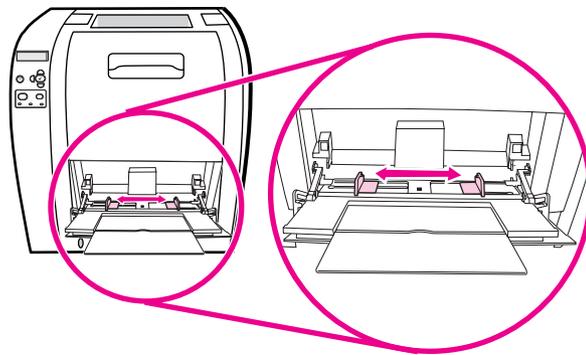

2. Raise the output bin extension.
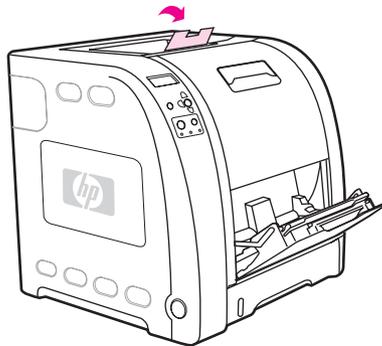
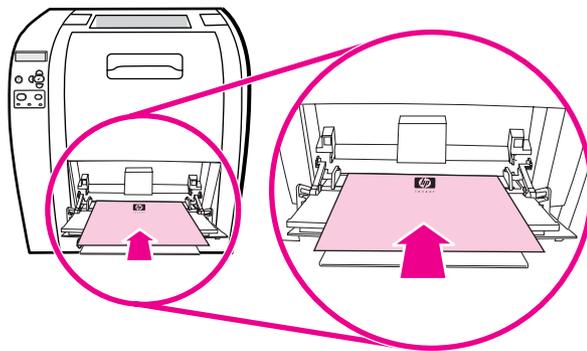3. Slide out the tray extender and, if necessary, open the additional tray extender.
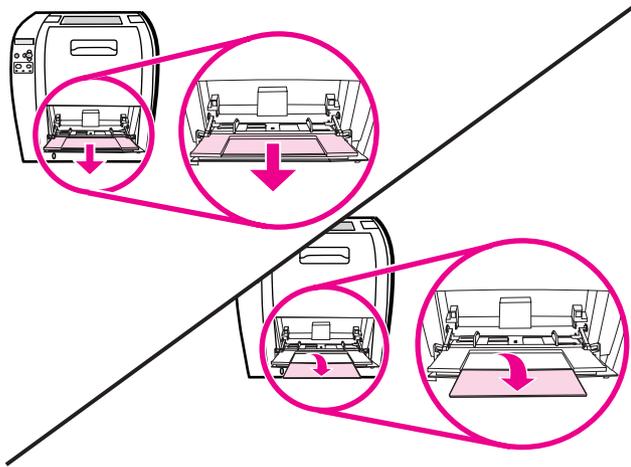
4. Slide the width guides slightly wider than the print media.

5. Place print media into the tray with the side to be printed up, and the top, short edge in first.

<table>
<tr><td>NOTE</td><td>If you are printing on two sides, see 2-sided (duplex) printing for loading instructions.</td></tr>
</table>

6. Slide the paper width guides inward until they lightly touch the print media stack on both sides without bending it. Make sure the print media fits under the tabs on the width guides.
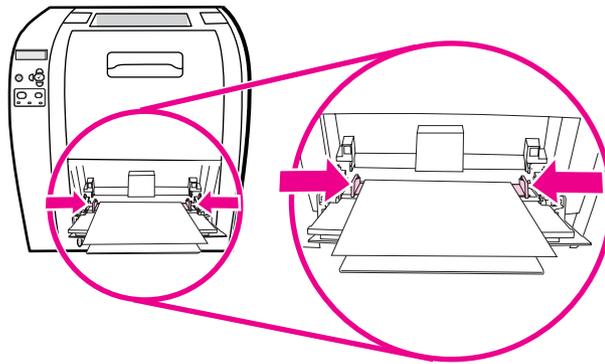
Wait for the printer to finish printing before closing Tray 1 (optional). Closing the tray before the printer finishes can cause jams.

7. If you are printing on special media, such as labels, envelopes, or heavy or light paper, open the lower rear door (rear output bin) at the back of the printer. Extend the paper extension tray.
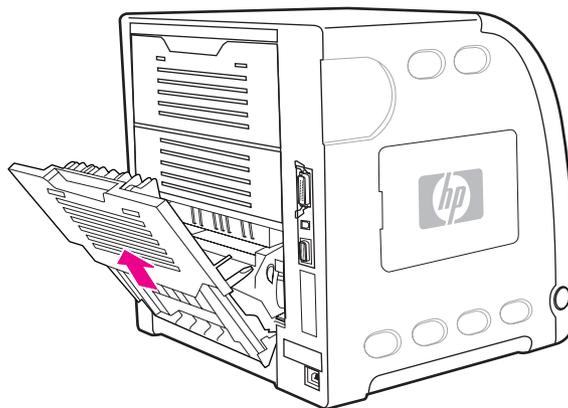
Printing envelopes from Tray 1

Many types of envelopes can be printed from Tray 1. Up to 10 envelopes can be stacked in the tray. Printing performance depends on the construction of the envelope.

In the software, set margins at least 15 mm (0.6 inches) from the edge of the envelope.

CAUTION Envelopes with clasps, snaps, windows, coated linings, exposed self-stick adhesives, or other synthetic materials can severely damage the printer. To avoid jams and possible printer damage, never try to print on both sides of an envelope. Before you load envelopes, make sure they are flat, undamaged, and not stuck together. Do not use envelopes with pressure-sensitive adhesive. To avoid jams, do not remove or insert envelopes during printing.
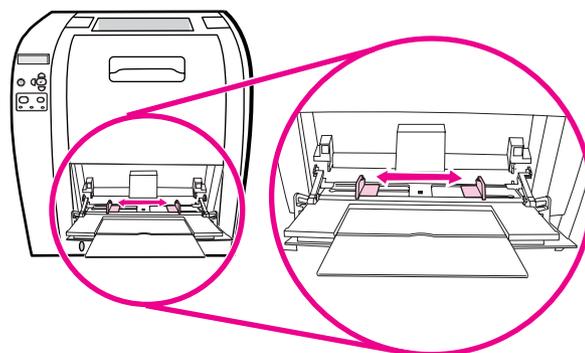
## To load envelopes into Tray 1

1. Open Tray 1.
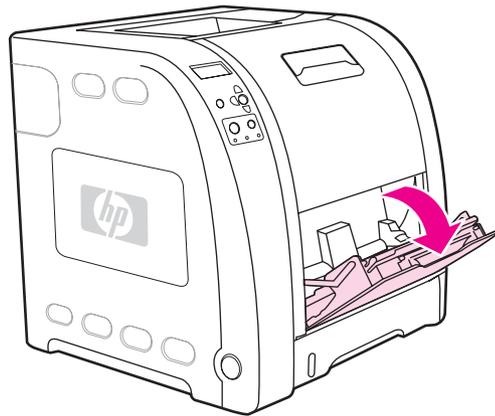
2. Slide out the tray extender and, if necessary, open the additional tray extender.
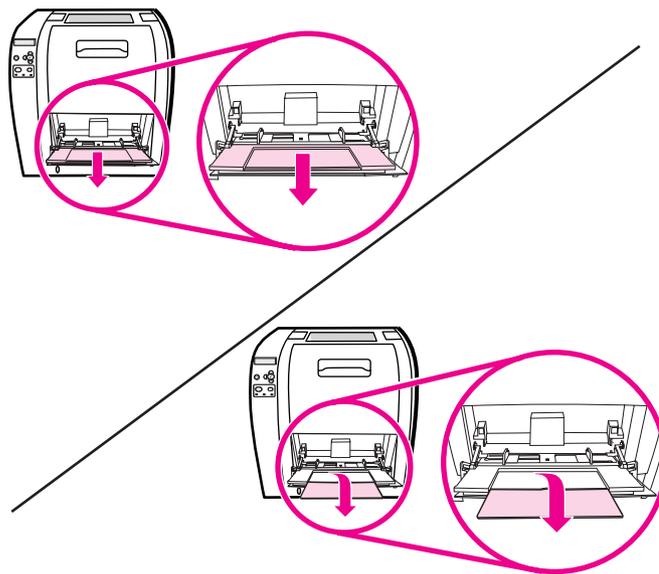
3. Set the paper width guides.

4. Load up to 10 envelopes in the center of Tray 1 with the side to be printed on facing up, with the stamp area closest to the printer, and the short edge toward the printer. Slide the envelopes into the printer as far as they will go without forcing them.
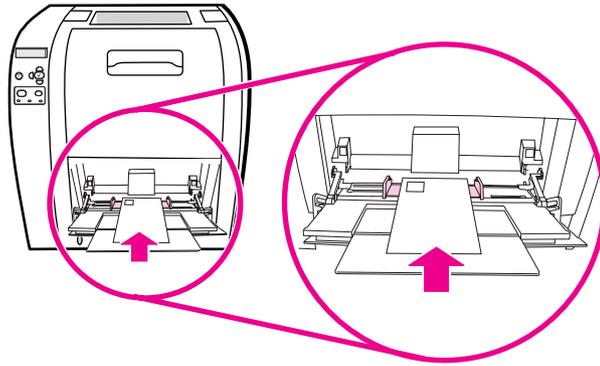
5. Adjust the guides to touch the envelope stack without bending the envelopes. Make sure the envelopes fit under the tabs on the guides.
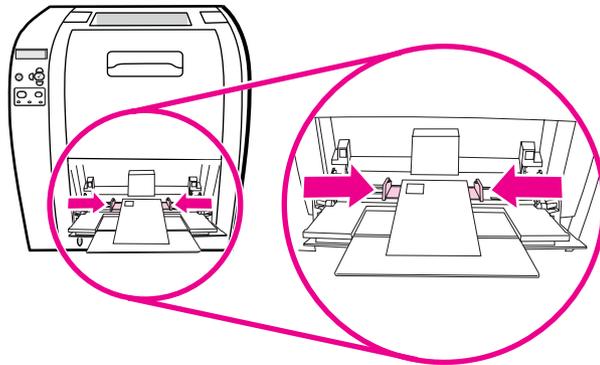
Printing envelopes

1. If Tray 1 is configured for a specific size, use the printer control panel to set the paper size for Tray 1 to match the size envelope you are printing.

2. Specify Tray 1 or select the paper source by size in the printer driver.

3. If your software does not automatically format an envelope, specify Landscape for page orientation in your software application or printer driver. Use the guidelines in the table that follows to set margins for return and destination addresses on Commercial #10 or DL envelopes.

NOTE For envelopes of other sizes, adjust the margin settings appropriately.

4. Select **Print** from the software application or printer driver.

Address type	Left margin	Top margin
Return	15 mm (0.6 inches)	15 mm (0.6 inches)
Destination	102 mm (4.0 inches)	51 mm (2.0 inches)

Printing from Tray 2 and Tray 3

Tray 2 holds up to 250 sheets of standard paper. Tray 2 adjusts for many sizes. Optional Tray 3 holds up to 500 sheets of standard paper. Tray 3 attaches underneath Tray 2. Tray 3 accepts letter- and A4-size paper. When Tray 3 is properly installed, the printer detects it and lists Tray 3 as a choice in the control panel **Configure Device** menu.
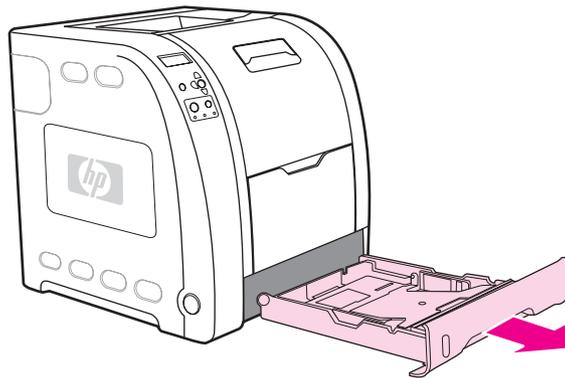
CAUTION   The paper path for Tray 3 passes through Tray 2. If either Tray 2 or Tray 3 is partially pulled out or removed, paper from Tray 3 cannot feed into the printer. This causes the printer to jam.
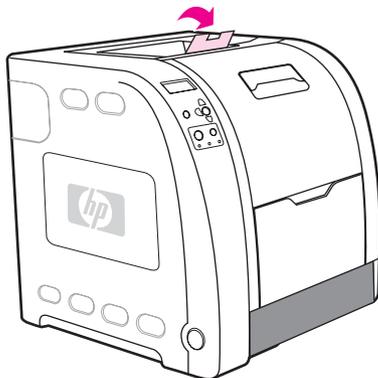
Loading paper into Tray 2

CAUTION   To avoid jams, never open or remove a tray during printing.

1. Pull Tray 2 out of the printer and remove any paper.

2. Raise the output bin extension.

3. Move the side width guides until the blue arrows on the width guides point to the size of paper you are loading.
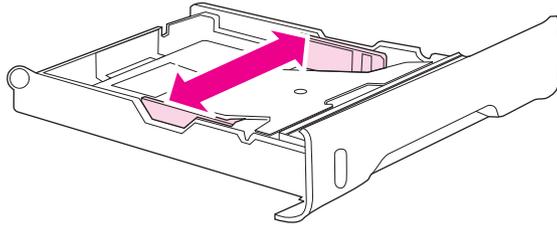
4. On the back of the tray, press the blue ridges and slide the length guides until the arrow symbol points to the size you are loading.
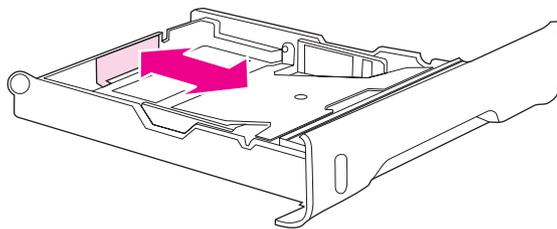
5. Load the paper into the tray. If this is special paper such as letterhead, load it with the side to be printed down and the top edge toward the front of the tray.
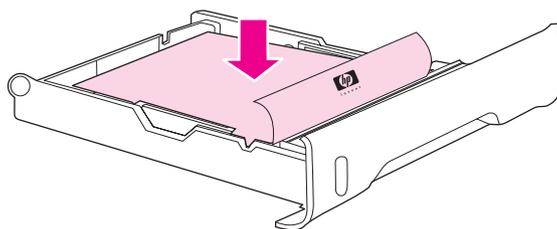
6. Push down on the stack of paper to lock the metal lift plate into place. Make sure that the stack of paper is flat and that the paper is below the height tabs.

7. Slide the tray back into the printer.
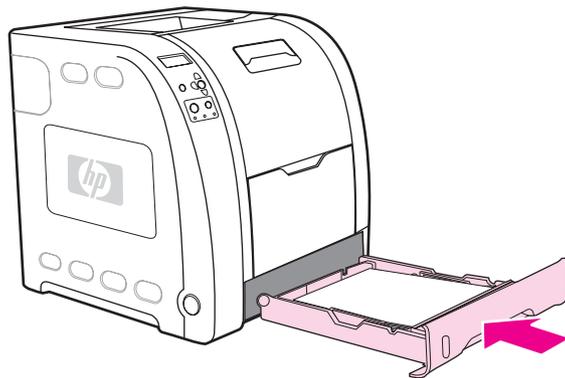
Loading paper into Tray 3

1. Pull the tray out of the printer and remove any paper.
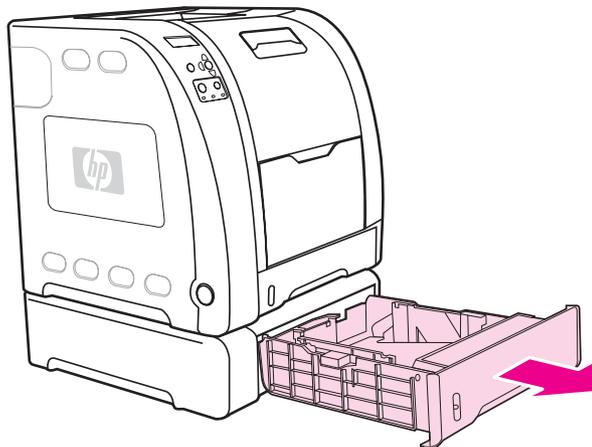
2. Raise the output bin extension.

3. Adjust the length guides. For letter-size paper, raise the blue rear stop. For A4-size paper, lower the blue rear stop.
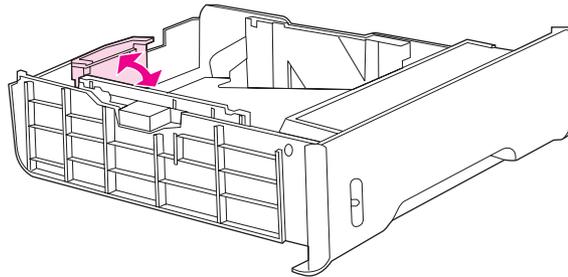
4. Adjust the width guides. For letter-size paper, press the center of the side width guides outward as far as possible. For A4-size paper, press the blue ridges, on the outside of the side width guides, inward as far as possible.
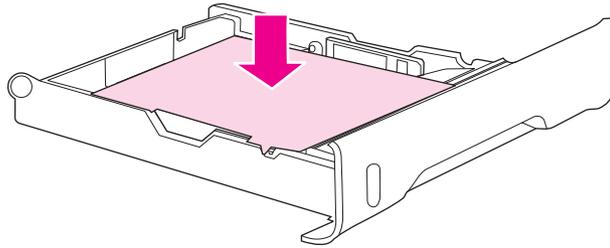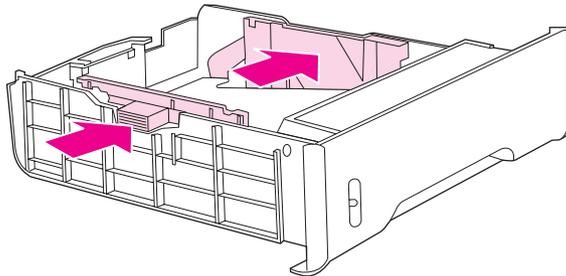
5. Load the paper into the tray. If this is special paper, such as letterhead, load it with the side to be printed down and the top edge toward the front of the tray.
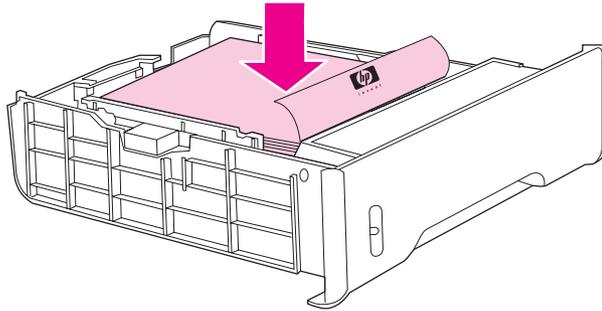
6. Make sure the stack of paper is flat in the tray at all four corners, and keep it below the height tabs.

7. Slide the tray back into the printer.

Printing on special media

Use these guidelines when printing on special types of media.

Transparencies

When printing on transparencies, use the following guidelines:

● Handle transparencies using the edges. Oils from your fingers deposited on the transparency can cause print quality problems.

● Use only overhead transparencies recommended for use in this printer. Hewlett-Packard recommends using HP Color LaserJet Transparencies with this printer. HP products are designed to work together for optimum printing results.

● In either the software application or the printer driver, select **TRANSPARENCY** as the media type, or print from a tray that is configured for transparencies.

CAUTION   Transparencies not designed for LaserJet printing will melt in the printer, causing damage to the printer. Do not use transparencies designed for monochrome printing.

Glossy paper

● In either the software application or the driver, select **Glossy** as the media type, or print from a tray that is configured for glossy paper.

Select **Glossy** for media weights up to 105 g/m^2 (28 lb bond). Select **Heavy glossy** for media weights up to 120 g/m^2 (32 lb bond).

● Because this affects all print jobs, it is important to return the printer to its original settings once the job has printed. See Configuring trays for more information.
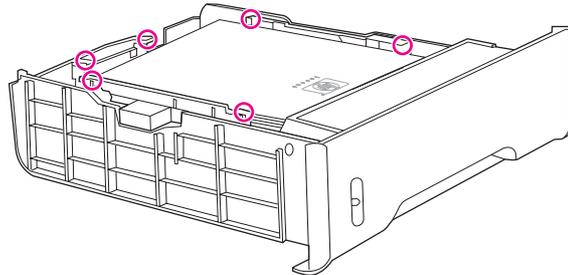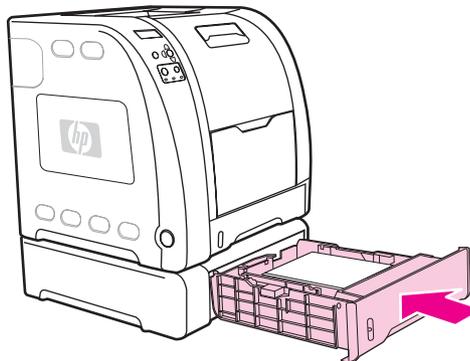
NOTE   Hewlett-Packard recommends using HP Color LaserJet Soft Gloss paper with this printer. HP products are designed to work together for optimum printing results. If HP Color LaserJet Soft Gloss paper is not used with this printer, print quality may be compromised.

Colored paper

● Colored paper should be of the same high quality as white xerographic paper.

● Pigments used must be able to withstand the printer's fusing temperature of 190° C (374° F) for 0.1 second without deterioration.

● Do not use paper with a colored coating that was added after the paper was produced.

● The printer creates colors by printing patterns of dots, overlaying and varying their spacing to produce various colors. Varying the shade or color of the paper will affect the shades of the printed colors.

Envelopes

NOTE   Envelopes can be printed only from Tray 1. Set the tray's media size to the specific envelope size. See Printing envelopes from Tray 1.

Adhere to the following guidelines to help ensure proper printing on envelopes and to help prevent printer jams:

- Do not load more than 10 envelopes into Tray 1.
- The weight rating of envelopes should not exceed 90 g/m^2 (24 lb bond).
- Envelopes should be flat.
- Do not use envelopes with windows or clasps.
- Envelopes must not be wrinkled, nicked, or otherwise damaged.
- Envelopes with peel-off adhesive strips must use adhesives that can withstand the heat and pressures of the printer's fusing process.
- Envelopes should be loaded face-down with the top of the envelope to the left, and the short edge feeding into the printer first.

NOTE   In high humidity environments, envelopes should be printed long-edge first to prevent them from sealing during printing. For long-edge printing, envelopes should be loaded long edge first, face down. See Printing envelopes from Tray 1 to change the printer driver's envelope orientation.

Labels

NOTE   In either the application or the printer driver, select **Labels** as the media type, or configure Tray 1 for labels. See Configuring trays.

When printing labels, use the following guidelines:

- Verify that the labels' adhesive material can tolerate temperatures of 190° C (374° F) for 0.1 second.
- Verify that there is no exposed adhesive material between the labels. Exposed areas can cause labels to peel off during printing, which can cause paper jams. Exposed adhesive can also cause damage to printer components.
- Do not re-feed a sheet of labels.
- Verify that labels lie flat.
- Do not use labels that are wrinkled, bubbled, or otherwise damaged.

Heavy paper

- Any tray will print most heavy media that does not exceed 105 g/m^2 (28 lb bond).
- Use cardstock only in Tray 1 135 g/m^2 to 166 g/m^2 (50 to 61 lb cover).
- In either the software application or the printer driver, select **HEAVY** 106 g/m^2 to 163 g/m^2 (28 to 43 lb bond) or **CARDSTOCK** 135 g/m^2 to 166 g/m^2 (50 to 61 lb cover) as the media type, or print from a tray that is configured for heavy paper. Because this setting affects all print jobs, it is important to return the printer back to its original settings once the job has printed. See Configuring trays.

CAUTION   In general, do not use paper that is heavier than the media specification recommended for this printer. Doing so can cause misfeeds, paper jams, reduced print quality, and excessive mechanical wear. However, some heavier media, such as HP Cover Stock, can be safely used.

HP LaserJet Tough paper

When printing on HP LaserJet Tough paper, use the following guidelines:

- Handle HP LaserJet Tough paper using the edges. Oils from your fingers deposited on HP LaserJet Tough paper can cause print quality problems.
- Use only HP LaserJet Tough paper with this printer. HP products are designed to work together for optimum printing results.
- In either the software application or the printer driver, select **TOUGH PAPER** as the media type, or print from a tray that is configured for HP LaserJet Tough paper.

CAUTION Transparent media that are not designed for LaserJet printing will melt in the printer, causing damage to the printer.

Preprinted forms and letterhead

When printing on preprinted forms and letterhead, observe the following guidelines for best results:

- Forms and letterhead must be printed with heat-resistant inks that will not melt, vaporize, or release hazardous emissions when subjected to the printer's fusing temperature of approximately 190° C (374° F) or 0.1 second.
- Inks must be non-flammable and should not adversely affect any printer rollers.
- Forms and letterhead should be sealed in a moisture-proof wrapping to prevent changes during storage.
- Before loading preprinted paper such as forms and letterhead, verify that the ink on the paper is dry. During the fusing process, wet ink can come off of preprinted paper.
- When duplex printing on the HP Color LaserJet 3700 series printer, load preprinted forms and letterhead into Tray 2 and Tray 3 first side up, top edge toward the back of the tray. To load preprinted forms and letterhead into Tray 1, load them with the first side down, bottom edge in first.
- When simplex (1-sided) printing, load preprinted forms and letterhead into Tray 2 and Tray 3 face-up with the top edge of the page to the left. To load preprinted forms and letterhead into Tray 1, place them in the tray with the side to be printed on facing up, and top, short edge in first.

Recycled paper

This printer supports the use of recycled paper. Recycled paper must meet the same specifications as standard paper. See the *HP LaserJet Printer Family Print Media Specification Guide*. Hewlett-Packard recommends that recycled paper contain no more than 5 percent ground wood.

2-sided (duplex) printing

The printer can print on both sides of the paper. If the printer is not equipped with automatic 2-sided printing, see Manual 2-sided printing.

Automatic 2-sided printing (available for the HP Color LaserJet 3700dn and 3700dtn printers)

You must specify automatic 2-sided printing options in your software application or in the printer driver in order to print on both sides of the page.

Perform the following to use automatic 2-sided printing:

- Verify that the printer driver is configured for 2-sided printing. (For instructions, see the online Help for the printer driver.)

- Select the appropriate 2-sided printing options in the printer driver software. 2-sided printing options include page and binding orientation.

- 2-sided printing is not supported for certain media types, including transparencies, labels, cardstock, and glossy film.

- For best results, avoid 2-sided printing with rough-textured, heavy-weight paper.

- When using 2-sided printing, load preprinted forms and letterhead into Tray 2 and Tray 3 first side up, top edge toward the back of the tray. To load pre-printed forms and letterhead into Tray 1, load them with the first side down, bottom edge in first.
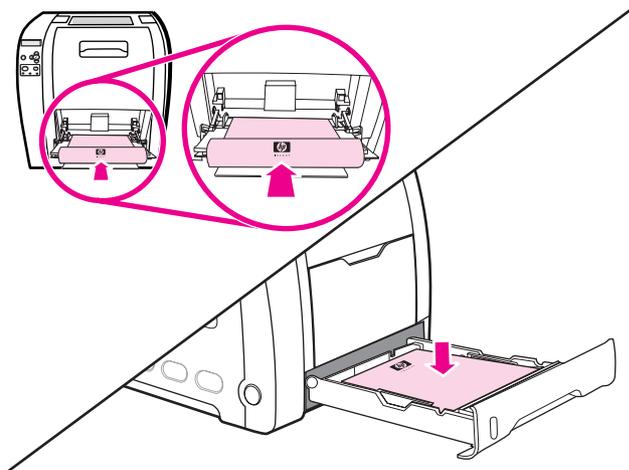
Control panel settings for automatic 2-sided printing

Many software applications allow you to change 2-sided printing settings. If your software application or printer driver does not allow you to adjust 2-sided printing settings, you can adjust these settings through the control panel. The factory default setting is **OFF**.

CAUTION Do not use 2-sided printing when printing on labels, transparencies, or glossy paper. Serious damage to the printer may result.

To enable or disable 2-sided printing from the printer control panel

Changing settings for 2-sided printing through the printer control panel affects all print jobs. Whenever possible, change settings for 2-sided printing through your software application or printer driver.

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ✔ to select **PRINTING**.

5. Press ▼ to highlight **DUPLEX**.

6. Press ✔ to select **DUPLEX**.

7. Press ▲ or ▼ to select **ON** to enable 2-sided printing or **OFF** to disable 2-sided printing.

8. Press ✔ to set the value.

9. Press MENU to return to the **Ready** state.

10. Select 2-sided printing from your software application or printer driver, if possible.

NOTE To select 2-sided printing from the printer driver, the driver must first be properly configured. (For instructions, see the online Help for the printer driver.)

Options for binding 2-sided printing jobs

Before printing a 2-sided document, use the printer driver to choose the edge on which you will bind your finished document. Long-edge or book binding is the conventional layout used in book binding. Short-edge or tablet binding is the typical calendar binding.

NOTE The default binding setting is to bind on the long edge when the page is set up for portrait orientation. To change to short-edge binding, click the **Flip Pages Up** check box.

Manual 2-sided printing

NOTE The HP Color LaserJet 3550 series printer does not have automatic 2-sided (duplex) printing.

If you want to print on two sides (duplex) on paper other than the supported sizes or weights (for example, paper heavier than 105 g/m^2 (28 lb) or very thin paper), or if your printer does not support automatic 2-sided printing, you will have to go to the printer and reinsert the paper manually after the first side has printed. You will also have to reinsert the paper manually if you select either **Correct Order for Rear Bin** or **Correct Order for Straight Paper Path** in the printer driver. Follow the instructions in the printer driver.

If you are using card stock or heavy paper, select **Correct Order for Rear Bin** in the printer driver to avoid jams. Open the lower rear door (rear output bin).

NOTE Damaged or previously used paper can cause paper jams and should not be used.

To manually print on two sides (duplex)

1. Insert enough paper into one of the trays to accommodate the print job. If you are loading special paper such as letterhead, load it in one of the following ways:

    For Tray 1, load the letterhead paper with the first side down, bottom in first.

    For Tray 2 (250-sheet tray) or Tray 3 (500-sheet tray), load the letterhead paper with the first side up, top edge toward the back of the tray.
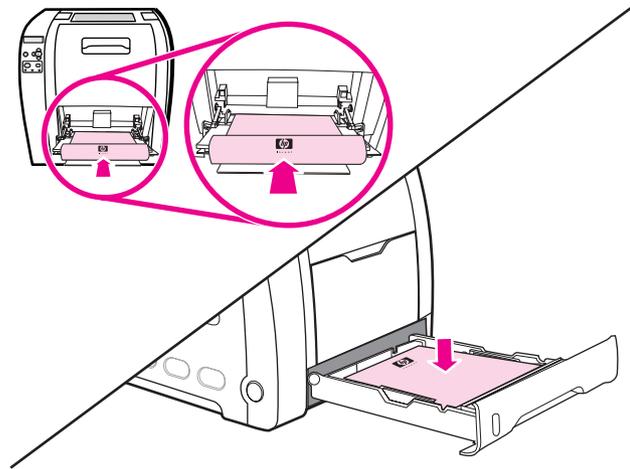
2. Open the printer driver.
3. Select the appropriate size and type.
4. If printing on heavy paper or very thin paper, select **Correct Order for Rear Bin** or **Correct order for straight paper path** in the printer driver.
5. Open the lower rear door (rear output bin).
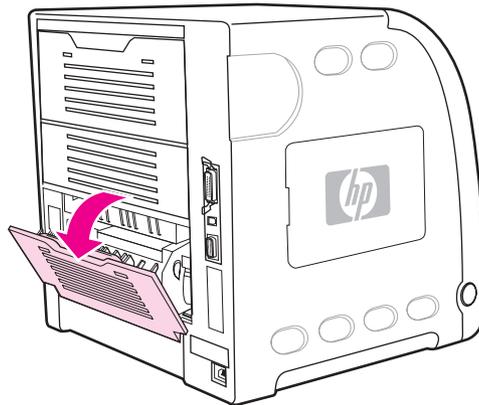
6. On the **Finishing** tab, select **Print on Both Sides (Manually)**.
7. Click **OK**.

8. Go to the printer. When the **MANUAL FEED** prompt appears, remove any blank paper from Tray 1. Insert the printed stack with the blank side up, top edge in *first*. You *must* print the second side from Tray 1.
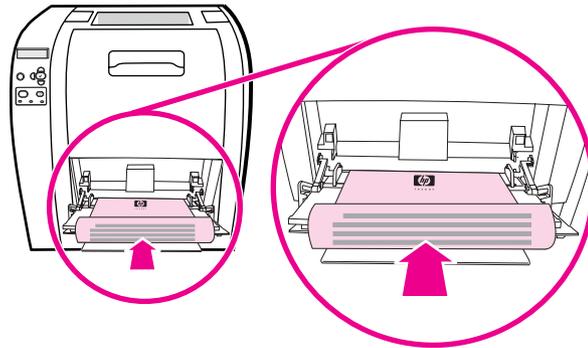
<table>
<tr><td></td><td>Do not discard any blank sheets from the printed stack.</td></tr>
</table>

9. If prompted by a message at the control panel, press ✔.

<table>
<tr><td>**NOTE**</td><td>If total sheets exceed the Tray 1 capacity for manual duplex jobs, feed the top 100 sheets first and press ✔. When prompted, feed the next 100 sheets and press ✔. Repeat as necessary until all the sheets from the output stack have been loaded into Tray 1.</td></tr>
</table>

Special printing situations

Use these guidelines when printing on special types of paper.

Printing a different first page

Use the following procedure to print the first page of a document on a different paper type than the rest of the document. For example, you can print the first page of a document on letterhead paper and the rest on plain paper.

1. From your application or printer driver, specify a tray for the first page and another tray for the remaining pages.

2. Load the special paper into the tray that you specified in step 1.

3. Load the paper for the remaining pages of the document into another tray.

4. Print the document.

You can also print on different paper by using the printer control panel or printer driver to set the types of paper that are loaded in the trays and then selecting the first and remaining pages by paper type.

Printing on custom-size paper

The printer supports single-sided printing and manual duplexing on custom-size paper. Tray 1 supports paper sizes from 76 by 127 mm (3 by 5 inches) to 216 by 356 mm (8.5 by 14 inches).

When printing on custom-size paper, if Tray 1 is configured in the printer control panel as **TRAY X TYPE= ANY TYPE** and **TRAY X SIZE= ANY SIZE**, the printer will print on whatever paper is loaded in the tray.

Some software applications and printer drivers allow you to specify custom paper-size dimensions. Be sure to set the correct paper size in both the page setup and print dialog boxes. If your software does not allow this, specify the custom paper-size dimensions in the Paper handling menu of the printer control panel. See Paper handling menu for more information.

If your software application requires you to calculate margins for custom-size paper, see the online Help for that application.

Stopping a print request

You can stop a print request by using the printer control panel or using your software application. For instructions on how to stop a print request from a computer on a network, see the online Help for the specific network software.

NOTE   It can take some time for all printing to clear after you have canceled a print job.

To stop the current print job using the printer control panel

Press STOP on the printer control panel to pause the job that is currently printing. Press ▼ to highlight **Cancel Current Job**. Press ✔ to cancel the job. To keep printing the job, press ✔ to resume printing. If the print job is too far into the printing process, you may not have the option to cancel it.

To stop the current print job using the software application

A dialog box will appear briefly on the screen, giving you the option to cancel the print job.

If several requests have been sent to the printer through your software, they might be waiting in a print queue (for example, in Windows Print Manager). See the software documentation for specific instructions on canceling a print request from the computer.

If a print job is waiting in a print queue (computer memory) or print spooler (Windows 98, 2000, XP, or Me), delete the print job there.

For Windows 98, 2000, XP, or Me, go to **Start**, **Settings**, and then **Printers.** Double-click the HP Color LaserJet 3550 or 3700 printer icon to open the print spooler. Select the print job you want to cancel, and then press Delete. If the print job is not cancelled, you might need to shut down and restart the computer.

Managing memory (HP Color LaserJet 3700 series printer only)

This printer supports up to 448 MB of memory. You can add additional memory by installing Dual Inline Memory Modules (DIMMs). To allow for memory expansion, the printer has three DIMM slots, which accept 64, 128, or 256 MB of RAM each. For information about installing memory, see Working with memory and print server cards.

The printer uses 168-pin, nonparity, synchronous DRAM memory modules. Extended data output (EDO) DIMMs are not supported.

NOTE   If memory problems occur when you are printing complex graphics, you can make more memory available by removing downloaded fonts, style sheets, and macros from printer memory. Reducing the complexity of a print job from within an application can help avoid memory problems.

NOTE   Be sure to update the printer configuration in the printer driver after adding memory.

5 Managing the printer

This chapter describes how to manage the printer. The following topics are covered:

- Printer information pages
- Using the embedded Web server (HP Color LaserJet 3700 series printer only)
- Using the HP toolbox

Printer information pages

From the printer control panel, you can print pages that give details about the printer and its current configuration. The procedures for printing the following information pages are described here:

- menu map
- configuration page
- supplies status page
- usage page (available on the HP Color LaserJet 3700 series printer)
- demo page
- file directory (available on the HP Color LaserJet 3700 series printer)
- PCL or PS font list (available on the HP Color LaserJet 3700 series printer)
- registration page
- paper path test page
- event log
- print quality troubleshooting page

NOTE Printer information pages for the HP Color LaserJet 3550 series printer are available in English only.

Menu map

To see the current settings for the menus and items available in the control panel, print a control panel menu map.

1. Press MENU to enter the **MENUS**.
2. Press ▾ to highlight **Information**.
3. Press ✔ to select **Information**.
4. If **PRINT MENU MAP** is not highlighted, press ▴ or ▾ until it is highlighted.
5. Press ✔ to select **PRINT MENU MAP**.

The message **Printing... MENU MAP** appears on the display until the printer finishes printing the menu map. The printer returns to the **Ready** state after printing the menu map.

You might want to store the menu map near the printer for reference. The content of the menu map varies, depending on the options currently installed in the printer. (Many of these values can be overridden from the printer driver or software application.)

For a complete list of control panel menus and possible values, see Menu hierarchy.

Configuration page

Use the configuration page to view current printer settings, to help troubleshoot printer problems, or to verify installation of optional accessories, such as memory (DIMMs), paper trays, and printer languages.

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Information**.
3. Press ✔ to select **Information**.
4. Press ▼ to highlight **PRINT CONFIGURATION**.
5. Press ✔ to select **PRINT CONFIGURATION**.

The message **Printing... CONFIGURATION** appears on the display until the printer finishes printing the configuration page. The printer returns to the **Ready** state after printing the configuration page.

If the printer is configured with EIO cards (for example, an HP Jetdirect print server) or an optional hard disk drive, an additional configuration page will print that provides information about those devices.

Supplies status page

The supplies status page illustrates the remaining life for the following printer supplies:

- print cartridges (all colors)
- transfer unit
- fuser

To print the supplies status page

1. Press MENU to enter the **MENUS**.
2. Press ✔ to select **Information**.
3. Press ▼ to highlight **PRINT SUPPLIES STATUS PAGE**.
4. Press ✔ to select **PRINT SUPPLIES STATUS PAGE**.

The message **Printing... SUPPLIES STATUS** appears on the display until the printer finishes printing the supplies status page. The printer returns to the **Ready** state after printing the supplies status page.

If you are using non-HP supplies, the supplies status page might not show the remaining life for those supplies. For more information, see Non-HP print cartridges.

Usage page (available for the HP Color LaserJet 3700 series printer)

The usage page lists a page count for each size of paper that has passed through the printer. This page count includes the number of pages that were printed on one side (simplexed), the number that were printed on two sides (duplexed), and totals of the two printing methods for each paper size. It also lists the average percentage of page coverage for each color.

1. Press MENU to enter the **MENUS**.
2. Press ✔ to select **Information**.
3. Press ▼ to highlight **PRINT USAGE PAGE**.
4. Press ✔ to select **PRINT USAGE PAGE**.

The message **Printing... USAGE PAGE** appears on the display until the printer finishes printing the usage page. The printer returns to the **Ready** state after printing the usage page.

Demo

A demo page is a color photograph that demonstrates print quality. It is available through the printer, and it is stored on the CD-ROM that came with the printer.

This page can also be printed using the HP toolbox.

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Information**.
3. Press ✔ to select **Information**.
4. Press ▼ to highlight **PRINT DEMO**.
5. Press ✔ to select **PRINT DEMO**.

The message **Printing... DEMO PAGE** appears on the display until the printer finishes printing the demo page. The printer returns to the **Ready** state after printing the demo page.

File directory (available for the HP Color LaserJet 3700 series printer)

The file directory page contains information for all installed mass storage devices. This option does not appear if no mass storage devices are installed.

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Information**.
3. Press ✔ to select **Information**.
4. Press ▼ to highlight **PRINT FILE DIRECTORY**.
5. Press ✔ to select **PRINT FILE DIRECTORY**.

The message **Printing... FILE DIRECTORY** appears on the display until the printer finishes printing the file directory page. The printer returns to the **Ready** state after printing the file directory page.

PCL or PS font list (available for the HP Color LaserJet 3700 series printer)

Use the font lists to see which fonts are currently installed in the printer. (The font lists also show which fonts are resident on an optional hard disk accessory or flash DIMM.)

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Information**.

3. Press ✔ to select **Information**.

4. Press ▼ to highlight **PRINT PCL FONT LIST** or **PRINT PS FONT LIST**.

5. Press ✔ to select **PRINT PCL FONT LIST** or **PRINT PS FONT LIST**.

The message **Printing... FONT LIST** appears on the display until the printer finishes printing the font list page. The printer returns to the **Ready** state after printing the font list page.

Using the embedded Web server (HP Color LaserJet 3700 series printer only)

When the printer is directly connected to a computer, use the HP toolbox to view web pages for the printer status.

When the printer is connected to the network, the embedded Web server is automatically available. You may access the embedded Web server from Windows 95 and later.

The embedded Web server allows you to view printer and network status and to manage printing functions from your computer instead of from the printer control panel. Below are examples of what you can do using the embedded Web server:

- view printer control status information
- set the type of paper loaded in each tray
- determine the remaining life on all supplies and order new ones
- view and change tray configurations
- view and change the printer control panel menu configuration
- view and print internal pages
- receive notification of printer and supplies events
- view and change network configuration
- view support content that is specific to the current state of the printer

To use the embedded Web server, you must have Microsoft Internet Explorer 4 and later or Netscape Navigator 4 and later. The embedded Web server works when the printer is connected to an IP-based network. The embedded Web server does not support IPX-based or AppleTalk printer connections. You do not have to have Internet access to open and use the embedded Web server.

To access the embedded Web server using a network connection

In a supported Web browser on your computer, type the IP address for the printer in the address/URL field. (To find the IP address, print a configuration page. For more information about printing a configuration page, see Printer information pages.)

NOTE Once you open the URL, you can bookmark it so that you can return to it quickly in the future.

1. The embedded Web server has three tabs that contain settings and information about the printer: the Information tab, the Settings tab, and the Network tab. Click the tab that you want to view.

2. See the following sections for more information about each tab.

Information tab

The Information pages group consists of the following pages.

- **Device Status.** This page displays the printer status and shows the life remaining of HP supplies, with 0 percent indicating that a supply is empty. The page also shows the type and size of print paper set for each tray. To change the default settings, click **Change Settings**.

- **Configuration page.** This page shows the information found on the printer Configuration page.

- **Supplies Status.** This page shows the life remaining of HP supplies, with 0 percent indicating that a supply is empty. This page also provides supplies part numbers. To order new supplies, click **Order Supplies** in the **Other Links** area on the left side of the window. To visit any website, you must have Internet access.

- **Event log.** This page shows a list of all printer events and errors.

- **Usage page.** This page shows a summary of the number of pages the printer has printed, grouped by size and type.

- **Device Information.** This page also shows the printer network name, address, and model information. To change these entries, click **Device Information** on the **Settings** tab.

- **Control Panel.** Displays messages from the printers control panel, for example **Ready** or **PowerSave**.

Settings tab

This tab allows you to configure the printer from your computer. The **Settings** tab can be password protected. If this printer is networked, always consult with the printer administrator before changing settings on this tab.

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

- **Configure Device.** Configure all printer settings from this page. This page contains the traditional menus found on printers using a control panel display. These menus include **Information**, **Paper Handling**, **Configure Device**, and **Diagnostics**.

- **Alerts.** Network only. Set up to receive e-mail alerts for various printer and supplies events.

- **E-mail.** Network only. Used in conjunction with the Alerts page to set up incoming and outgoing e-mail, as well as to set e-mail alerts.

- **Security.** Set a password that must be entered to gain access to the **Settings** and **Networking** tabs. Enable and disable certain features of the embedded Web server.

- **Other Links.** Add or customize a link to another website. This link is displayed in the **Other Links** area on all embedded Web server pages. These permanent links always appear in the **Other Links** area: **HP Instant Support™**, **Order Supplies**, and **Product Support**.

- **Device Information.** Name the printer and assign an asset number to it. Enter the name and e-mail address for the primary contact who will receive information about the printer.

- **Language.** Determine the language in which to display the embedded Web server information.

- **Time Services.** Allows time synchronization with a network time server.

Networking tab

This tab allows the network administrator to control network-related settings for the printer when it is connected to an IP-based network. This tab will not appear if the printer is directly connected to a computer, or if the printer is connected to a network using anything other than an HP Jetdirect print server card.

Other links

This section contains links that connect you to the Internet. You must have Internet access in order to use any of these links. If you use a dial-up connection and did not connect when you first opened the embedded Web server, you must connect before you can visit these websites. Connecting might require that you close the embedded Web server and reopen it.

- **HP Instant Support™.** Connects you to the HP website to help you find solutions. This service analyzes your printer error log and configuration information to provide diagnostic and support information specific to your printer.

- **Order Supplies.** Click this link to connect to the HP website and order genuine HP supplies, such as print cartridges and paper.

- **Product Support.** Connects to the support site for the HP Color LaserJet 3550 series printer and the HP Color LaserJet 3700 series printer. Then, you can search for help regarding general topics.

Using the HP toolbox

The HP toolbox is a Web application that you can use for the following tasks:

- Check the printer status.
- Configure the printer settings.
- View troubleshooting information.
- View online documentation.
- Set up pop-up alerts (Windows only).

You can view the HP toolbox when the printer is directly connected to your computer or when it is connected to a network. You must perform a complete software installation to use the HP toolbox.

NOTE   You do not have to have Internet access to open and use the HP toolbox. However, if you click a link in the **Other Links** area, you must have Internet access to go to the site associated with the link. See Other links for more information.

Supported operating systems

The HP toolbox is supported for the following operating systems:

- Windows 98, 2000, Me, and XP
- Mac OS 10.2 or later

Supported browsers

To use the HP toolbox, you must have one of the following browsers:

Windows

- Microsoft Internet Explorer 5.2 or later
- Netscape Navigator 6 or later
- Opera Software ASA Opera™

Macintosh

- Microsoft Internet Explorer 5.2 or later
- Netscape Navigator 6 or later

All pages can be printed from the browser.

To view HP toolbox

On the **Start** menu, select **Programs**, and then **HP toolbox**. Double-click the Status Client icon.

The HP toolbox opens in a Web browser.

NOTE   Once you open the URL, you can bookmark it so that you can return to it quickly in the future.

HP toolbox sections

The HP toolbox software contains the following sections:

- Status tab
- Troubleshooting tab
- Alerts tab
- Documentation tab
- Advanced Printer Settings window

Other links

Each page in the HP toolbox contains links to the HP website for product registration, product support, and for ordering supplies. You must have Internet access to use any of these links. If you use a dial-up connection and did not connect when you first opened the HP toolbox, you must connect before you can visit these websites.

Status tab

The Status tab has links to the following main pages:

- **Device Status.** View printer status information. This page will indicate printer conditions, such as a paper jam or an empty tray. After you correct a problem with the printer, click the **Refresh** button to update the device status.
- **Supplies Status.** View detailed supplies status, such as the percentage of toner remaining in the print cartridge and the number of pages printed with the current print cartridge. This page also has links to order supplies and to find recycling information.
- **Print Info.** Print the configuration page and various other information pages that are available for the printer, such as the supplies status page and the demo page.

Troubleshooting tab

The Troubleshooting tab provides links to various printer troubleshooting information, such as how to clear a paper jam, how to resolve print quality problems, and how to resolve other problems with the printer.

Alerts tab

The Alerts tab allows you to configure the printer to automatically notify you of printer alerts. The Alerts tab has links to the following main pages:

- Set up status alerts
- Set up e-mail alerts (available for the HP Color LaserJet 3700 series printer only)
- Administrative settings

Set up status alerts page

On the Set up status alerts page, you can choose to turn alerts on or off, specify when the printer should send an alert, and choose from two different types of alerts:

- a pop-up message
- a task bar icon

Click **Apply** to activate the settings.

Set up e-mail alerts page

On the Set up e-mail alerts page, you can set the e-mail addresses you want to have alerts sent to, and specify what kind of alerts should go to which e-mail address. You can have up to four e-mail destinations concerning the following alerts:

- supplies
- service
- paper path
- advisory

You must set up an SMTP server to send e-mail alerts.

Administrative settings page

On the Administrative settings page, you can set the frequency of how often the HP toolbox checks for printer alerts. Three settings are available:

- once per minute (every 60 seconds)
- twice per minute (every 30 seconds)
- twenty times per minute (every 3 seconds)

If you want to reduce network I/O traffic, reduce the frequency that the printer checks for alerts.

Documentation tab

The Documentation tab contains links to these information sources:

- **User Guide.** Contains the information about the printer usage, warranty, specifications, and support that you are currently reading. The user guide is available in both HTML and PDF format.
- **Install Notes.** Contains late-breaking information about the printer.

Advanced Printer Settings window

When you click the **Advanced Printer Settings** link, a new window opens. The Advanced Printer Settings window has the following tabs:

- Information tab
- Settings tab
- Network tab

Information tab

The Information tab provides quick links to the following information:

- Device status
- Configuration
- Supplies status
- Device information
- Event log
- Usage page (HP Color LaserJet 3700 series printer only)
- Print Info pages

Settings tab

The Settings tab has links to several pages that allow you to view and change the printer's configuration.

Software settings can override settings made in the HP toolbox.

- **Configure Device.** Configure all printer settings from this page. This page contains the traditional menus found on printers using a control panel display. These menus include **Information**, **Paper Handling**, **Configure Device**, and **Diagnostics**.
- **Device Information.** Name the printer and assign an asset number to it. Enter the name and e-mail address for the primary contact who will receive information about the printer.

Network tab

The Network tab allows the network administrator to control network-related settings for the printer when it is connected to an IP-based network. This tab will not appear if the printer is directly connected to a computer, or if the printer is connected to a network using anything other than an HP Jetdirect print server.

HP toolbox links

The HP toolbox links at the left of the screen provide links to the following options:

- **Select a device.** Select from all HP toolbox-enabled devices.
- **View current alerts.** View the current alerts for all set up printers. (You must be printing to view current alerts.)
- **Text only page.** View HP toolbox as a site map linking to text-only pages.

6 Color

This chapter describes how the printer provides great color printing. This chapter also describes ways to produce the best possible color prints. The following topics are covered:

- [Using color](#)
- [Managing color](#)
- [Matching colors](#)

Using color

The HP Color LaserJet 3550 series printer and the HP Color LaserJet 3700 series printer offer great color printing as soon as you set up the printer. They provide a combination of automatic color features to generate excellent color results for the general office user. Also, the HP Color LaserJet 3700 series printer provides sophisticated tools for the professional who is experienced with using color.

The HP Color LaserJet 3550 series printer and HP Color LaserJet 3700 series printer provide carefully designed and tested color tables to provide smooth, accurate color rendition of all printable colors.

HP ImageREt 2400

HP ImageREt 2400 is a technology that provides the best color print quality without having to change printer driver settings or make trade-offs between print quality, performance, and memory. ImageREt 2400 produces photorealistic images.

HP ImageREt 2400 has been improved for this printer. The improvements offer trapping technologies, even greater control over dot placement, and more precise control of toner quality in a dot. These new technologies, coupled with HP's multilevel printing process, result in a 600-by-600 dpi printer that provides 2400 dpi color laser-class quality with millions of smooth colors.

Paper selection

For the best color and image quality it is important to select the appropriate paper type from the software printer menu or from the printer control panel. See Selecting paper.

Color options (available for the HP Color LaserJet 3700 series printer)

Color options automatically enable optimal color output for diverse types of documents.

Color options use object tagging, which allows optimal color and halftone settings to be used for different objects (text, graphics, and photos) on a page. The printer driver determines which objects are used on a page and uses halftone and color settings that provide the best print quality for each object. Object tagging, combined with optimized default settings, produces great color out of the box.

In the Windows environment, the **Automatic** and **Manual** color options are on the **Color** tab in the printer driver.

Standard red-green-blue (sRGB)

Standard red-green-blue (sRGB) is a world-wide color standard originally developed by HP and Microsoft as a common color language for monitors, input devices (scanners and digital cameras), and output devices (printers and plotters). It is the default color space used for HP products, Microsoft operating systems, the World Wide Web, and most office software sold today. The sRGB standard is representative of the typical Windows PC monitor today and the convergence standard for high-definition television.

Factors such as the type of monitor you use and the room's lighting can affect the appearance of colors on your screen. For more information, see Matching colors.

The latest versions of Adobe PhotoShop®, CorelDRAW, Microsoft Office, and many other applications use sRGB to communicate color. Most importantly, as the default color space in Microsoft operating systems, sRGB has gained broad adoption as a means to exchange color information between applications and devices using a common definition that ensures typical users will experience greatly improved color matching. The sRGB standard improves your ability to match colors between the printer, the PC monitor, and other input devices (scanners and digital cameras) automatically, without the need to become a color expert.

Printing in four-colors (CMYK [available for the HP Color LaserJet 3700 series printer])

Cyan, magenta, yellow, and black (CMYK) are the inks used by a printing press. The process is often called four-color printing. CMYK data files are typically used by and originate from graphic arts (printing and publishing) environments. The printer will accept CMYK colors through the PS printer driver. The printer color-rendering of CMYK is designed to provide rich, saturated colors for text and graphics.

CMYK ink set emulation (PostScript only)

The printer's color rendering of CMYK can be made to emulate several standard Offset Press ink sets.

- **Default.** This selection is good for general purpose rendering of CMYK data. It is designed to render photographs well, while at the same time providing rich saturated colors for text and graphics.

- **Specifications for Web Offset Publications (SWOP).** Common ink standard in the U.S. and other locations.

- **Euroscale.** Common ink standard in Europe and other locations.

- **Dainippon Ink and Chemical (DIC).** Common ink standard in Japan and other locations.

- **Device.** Emulation is turned off. To render photographs properly with this selection, images require color management in the application or operating system.

Use the SWOP or EURO emulation of CMYK inks to achieve the best match of PANTONE® four-color (4C) process colors from PANTONE®-certified applications, depending on the swatch book used.

Managing color

Setting color options to **Automatic** will typically produce the best possible print quality for color documents. However, there may be cases when you want to print a color document in grayscale (black and white) or wish to change one of the printer's color options.

- Using Windows, print in grayscale or change the color options using settings found on the **Color** tab in the printer driver.
- Using a Macintosh computer, print in grayscale or change the color options using the **Color Matching** pop-up menu in the **Print** dialog box.

Print in Grayscale

Selecting the **Print in Grayscale** option from the printer driver prints a document in black and white. This option is useful for printing color documents that will be photocopied or faxed.

When **Print in Grayscale** is selected, the printer goes into monochrome mode (regardless of what the **COLOR/BLACK MIX** setting is). This mode will reduce wear on the color cartridges.

Automatic or manual color adjustment

The **Automatic** color adjustment option optimizes the neutral gray color treatment, halftones, and edge enhancements used for each element in a document. For more information, see your printer driver online Help.

NOTE   **Automatic** is the default setting and is recommended for printing all color documents.

The **Manual** color adjustment option allows you to adjust the neutral gray color treatment, halftones, and edge enhancements for text, graphics, and photographs. To access the Manual color options, from the **Color** tab, select **Manual**, and then **Settings**.

Manual color options

Manual color adjustment allows you to adjust the **Color** (or **Color Map**) and **Halftoning** options individually for text, graphics, and photographs.

NOTE   Some applications convert text or graphics to raster images. In these cases, the **Photographs** settings will also control text and graphics.

Halftone options affect the resolution and clarity of your color output. You can select halftone settings for text, graphics, and photographs independently. The two halftone options are **Smooth** and **Detail**.

For the HP Color LaserJet 3700 series printer, the following options are available for the **Halftone** setting:

- The **Smooth** option provides better results for large, solid-filled print areas. It also enhances photographs by smoothing out fine color gradations. Choose this option when uniform and smooth area fills are top priority.
- The **Detail** option is useful for text and graphics that require sharp distinctions among lines or colors, or images that contain a pattern or a high level of detail. Choose this option when sharp edges and details are top priority.

The **Neutral Grays** setting determines the method used for creating gray colors used in text, graphics, and photographs.

For the HP Color LaserJet 3700 series printer, the following options are available for the **Neutral Grays** setting:

- **Black Only** generates neutral colors (grays and black) using only black toner. This guarantees neutral colors without a color cast.

- **4-Color** generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to non-neutral colors, and it produces the darkest black.

The **Edge Control** (for the HP Color LaserJet 3550 series printer) setting determines how edges are rendered. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color plane misregistration by overlapping the edges of adjacent objects slightly.

For the HP Color LaserJet 3700 series printer, the following levels of edge control are available:

- **Maximum** is the most aggressive trapping setting. Adaptive halftoning is on for this setting.

- **Normal** is the default trapping setting. Trapping is at a medium level and adaptive halftoning is on.

- **Light** sets trapping at a minimal level, and adaptive halftoning is on.

- **Off** turns off both trapping and adaptive halftoning.

For the HP Color LaserJet 3550 series printer, the following levels are available:

- **Maximum** is the most aggressive trapping setting.

- **Normal** sets the trapping at a medium level.

- **Light** sets trapping at a minimal level.

- **Off** is the default trapping setting. Trapping is turned off.

For the HP Color LaserJet 3700 series printer, the following values are available for the **RGB Color** settings:

- **Default** instructs the printer to interpret RGB color as sRGB. The sRGB standard is the accepted standard of Microsoft and the World Wide Web Consortium (http://www.w3.org).

- **Vivid** instructs the printer to increase the color saturation in the midtones. Less colorful objects are rendered more colorfully. This value is recommended for printing business graphics.

- **Device** instructs the printer to print RGB data in raw device mode. To render photographs properly with this selection, you must manage image color in the application or operating system.

Matching colors

The process of matching printer output color to your computer screen is quite complex because printers and computer monitors use different methods of producing color. Monitors *display* colors by light pixels using an RGB (red, green, blue) color process, but printers *print* colors using a CMYK (cyan, magenta, yellow, and black) process.

Several factors can influence your ability to match printed colors to those on your monitor. These factors include:

● print media

● printer colorants (inks or toners for example)

● printing process (inkjet, press, or laser technology for example)

● overhead lighting

● personal differences in perception of color

● software applications

● printer drivers

● PC operating system

● monitors

● video cards and drivers

● operating environment (humidity for example)

Keep the above factors in mind when colors on your screen do not perfectly match your printed colors.

For most users, the best method for matching colors on your screen to your printer is to print sRGB colors.

Swatch book color matching (available for the HP Color LaserJet 3700 series printer)

The process for matching printer output to preprinted swatch books and standard color references is complex. In general, you can obtain a reasonably good match to a swatch book if the inks used to create the swatch book are cyan, magenta, yellow, and black. These are usually referred to as process color swatch books.

Some swatch books are created from spot colors. Spot colors are specially created colorants. Many of these spot colors are outside of the gamut (color range) of the printer. Most spot color swatch books have companion process swatch books that provide CMYK approximations to the spot color.

Most process swatch books will have a note on what process standards were used to print the swatch book. In most cases, they will be SWOP, EURO, or DIC. To get optimal color matching to the process swatch book, select the corresponding ink emulation from the printer menu. If you cannot identify the process standard, use SWOP ink emulation.

For best matching of PANTONE® four-color (4C) process colors, use the SWOP or EURO emulation for CMYK inks in the HP Color LaserJet 3700 PostScript emulation driver when printing from PANTONE®-certified applications.

7 Maintenance

This chapter describes ways to maintain your printer. The following topics are covered:

Managing supplies

Using, storing, and monitoring print cartridges can help ensure quality printer output.

Supplies life

The life of the print cartridge depends on usage patterns and the amount of toner that print jobs require. For example, when printing text at 5 percent coverage, an HP print cartridge lasts an average of 4,000 or 6,000 pages, depending on the printer model. (A typical business letter is about 5 percent coverage.)

Cartridge life expectancy is reduced by frequently printing many 1- or 2-page jobs, heavy coverage, and automatic duplexing. At any time, you can verify the life expectancy by checking the print cartridge life. See Checking the print cartridge life for more information.

Approximate replacement intervals for supplies for the HP Color LaserJet 3550 series printer

The following table lists the estimated replacement intervals for supplies and the printer control panel messages that prompt when to replace each item.

Item	Printer message	Page count	Approximate time period[1]
Black cartridge	**REPLACE BLACK CARTRIDGE**	6,000 pages[2]	6 months
Color cartridges	**REPLACE <COLOR> CARTRIDGE**	4,000 pages[2]	4 months
Image Transfer kit	**REPLACE TRANSFER KIT**	75,000 pages[3]	60 months
Image Fuser kit	**REPLACE FUSER KIT**	75,000 pages[3]	60 months

[1] Approximate life is based on 1,000 pages per month.
[2] Approximate average A4-/letter-size page count based on approximately 5 percent coverage of individual colors.
[3] Usage conditions and print patterns may cause results to vary.

To order supplies online, go to http://www.hp.com/support/clj3550.

Approximate replacement intervals for supplies for the HP Color LaserJet 3700 series printer

The following table lists the estimated replacement intervals for supplies and the printer control panel messages that prompt when to replace each item.

Item	Printer message	Page count	Approximate time period[1]
Print cartridges	**REPLACE BLACK CARTRIDGE** **REPLACE <COLOR> CARTRIDGE**	6,000 pages[2]	4 months
Image Transfer kit	**REPLACE TRANSFER KIT**	75,000 pages[3]	50 months
Image Fuser kit	**REPLACE FUSER KIT**	75,000 pages[3]	50 months

[1] Approximate life is based on 1,500 pages per month.

[2] Approximate average A4-/letter-size page count based on approximately 5 percent coverage of individual colors.

[3] Usage conditions and print patterns may cause results to vary.

To order supplies online, go to http://www.hp.com/support/clj3700.

Checking the print cartridge life

You can check the print cartridge life using the printer control panel, the embedded Web server, printer software, HP toolbox, or HP Web Jetadmin software. Check the supplies gauge on the printer control panel for approximate supply levels.
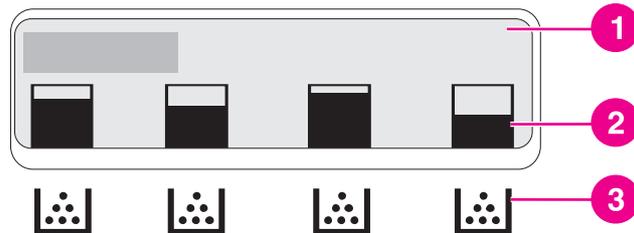
Printer display

1   Message/Prompt area
2   Supplies gauge
3   Print cartridge colors from left to right: black, cyan, magenta, and yellow

For more precise levels, follow the instructions below to print a supplies status page.

Using the printer control panel to check print cartridge life

1.   Press MENU to enter the **MENUS**.

2.   Press ✔ to select **Information**.

3.   Press ▼ to highlight **PRINT SUPPLIES STATUS PAGE**.

4.   Press ✔ to print the supplies status page.

Using the HP toolbox

Use the **Supplies Status** page, which is located on the **Status** tab.

Using the embedded Web server to check print cartridge life (for network-connected printers)

1. In your browser, enter the IP address for the printer home page. This takes you to the printer status page. See Using the embedded Web server (HP Color LaserJet 3700 series printer only).

2. On the left side of the screen click **Supplies Status**. This takes you to the supplies status page, which provides print cartridge information.

NOTE The IP address is found on the printer's Jetdirect page, which is printed with the configuration page. See Configuration page.

Using HP Web Jetadmin

In HP Web Jetadmin, select the printer device. The device status page shows print cartridge information.

Print cartridge storage

Do not remove the print cartridge from its package until you are ready to use it.

CAUTION To prevent damage to the print cartridge, do not expose it to light for more than a few minutes, and do not touch the surface of the roller.

HP print cartridges

When you use a genuine new HP print cartridge (HP Color LaserJet 3550 series printer part numbers: Q2670A, Q2671A, Q2672A, and Q2673A; HP Color LaserJet 3700 series printer part numbers: Q2670A, Q2681A, Q2682A, and Q2683A), you can obtain the following supplies information:

- percentage of supplies remaining
- estimated number of pages remaining
- number of pages printed

Non-HP print cartridges

Hewlett-Packard Company cannot recommend use of non-HP print cartridges, either new or remanufactured. Because they are not genuine HP products, HP cannot influence their design or control their quality. Service or repair required as a result of using a non-HP print cartridge *will not* be covered under the printer warranty.

If you use a non-HP print cartridge, HP cannot ensure the accuracy of certain features.

If the non-HP print cartridge was sold to you as a genuine HP product, see HP fraud hotline.

Print cartridge authentication

The printer automatically authenticates the print cartridges when the cartridges are inserted into the printer. During authentication, the printer will let you know whether a cartridge is a genuine HP print cartridge.

If the printer control panel message states that this is not a genuine HP print cartridge and you believe you purchased an HP print cartridge, see HP fraud hotline.

HP fraud hotline

Call the HP fraud hotline (1-877-219-3183, toll-free in North America) when you install an HP print cartridge and the printer message says the cartridge is non-HP. HP will help determine if the product is genuine and take steps to resolve the problem.

Your print cartridge might not be a genuine HP print cartridge if you notice the following:

- You are experiencing a high number of problems with the print cartridge.
- The cartridge does not look like it usually does (for example, the orange pull tab is missing, or the packaging differs from HP packaging).

Replacing supplies and parts

Carefully follow the guidelines in this section when replacing printer supplies or parts. The transfer unit, fuser, and pickup roller are printer parts designed to last the lifetime of the printer. However, if these parts become damaged, they should be replaced.

Locating supplies and parts

Supplies and parts are identified by labeling and blue plastic handles.

The following figure illustrates the location of each supply item and part.
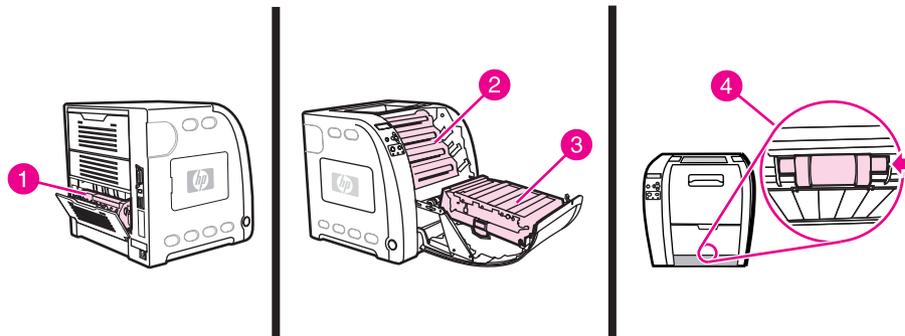
Supply item and part locations

1 fuser
2 print cartridges
3 transfer unit
4 pickup roller

Supply replacement guidelines

To facilitate the replacement of supplies, keep the following guidelines in mind when setting up the printer.

- Sufficient space is required above and in the front of the printer for removing supplies.

- The printer should be located on a flat, sturdy surface.

For instructions on installing supplies, see the installation guides provided with each supply item or see more information for the HP Color LaserJet 3550 series printer at http://www.hp.com/support/clj3550 and for the HP Color LaserJet 3700 series printer at http://www.hp.com/support/clj3700.

CAUTION   Hewlett-Packard recommends the use of HP products in this printer. Use of non-HP products may cause problems requiring service that is not covered by the Hewlett-Packard warranty or service agreements.

Changing print cartridges

When a print cartridge approaches the end of useful life, the control panel displays a message recommending that you order a replacement. The printer can continue to print using the current print cartridge until the control panel displays a message instructing you to replace the cartridge.

The printer uses four colors and has a different print cartridge for each color: black (K), cyan (C), magenta (M), and yellow (Y).

Replace a print cartridge when the printer control panel displays a **REPLACE <COLOR> CARTRIDGE** message. The control panel display also indicates the color that should be replaced (unless a genuine HP cartridge is not currently installed).

NOTE If all of the print cartridges wear out at the same time and you are printing mostly monochrome (black and white), you should change the print mode to **MOSTLY BLACK PAGES**. See System setup menu for more information.

To change the print cartridge

1. Lift the front door handle and pull down the front door.
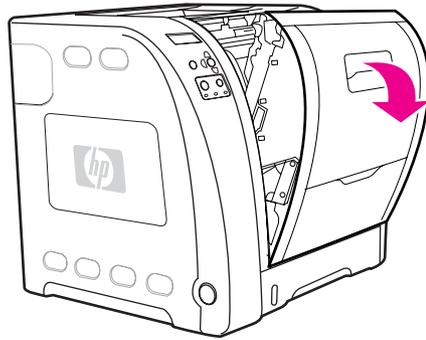
CAUTION Do not place anything on the transfer unit and do not touch the transfer unit, which is located on the inside of the front door.

2. Remove the used print cartridge from the printer.
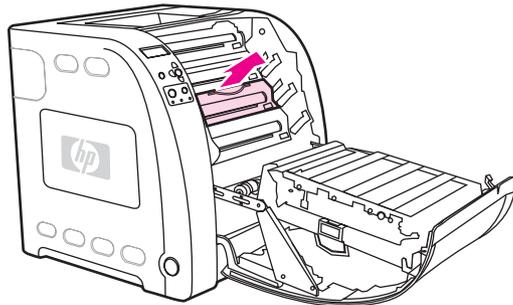
3. Remove the new print cartridge from the bag. Place the used print cartridge in the bag for recycling.
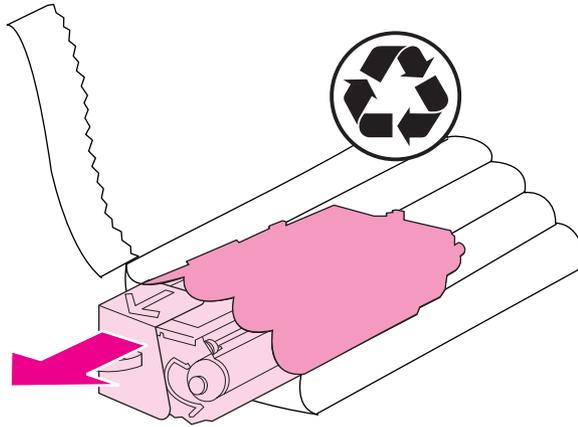
4. Grasp both sides of the print cartridge and distribute the toner by gently rocking the print cartridge from side to side.

**CAUTION**   Do not touch the shutter or the surface of the roller.
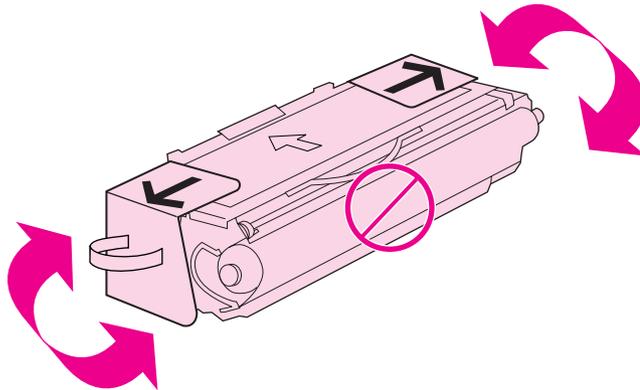
5. Remove the orange shipping locks and the orange shipping tape from the new print cartridge. Discard the shipping tape and shipping locks according to local regulations.
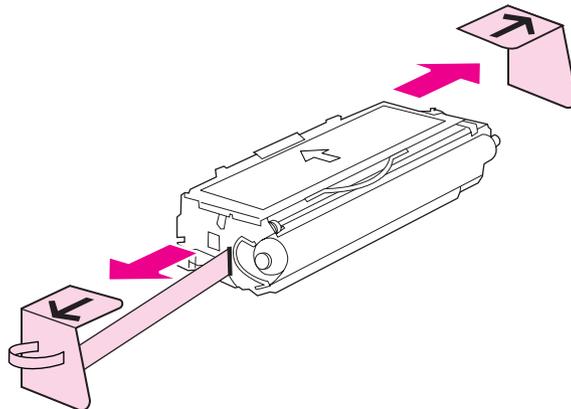
6. Align the print cartridge with the tracks inside the printer, and using the handle, insert the print cartridge until it is firmly seated.
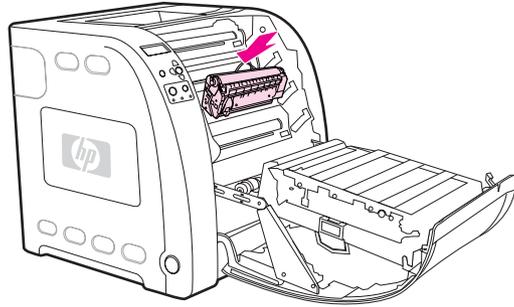
7. Firmly close the front door.
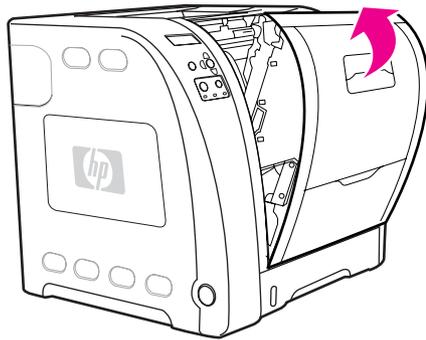
After a short time, the control panel should display **Ready**.

NOTE   If a cartridge is in the wrong slot or the wrong type for the printer, the control panel will display the message **INCORRECT <COLOR> CARTRIDGE** or **Incorrect supplies**.

8. Installation is complete. Place the used print cartridge in the box in which the new cartridge arrived. See the enclosed recycling guide for recycling instructions.

9. If you are using a non-HP print cartridge, check the printer control panel for further instructions.

For additional help, go to http://www.hp.com/support/clj3550 for the HP Color LaserJet 3550 series printer or to http://www.hp.com/support/clj3700 for the HP Color LaserJet 3700 series printer.

Replacing the transfer kit

Replace the transfer kit when the printer control panel displays a **REPLACE TRANSFER KIT** message. The image transfer kit contains a replacement transfer unit for this printer.
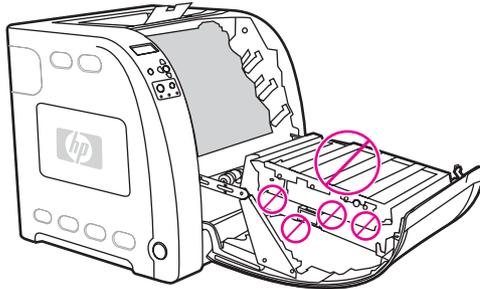
To replace the transfer unit

Remove any jewelry or any other metal items from your body to avoid electric shock.

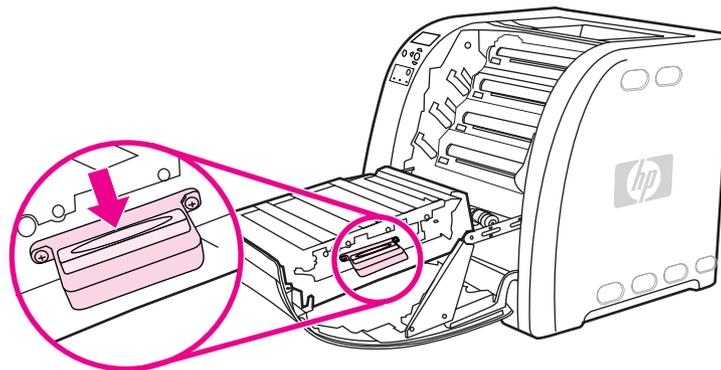1. Lift the front door handle and pull down the front door.
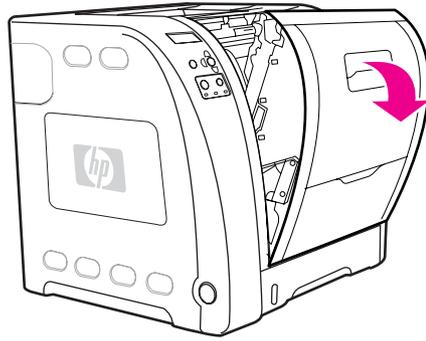
Do not place anything on the transfer unit. Do not touch the top of the transfer unit or the contacts on the left side of the transfer unit.
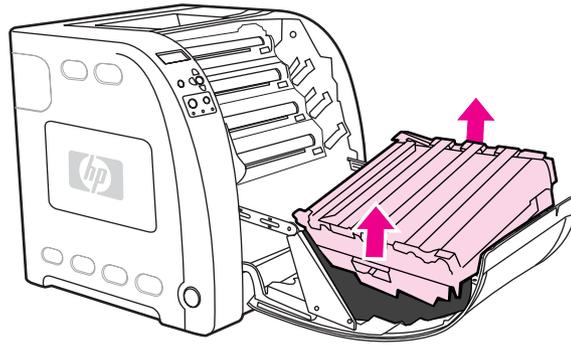

2. Grasp the right blue handle. Press and hold down the blue button. Slightly lift the right side of the transfer unit.
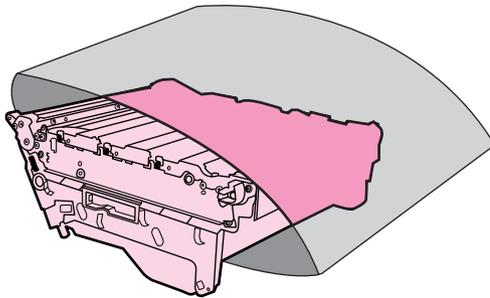
3. Grasp the left blue handle and lift to remove the transfer unit from the printer.
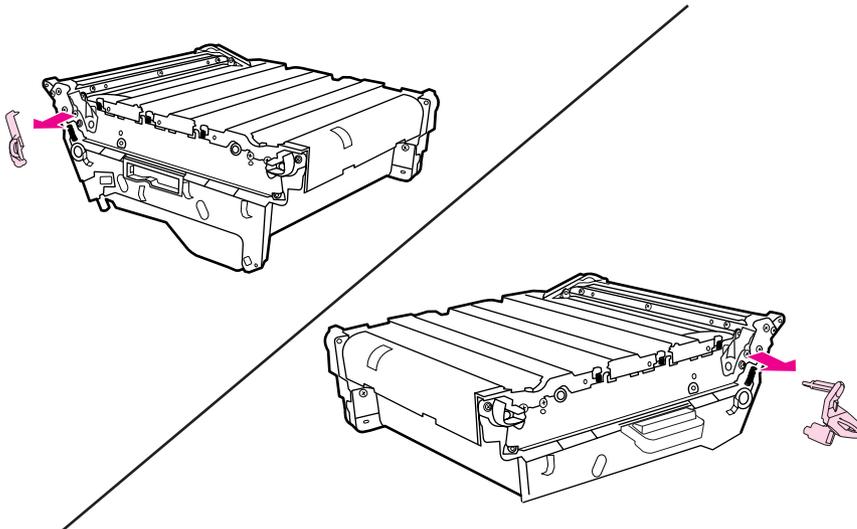
NOTE For information on how to properly dispose of the used transfer unit, go to http://www.hp.com/recycle.


4. Using handles, remove the new transfer unit from the bag. Use the blue handles on both sides to hold the transfer unit.


5. Place the new transfer unit on a flat surface. Remove the orange tape and orange shipping locks.

6. Guide the left side of the transfer unit into the front door of the printer. Insert the two pegs on the left side into the holes, and then lower the right side into the door.
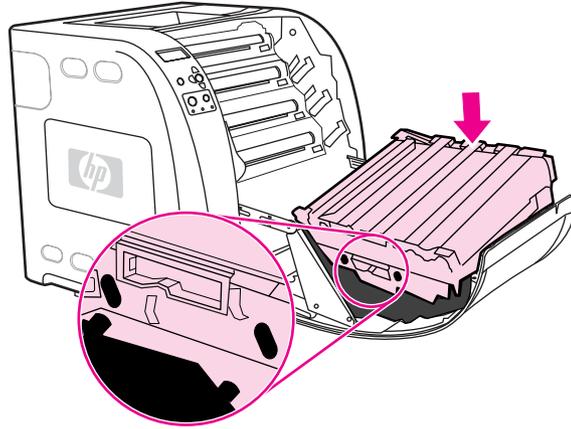
7. Make sure that the blue button on the right blue handle has released (popped up). If the button has not released, grasp the right blue handle and pull the transfer unit toward you.
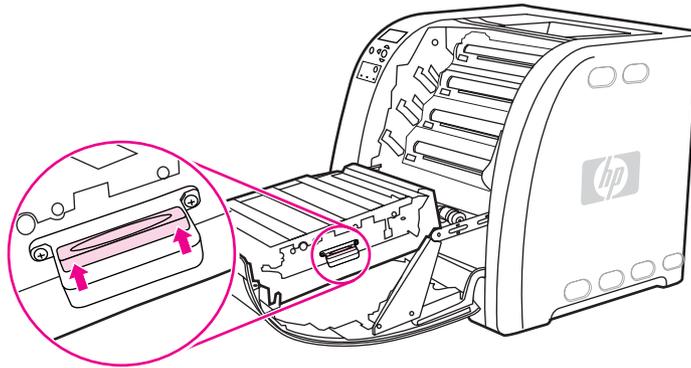
8. Firmly close the front door.
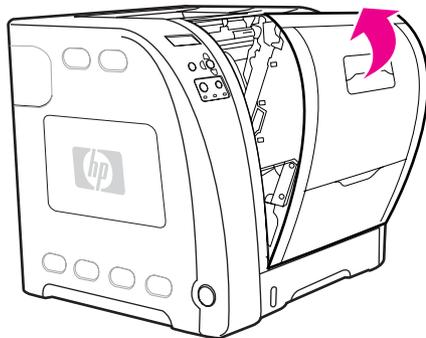
9. After the front door is closed, after a short time, the printer control panel displays the message **NEW TRANSFER KIT**.

10. If the message **NEW TRANSFER KIT** appears, go to step 11. If the message does not appear, you must reset the transfer unit count. See To reset the transfer unit count.

11. On the printer control panel, press ▼ to highlight **YES**, and then press ✔ to select it. The transfer unit count is reset and the printer is ready to use.

NOTE   If the old transfer unit was not at end-of-life when it was replaced (for example, if it was damaged), or if you want to continue printing past the end-of-life message, the transfer unit count must be reset using the printer control panel. Please note that the end-of-life message is provided as a customer service, and printing past it is likely to result in print quality degradation in the near future. Once the transfer kit count has been reset after an end-of-life message, feedback on the kit's remaining life will be incorrect until the kit is replaced and the count is reset again.

To reset the transfer unit count

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Configure Device**.
3. Press ✔ to select **Configure Device**.
4. Press ▼ to highlight **RESETS**.
5. Press ✔ to select **RESETS**.
6. Press ▼ to highlight **RESET SUPPLIES**.
7. Press ✔ to select **RESET SUPPLIES**.
8. Press ▼ to highlight **NEW TRANSFER KIT**.
9. Press ✔ to select **NEW TRANSFER KIT**.
10. Press ▼ to highlight **YES**.
11. Press ✔ to select **YES**.

    The transfer unit count is reset and the printer is ready to use.

Replacing the fuser and pickup roller

Replace the fuser and pickup roller when the printer control panel displays the message **REPLACE FUSER KIT**. The image fuser kit contains a replacement fuser and a Tray 2 pickup roller for this printer. After replacing the fuser, you must also replace the pickup roller. Instructions for replacing the pickup roller follow the instructions for replacing the fuser.

To replace the fuser

1. Turn the printer off.
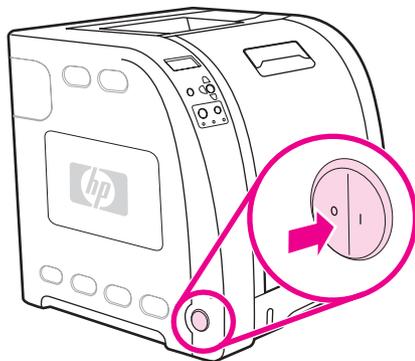
2. Open the lower rear door (rear output bin).
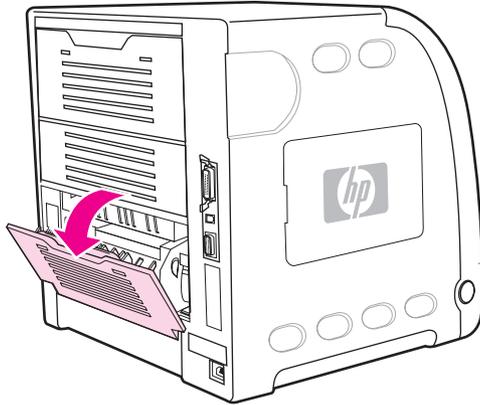
The fuser will be hot. Wait 10 minutes before proceeding.

3. Slide out the lower rear door (rear output bin) tray extender.
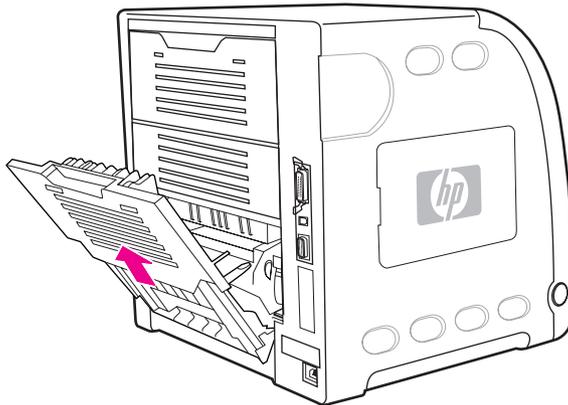
4. Lift and pull the lower rear door (rear output bin) while using your finger to press the tab with ridges on the left side of the door. Remove the lower rear door (rear output bin).
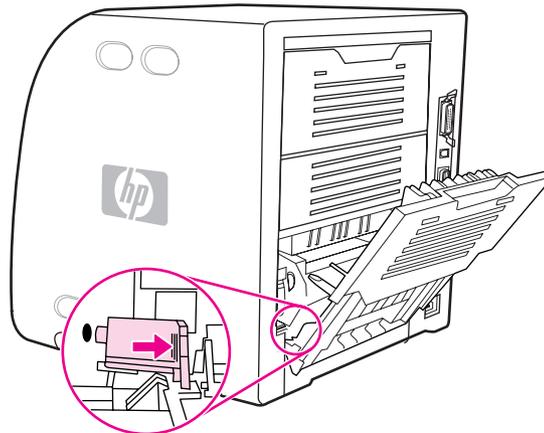
5. Place your thumbs on the blue ridges (near the warning label) and, using fingers, pull up on the blue latches.
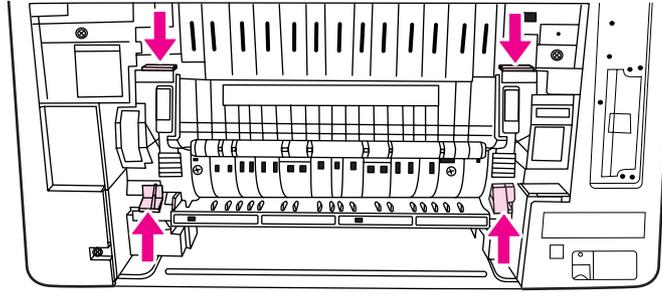
6. Pull the fuser out of the printer.
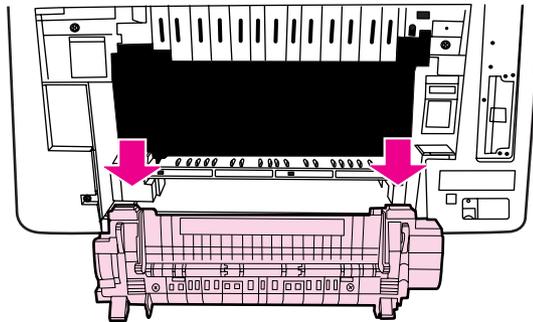
7. Remove the new fuser from the bag.
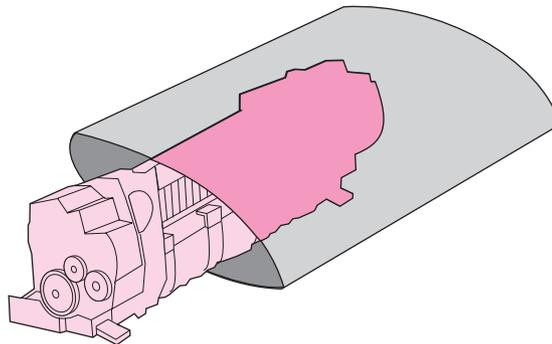
8. Hold the fuser with your thumbs on the blue ridges and fingers on the blue latches. Push both sides of the fuser into the printer.
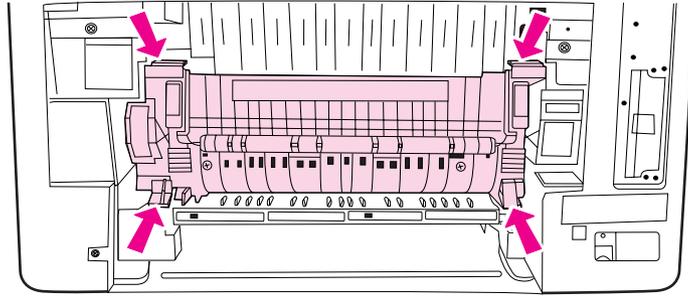
9. Press the black ridges on the front of the fuser until the fuser clicks into place.
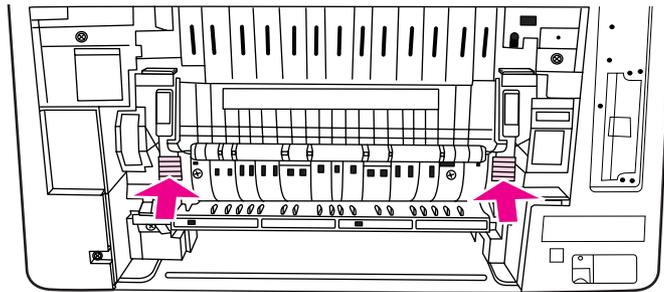
10. Rotate the green levers to the up position.
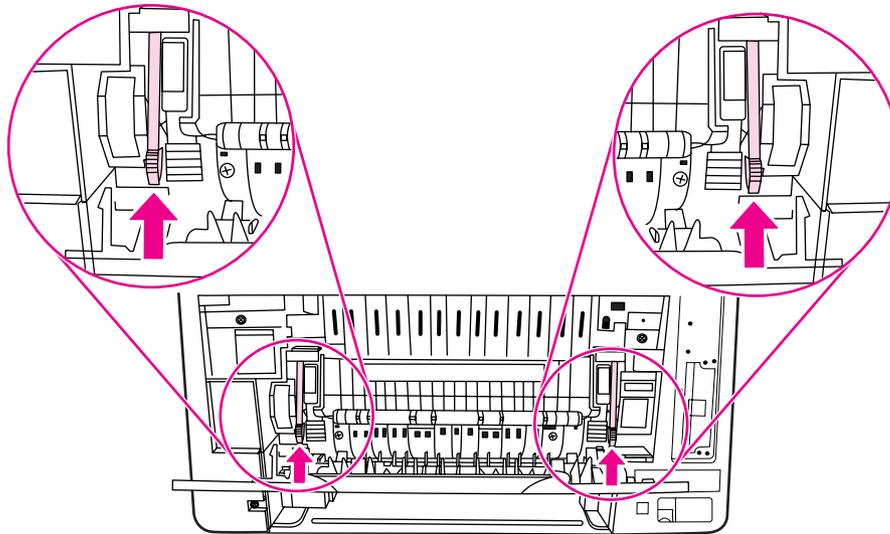
11. To reattach the lower rear door (rear output bin), hold the door at a 45º angle, and fit the peg into the round hole on the right side.
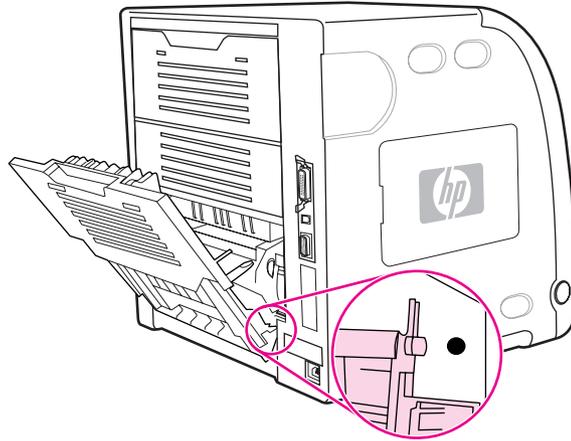
12. Press the ridges on the tab on the left side of the door, and fit the peg into the round hole.

13. Close the lower rear door (rear output bin).

To replace the pickup roller

NOTE   The printer should still be turned off.

1. Remove Tray 2 and place it on a flat surface.
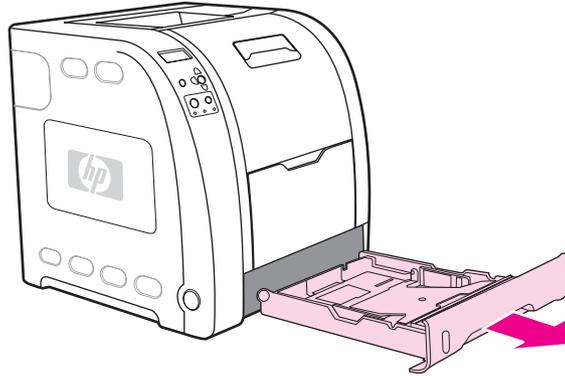
2. Use one finger to push on the blue side of the pickup roller until the peg comes out of the right hole.
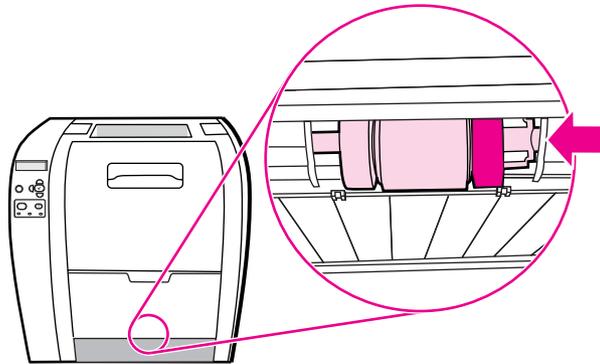
3. Pull down gently on the pickup roller to remove the left peg of the pickup roller from the printer.
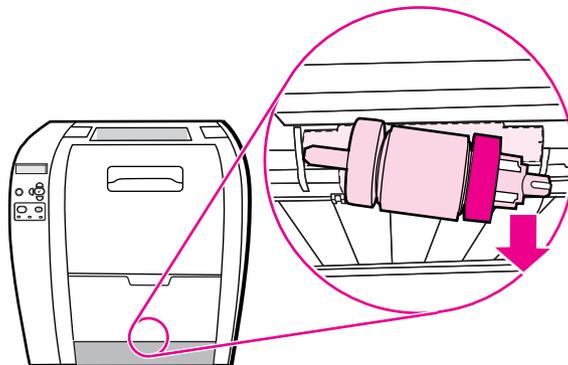
4. Remove the new pickup roller from the bag.
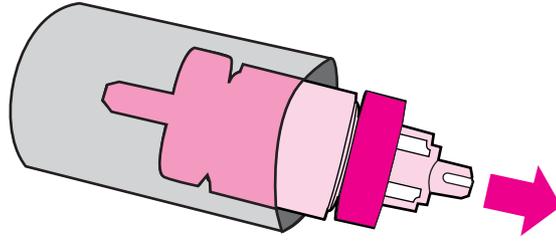
5. Hold the blue side of the pickup roller, and insert the left peg into the round hole in the
    printer.
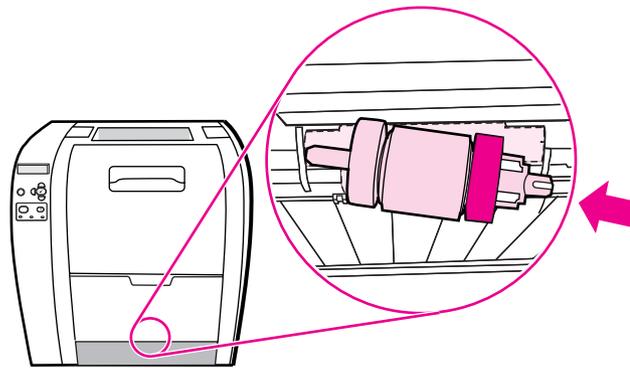
6. Push in on the pickup roller while lifting up on the right side of the pickup roller, so the
    pin goes into the hole and clicks into place.
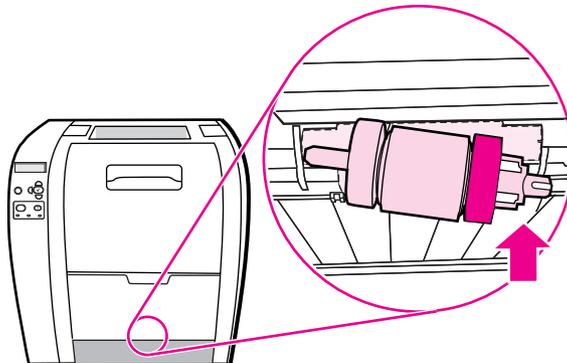
7. Rotate the blue side of the pickup roller until it clicks into place.
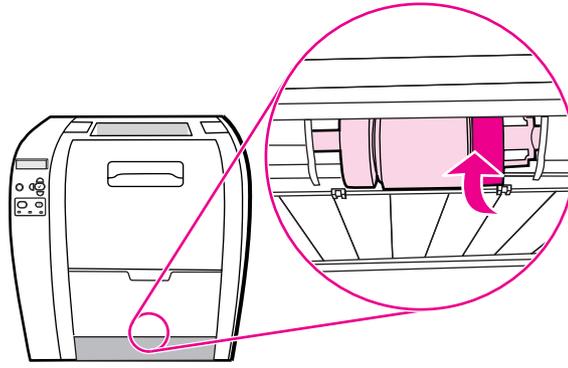
8. Replace Tray 2.
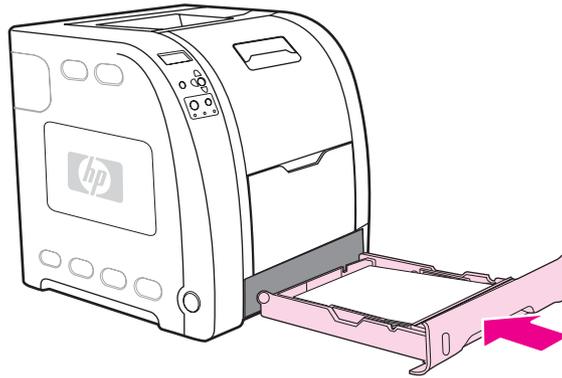
9. Turn the printer on. After a short time, the printer control panel might display the message **NEW FUSER KIT**.

10. If the message **NEW FUSER KIT** appears, go to step 11. If the message does not appear, you must reset the fuser count. See .

11. On the printer control panel, press ▾ to highlight **YES**, and then press ✔ to select it. The fuser count is reset and the printer is ready to use.

NOTE If you want to continue printing past the end-of-life message, the fuser kit count must be reset using the printer control panel. Please note that the end-of-life message is provided as a customer service, and printing past it is likely to result in print quality degradation in the near future. Once the fuser kit count has been reset after an end-of-life message, feedback on the kit's remaining life will be incorrect until the kit is replaced and the count is reset again.

To reset the fuser count

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Configure Device**.
3. Press ✔ to select **Configure Device**.
4. Press ▼ to highlight **RESETS**.
5. Press ✔ to select **RESETS**.
6. Press ▼ to highlight **RESET SUPPLIES**.
7. Press ✔ to select **RESET SUPPLIES**.
8. Press ▼ to highlight **NEW FUSER KIT**.
9. Press ✔ to select **NEW FUSER KIT**.
10. Press ▼ to highlight **YES**.
11. Press ✔ to select **YES**.

    The fuser count is reset and the printer is ready to use.

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. This printer has a cleaning mode that can correct and prevent these types of problems.
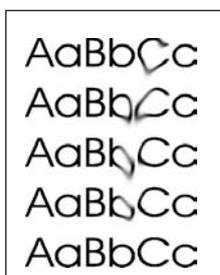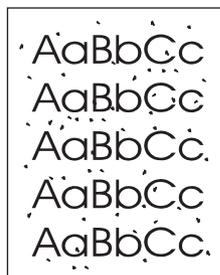
To clean the printer using the printer control panel

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **PRINT QUALITY**.

5. Press ✔ to select **PRINT QUALITY**.

6. Press ▼ to highlight **CREATE CLEANING PAGE**.

7. Press ✔ to select **CREATE CLEANING PAGE**.

   A page with a pattern prints from the printer.

8. Remove all paper from Tray 1.

9. Remove the cleaning page and load it face-down in Tray 1.

NOTE   If you are not still in the **MENUS**, navigate to **PRINT QUALITY** using the above instructions.

10. At the printer control panel, press ▼ to highlight **PROCESS CLEANING PAGE**.

11. Press ✔ to select **PROCESS CLEANING PAGE**.

    The printer control panel displays the message **Cleaning...**. The cleaning process takes a few minutes.

Configuring e-mail alerts

If your host software does not support e-mail, this feature might not be available on the HP Color LaserJet 3550 series printer.

You can use HP Web Jetadmin or the embedded Web server to configure the system to alert you of problems with the printer. The alerts take the form of e-mail messages to the e-mail account(s) that you specify.

You can configure the following:

- the printer(s) you want to monitor
- the alerts you want to receive (for example, alerts for paper jams, paper out, supplies status, and cover open)
- the e-mail account(s) to which the alerts should be forwarded

Software	Information location
HP Web Jetadmin	See HP Web Jetadmin for general information about HP Web Jetadmin. See the HP Web Jetadmin Help system for details on alerts and how to set them up.
Embedded Web server	See Using the embedded Web server (HP Color LaserJet 3700 series printer only) for general information about the embedded Web server. See the embedded Web server Help system for details on alerts and how to set them up.
HP toolbox	See Alerts tab for general information about the HP toolbox.

8 Problemsolving

This chapter describes what to do if problems arise with your printer. The following topics are covered:

Basic troubleshooting checklist

If you are experiencing problems with the printer, the following checklist can help identify the cause of the problem:

- Is the printer connected to power?
- Is the printer on?
- Is the printer in the **Ready** state?
- Are all necessary cables connected?
- Are any messages displayed on the control panel?
- Was a genuine HP supply installed?
- Were recently replaced print cartridges installed correctly? Was the pull tab on the cartridge removed?
- Were recently installed supply items (image fuser kit and image transfer kit) installed correctly?

If you cannot find solutions to printer problems in this guide, see http://www.hp.com/support/clj3550 for the HP Color LaserJet 3550 series printer and http://www.hp.com/support/clj3700 for the HP Color LaserJet 3700 series printer.

For additional information on installation and setup of the printer, see the *Getting Started Guide* for this printer.

Factors affecting printer performance

Several factors affect the time it takes to print a job. Among these is maximum printer speed, measured in pages per minute (ppm). Other factors that affect printing speed include the use of special paper (such as transparencies, heavy paper, and custom-size paper), printer processing time, and download time. Other factors include the following:

- the complexity and size of graphics
- the speed of the computer you are using
- for the HP Color LaserJet 3550 printer, the USB connection
- for the HP Color LaserJet 3700 series printer, the printer I/O configuration (network, parallel, or USB 1.1 [The parallel interface provides backward compatibility; however, a USB or network connection is recommended to optimize performance.])
- the amount of printer memory installed
- the network operating system and configuration (if applicable)
- for the HP Color LaserJet 3700 series printer, printer personality (PCL or PostScript 3 emulation)

NOTE Adding additional printer memory can resolve memory problems, improve how the printer handles complex graphics, and improve download times, but it will not increase maximum printer speed (ppm rating).

Control panel message types

The control panel displays four types of messages that can indicate the status of or problems with the printer.

Status messages

Status messages reflect the current state of the printer. They inform you of normal printer operation and require no interaction to clear them. They change as the state of the printer changes. Whenever the printer is ready, not busy, and has no pending warning messages, the status message **Ready** is displayed if the printer is online.

Warning messages

Warning messages inform you of data and print errors. These messages typically alternate with the **Ready** or **Status** messages and remain displayed until the ✔ button is pressed. If **CLEARABLE WARNINGS** is set to **JOB** in the printer's configuration menu, these messages are cleared by the next print job.

Error messages

Error messages communicate that some action must be performed, such as adding paper or clearing a paper jam.

Some error messages are auto-continuable. If **AUTO CONTINUE=ON** is set in the menus, the printer will continue normal operation after displaying an auto-continuable error message for 10 seconds.

NOTE   Any button pressed during the 10-second display of an auto-continuable error message will override the auto-continue feature and the function of the button pressed will take precedence. For example, pressing the S<small>TOP</small> button will pause printing and offer the option cancel the print job.

Critical error messages

Critical error messages inform you of a device failure. Some of these messages can be cleared by turning the printer off and then on. These messages are not affected by the **AUTO CONTINUE** setting. If a critical error persists, service is required.

The following table lists and describes control panel messages in alphabetical order.

Control panel messages

Control panel messages

Control panel message	Description	Recommended action
If no paper is in the manual feed tray: **MANUALLY FEED** **<TYPE> <SIZE>** alternates with **To continue press ✔**	Paper is in Tray 1, but a job sent requires a specific paper type and size that is not currently available.	Press ✔ to print from the tray. or Press **?** for help. or See Configuring trays for more information.
10.92.YY CARTRIDGES **NOT ENGAGED** alternates with **Open and close** **front door.**	The cartridges are not engaged.	Open and close the front door to fully engage the cartridges.
10.92.YYSUPPLY **MEMORY ERROR** **For help press ?**	The printer cannot read or write to at least one print cartridge memory tag, or at least one memory tag is missing.	1. Open and close the front door. 2. If the error persists, contact HP Support.
10.XX.YY **UNAUTHORIZED SUPPLY** alternates with **For help press ?**	A new supply has been installed that is not made by HP. This message is displayed until an HP supply is installed or ✔ is pressed.	If you believe you purchased an HP supply, please call the HP fraud hotline at 1-877-219-3183. Service or repairs required as a result of using non-HP supplies are not covered under HP warranty. To continue printing, press ✔. The first pending print job will be cancelled.
13.XX.YY FUSER JAM **LOWER REAR DOOR** alternates with **For help press ?**	There is a jam inside the lower rear door (rear output bin) behind the fuser.	If the printer is unable to clear the jam automatically, see Clearing paper jams. or Press **?** for help. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY JAM **REMOVE TRAY 2** alternates with **For help press ?**	There is a jam in the duplex path.	For the HP Color LaserJet 3700dn and 3700dtn printer models only. Press **?** for help. or See Clearing paper jams. If the message persists after clearing all pages and exiting Help, contact HP Support.

Control panel messages (continued)

Control panel message	Description	Recommended action
13.XX.YY JAM IN TRAY 1 alternates with **For help press ?** **Clear jam then press ✔**	A page is jammed in the multipurpose tray.	Press **?** for help. or See Clearing paper jams. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY JAM IN TRAY X alternates with **For help press ?** **Clear jam then press ✔**	A page is jammed in Tray X.	Press **?** for help. or See Clearing paper jams. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY JAM INSIDE FRONT DOOR alternates with **For help press ?**	There is a jam inside the front door.	Press **?** for help. or See Clearing paper jams. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY JAM INSIDE FRONT DOOR alternates with **REMOVE INCOMPATIBLE TRANSPARENCIES**	There is a jam inside the front door caused by incompatible transparencies.	Press **?** for help. or See Clearing paper jams for more information. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY JAM INSIDE LOWER REAR DOOR alternates with **Clear jam then press ✔**	A page is jammed in the lower rear door (rear output bin).	Press **?** for help. or See Clearing paper jams. If the message persists after clearing all pages and exiting Help, contact HP Support.
13.XX.YY JAM INSIDE UPPER REAR DOOR alternates with **Clear jam then press ✔**	There is a jam inside the upper rear door, the upper rear door was opened during printing, or the door has been left open and a print job was sent to the printer.	Close the upper rear door. Press **?** for help. or See Clearing paper jams. If the message persists after clearing all pages and exiting Help, contact HP Support.

Control panel message	Description	Recommended action
20 INSUFFICIENT **MEMORY** alternates with **For help press ?** **To continue press ✔**	The printer has received more data from the computer than fits in available memory.	1. Press ✔ to continue printing. **NOTE** A loss of data will occur. 2. Reduce the complexity of the print job to avoid this error. 3. Adding memory to the printer may allow printing of more complex pages.
22 EIO X **BUFFER OVERFLOW** alternates with **To continue press ✔**	The printer EIO card in slot X has overflowed its I/O buffer during a busy state.	1. Press ✔ to continue printing. **NOTE** A loss of data will occur. 2. If the message persists, contact HP Support. For the HP Color LaserJet 3700 series printer only when an EIO device is installed.
22 PARALLEL I/O **BUFFER OVERFLOW** alternates with **To continue press ✔**	The printer's parallel buffer has overflowed during a busy state.	For the HP Color LaserJet 3700 series printer only. 1. Press ✔ to continue printing. **NOTE** A loss of data will occur. 2. If the message persists after exiting Help, contact HP Support.
22 SERIAL I/O **BUFFER OVERFLOW** alternates with **To continue press ✔**	The printer serial buffer has overflowed during a busy state.	For the HP Color LaserJet 3700 series printer only when an EIO device is installed. 1. Press ✔ to continue printing. **NOTE** A loss of data will occur. 2. If the message persists, contact HP Support.
22 USB I/O **BUFFER OVERFLOW** alternates with **To continue press ✔**	The printer's USB buffer has overflowed during a busy state.	1. Press ✔ to continue printing. **NOTE** A loss of data will occur. 2. If the message persists, contact HP Support.

Control panel message	Description	Recommended action
40 BAD SERIAL **TRANSMISSION** alternates with **To continue press ✔**	A serial data error (parity, framing, or line overrun) has occurred while the printer was receiving data.	For the HP Color LaserJet 3700 series printer only. 1. Press ✔ to continue printing. --- **NOTE** A loss of data will occur. --- 2. If the message persists, contact HP Support.
40 EIO X BAD **TRANSMISSION** **To continue press ✔**	A connection with the card in EIO slot X has been abnormally broken.	For the HP Color LaserJet 3700 series printer only when an EIO device is installed. 1. Press ✔ to continue printing. --- **NOTE** A loss of data will occur. --- 2. If the message persists, contact HP Support.
41.3 UNEXPECTED **SIZE IN TRAY X** alternates with **LOAD TRAY X** **<TYPE> <SIZE>**	Paper is loaded that is longer or shorter in the feed direction than the size configured for the tray.	1. Load the paper as instructed. 2. Press ✔ to print. 3. If the incorrect size was selected, press STOP to cancel the job or press ? for help. 4. If the incorrect tray was selected, press Stop to cancel the job. 5. Configure the trays correctly and resend the job. Ensure all trays are configured correctly before printing again. See Configuring trays for more information.
41.5 UNEXPECTED **TYPE IN TRAY X** alternates with **LOAD TRAY X** **<TYPE> <SIZE>**	The printer senses a different paper type in the paper path than what is configured in the tray.	1. Load the paper as instructed. 2. Press ✔ to print. 3. If the incorrect type was selected, press STOP to cancel the job or press ? for help. 4. Configure the trays correctly and resend the job. Ensure all trays are configured correctly before printing again. See Configuring trays for more information.
41.X **PRINTER ERROR** alternates with **To continue press ✔**	A printer error has occurred.	1. Press ✔ to continue or press ? for more information. 2. If the message persists after exiting help, turn the printer off and then back on. 3. If the message still persists, contact HP Support.

Control panel messages (continued)

Control panel message	Description	Recommended action
49.XXXX **PRINTER ERROR** alternates with **To continue** **turn off then on**	A critical firmware error has occurred.	1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.
50.X FUSER ERROR **For help press** ?	A fuser error has occurred.	1. Turn the printer off. 2. Verify the fuser is properly installed and fully seated. 3. Turn on the printer. 4. If the message persists, contact HP Support.
51.XY **PRINTER ERROR** alternates with **To continue** **turn off then on**	A printer error has occurred.	1. Press ✔ to continue. 2. If the message persists, turn the printer off and then back on. 3. If the message persists, contact HP Support.
52.XY **PRINTER ERROR** alternates with **To continue** **turn off then on**	A printer error has occurred.	1. Press ✔ to continue. 2. If the message persists, turn the printer off and then back on. 3. If the message persists, contact HP Support.
53.10.03 CHECK RAM/ROM MEMORY	A memory error occurred that was caused by an electrical problem on the formatter.	For the HP Color LaserJet 3550 series printer only. Contact HP support.
53.10.03 CHECK RAM/ROM MEMORY	The firmware DIMM in slot 1 has an error.	For the HP Color LaserJet 3700 series printer only. 1. Turn the printer off. 2. Verify that the firmware DIMM is correctly seated. 3. Turn the printer on. 4. If the problem persists, replace the firmware DIMM.

Control panel message	Description	Recommended action
53.XX.ZZ **DIMM A BANK B** alternates with **To continue press** **the STOP key**	An error occurred in some memory of the printer. Values A and ZZ are as follows: **A DIMM Type** 1 DIMM Slot 1 2 DIMM Slot 2 3 DIMM Slot 3 4 DIMM Slot 4 **ZZ Error number** 00 DIMM UNSUPPORTED 01 DIMM SPD FAILURE (unrecognized memory) 03 FAILED SELF-TEST	For the HP Color LaserJet 3700 series printer only. If prompted to do so, press Sᴛᴏᴘ to continue. The printer should come to the **Ready** state, but will not make full use of all memory installed. or 1. Turn the printer off. 2. Verify that all SDRAM meets specifications and is correctly seated. 3. Turn the printer on. 4. If the problem persists, call HP support.
54.X PRINTER **ERROR**	A printer command error has occurred.	1. Turn the printer off and then back on. 2. If the message persists, contact HP support.
55.X **PRINTER ERROR** alternates with **To continue** **turn off then on**	A printer command error has occurred.	1. Press ✔ to continue. 2. If the message persists, turn the printer off and then back on. 3. If the message persists, contact HP Support.
57.X **PRINTER ERROR** alternates with **To continue** **turn off then on**	A printer fan error has occurred.	1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.
59.X **PRINTER ERROR** alternates with **To continue** **turn off then on**	A printer motor error has occurred.	1. Turn the printer off and then back on. 2. If the message persists, contact HP Support. **NOTE** This message might also appear if the transfer unit is missing or incorrectly installed. Ensure that the transfer unit is correctly installed.
62 NO SYSTEM	No system was found.	1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.

Control panel message	Description	Recommended action
64 PRINTER ERROR **For help press ?** alternates with **To continue** **turn off then on**	Scan buffer error.	1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.
68.X PERMANENT **STORAGE FULL** alternates with **To continue press ✔**	A non-volatile storage device is full. Press ✔ to clear the message. Printing can continue, but there could be unexpected behavior. X Description 1 for removable disk (flash or hard) 0 for onboard NVRAM	1. Press ✔ to continue. 2. For 68.0 errors, turn the printer off and then back on. 3. If a 68.0 error persists, contact HP Support. 4. For 68.1 errors, use the HP Web Jetadmin software to delete files from the disk drive. 5. For 68.1 errors that persist, contact HP Support.
68.X PERMANENT **STORAGE WRITE FAIL** alternates with **To continue press ✔**	A non-volatile storage device is full. Press ✔ to clear the message. Printing can continue, but there could be unexpected behavior. X Description 0 for onboard NVRAM 1 for removable disk (flash or hard)	1. Press ✔ to continue. 2. If the problem persists, contact HP Support.
68.X STORAGE ERROR **SETTINGS CHANGED** alternates with **To continue press ✔**	One or more printer settings saved in the non-volatile storage device is invalid and has been reset to its factory default. Press ✔ to clear the message. Printing can continue, but there could be unexpected behavior.	1. Press ✔ to continue. 2. Turn the printer off and then back on. 3. If the message persists, contact HP Support.
79.XXXX **PRINTER ERROR** alternates with **To continue** **turn off then on**	A critical hardware error has occurred.	1. Turn the printer off and then back on. 2. If the problem persists, contact HP Support.
8X.YYYY **EIO ERROR**	The EIO accessory card in slot X has encountered a critical error.	For the HP Color LaserJet 3700 series printer only. 1. Turn the printer off and then back on. 2. If the problem persists, contact HP Support.
Access Denied **MENUS LOCKED**	An attempt has been made to modify a menu item while the control panel security mechanism is enabled by the printer administrator. The message will disappear shortly, and the printer will return to **Ready** or **BUSY** state.	Contact the printer administrator to change settings.

Control panel message	Description	Recommended action
Calibrating...<TEST>	The printer is calibrating.	No action necessary.
Canceling... **<JOB NAME>**	The printer is in the process of canceling a job. The message will continue to be displayed while the job is stopped, the paper path flushed, and any remaining incoming data on the active data channel is received and discarded.	No action necessary.
CANNOT DUPLEX **CHECK REAR BIN** alternates with **CANNOT DUPLEX** **CHECK PAPER**	The lower rear door (rear output bin) was opened during the automatic duplex job, or the printer detected a paper size that will not go through the auto-duplexer.	For the HP Color LaserJet 3700dn and 3700dtn printer models only. Close the lower rear door (rear output bin) or load paper that is supported for auto-duplexing. See Supported paper weights and sizes
CANNOT DUPLEX **close rear bin**	A 2-sided print job has been sent to the printer while the lower rear door (rear output bin) is open.	For the HP Color LaserJet 3700dn and 3700dtn printer models only. Close the lower rear door (rear output bin).
Checking paper path	The engine is turning its rollers to check for possible paper jams.	No action necessary.
Checking printer	The engine is doing an internal test.	No action necessary.
CHOSEN PERSONALITY **NOT AVAILABLE** alternates with **To continue press** ✔	The printer encountered a request for a personality that did not exist in the printer. The job is aborted and no pages will be printed.	1. Press ✔ to continue. 2. Try a different driver.
Cleaning...	The printer is in the process of cleaning.	No action necessary.
Clearing event log	This message is displayed while the event log is cleared. The printer will back up one screen to **Service Menu** upon completion of printing the page.	No action necessary.
Clearing paper path	The printer jammed or detected misplaced paper when turned on. The printer is attempting to eject jammed pages automatically.	No action necessary.
CLOSE FRONT DOOR	The front door needs to be closed.	Close the front door.
CLOSE UPPER REAR DOOR	The upper rear door is open.	Close the upper rear door.
Creating... **CLEANING PAGE**	The printer is generating a cleaning page. The printer returns to the **Ready** state when the cleaning page is finished printing.	1. Press Menu to enter the menus. 2. Load the cleaning page into Tray 1. 3. Select **PROCESS CLEANING PAGE**.
DATA RECEIVED alternates with **Ready**	The printer received data and is waiting for a form feed. When the printer receives another file, the message should disappear.	Press ✔ to continue.

Control panel messages (continued)

Control panel message	Description	Recommended action
Event Log Empty	**SHOW EVENT LOG** was selected from the control panel, and the event log is empty.	No action necessary.
FLASH DEVICE **FAILURE** alternates with **Ready** **To clear press ✔**	For the HP Color LaserJet 3700 series printer only. A device failure has occurred on the specified storage device.	1. Printing may continue for jobs that do not require the Flash DIMM. 2. To remove this message from the display, press ✔. 3. If the message persists, remove and re-install the Flash DIMM. 4. If the message persists, replace the Flash DIMM.
Flash disk X **initializing** alternates with **DO NOT POWER OFF**	The new flash DIMM installed in slot X is initializing.	For the HP Color LaserJet 3700 series printer only. No action necessary.
FLASH FILE **OPERATION FAILED** alternates with **Ready** **To clear press ✔**	For the HP Color LaserJet 3700 series printer only. The printer received a PJL file system command that attempted to perform an illogical operation (for example, to download a file to a non-existent directory).	1. Printing may continue. 2. To remove this message from the display, press ✔. 3. If the message reappears, there might be a problem with the software application.
FLASH FILE **SYSTEM IS FULL** alternates with **Ready** **To clear press ✔**	For the HP Color LaserJet 3700 series printer only. The printer received a PJL file system command that attempted to store something on the file system but was unsuccessful because the file system is full.	1. Use HP Web Jetadmin software to delete files from the Flash Memory and try again. 2. To remove this message from the display, press ✔. See HP Web Jetadmin for more information.
FLASH IS **WRITE PROTECTED** alternates with **Ready** **To clear press ✔**	For the HP Color LaserJet 3700 series printer only. The file system is protected and no new files can be written to it.	1. To enable writing to the Flash Memory, turn off write protection using HP Web Jetadmin. 2. To remove this message from the display, turn the printer off and then back on. See HP Web Jetadmin for more information.
Genuine HP **supplies installed**	A new HP cartridge has been installed. The printer returns to the **Ready** state after approximately 10 seconds.	No action necessary.
GENUINE HP SUPPLIES **DESIGNED FOR <PROD>**	This genuine HP supply was not designed for this printer and is not supported. Print quality might be affected.	Replace this supply with a genuine HP supply designed for this printer.
Incorrect	Access to the menu is restricted.	Contact the network administrator.

Control panel messages (continued)

Control panel message	Description	Recommended action
INCORRECT <COLOR> **CARTRIDGE** alternates with **For help press ?**	A color cartridge is installed in an incorrect slot or the cartridge is the wrong type, and the cover is closed.	Press **?** for help. or See Changing print cartridges for more information.
Incorrect supplies **For status press ✔**	At least one supply item is incorrectly positioned in the printer and another supply item is missing, incorrectly placed, out, or low.	Press **✔** and then press **?** for help. or See Replacing supplies and parts for more information.
Initializing	This message is displayed when the printer is turned on, as soon as the individual tasks begin initialization.	No action necessary.
Initializing **permanent storage**	This message is displayed when the printer is turned on to show that permanent storage is being made ready for use.	No action necessary.
INSTALL <COLOR> **CARTRIDGE** alternates with **For help press ?**	The cartridge is either not installed or not correctly installed in the printer.	Press **?** for help. or See Changing print cartridges for more information.
INSTALL FUSER **For help press ?**	The fuser is either not installed or not correctly installed in the printer.	Press **?** for help. or See Replacing the fuser and pickup roller for more information.
INSTALL SUPPLIES **For status press ✔**	At least one supply item is missing or is not correctly seated in the printer and another supply item is missing, incorrectly placed, out, or low. Insert the supply item or make sure the installed supply item is fully seated.	Press **✔** and then press **?** for help. or See Supply replacement guidelines for more information.
INSTALL TRANSFER **UNIT** alternates with **For help press ?**	The transfer unit is either not installed or not correctly installed in the printer.	Press **?** for help. or See Replacing the transfer kit for more information.
LOAD TRAY X **<TYPE> <SIZE>** alternates with **For help press ?**	Tray X is either empty or configured for a type and size other than specified in the job. No other tray is available.	Press **?** for help. or See Configuring trays for more information.

Control panel message	Description	Recommended action
LOAD TRAY X **<TYPE> <SIZE>** alternates with **To use another** **tray press ✔**	Tray X is either empty or configured for a type and size other than what is specified in the job.	Press ? for help. or Press ✔ to print from another tray. See Configuring trays for more information.
Loading **program X** alternates with **DO NOT POWER OFF**	Programs and fonts can be stored on the printer file system and are loaded into RAM when the printer is turned on. The number X specifies a sequence number indicating the current program being loaded.	For the HP Color LaserJet 3700 series printer only. No action necessary.
MANUALLY FEED **<TYPE> <SIZE>** alternates with **For help press ?**	Tray 1 is empty and no other tray is available.	Press ? for help. or See Configuring trays for more information.
MANUALLY FEED **<TYPE> <SIZE>** alternates with **To use another** **tray press ✔.**	There is no paper in the tray and a print job sent requires a specific paper type and size that is not currently available through Tray 1.	Press ✔ to print from another tray. See Configuring trays for more information. or Press ? for help.
MANUALLY FEED **OUTPUT STACK** alternates with **Then press to ✔** **print second sides**	The first side of a manual 2-sided print job has been printed and the printer is waiting for the output stack to be inserted for the second side to be printed.	Take the output stack out of the output bin and reinsert it in Tray 1 to print the second side of the 2-sided print job. See Manual 2-sided printing for more information.
Moving solenoid alternates with **To exit press** **STOP key**	The printer is executing a Component Test and the component selected is Solenoid.	No action necessary.
Moving solenoid **and motor** alternates with **To exit press** **STOP key**	The printer is executing a Component Test and the components selected are Solenoid and Motor.	No action necessary.

Control panel message	Description	Recommended action
NON HP SUPPLY **DETECTED** alternates with **For help press ?**	A new supply has been installed that is not made by HP. This message is displayed until an HP supply is installed or ✔ is pressed.	If you believe you purchased an HP supply, please call the HP fraud hotline at 1-877-219-3183. Service or repairs required as a result of using non-HP supplies is not covered under HP warranty. To continue printing, press ✔. The first pending job will be cancelled.
NON HP SUPPLY **IN USE** alternates with **Ready**	The printer has detected that a non-HP supply is currently installed and ✔ (override) was pressed.	If you believe you purchased an HP supply, please call the HP fraud hotline at 1-877-219-3183. Service or repairs required as a result of using non-HP supplies is not covered under HP warranty.
ORDER <COLOR> **CARTRIDGE** alternates with **Ready**	The identified print cartridge is nearing the end of its useful life. The printer is ready and will continue for the estimated number of pages indicated.	Order the identified print cartridge. Printing will continue until **REPLACE <COLOR> CARTRIDGE** is shown. **NOTE** Estimated pages remaining is based upon historical page coverage with this supply of one percent. See Supplies and accessories for more information.
ORDER FUSER KIT alternates with **Ready** **For help press ?**	The fuser is near end of life. The printer is ready and will continue for the estimated number of pages indicated.	Order the fuser kit. Printing can continue until **REPLACE FUSER KIT** is shown. or Press ? for help. See Supplies and accessories for more information.
Order Supplies alternates with **Ready**	More than one supply item is low.	1. Press ✔ to identify which supplies should be ordered. 2. Order the identified supplies. Printing can continue until **REPLACE SUPPLIES** is reached. or Press ? for help. See Supplies and accessories for more information.
ORDER TRANSFER KIT alternates with **Ready** **For help press ?**	The number of pages remaining for the transfer unit has reached the low threshold, and the **SUPPLIES LOW** setting in **SYSTEM SETUP** is set to **STOP**.	Order the transfer kit. Printing can continue until **REPLACE TRANSFER KIT** is reached. Press ? for help. See Supplies and accessories for more information.

Control panel messages (continued)

Control panel message	Description	Recommended action
Paused alternates with **To return to Ready** **press the STOP key**	The printer has paused.	Press the Sᴛᴏᴘ key to resume printing.
Performing **upgrade**	A firmware upgrade is in process.	No action necessary. Do not turn off the printer.
Performing... **PAPER PATH TEST**	The printer is performing a Paper Path Test.	No action necessary.
please wait	The printer is in the process of clearing data.	No action necessary.
Powersave on	The printer is in the Powersave mode. Any button press or the receipt of data will clear PowerSave and execute the action.	No action necessary. The printer will automatically exit Powersave.
PRINTING STOPPED **To continue press** ✔	This message is displayed when a Print/Stop Test is run and the time expires.	Press ✔ to continue printing.
Printing... **CONFIGURATION**	The printer is generating the configuration page. The printer will return to the online **Ready** state when the page is completed. No action necessary.	No action necessary.
Printing... **DEMO PAGE**	The printer is generating the demo page. The printer will return to the online **Ready** state when the page is completed.	No action necessary.
Printing... **EVENT LOG**	The printer is generating the event log page. The printer will return to the online **Ready** state when the page is completed.	For the HP Color LaserJet 3700 series printer only. No action necessary.
Printing... **FILE DIRECTORY**	The printer is generating the mass storage directory page. The printer will return to the **Ready** state when the page is completed.	For the HP Color LaserJet 3700 series printer only. No action necessary.
Printing... **FONT LIST**	The printer is generating either the PCL or PS personality typeface list. The printer will return to the **Ready** state when the page is completed.	For the HP Color LaserJet 3700 series printer only. No action necessary.
Printing... **MENU MAP**	The printer is generating the printer menu map. The printer will return to the **Ready** state when the page is completed.	No action necessary.
Printing... **PQ troubleshooting**	The printer is generating the print quality troubleshooting pages. The printer will return to the **Ready** state when the pages are printed.	Follow the instructions on the printed pages.

Control panel messages (continued)

Control panel message	Description	Recommended action
Printing... **REGISTRATION PAGE**	The printer is generating the registration page. The printer will return to the **SET REGISTRATION** menu when the page is completed.	Follow the instructions on the printed pages.
Printing... **SUPPLIES STATUS**	The printer is generating the supplies status page. The printer will return to the online **Ready** state when the page is completed.	No action necessary.
Printing... **USAGE PAGE**	The printer is generating the usage page. The printer will return to the online **Ready** state when the page is completed.	For the HP Color LaserJet 3700 series printer only. No action necessary.
Processing...	This message precedes all other processing tasks, or appears when the printer receives non-printable data.	No action necessary.
Processing... **<JOB NAME>**	The printer is currently processing a job but is not yet picking pages. When paper motion begins, this message will be replaced by a message that indicates which tray the job is being printed from.	No action necessary.
Processing... **<JOB NAME>** alternates with **from tray X**	The printer is actively processing a job from the designated tray.	No action necessary.
Processing... **INTERMITTENT MODE** alternates with **For help press ?**	The printer has experienced a period of heavy use. To maintain a supported operating temperature, the printer will print and pause in one-minute intervals.	No action necessary. To avoid intermittent mode in the future, reduce the amount of heavy use.
RAM DISK DEVICE **FAILURE** alternates with **Ready** **To clear press ✔**	For the HP Color LaserJet 3700 series printer only. A device failure has occurred on the specified storage device.	1. Printing may continue for jobs that do not require the RAM disk. 2. To remove this message from the display, press ✔.
RAM DISK FILE **OPERATION FAILED** alternates with **Ready** **To clear press ✔**	For the HP Color LaserJet 3700 series printer only. The printer received a PJL file system command that attempted to perform an illogical operation (for example, to download a file to a non-existent directory).	1. Printing may continue. 2. To remove this message from the display, press ✔. 3. If the message reappears, there might be a problem with the software application.

Control panel messages (continued)

Control panel message	Description	Recommended action
RAM DISK FILE **SYSTEM IS FULL** alternates with **Ready** **To clear press ✔**	For the HP Color LaserJet 3700 series printer only. The printer received a PJL file system command that attempted to store something on the file system but was unsuccessful because the file system is full.	1. Use HP Web Jetadmin software to delete files from the RAM disk memory and try again. 2. To remove this message from the display, press ✔. See HP Web Jetadmin for more information.
RAM DISK IS **WRITE PROTECTED** alternates with **Ready** **To clear press ✔**	For the HP Color LaserJet 3700 series printer only. The file system is protected and no new files can be written to it.	1. To enable writing to the RAM disk memory, turn off write protection using HP Web Jetadmin. 2. To remove this message from the display, press ✔. See HP Web Jetadmin for more information.
RAM DISK X **Initializing** alternates with **DO NOT POWER OFF**	The new RAM disk installed in slot X is initializing.	For the HP Color LaserJet 3700 series printer only. No action necessary.
Ready	The printer is online and ready for data. No status or device attendance messages are pending at the display.	No action necessary.
Ready **Diagnostics mode** alternates with **To exit press** **Cancel Job key**	The printer is online and ready for data. No status or device attendance messages are pending at the display.	No action necessary.
Receiving **upgrade**	A firmware upgrade is in progress.	Do not turn the printer off until the printer returns to **Ready**.
RELOAD TRAY X **TRNSPRNCY <SIZE>** alternates with **Verify transparency** **meets specification**	The transparency currently loaded might not be supported.	**CAUTION** Use only transparencies specified for use with HP Color LaserJetprinters. Non-compatible transparencies can damage the printer. See the *HP LaserJet Printer Family Print Media Specification Guide*. 1. Remove all non-compatible transparencies from Tray X. 2. Load compatible transparencies in Tray 1. See Printing on special media for more information.

Control panel message	Description	Recommended action
REMOVE ALL **PRINT CARTRIDGES** alternates with **To exit press** **Cancel Job key**	The printer is executing a Component Test.	Remove all print cartridges. After diagnostics are complete, reinstall all print cartridges.
REMOVE AT LEAST ONE **PRINT CARTRIDGE** alternates with **To exit press** **Cancel Job key**	The printer is executing a Disable Cartridge Check or Component Test.	Remove one print cartridge. After the test is complete, reinstall the print cartridge.
REPLACE <COLOR> **CARTRIDGE** alternates with **For help press** ?	The identified print cartridge has reached the end of life. Printing will not continue until the cartridge is replaced.	Press ? for help. or See Changing print cartridges or Replacing supplies and parts for more information. See Supplies and accessories for more information.
REPLACE <COLOR> **CARTRIDGE** alternates with **To continue press** ✔.	The identified print cartridge is nearing the end of its useful life and the **SUPPLIES LOW** setting in **SYSTEM SETUP** is set to **STOP**. To override, press ✔.	1. Order the identified print cartridge. 2. Press ✔ to continue. or Press ? for help. See Supplies and accessories for more information.
REPLACE FUSER KIT alternates with **To continue press** ✔	The fuser is near end of life and the **SUPPLIES LOW** setting in **SYSTEM SETUP** is set to **STOP**.	1. Order the fuser kit. 2. Press ✔ to continue printing. Printing can continue until **REPLACE FUSER KIT** is reached. or Press ? for help. See Supplies and accessories for more information.
REPLACE FUSER KIT **For help press** ?	The fuser kit is at end of life.	Press ? for help. or See Replacing the fuser and pickup roller for more information. See Supplies and accessories for more information.

Control panel messages (continued)

Control panel message	Description	Recommended action
REPLACE SUPPLIES alternates with **For status press ✔**	At least one supply item is out and needs to be replaced and another supply item is either out or low.	1. Press ✔ to identify which supplies should be replaced. 2. Press **?** for help. or See Replacing supplies and parts for more information. See Supplies and accessories for more information.
REPLACE SUPPLIES alternates with **To continue press ✔**	More than one supply item is low, and the **SUPPLIES LOW** setting in **SYSTEM SETUP** is set to **STOP**.	1. Press ✔ to identify which supplies should be ordered. 2. Order the identified supplies. 3. Press ✔ to continue printing. See Supplies and accessories for more information.
REPLACE TRANSFER KIT alternates with **To continue press ✔**	The transfer unit is near end of life and the **SUPPLIES LOW** setting in **SYSTEM SETUP** is set to **STOP**.	1. Order the transfer kit. 2. Press ✔ to continue printing. See Supplies and accessories for more information.
REPLACE TRANSFER KIT **For help press ?**	The transfer unit is at end of life.	Press **?** for help. or See Replacing the transfer kit for more information. See Supplies and accessories for more information.
Request accepted **please wait**	The printer has accepted a request to print an internal page, but the current job must finish printing before the internal page will print.	No action necessary.
Resend **upgrade**	The firmware upgrade was not completed successfully.	Attempt upgrade again. You might need to use the parallel port to send the upgrade file.
Resetting Kit Count	**YES** was selected in the **RESET SUPPLIES** menu to reset the counts for any of the supplies that cannot be detected as new.	No action necessary.
Restoring **factory settings**	The printer is restoring factory settings.	No action necessary.
Restoring...	The printer is restoring settings.	No action necessary.

Control panel message	Description	Recommended action
Rotating <COLOR> **motor** alternates with **To exit press** **STOP key**	A component test is in progress; the component selected is **<color> Cartridge motor**.	Press Sᴛᴏᴘ when ready to stop this test.
Rotating motor alternates with **To exit press** **STOP key**	The printer is executing a Component Test and the component selected is **Rotating <COLOR>**.	Press Sᴛᴏᴘ when ready to stop this test.
Setting saved	A menu selection has been saved.	No action necessary.
Tray X **<TYPE> <SIZE>** alternates with **To change size or** **type press** ✔	The printer is reporting the current configuration of Tray X.	No action necessary. See Configuring trays for more details.
UNAUTHORIZED SUPPLY **IN USE** alternates with **Ready**	The printer has detected that a non-HP supply is currently installed and ✔ (override) was pressed.	If you believe you purchased an HP supply, please call the HP fraud hotline at 1-877-219-3183. Service or repairs required as a result of using non-HP supplies are not covered under HP warranty.
UNSUPPORTED DATA ON **<FS> DIMM IN SLOT X** alternates with To clear press ✔	The data on the DIMM is not supported (although the DIMM itself may be supported).	Press ✔ to clear this message. or Press Sᴇʟᴇᴄᴛ to continue printing.
USE TRAY X **<TYPE> <SIZE>**	The printer is offering a selection of alternate paper to use for the print job.	1. If desired, use ▲ and ▼ to highlight a different size or type, and then press ✔ to select the size or type. 2. Press ⏎ to return to the previous size or type. See Configuring trays for more information.
Wait for printer **to reinitialize**	Settings have been changed before the printer automatically restarts, or external device modes have changed.	No action necessary.

Paper jams

Use this illustration to troubleshoot paper jams in the printer. For instructions on clearing paper jams, see Clearing paper jams.
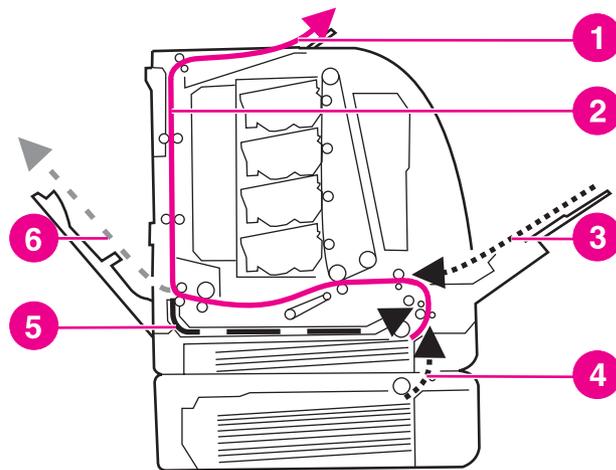
Paper jam locations (shown without optional Tray 3)

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

Paper jam recovery

This printer automatically provides paper jam recovery, a feature that allows you to set whether the printer should attempt to automatically reprint jammed pages. The options are:

- **AUTO** Printer will attempt to reprint jammed pages.

- **OFF** Printer will not attempt to reprint jammed pages.

NOTE   During the recovery process, the printer may reprint several good pages that were printed before the paper jam occurred. Be sure to remove any duplicated pages.

To disable paper jam recovery

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **SYSTEM SETUP**.

5. Press ✔ to select **SYSTEM SETUP**.

6. Press ▼ to highlight **JAM RECOVERY**.

7. Press ✔ to select **JAM RECOVERY**.

8. Press ▼ to highlight **OFF**.

9. Press ✔ to select **OFF**.

10. Press MENU to return to the **Ready** state.

To improve print speed and increase memory resources, you might want to disable paper jam recovery. If paper jam recovery is disabled, the pages involved in a jam will not be reprinted.

Common causes of paper jams

The following table lists common causes of paper jams and suggested solutions for resolving them.

Common causes of paper jams[1]

Cause	Solution
Paper does not meet HP-recommended paper specifications.	Use only paper that meets HP specifications. See Supported paper weights and sizes.
A supply item is installed incorrectly, causing repeated jams.	Verify that all print cartridges, the transfer unit, and the fuser are correctly installed.
You are reloading paper that has already passed through a printer or copier.	Do not use paper that has been previously printed on or copied.
An input tray is loaded incorrectly.	Remove any excess paper from the input tray. Be sure that the paper does not exceed the maximum stack height mark in the input tray. See Configuring trays.
Paper is skewed.	Input tray guides are not adjusted correctly. Adjust input tray guides so they hold paper firmly in place without bending it.
Paper is binding or sticking together.	Remove paper, flex it, rotate it 180 degrees, or flip it over. Reload paper into the input tray. **NOTE** Do not fan paper. Fanning can create static electricity, which can cause paper to stick together.
Paper is removed before it settles into the output bin.	Reset the printer. Wait until the page completely settles in the output bin before removing it.
When duplexing, the paper is removed before the second side of the document is printed.	Reset the printer and print the document again. Wait until the page completely settles in the output bin before removing it.
Paper is in poor condition.	Replace the paper.
Paper is not picked up by the internal rollers from Tray 2 or Tray 3.	Remove the top sheet of paper. If the paper is heavier than 105 g/m^2 (28 lb), it may not be picked from the tray.
Paper has rough or jagged edges.	Replace the paper.
Paper is perforated or embossed.	This paper does not separate easily. You might need to feed single sheets from Tray 1.

Cause	Solution
Printer supply items have reached the end of their useful life.	Check the printer control panel for messages prompting you to replace supplies, or print a supplies status page to verify the remaining life of the supplies. See Replacing supplies and parts for more information.
Paper was not stored correctly.	Replace the print paper. Paper should be stored in the original packaging in a controlled environment.

[1] If the printer still continues to jam, contact HP Customer Support or your authorized HP service provider. For more information, see http://www.hp.com/support/clj3550 for the HP Color LaserJet 3550 series printer and http://www.hp.com/support/clj3700 for the HP Color LaserJet 3700 series printer.

Clearing paper jams

Each section below corresponds with a jam message that might appear on the control panel. Use these procedures to clear the jam.

Jam in Tray 1

1. Remove the paper from the tray.
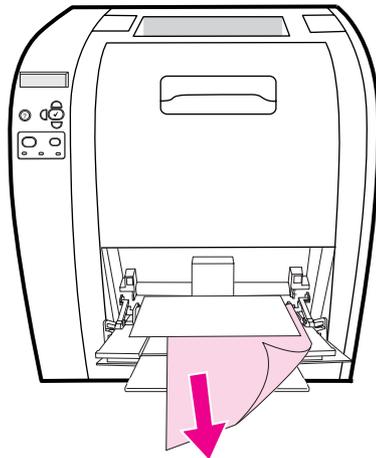
2. Grasp the jammed paper by both corners and pull.
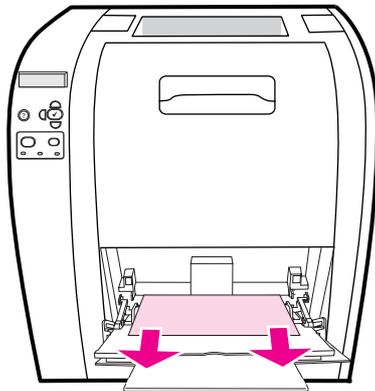
3. Reinsert the paper in Tray 1.
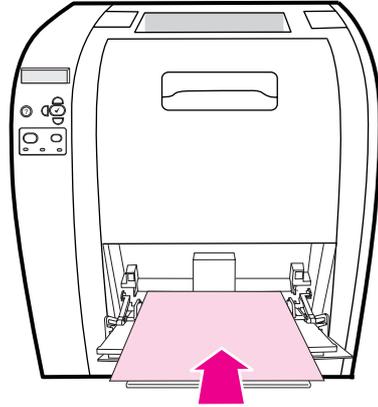
4. Confirm that the paper guides are against the paper without bending it and that the paper does not extend above the fill tabs.
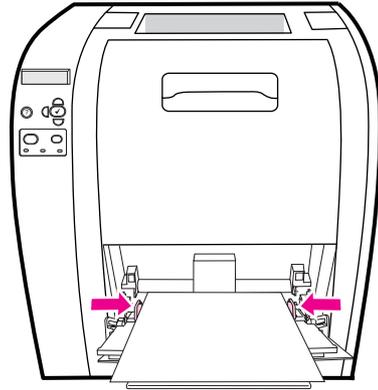
5. Press ✔ to resume printing.

Jam in Tray 2 or Tray 3

1. If the optional Tray 3 is installed, pull out Tray 3 and place it on a flat surface. If the jammed paper is visible, remove it from Tray 3.
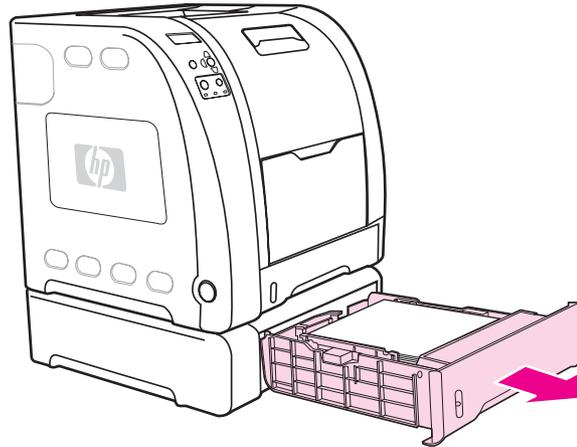
2. If the paper is not visible, check inside the printer in the top of the tray opening. Remove any paper.

3. Pull out Tray 2 and place it on a flat surface.
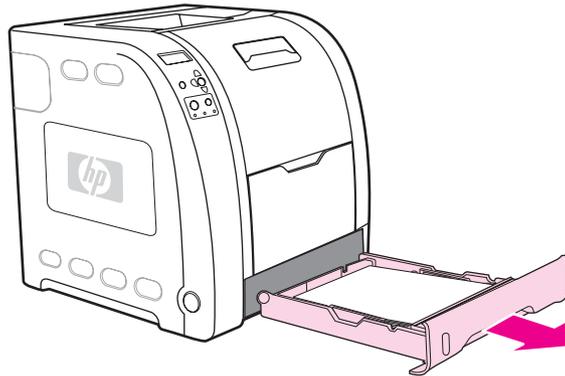
4. If the paper is visible, remove it.
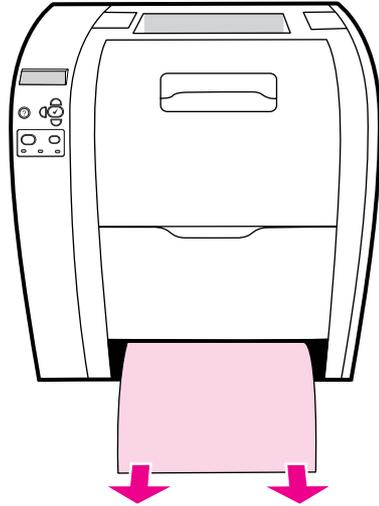
5. If the paper is not visible, check inside the printer in the top of the tray opening. Remove any paper.
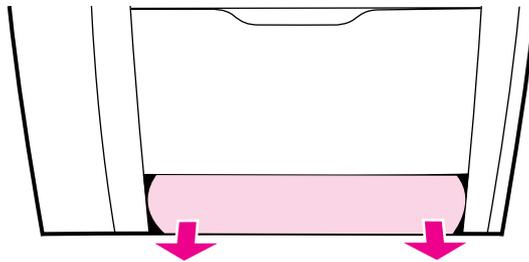
6. Replace Tray 2 and optional Tray 3.
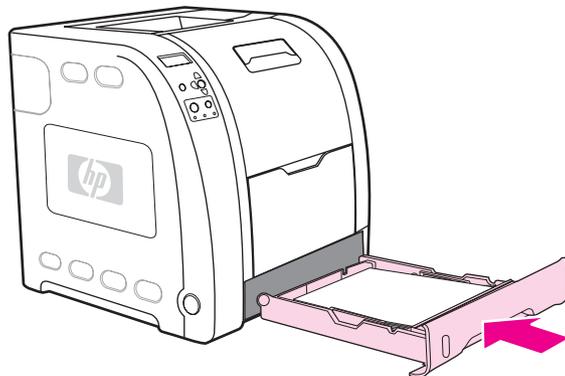
7. Press ✔ to resume printing.

Jam inside the upper rear door

NOTE The message **13.XX.YY JAM INSIDEUPPER REAR DOOR** can appear on the printer control panel if the upper rear door is open. Make sure the upper rear door is closed when printing.

1. Remove any paper visible in the top output bin.
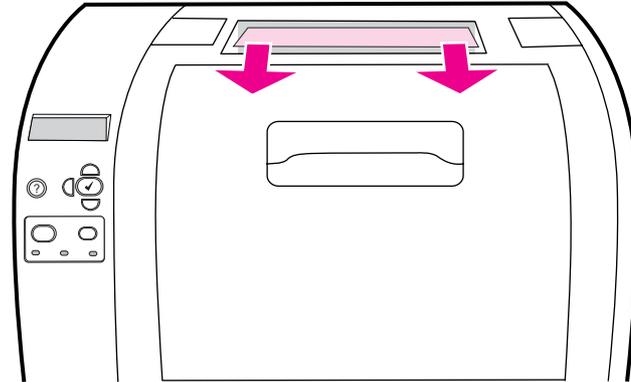
2. Open the upper rear door.
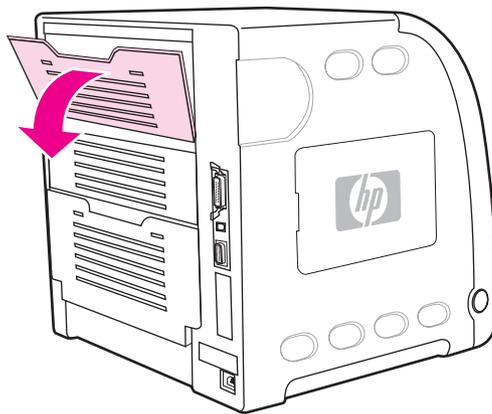
3. Remove any paper.
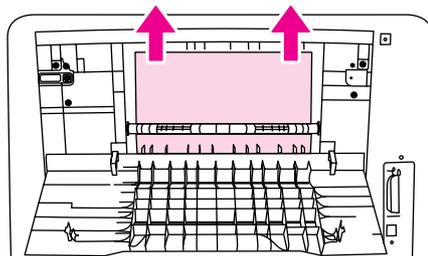
4. Close the upper rear door.
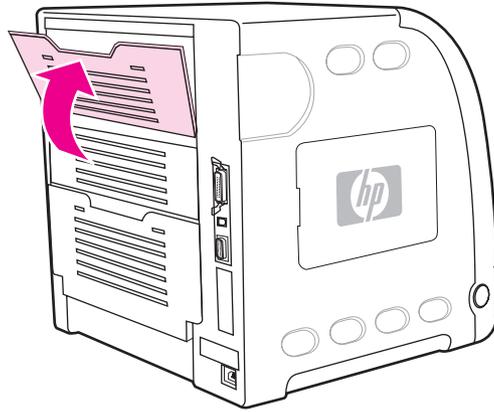
5. If no paper is visible, open the lower rear door (rear output bin).
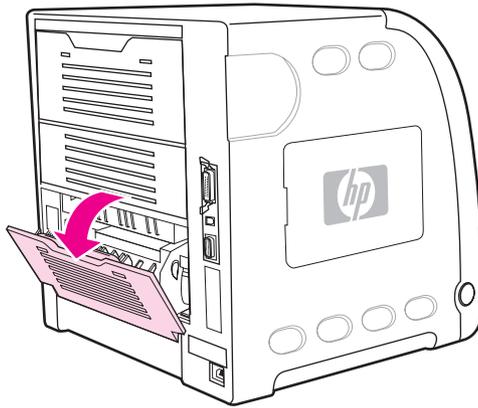
6. Press down on the green levers and remove the paper. Return the green levers to the up position after removing the page.
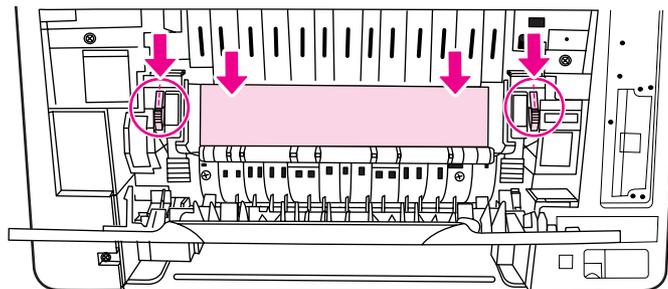
7. Close the lower rear door (rear output bin).
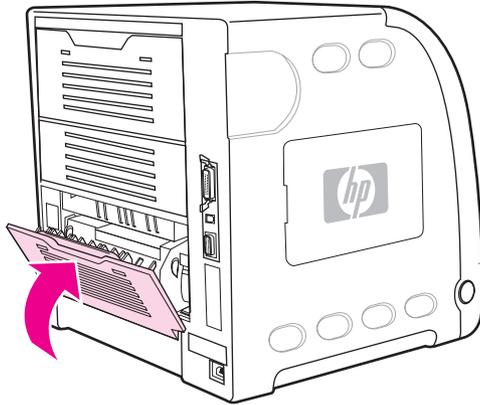
8. If printing does not resume, press ✓.

Jam inside the fuser area
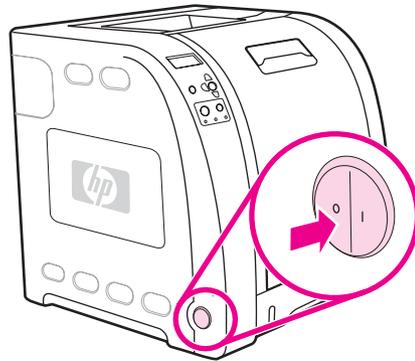
1. Open the lower rear door (rear output bin).
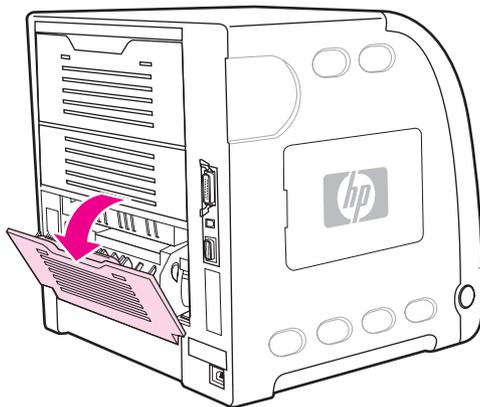
NOTE Make sure the green pressure levers are not in the down position. If the green pressure levers are down, they can cause a jam message to display on the printer control panel.

2. If the paper is visible, press down on the green levers and remove the paper. Return the green levers to the up position after removing the paper, and close the lower rear door (rear output bin).
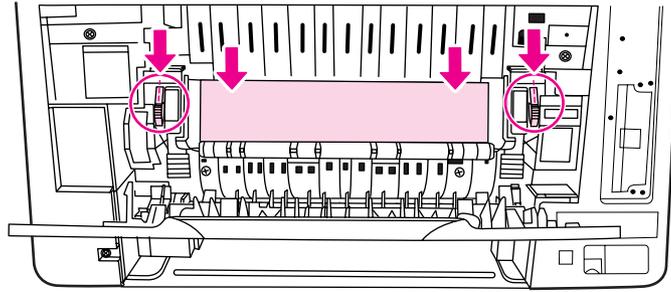
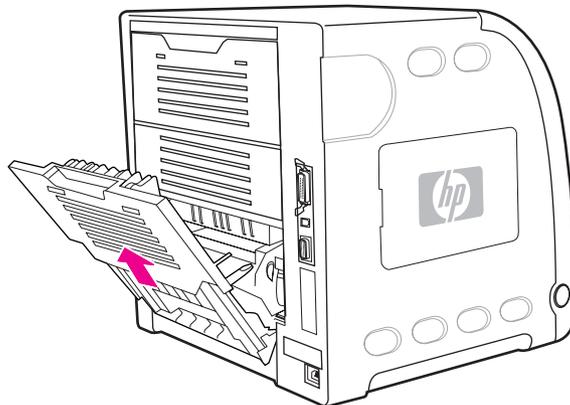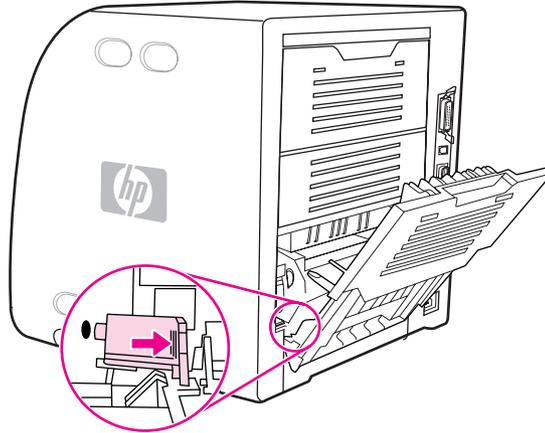3. If the paper is not visible, turn the printer off.

The fuser will be hot. Wait 10 minutes before proceeding.

4. Slide out the lower rear door (rear output bin) tray extender.
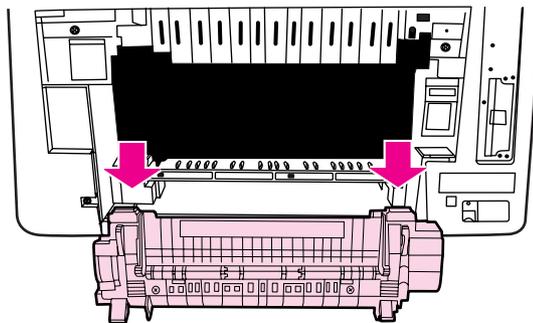
5. Remove the lower rear door (rear output bin) by lifting and pulling the right side of the door while pressing the tab with the ridges on the left side of the door.

6. Place your thumbs on the blue ridges (near the warning label), and using your fingers, pull up on the blue latches.
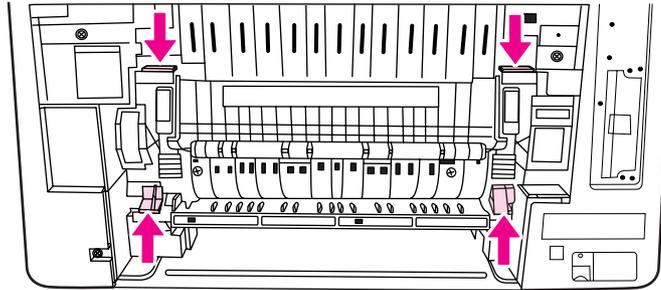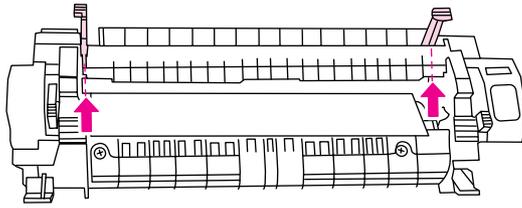

7. Pull the fuser out of the printer.

8. On the fuser, squeeze and lift the black tabs to open the shutter door.

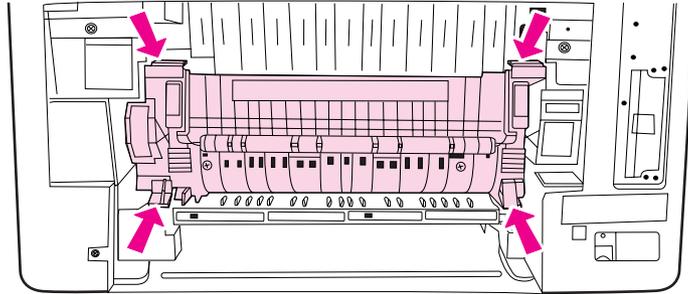**CAUTION** Do not open the shutter door while the fuser is in the printer.
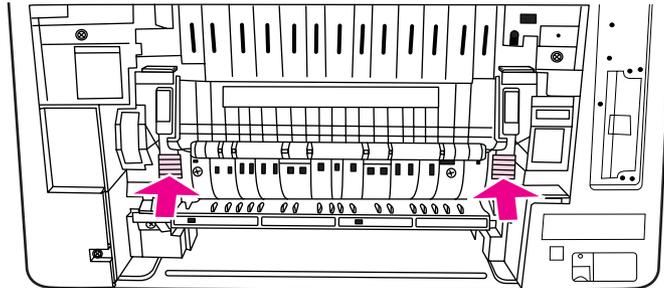
9. Remove any jammed paper.

NOTE If the paper tears, make sure that all paper fragments are removed from the paper path before you resume printing.
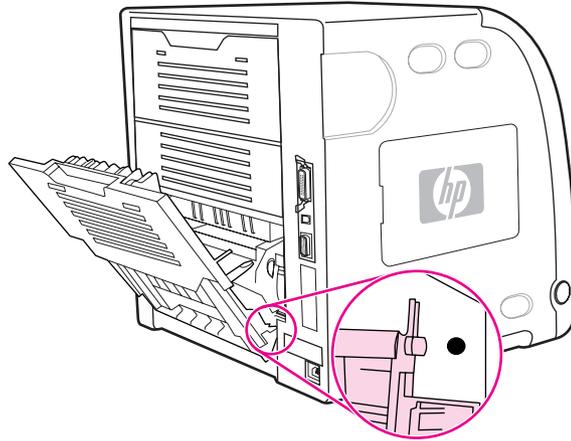
10. Hold the fuser with your thumbs on the blue ridges and your fingers on the blue latches. Push both sides of the fuser into the printer.

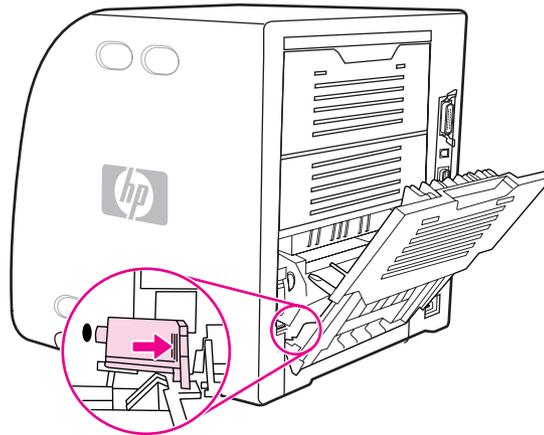11. Press the black ridges on the front of the fuser until the fuser clicks into place.

12. To reattach the lower rear door (rear output bin), hold the door at a 45º angle, and fit the peg into the round hole on the right side.

13. Press the ridges on the tab on the left side of the door, and fit the peg into the round hole.

14. Close the lower rear door (rear output bin). Turn the printer on.
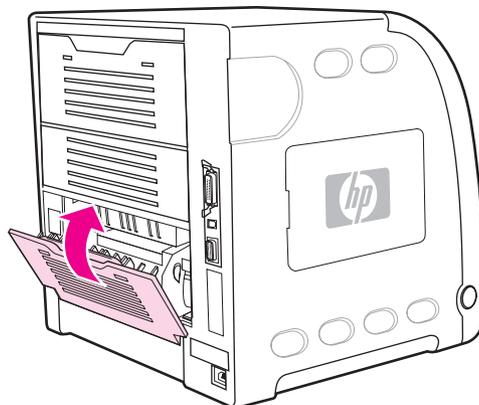
Jam inside the lower rear door (rear output bin)

1. Open the lower rear door (rear output bin).
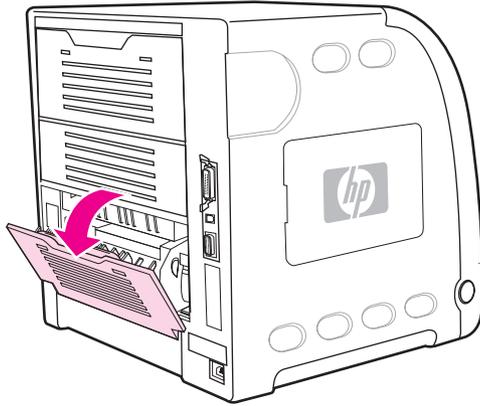
2. Press down on the green levers and remove the paper.
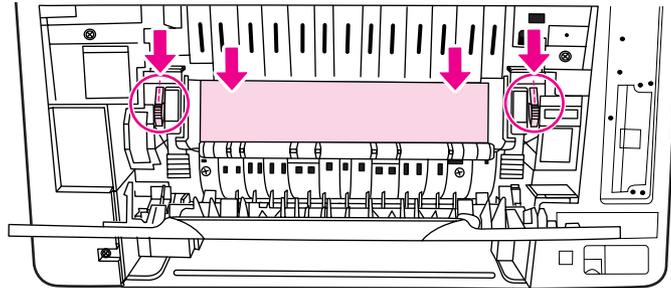
3. Lift the green levers, and close the lower rear door (rear output bin).
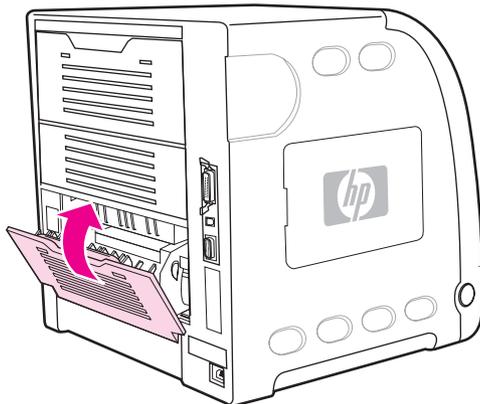
4. If printing does not resume, press ✔.

Jam inside the front door

1. Open the front door.
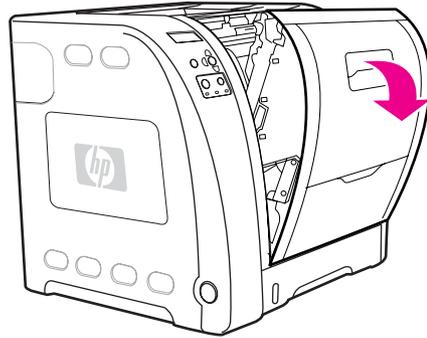
CAUTION Do not place anything on the transfer unit. Do not touch the top of the transfer unit or the contacts on the left side of the transfer unit.
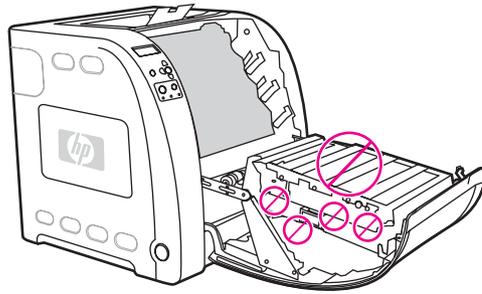
2. Remove the magenta and yellow print cartridges.
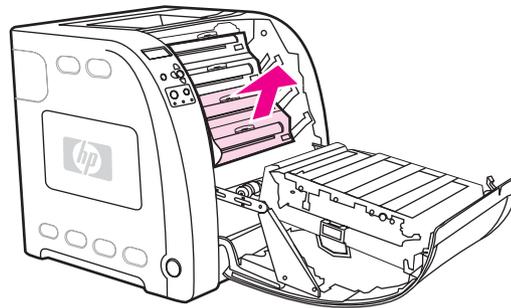
3. If necessary, turn the green roller wheel toward the rear of the printer to advance the paper. Remove any paper.
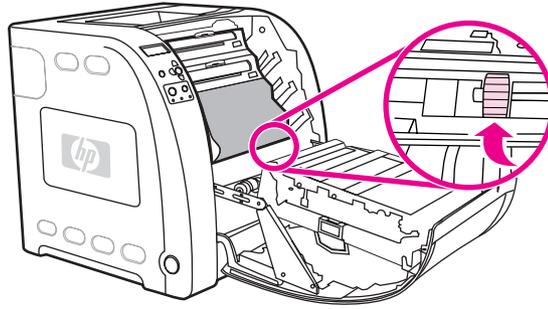
NOTE If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

4. Replace the magenta and yellow print cartridges.
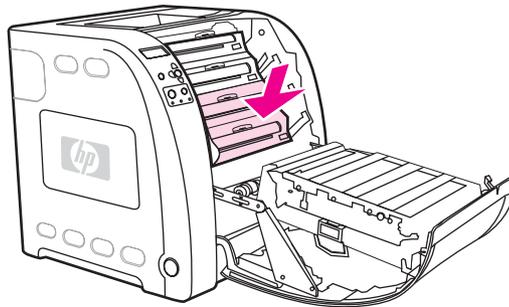
5. Close the front door.
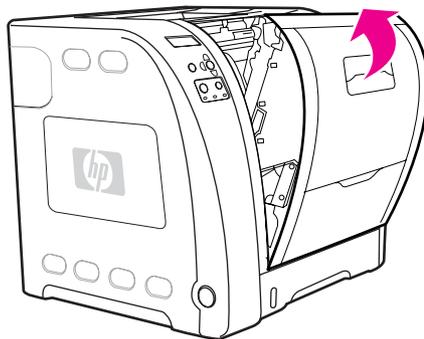
Jam in the duplexer

This message appears for HP Color LaserJet 3700dn and 3700dtn printer models only. The printer control panel displays the message **13.XX.YY JAM REMOVE TRAY 2**.

1. Remove Tray 2 and place it on a flat surface.
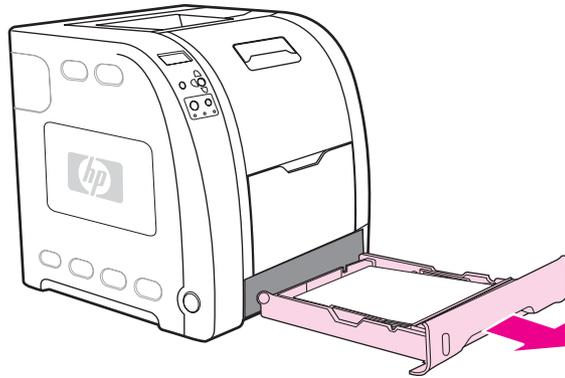
2. Remove any paper in the top of the tray opening.
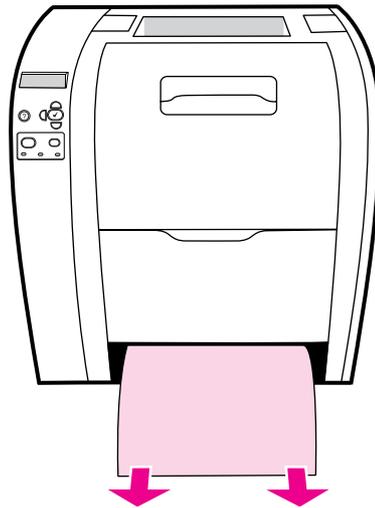
3. On the left side of the tray opening, pull the green lever straight forward until the metal paper-access plate (duplex pan) drops.
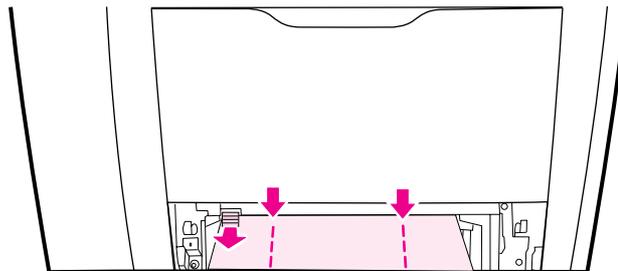
4. Remove any jammed paper.
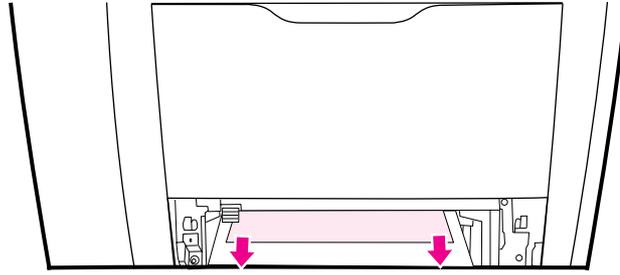
5. Push the metal paper-access plate (duplex pan) up until it locks in place.
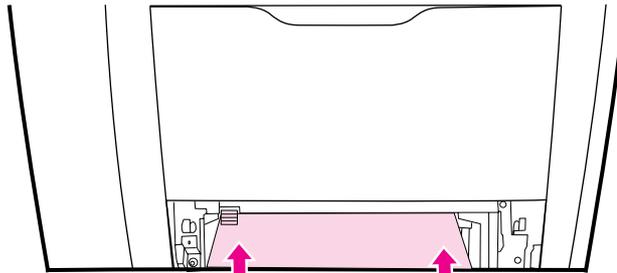
6. Replace Tray 2.
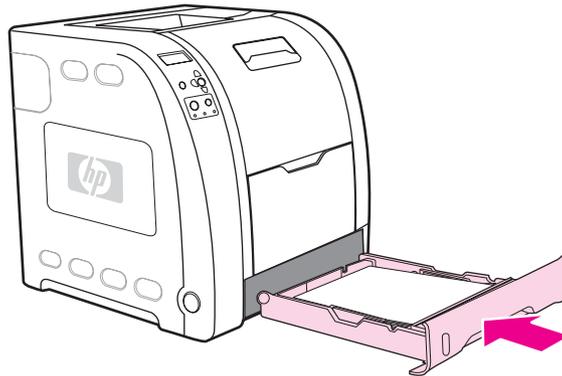
7. Press ✔ to resume printing.

Paper handling problems

The following table lists common paper handling problems and suggested solutions for resolving them.

Use only paper that meets the specifications outlined in the *HP LaserJet Printer Family Print Media Specification Guide*. For ordering information, see Supplies and accessories.

For paper specifications for this printer, see Supported paper weights and sizes.

Paper handling problems

Printer feeds multiple sheets

Cause	Solution
The tray is overfilled.	Remove excess paper from the tray.
The paper exceeds the maximum stack height indicator mark in the tray (Trays 2 or 3).	Open the tray and verify that the paper stack is below the maximum stack height indicator mark.
Paper is sticking together.	Remove paper, flex it, rotate it 180 degrees or flip it over, and then reload it into the tray. **NOTE** Do not fan paper. Fanning can create static electricity, which can cause paper to stick together.
Paper does not meet the specifications for this printer.	Use only paper that meets HP paper specifications for this printer. See Supported paper weights and sizes.
Paper is being used in a high humidity environment.	Use another type of paper.

Two pages are printed on one piece of paper

Cause	Solution
Long paper can extend out of the top of the output bin and drop back into Tray 1.	Extend the paper support when using long paper.

Printer feeds incorrect page size

Cause	Solution
The correct size paper is not loaded in the tray.	Load the correct size paper in the tray.
The correct size paper is not selected in the software application or printer driver.	Confirm that the settings in the application and printer driver are appropriate, since the application settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings.

Paper handling problems (continued)

Cause	Solution
The correct size paper for Tray 1 is not selected in the printer control panel.	From the control panel, select the correct size paper for Tray 1.
The paper size is not configured correctly for the tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.

Cause	Solution
You are using a driver for a different printer.	Use a driver for this printer.
The specified tray is empty.	Load paper in the specified tray.
Tray behavior for the requested tray is set to **FIRST** in the system setup submenu of the Configure Device menu.	Change the setting to **EXCLUSIVELY**.
The paper size is not configured correctly for the tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The **USE REQUESTED TRAY** setting in the printer control panel is set to **EXCLUSIVELY**, and the requested tray is empty. The printer will not use another tray.	Load paper in the requested tray. or Change the setting from **EXCLUSIVELY** to **FIRST** in the Configuration Menu. This will allow the printer to use the paper in other trays if no paper is loaded in the specified tray.

Cause	Solution
Manual feed is selected in the software application.	Load Tray 1 with paper, or, if the paper is loaded, press ✔.
The correct size paper is not loaded.	Load the correct size paper.
The tray is empty.	Load paper into the tray.
Paper from a previous jam has not been completely removed.	Open the printer and remove any paper in the paper path. Closely inspect the fuser area for jams. See Paper jams.
The paper size is not configured correctly for the tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Paper handling problems (continued)

Paper does not feed automatically

Cause	Solution
Manual feed prompt is set to **ALWAYS**. The printer will always prompt for manual feed, even if paper is in the tray.	Open the tray, reload the paper, and then close the tray. Otherwise, change the manual feed prompt setting to **UNLESS LOADED**. Using this setting, the printer will prompt for manual feed unless paper is already in the tray.
The **USE REQUESTED TRAY** setting in the printer control panel is set to **EXCLUSIVELY**, and the requested tray is empty. The printer will not use another tray.	Load paper in the requested tray. or Change the setting from **EXCLUSIVELY** to **FIRST** in the Configuration Menu. This will allow the printer to use the paper in other trays if no paper is loaded in the specified tray.

Paper does not feed from Trays 2 and 3

Cause	Solution
Manual feed or Tray 1 is selected in the software application.	Load Tray 1 with paper, or if the paper is loaded, press ✔.
The correct size paper is not loaded.	Load the correct size paper.
The tray is empty.	Load paper in the tray.
The correct paper type for the tray is not selected in the printer control panel.	From the printer control panel, select the correct paper type for the tray.
Paper from a previous jam has not been completely removed.	Open the printer and remove any paper in the paper path. Closely inspect the fuser area for jams. See Paper jams.
Tray 3 (500-sheet paper feeder) does not appear as a tray option.	Tray 3 appears as an option only if it is installed. Verify that Tray 3 is correctly installed. Verify that the printer driver has been configured to recognize Tray 3. See Gaining access to printer driver settings.
Tray 3 is incorrectly installed.	Print a configuration page to confirm that Tray 3 is installed. If not, verify that the optional installed 500-sheet feeder assembly is correctly attached to the printer.
The paper size is not configured correctly for the tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.
The **USE REQUESTED TRAY** setting in the printer control panel is set to **EXCLUSIVELY**, and the requested tray is empty. The printer will not use another tray.	Change the setting from **EXCLUSIVELY**, or load paper in the requested tray.

Paper handling problems (continued)

Cause	Solution
Unsupported transparencies may have been loaded.	Use transparencies designed for HP Color LaserJet printers.
The correct paper type is not specified in the software or printer driver.	Verify that the correct paper type is selected in the software or printer driver.
The tray is overfilled.	Remove excess paper from the tray. Make sure the paper does not exceed the maximum stack height indicator mark in Trays 2 or 3. Do not exceed the maximum stack height for Tray 1.
Paper in another tray is the same size as the transparencies, and the printer is defaulting to the other tray.	Make sure that the tray containing the transparencies or glossy paper is selected in the software application or printer driver. Use the printer control panel to configure the tray to the paper type loaded.
The tray containing the transparencies or glossy paper is not configured correctly for type.	Make sure that the tray containing the transparencies or glossy paper is selected in the software application or printer driver. Use the printer control panel to configure the tray to the paper type loaded. See Configuring trays.

Envelopes jam or will not feed in the printer

Cause	Solution
Envelopes are loaded in an unsupported tray. Only Tray 1 can feed envelopes.	Load envelopes into Tray 1.
Envelopes are curled or damaged.	Try using different envelopes. Store envelopes in a controlled environment. See Envelopes for more information.
Envelopes are sealing because the moisture content is too high.	Try using different envelopes. Store envelopes in a controlled environment.
Envelope orientation is incorrect.	Verify that the envelope is loaded correctly. See Configuring trays.
This printer does not support the envelopes being used.	See Supported paper weights and sizes or the *HP LaserJet Printer Family Print Media Specification Guide*.
Tray 1 is configured for a size other than envelopes.	Configure Tray 1 size for envelopes.

Output is curled or wrinkled

Cause	Solution
Paper does not meet the specifications for this printer.	Use only paper that meets the HP paper specifications for this printer. See Supported paper weights and sizes.

Paper handling problems (continued)

Output is curled or wrinkled

Cause	Solution
Paper is damaged or in poor condition.	Remove paper from the tray and load paper that is in good condition.
Printer is operating in an excessively humid environment.	Verify that the printing environment is within humidity specifications.
You are printing large, solid-filled areas.	Large, solid-filled areas can cause excessive curl. Try using a different pattern.
Paper used was not stored correctly and may have absorbed moisture.	Remove paper and replace it with paper from a fresh, unopened package.
Paper has poorly cut edges.	Remove paper, flex it, rotate it 180 degrees or turn it over, and then reload it into the tray. Do not fan paper. If the problem persists, replace the paper.
Lower rear door (rear output bin) was not fully extended.	Fully extend the lower rear door (rear output bin).
The specific paper type was not configured for the tray or selected in the software.	Configure the software for the paper (see the software documentation). Configure the tray for the paper. See Configuring trays.
Paper was used previously.	Do not reuse paper.

Printer will not duplex or duplexes incorrectly (2-sided printing)

Cause	Solution
You are trying to auto-duplex on unsupported paper.	Verify that the paper is supported for 2-sided printing. See Supported paper weights and sizes. If the paper is not supported, see Manual 2-sided printing.
The printer driver is not set up for 2-sided printing.	Set up the printer driver to enable 2-sided printing. See Gaining access to printer driver settings.
The first page is printing on the back of preprinted forms or letterhead.	For Tray 1, load the letterhead paper with first side down, bottom in first. For Tray 2 or Tray 3, load the letterhead paper with the first side up, top edge toward the back of the tray. See 2-sided (duplex) printing for more information on 2-sided printing.
Printer model does not support automatic 2-sided printing.	The HP Color LaserJet 3550, 3550n, 3700, and 3700n printers do not support automatic 2-sided printing. See Manual 2-sided printing.
A manual 2-sided print job was requested with the option **Correct Order for Rear Bin** selected, but the lower rear door (rear output bin) was not open.	Open the lower rear door (rear output bin) and send the job to the printer again.

Paper handling problems (continued)

Prints on one side even when 2-sided (duplex) was selected

Cause	Solution
Manual duplex is not enabled.	Select manual duplexing (2-sided). See Manual 2-sided printing.
The size of paper selected does not support 2-sided (duplex) printing.	Load and select a size and type of paper that supports automatic 2-sided printing.

Troubleshooting information pages

From the printer control panel, you can print pages that can help diagnose printer problems. The procedures for printing the following information pages are described here:

● paper path test page

● registration page

● event log

Paper path test page

The paper path test page is useful for testing the paper handling features of the printer. You can define the paper path you want to test by selecting the source, destination, and other options available on the printer.

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **DIAGNOSTICS**.

3. Press ✔ to select **DIAGNOSTICS**.

4. Press ▼ to highlight **paper path test**.

5. Press ✔ to select **paper path test**.

The message **Performing... PAPER PATH TEST** appears on the display until the printer finishes the paper path test. The printer returns to the **Ready** state after printing the paper path test page.

Registration page

The registration page prints a horizontal arrow and a vertical arrow that show how far from center an image can be printed on the page. You can set registration values for a tray to center images on the back and front of a page. Setting the registration also allows edge-to-edge printing to be set to within approximately 2 mm (0.08 inch) of all edges of the paper. Image placement varies slightly for each tray. Perform the registration procedure for each tray.

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **PRINT QUALITY**.

5. Press ✔ to select **PRINT QUALITY**.

6. Press ▼ to highlight **SET REGISTRATION**.

7. Press ✔ to select **SET REGISTRATION**.

<table>
<tr><td>NOTE</td><td>You can select a tray by specifying a Source. The default Source is Tray 2. To set the registration for Tray 2, go to step 12. Otherwise, proceed to the next step.</td></tr>
</table>

8. Press ▼ to highlight **Source**.

9. Press ✔ to select **Source**.

10. Press ▼ or ▲ to highlight a tray.

11. Press ✔ to select the tray.

    After selecting the tray, the printer control panel returns to the **SET REGISTRATION** menu.

12. Press ▼ to highlight **PRINT TEST PAGE**.

13. Press ✔ to select **PRINT TEST PAGE**.

14. Follow the instructions on the printed page.

Event log

The event log lists the printer events, including printer jams, service errors, and other printer conditions.

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **DIAGNOSTICS**.

3. Press ✔ to select **DIAGNOSTICS**.

4. Press ▼ to highlight **PRINT EVENT LOG**.

5. Press ✔ to select **PRINT EVENT LOG**.

The message **Printing... EVENT LOG** appears on the display until the printer finishes printing the event log. The printer returns to the **Ready** state after printing the event log.

Printer response problems

The following table lists common printer response problems and suggested solutions for resolving them.

Printer response problems

No display message

Cause	Solution
The printer on/off button is in the off position.	Verify that the printer is on. Fans may run while the printer is in Standby mode (off).
The printer memory DIMMs (available on the HP Color LaserJet 3700 series printer only) are defective or installed incorrectly.	Verify that the printer memory DIMMs are correctly installed and are not defective.
The power cord is not firmly plugged into both the printer and the power receptacle.	Turn off the printer and then disconnect and reconnect the power cord. Turn the printer back on.
The line voltage is incorrect for the printer power configuration.	Connect the printer to a proper voltage source, as specified on the Power Rating Label on the back of the printer.
The power cord is damaged or excessively worn.	Replace the power cord.
The power source receptacle is not working correctly.	Connect the printer to a different power receptacle.

Control panel display is hard to read

Cause	Solution
The contrast is too high or too low for the office environment.	Adjust the contrast on the control panel display. See Display brightness.

Printer is on, but nothing prints

Cause	Solution
The printer Ready indicator light is not lit.	Press Stop to return the printer to the **Ready** state.
The top cover is not closed properly.	Close the top cover firmly.
The Data indicator light is flashing.	The printer is probably still receiving data. Wait for the Data indicator to stop flashing.
REPLACE <COLOR> CARTRIDGE appears on the printer display.	Replace the print cartridge specified on the printer display.
A printer message other than **Ready** appears on the printer control panel.	See Control panel messages.

Printer response problems (continued)

Cause	Solution
The parallel port may have a DOS timeout error.	Add a MODE command to the AUTOEXEC.BAT file. See the DOS manual for additional information.
The PS (PostScript Emulation) personality is not selected.	Select **PS** or **AUTO** for the printer language. See Changing printer control panel configuration settings.
The correct driver is not selected in the software application or printer driver.	Select the driver for PostScript Emulation for this printer in the software application or printer driver.
The printer is not properly configured.	See Changing printer control panel configuration settings.
The computer port is not configured or is not working properly.	Run another peripheral connected to this port to verify that the port is working properly.
The printer has not been correctly named for the network or for a Macintosh.	For Macintosh, use the appropriate utility to name the printer on the network. From the Chooser, select the AppleTalk zone and the printer.

Cause	Solution
The printer Ready indicator light is not lit.	Press STOP to return the printer to the **Ready** state.
The front door is not closed properly.	Close the front door firmly.
A printer message other than **Ready** appears on the printer control panel.	See Control panel messages.
The interface cable is not correct for this configuration.	Select the correct interface cable for your configuration. See Parallel configuration (HP Color LaserJet 3700 series printer only) or Enhanced I/O (EIO) configuration (HP Color LaserJet 3700 series printer only).
The interface cable is not securely connected to both the printer and the computer.	Disconnect and reconnect the interface cable.
The printer is not configured correctly.	See Changing printer control panel configuration settings for configuration information.
The interface configurations shown on the printer configuration page do not match the configurations on the host computer.	Configure the printer to match the computer configuration.
The computer is not working properly.	Try using an application that you know works properly to check the computer, or, if connected via the parallel port, in DOS, type `Dir>Prn` at the DOS command prompt.
The computer port that the printer is connected to is not configured or is not working properly.	Run another peripheral connected to this port to verify that the port is working properly.

Printer response problems (continued)

Cause	Solution
The printer has not been correctly named for the network or Macintosh.	For Macintosh, use the appropriate utility to name the printer on the network. From the Chooser, select the AppleTalk zone and the printer.

Unable to select the printer from the computer

Cause	Solution
If you are using a switch box, the printer may not be selected for the computer.	Select the correct printer through the switch box.
The printer's Ready indicator light is not lit.	Press STOP to return the printer to the **Ready** state.
A printer message other than **Ready** appears on the printer control panel.	See Control panel messages.
The correct printer driver is not installed in the computer.	Install the correct printer driver.
The correct printer and port are not selected on the computer.	Select the correct printer and port.
The network is not configured properly for this printer.	Use the network software to verify the printer's network configuration, or consult with the network administrator.
The power source receptacle is not working correctly.	Connect the printer to a different power receptacle.

A message appears that 2-sided printing is not available for the type and size selected

Cause	Solution
The paper requested is not supported for automatic 2-sided printing.	Make sure manual 2-sided printing is enabled. See Gaining access to printer driver settings.

Printer control panel problems

The following table lists common printer control panel problems and suggested solutions for resolving them.

Printer control panel problems

Cause	Solution
The printer control panel display is blank, even when the fan is running.	Fans may run while the printer is in Standby mode (off). Press the printer's on/off button to turn the printer on.
Printer settings in the printing software application or printer driver differ from the printer control panel settings.	Confirm that the settings in the application and printer driver are appropriate. The application settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings.
Control panel settings were not correctly saved after they were changed.	Reselect the control panel settings, and then press ✔. An asterisk (*) should appear to the right of the setting.
The Data indicator light is lit, and there are no pages printing.	Buffered data exists in the printer. Press ✔ to print the buffered data using current control panel settings and activate the new control panel settings.
If the printer is on a network, another user may have changed printer control panel settings.	Consult the network administrator to coordinate changes to printer control panel settings.

Unable to select Tray 3 (optional 500-sheet paper feeder)

Cause	Solution
Tray 3 (500-sheet paper feeder) does not appear as an input tray option on the configuration page or on the control panel.	Tray 3 appears as an option only if it is installed. Verify correct installation of Tray 3.
Tray 3 does not appear as an option in the printer driver.	Verify that the printer driver configuration recognizes Tray 3. See the printer driver Help to set up and configure additional trays.

Color printing problems

The following table lists common color printing problems and suggested solutions for resolving them.

Color printing problems

Printing black instead of color

Cause	Solution
Grayscale is selected in the software application or printer driver.	Select **Color** mode instead of **Grayscale** or **Monochrome** mode in the software application or printer driver. See Printer information pages to learn how to print a configuration page.
The correct printer driver is not selected in your software application.	Select the correct printer driver.
No color appears on the configuration page.	Contact HP support.

Incorrect shade

Cause	Solution
The paper does not meet the specifications for this printer.	See the *HP LaserJet Printer Family Print Media Specification Guide*. Go to http://www.hp.com/support/clj3550 or http://www.hp.com/support/clj3700 (depending on the printer model) for *HP LaserJet Printer Family Print Media Specification Guide* ordering information. When you connect, select **Manuals**.
You are operating the printer in excessively humid conditions.	Verify that the printer environment is within humidity specifications. Calibrate the printer. See Print quality menu. **NOTE** For more information about color quality problems see Print quality troubleshooting.

Missing color

Cause	Solution
The HP print cartridge is defective.	Replace the cartridge.

Color printing problems (continued)

Cause	Solution
Another print cartridge may be low.	Check the supplies gauge on the control panel or print a supplies status page. See Printer information pages.

Printed colors do not match screen colors

Cause	Solution
Extremely light screen colors are not being printed.	The software application may interpret extremely light colors as white. If so, avoid using extremely light colors.
Extremely dark screen colors are being printed in black.	The software application may interpret extremely dark colors as black. If so, avoid using extremely dark colors.
The colors on the computer screen differ from the printer output.	For the HP Color LaserJet 3700 series printer only. 1. In the printer driver's Color tab, in the Color Options section, select **Manual**. 2. Click **Settings**. 3. In Manual Color Options, in the Color Options section, select **Default (sRGB)** for each desired object. 4. Click **OK** to finish. **NOTE** Several factors can influence your ability to match printed colors to those on your screen. These factors include paper, overhead lighting, software applications, operating system palettes, monitors, and video cards and drivers. See Color for more information.

Incorrect printer output

The following table lists common printer output problems and suggested solutions for resolving them.

Incorrect printer output

Incorrect fonts are printed

Cause	Solution
The font has not been correctly selected in the software application.	Re-select the font in the software application.
The font is not available to the printer.	Download the font to the printer or use another font. (In Windows, the driver does this automatically.)
The correct printer driver is not selected.	Select the correct printer driver.

Unable to print all characters in a symbol set

Cause	Solution
The correct font is not selected.	Select the correct font.
The correct symbol set is not selected.	Select the correct symbol set.
The selected character or symbol is not supported by the software application.	Use a font that supports the selected character or symbol.

Drifting text between printouts

Cause	Solution
Your software application is not resetting the printer to the top of the page.	See the documentation for the software or the *PCL/PJL Technical Reference Package* for specific information.

Erratic, missing characters or interrupted printout

Cause	Solution
The interface cable is of poor quality.	Try using a different, higher quality IEEE-compliant cable. Parallel cables can be no longer than 10 meters (30 feet).
The interface cable is loose.	Disconnect and reconnect the interface cable.
The interface cable is damaged or bad.	Try using a different interface cable.
The power cable is loose.	Disconnect and reconnect the power cable.

Incorrect printer output (continued)

Cause	Solution
You are attempting to print a PCL job with the printer configured for PostScript Emulation.	From the printer control panel, select the correct printer personality, and then resend the print job.
You are attempting to print a PostScript job with the printer configured for PCL.	From the printer control panel, select the correct printer personality, and then resend the print job.

Partial printout

Cause	Solution
A memory error message appears on the printer control panel.	1. Free up printer memory by deleting unneeded downloaded fonts, style sheets, and macros from printer memory. or 2. Add more memory to the printer.
The file you are printing contains errors.	Check the software application to verify that the file does not contain errors. 1. Print another file that you know is error-free from within the same application. or 2. Print the file from another application.

Manual 2-sided print job is ordered incorrectly

Cause	Solution
A manual 2-sided print job was requested with the option **Correct Order for Rear Bin** selected, but the lower rear door (rear output bin) was not open.	Open the lower rear door (rear output bin) and send the print job again.

Smears, vertical lines, toner specks, or repetitive marks appear on printouts

Cause	Solution
The printer engine needs to be cleaned.	Clean the printer. See Cleaning the printer. If the problem persists, see Print quality troubleshooting.

Guidelines for printing with different fonts

- The 80 internal fonts are available in PostScript Emulation (PS) and PCL mode.

- To conserve printer memory, download only those fonts that are needed.

- If you require several downloaded fonts, consider installing additional printer memory.

Some software applications automatically download fonts at the beginning of each print job. It might be possible to configure those applications to download only soft fonts that are not already resident in the printer.

Software application problems

The following table lists common software application problems and suggested solutions for resolving them.

Software application problems

Cause	Solution
System software changes are locked out by the printer control panel.	Contact the network administrator.
The software application does not support system changes.	See the software application documentation.
The correct printer driver is not loaded.	Load the correct printer driver.
The correct application driver is not loaded.	Load the correct application driver.

Cause	Solution
The font is not available to the software application.	See the software application documentation.

Cause	Solution
The software application does not support color.	See the documentation for the software application.
Color mode is not selected in the software application or printer driver.	Select **Color** mode instead of **Grayscale** or **Monochrome** mode.
The correct printer driver is not loaded.	Load the correct printer driver.

Cause	Solution
The printer driver has not been configured to recognize Tray 3 or the duplex printing accessory.	See the printer driver's online Help for instructions on how to configure the driver to recognize printer accessories.
The accessory may not be installed.	Verify that the accessory is properly installed.

Print quality troubleshooting

If you are experiencing problems with print quality, the following sections might help identify the cause of the problem.

Print quality problems associated with paper

Some print quality problems arise from use of inappropriate paper.

- Use paper that meets HP paper specifications. See Supported paper weights and sizes.
- The surface of the paper is too smooth. Use paper that meets HP paper specifications. See Supported paper weights and sizes.
- The driver setting is incorrect. To change the paper type setting, see Type and Size.
- The paper you are using is too heavy for the paper type setting you selected, and the toner is not fusing to the paper.
- The moisture content of the paper is uneven, too high, or too low. Use paper from a different source or from an unopened ream of paper.
- Some areas of the paper reject toner. Use paper from a different source or from an unopened ream of paper.
- The letterhead you are using is printed on rough paper. Use a smoother, xerographic paper. If this solves your problem, consult with the supplier of your letterhead to verify that the paper used meets the specifications for this printer. See Supported paper weights and sizes.
- The paper is excessively rough. Use a smoother, xerographic paper.

Overhead transparency defects

Overhead transparencies can display any of the image quality problems that any other type of paper will cause, as well as defects specific to printing on transparencies. In addition, because transparencies are pliable while in the print path, they are subject to being marked by the paper-handling components.

NOTE   Allow transparencies to cool for at least 30 seconds before handling them.

- In the printer driver **Paper** tab, select **Transparency** as the paper type. Also, make sure that the tray is correctly configured for transparencies.
- Check that the transparencies meet the specifications for this printer. See Supported paper weights and sizes. For more information on media specifications and ordering information, consult the *HP LaserJet Printer Family Print Media Specification Guide*. For the HP Color LaserJet 3550 series printer, go to http://www.hp.com/support/clj3550. For the HP Color LaserJet 3700 series printer, go to http://www.hp.com/support/clj3700. For downloadable manuals, select **Manuals**.
- The transparencies you are using are not designed for proper toner adhesion. Use only transparencies designed for HP Color LaserJet printers.
- Handle transparencies by the edges. Oil from fingers can cause spots and smudges on the transparencies.
- Small, random, dark areas on the trailing edge of solid fill pages may be caused by transparencies sticking together in the output bin. Try printing the job in smaller batches.

- The selected colors are undesirable when printed. Select different colors in the software application or printer driver.

- If you are using a reflective overhead projector, use a standard overhead projector instead.

Print quality problems associated with the environment

If the printer is operating in excessively humid or dry conditions, verify that the printing environment is within specifications. See the getting started guide for this printer for information on operating environment specifications.

Print quality problems associated with paper jams

Make sure that all paper is cleared from the paper path. See Paper jam recovery.

- If the printer recently jammed, print two to three pages to clean the printer.

- If the paper does not pass through the fuser, which causes image defects to appear on subsequent documents, print two to three pages to clean the printer. However, if the problem persists, see Print quality troubleshooting pages.

Print quality problems associated with toner buildup inside the printer

Over time, toner and other particles can build up inside the printer. This buildup can cause the following print quality problems:

- marks at even intervals on the printed side of the page

- toner that smears easily

- toner specs on the page

- vertical streaks or bands on the page

To correct these types of problems, clean the printer. See Cleaning the printer.

Print quality troubleshooting pages

Use the built-in print quality troubleshooting pages to help diagnose and solve print quality problems.

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **DIAGNOSTICS**.

3. Press ✔ to select **DIAGNOSTICS**.

4. Press ▼ to highlight **PQ TROUBLESHOOTING**.

5. Press ✔ to print the pages.

The printer returns to the **Ready** state after printing the print quality troubleshooting pages. If print quality defects are found when you review the print quality troubleshooting pages, perform a printer calibration. See Calibrating the printer.

Calibrating the printer

Calibration is a printer function that optimizes print quality. If you experience any print quality problems, calibrate the printer.

1. Press MENU to enter the **MENUS**.

2. Press ▼ to highlight **Configure Device**.

3. Press ✔ to select **Configure Device**.

4. Press ▼ to highlight **PRINT QUALITY**.

5. Press ✔ to select **PRINT QUALITY**.

6. Press ▼ to highlight **CALIBRATE NOW**.

7. Press ✔ to select **CALIBRATE NOW**.

A Supplies and accessories

To order supplies in the U.S., go to http://www.hp.com/sbso/product/supplies. To order supplies worldwide, go to http://www.hp.com/ghp/buyonline.html. To order supplies in Canada, go to http://www.hp.ca/catalog/supplies. To order supplies in Europe, go to http://www.hp.com/go/supplies. To order supplies in Asia-Pacific, go to http://www.hp.com/paper/.

To order accessories, go to http://www.hp.com/go/accessories.

Spare parts and supplies availability

Spare parts and supplies for this product will be available for at least five years after production has stopped.

Ordering from the embedded Web server (for printers with network connections)

Use the following steps to order printing supplies directly through the embedded Web server (see Using the embedded Web server (HP Color LaserJet 3700 series printer only)).

1. In the Web browser on the computer, type the IP address for the printer. The printer status window appears. Or, go to the URL provided in the alert e-mail.

2. If asked to provide a password, enter the password.

3. On the left side of the Device Configuration window, click **Order Supplies.** This provides a URL from which to purchase supplies. Supplies information with part numbers and printer information is provided.

4. Select the part numbers you want to order and follow the instructions on the screen.

Supplies, accessories, and part numbers

Part	Part number	Type/size
Memory upgrades (DIMMs)	C7848A	Synchronous 64 MB DIMM (SDRAM)
	C7850A	Synchronous 128 MB DIMM (SDRAM)
	C9653A	Synchronous 256 MB DIMM (SDRAM)
Accessories	Q2486A	Optional 500-sheet paper feeder (Tray 3)
Internal (EIO) connectivity for the HP Color LaserJet 3700 series printer	J7934A	HP Jetdirect 620n internal print server (10/100-TX Ethernet, HI-Speed USB 2.0)
	J6058A	HP Jetdirect 680n 802.11b wireless print server
	J4135A	HP Jetdirect connectivity card (USB, serial, and LocalTalk)
External (EX) connectivity for the HP Color LaserJet 3550 series printer	J7942A	HP Jetdirect en3700 external print server (10/100base Tx, USB 2.0 HI-speed)
	J6061A	HP Jetdirect 380x 802.11b wireless print server (USB 1.1)
	J6072A	HP bt1300 Bluetooth wireless printer adapter (for USB or parallel)
External (EX) connectivity for the HP Color LaserJet 3700 series printer	J3264A	HP Jetdirect 500x print server (Token Ring)
	J3265A	HP Jetdirect 500x print server (fast Ethernet)

Part	Part number	Type/size
	J3258B	HP Jetdirect 170x print server (Ethernet)
	J7942A	HP Jetdirect en3700 external print server (10/100base Tx, Hi-Speed USB 2.0)
	J6061A	HP Jetdirect 380x 802.11b wireless print server (USB 1.1)
	J6035B	HP Jetdirect 175x print server (fast Ethernet, 10/100base Tx, USB 1.1)
	J6072A	HP bt1300 Bluetooth wireless printer adapter (for USB or parallel)
Printer supplies for the HP Color LaserJet 3550 series printer	Q2670A	Black print cartridge for the HP Color LaserJet 3550 series printer
	Q2671A	Cyan print cartridge for the HP Color LaserJet 3550 series printer
	Q2672A	Yellow print cartridge for the HP Color LaserJet 3550 series printer
	Q2773A	Magenta print cartridge for the HP Color LaserJet 3550 series printer
	Q3658A	Image transfer kit
	Q3655A	Image fuser kit (110-127V)
	Q3656A	Image fuser kit (220-240V)
Printer supplies for the HP Color LaserJet 3700 series printer	Q2670A	Black print cartridge for the HP Color LaserJet 3700 series printer
	Q2681A	Cyan print cartridge for the HP Color LaserJet 3700 series printer
	Q2682A	Yellow print cartridge for the HP Color LaserJet 3700 series printer
	Q2683A	Magenta print cartridge for the HP Color LaserJet 3700 series printer
	Q3658A	Image transfer kit
	Q3655A	Image fuser kit (110-127V)
	Q3656A	Image fuser kit (220-240V)

Supplies, accessories, and part numbers (continued)

Part	Part number	Type/size
Cables	C2946A	IEEE-1284 compliant parallel cable, 3 m (approximately 10 feet) long, with 25-pin male/ micro 36-pin male ("C" size) connector
	C6518A	USB 2.0 printer cable (2-meter standard)
Paper	C2934A	50 sheets HP Color LaserJet Transparencies (letter)
	C2936A	50 sheets HP Color LaserJet Transparencies (A4)
	Q2419A	HP LaserJet High Gloss paper (letter)
	C4179A	200 sheets HP LaserJet Soft Gloss paper (letter)
	C4179B	200 sheets HP LaserJet Soft Gloss paper (A4)
	Q1298A	HP LaserJet Tough paper (letter)
	Q1298B	HP LaserJet Tough paper (A4)
	HPU1132	HP Premium Choice LaserJet paper (letter)
	CHP410	HP Premium Choice LaserJet paper (A4)
	HPJ1124	HP LaserJet paper (letter)
	CHP310	HP LaserJet paper (A4)
Reference materials	5851-1468	*HP LaserJet Printer Family Print Media Specification Guide*
	5021-0337	*PCL/PJL Technical Reference Package* For downloadable versions, go to http://www.hp.com/support/ clj3550 or http://www.hp.com/ support/clj3700. When connected, select **Manuals**.

B Service and support

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP Color LaserJet 3550, 3550n, 3700, 3700n, 3700dn, and 3700dtn printers	One-year limited warranty

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province. HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Print cartridge, transfer unit, and fuser limited warranty statement

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not apply to products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

HP maintenance agreements

HP has several types of maintenance agreements that meet a wide range of support needs. Maintenance agreements are not part of the standard warranty. Support services may vary by area. Check with your local HP dealer to determine the services available to you.

On-site service agreements

To provide you with the level of support best suited to your needs, HP has on-site service agreements with a selection of response times.

Next-day on-site service

This agreement provides support by the next working day following a service request. Extended coverage hours and extended travel beyond HP's designated service zones are available on most on-site agreements (for additional charges).

Weekly (volume) on-site service

This agreement provides scheduled weekly on-site visits for organizations with many HP products. This agreement is designated for sites using 25 or more workstation products, including printers, plotters, computers, and disk drives.

Extended warranty

HP SupportPack provides coverage for the HP hardware product and all HP-supplied internal components. The hardware maintenance covers a 1 to 3 year period from date of the HP product purchase. The customer must purchase HP SupportPack within 90 days of the HP product purchase. For more information, contact the HP Customer Care Service and Support group.

Repacking the printer

If your printer needs to be moved or shipped to another location, perform the following procedure to repack the printer.

CAUTION   Shipping damage as a result of inadequate packing is the customer's responsibility. The printer must remain upright during shipment.

To repack the printer

CAUTION   It is *extremely important* to remove the print cartridges before shipping the printer. Print cartridges left in the printer during shipping will leak and entirely cover the printer engine and other parts with toner.

To prevent damage to the print cartridge, avoid touching the roller, and store the print cartridge in its original packing material or so that it is not exposed to light.

1. Remove all four print cartridges and ship separately.

2. Remove the optional Tray 3 and ship separately.

3. Use the original shipping container and packing material, if possible. If you have already disposed of the printer packing material, contact a local mailing service for information about repacking the printer. HP recommends insuring the equipment for shipment.

C Printer specifications

Specifications information

The printer specifications provide information about the size and weight, amount of power needed and used, and noise output of the printer. The specifications also describe how the printer's different operating modes affect power consumption, heat output, and noise output.

Physical dimensions

Product	Height	Depth	Width	Weight
HP Color LaserJet 3550 series printer	467 mm (18.4 in)	447 mm (17.6 in)	499.5 mm (19.7 in)	32.5 kg (71.5 lbs)
HP Color LaserJet 3550 series printer with optional Tray 3	603 mm (23.8 in)	447 mm (17.6 in)	499.5 mm (19.7 in)	38 kg (83.2 lbs)
HP Color LaserJet 3700 series printer	467 mm (18.4 in)	447 mm (17.6 in)	499.5 mm (19.7 in)	33.5 kg (73.26 lbs)
HP Color LaserJet 3700 series printer with optional Tray 3	603 mm (23.8 in)	447 mm (17.6 in)	499.5 mm (19.7 in)	38.8 kg (88.5 lbs)
HP Jetdirect en3700 external print server	35 mm (1.4 in)	131 mm (5.2 in)	102 mm (4 in)	0.159 kg (0.35 lbs)

WARNING! Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This may damage the printer and void the product warranty.

Electrical specifications (HP Color LaserJet 3700 series printer)

Item	110-Volt Models	220-Volt Models
Power requirements	100 to 127 V (+/- 10%) 50 to 60 Hz (+/- 2 Hz)	220 to 240 V (+/- 10%) 50 to 60 Hz (+/- 2 Hz)

Electrical specifications (HP Color LaserJet 3700 series printer) (continued)

Item	110-Volt Models	220-Volt Models
Minimum recommended circuit capacity	5.3 A	3 A

Electrical specifications (HP Color LaserJet 3550 series printer)

Item	110-Volt Models	230-Volt Models
Power requirements	100 to 127 V (+/- 10%) 50 to 60 Hz (+/- 2 Hz)	220 to 240 V (+/- 10%) 50 to 60 Hz (+/- 2 Hz)
Minimum recommended circuit capacity	5.3 A	3.0 A

Power consumption (average, in watts)[1]

Product Model	Printing[2]	Ready[3]	PowerSave[4]	Off	Heat output-Ready (BTU/ hour)
HP Color LaserJet 3550	350	16	8	0.2	55
HP Color LaserJet 3550n	350	17	10	0.2	58
HP Color LaserJet 3700	400	25	14.5	0.3	85
HP Color LaserJet 3700n	400	25	14.5	0.3	85
HP Color LaserJet 3700dn	400	26	14.5	0.3	89
HP Color LaserJet 3700dtn	400	26	14.5	0.3	89

[1] The power consumption reported are the highest values measured for color and monochrome printing using standard voltages.
[2] The printing speed is 16 PPM for Letter size media and 16 PPM for A4 size media.
[3] The default activation time from Ready mode to PowerSave is 30 minutes.
[4] The recovery time from PowerSave to the start of printing is 12 seconds.

NOTE   These values are subject to change. For current information, see http://www.hp.com/support/ clj3550 for the HP Color LaserJet 3550 series printer and http://www.hp.com/support/clj3700 for the HP Color LaserJet 3700 series printer.

Acoustic emissions (HP Color LaserJet 3700 series printer)

Sound power level	Declared per ISO 9296
Printing (16 PPM)[1]	L_{WAd} = 6.4 Bels (A) [64 dB (A)]
Ready	L_{WAd} = 5.5 Bels (A) [55 dB (A)]
Sound pressure level: bystander position	**Declared per ISO 9296**
Printing (16 PPM)[1]	L_{pAm} = 49 dB (A)
Ready	L_{pAm} = 39 dB (A)

[1] The printing speed is 16 PPM for Letter size media and 16 PPM for A4 size media.

Acoustic emissions (HP Color LaserJet 3550 series printer)[1]

Sound power level	Declared per ISO 9296
Printing (16 PPM)[2]	L_{WAd} = 6.4 Bels (A) [64 dB (A)]
Ready	L_{WAd} = 4.9 Bels (A) [49 dB (A)]
Sound pressure level: bystander position	**Declared per ISO 9296**
Printing (16 PPM)[2]	L_{pAm} = 49 dB (A)
Ready	L_{pAm} = 32 dB (A)

[1] The HP Color LaserJet 3550 in the simplex print mode was used for testing.

[2] The printing speed is 16 PPM for Letter size media and 16 PPM for A4 size media.

NOTE These values are subject to change. For current information, see http://www.hp.com/support/clj3550 for the HP Color LaserJet 3550 series printer and http://www.hp.com/support/clj3700 for the HP Color LaserJet 3700 series printer.

Operating environment specifications

Environment	Recommended	Allowed
Temperature	17 to 25° C (62.6 to 77° F)	10 to 27° C (50 to 81° F)
Humidity	20 to 60% RH	10 to 70% RH
Altitude	Not applicable	0 to 2600 m (0 to 8530 ft)

NOTE These values are subject to change. For current information, see http://www.hp.com/support/clj3550 for the HP Color LaserJet 3550 series printer and http://www.hp.com/support/clj3700 for the HP Color LaserJet 3700 series printer.

D Regulatory information

FCC regulations

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 this equipment 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 product has been designed with several attributes to minimize impacts on our environment.

Ozone production

This product generates no appreciable ozone gas (O_3).

Power consumption

Power usage drops significantly while in PowerSave mode, which saves natural resources and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR® (Version 3.0), which is a voluntary program to encourage the development of energy-efficient office products.

ENERGY STAR® is a U.S. registered mark. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency. For more information, see http://www.energystar.gov/.

Toner consumption

Draft mode uses significantly less toner, which might extend the life of the print cartridge.

Paper use

This product's optional, automatic, 2-sided printing feature (duplex printing) can reduce paper usage and the resulting demands on natural resources. See 2-sided (duplex) printing for more information.

NOTE The HP Color LaserJet 3550, 3550n, 3700, and 3700n printers support the manual duplex feature (for two-sided printing, see Manual 2-sided printing).

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

HP LaserJet printing supplies

In many countries/regions, this product's printing supplies (for example, print cartridges) can be returned to HP through the HP Printing Supplies Returns and Recycling Program. An easy-to-use and free take back program is available in more than 30 countries/regions. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package.

HP printing supplies returns and recycling program information

Since 1992, HP has offered HP LaserJet supplies return and recycling free of charge in 86% of the world market where HP LaserJet supplies are sold. Postage-paid and pre-addressed labels are included within the instruction guide in most HP LaserJet print cartridge boxes. Labels and bulk boxes are also available through the website: http://www.hp.com/recycle.

More than 10 million HP LaserJet print cartridges were recycled globally in 2002 through the HP Planet Partners supplies recycling program. This record number represents 26 million pounds of print cartridge materials diverted from landfills. Worldwide, HP recycled an average of 80% of the print cartridge by weight consisting primarily of plastic and metals. Plastics and metals are used to make new products such as HP products, plastic trays and spools. The remaining materials are disposed of in an environmentally responsible manner.

- **U.S. returns.** For a more environmentally responsible return of used cartridges and supplies, HP encourages the use of bulk returns. Simply bundle two or more cartridges together and use the single, pre-paid, and pre-addressed UPS label that is supplied in the package. For more information in the U.S., call 800-340-2445 or visit the HP website at http://www.hp.com/recycle.

- **Non-U.S. returns.** Non-U.S. customers should visit the http://www.hp.com/recycle website for further information regarding availability of the HP Supplies Returns and Recycling Program.

Paper

This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Specification Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

Material restrictions

This HP product does not contain batteries.

This HP product does not contain added mercury.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by contacting the HP website at http://www.hp.com/go/msds.

Extended warranty

HP SupportPack provides coverage for the HP hardware product and all HP supplied internal components. The hardware maintenance covers a three-year period from date of the HP product purchase. The customer must purchase HP SupportPack within 90 days of the HP product purchase. For more information, contact the HP Customer Care Service and HP Customer Support group. See Hewlett-Packard limited warranty statement.

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products

- HP's commitment to the environment

- HP's environmental management system

- HP's end-of-life product return and recycling program

- Material Safety Data Sheets

Visit http://www.hp.com/go/environment or http://www.hp.com/hpinfo/community/ environment/productinfo/safety.

Declaration of Conformities

Declaration of Conformity
according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	11311 Chinden Boulevard,
	Boise, Idaho 83714-1021, USA

declares, that the product

Product Name:	HP Color LaserJet 3500
	HP Color LaserJet 3550
Regulatory Model Number:[3]	BOISB-0302-01
Product Options:	All

conforms to the following Product Specifications:

SAFETY:	IEC 60950:1999 / EN60950: 2000
	IEC 60825-1:1993 + A1:1997 +A2:2001 / EN 60825-1:1994 + A11:1996 +A2:2001 (Class 1 Laser/LED Product)
	GB4943-2001
EMC :	CISPR 22:1997 / EN 55022:1998 Class B[1]
	EN 61000-3-2:2000
	EN 61000-3-3:1995\A1
	EN 55024:1998
	FCC Title 47 CFR, Part 15 Class B[2] / ICES-003, Issue 4
	GB9254-1998, GB17625.1-2003

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC and the Low Voltage Directive 73/23/EEC, and carries the CE-Marking accordingly.

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

2) 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.

3) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product names or the product numbers.

<div align="center">

Boise, Idaho 83713, USA

1 August 2004

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For Regulatory Topics Only:

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 140, Böblingen, D-71034, Germany (FAX+49-7031-14-3143)
USA Contact	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, ID 83707-0015, USA (Phone: 208-396-6000)

Declaration of Conformity
according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	11311 Chinden Boulevard,
	Boise, Idaho 83714-1021, USA

declares, that the product

Product Name:	HP Color LaserJet 3700/3700n/3700dn/3700dtn
Regulatory Model Number[4]	BOISB-0302-00
	Including
	Q2486A - Optional 500-Sheet Input Tray
Product Options:	All

conforms to the following Product Specifications:

SAFETY:	IEC 60950:1999 / EN60950: 2000
	IEC 60825-1:1993 + A1:1997 +A2:2001 / EN 60825-1:1994 +A11:1996 + A2:2001 (Class 1 Laser/LED Product) / GB4943-2001
EMC :	CISPR 22:1997 / EN 55022:1998 Class B[1, 3]
	EN 61000-3-2:2000
	EN 61000-3-3:1995\A1
	EN 55024:1998
	FCC Title 47 CFR, Part 15 Class B[2] / ICES-003, Issue 4/ GB9254-1998, GB17625.1-2003

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC and the Low Voltage Directive 73/23/EEC, and carries the CE-Marking accordingly.

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

2) 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.

3) The product includes LAN (Local Area Network) options. When the interface cable is attached to LAN connectors, the product meets the requirements of EN55022 Class A, in which case the following applies: "Warning – This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures".

4) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the marketing names (HP Color LaserJet 3700 series) or the product numbers (Q1321A, Q1322A, Q1323A, Q1324A).

Boise, Idaho 83713, USA

1 August 2004

For Regulatory Topics Only:

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 140,, Böblingen, D-71034, Germany (FAX+49-7031-14-3143)
USA Contact	Product Regulations Manager, Hewlett-Packard Company,, PO Box 15, Mail Stop 160, Boise, ID 83707-0015, USA (Phone: 208-396-6000)

Declaration of Conformity
according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	8000 Foothills Blvd.,
	Roseville, California 95747-5677, USA

declares, that the product

Product Name:	Jetdirect en3700 External print server
Regulatory Model Number[2]	RSVLD--0101
	Model number, J7942A

conforms to the following Product Specifications:

SAFETY: IEC 60950: 1999 3rd Edition / EN 60950: 2000
          IEC 60825-1: 1993 +A1:1997 +A2:2001 / EN 60825-1: 1994 +A11:1996 +A2:2001 Class 1 (Laser/LED)
          GB 4943: 1995

EMC :   EN 55022: 1998 Class B[1]
          FCC Title 47 CFR, Part 15 Class B
          ICES-003 Issue 4: 2004
          EN 55024: 1998 +A1 2001 + A2: 2003
          EN 61000-3-2: 2000
          EN 61000-3-3 +A1: 2001
          GB 9254: 1998

Supplementary Information:

1) The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC and carries the CE marking accordingly.

2) For regulatory purposes this product is assigned a regulatory model number. This number should not be confused with the product name or product number(s).

This product was tested in typical configurations with Hewlett-Packard Co. products.

Roseville, California 95747, USA

24 March 2004

For Regulatory Topics Only:

European Contact   Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard Gmbh, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, Böblingen, D-71034, Germany (FAX+49-7031-14-3143)

USA Contact   Hewlett Packard Co. Corporate Product Regulations Manager, 3000 Hanover Street, Palo Alto, CA 94304, USA (Phone 650-857-1501)

Safety statements

Laser safety

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 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 ». »

EMI statement (Korea)

사용자 안내문 (B 급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

VCCI statement (Japan)

この装置は，情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は，家庭環境で使用することを目的としていますが，この装置がラジオやテレビジョン受信機に近接して使用されると，受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。

Laser statement for Finland

Luokan 1 laserlaite

Klass 1 Laser Apparat

HP Color LaserJet 3550, 3550n, 3700, 3700n, 3700dn, 3700dtn, 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 (1994) 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 Color LaserJet 3550, 3550n, 3700, 3700n, 3700dn, 3700dtn -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 näkymättömällelasersäteilylle 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 775-795 nm Teho 5 m W Luokan 3B laser.

E Working with memory and print server cards

Printer memory

The HP Color LaserJet 3700 series printer has three, dual in-line memory module (DIMM) slots.

For maximum flexibility in DIMM support, the formatter is designed with three 168-pin DIMM slots and a fourth 100-pin DIMM slot.

Use these DIMM slots to upgrade the printer with the following items:

- more printer memory - DIMMs are available in 64, 128, and 256 MB
- flash memory DIMMs - available in 4 MB; unlike standard printer memory, flash DIMMs can be used to permanently store downloaded items in the printer, even when the printer is off
- DIMM-based accessory fonts, macros, and patterns
- other DIMM-based printer languages and printer options

You might want to add more memory to the printer if you often print complex graphics or PostScript documents, or if you use many downloaded fonts. Additional memory also allows the printer to print multiple, collated copies at the maximum speed.

NOTE Single in-line memory modules (SIMMs) used on previous HP LaserJet printers are not compatible with the printer.

NOTE To order DIMMs, see Supplies and accessories.

Before ordering additional memory, see how much memory is currently installed by printing a configuration page.

Printing a configuration page

1. Press MENU to enter the **MENUS**.
2. Press ▼ to highlight **Information**.
3. Press ✔ to select **Information**.
4. Press ▼ to highlight **PRINT CONFIGURATION**.
5. Press ✔ to print the configuration page.

Installing memory and font DIMMs

You can install more memory for the printer, and you can also install a font DIMM to allow the printer to print characters for languages such as Chinese or the Cyrillic alphabet.

CAUTION Static electricity can damage DIMMs. When handling DIMMs, either wear an antistatic wrist strap, or frequently touch the surface of the DIMM antistatic package and then touch bare metal on the printer.

To install memory and font DIMMs

1. Turn the printer off.
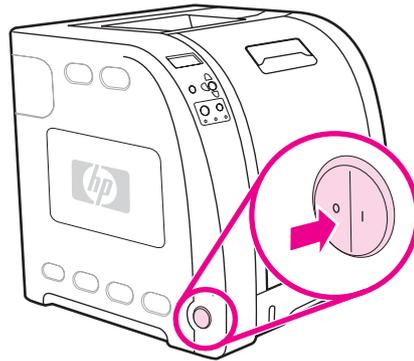
2. Disconnect all power and interface cables.
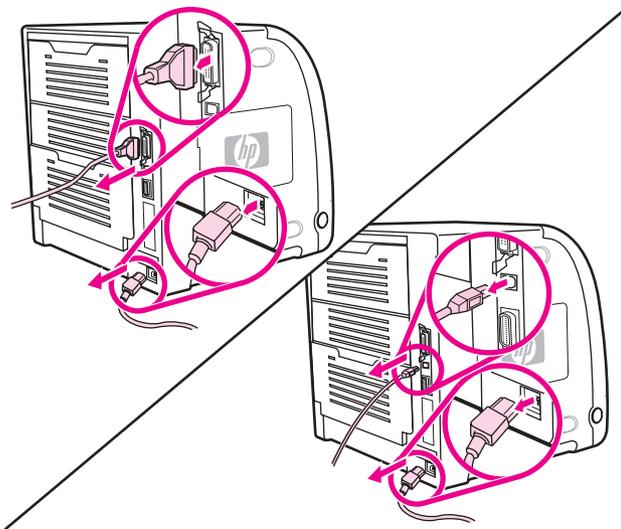
3. Open the DIMM access door by gently prying it with a flat-bladed screwdriver. Remove the door by pulling the door toward the back of the printer.
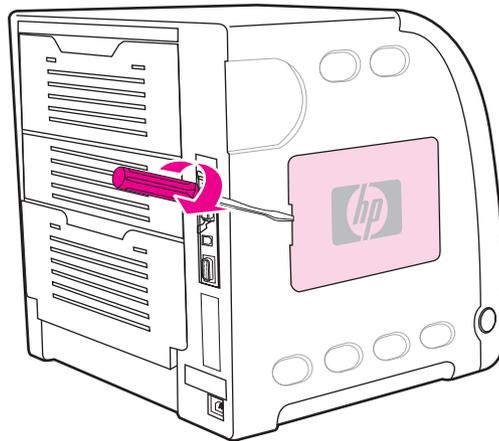
4. Loosen the screws that hold the formatter door on the printer. Remove the formatter door.
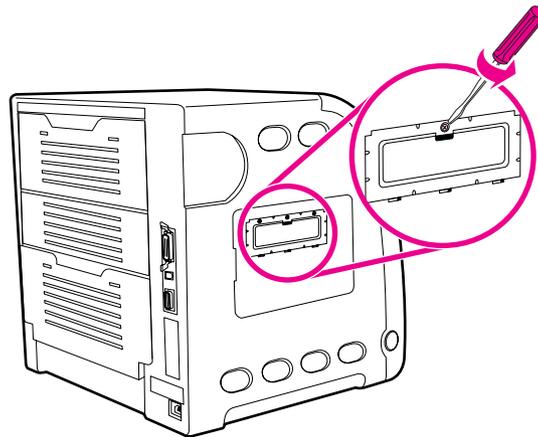
5. Remove the DIMM from the antistatic package. Locate the alignment notches on the bottom edge of the DIMM.
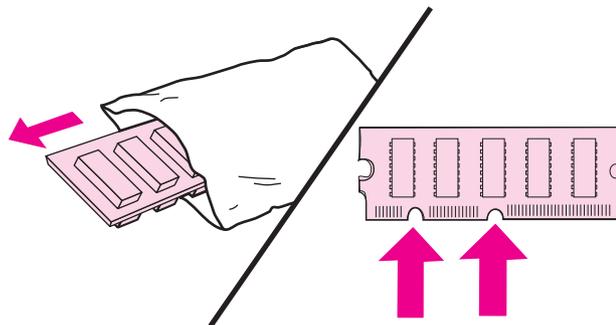
6. Holding the DIMM by the edges, align the notches on the DIMM with the bars in the DIMM slot.
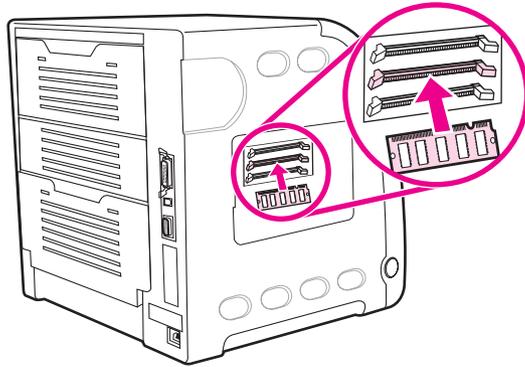
7. Firmly press the DIMM straight into the slot. Close the locks on each side of the DIMM until they snap into place.
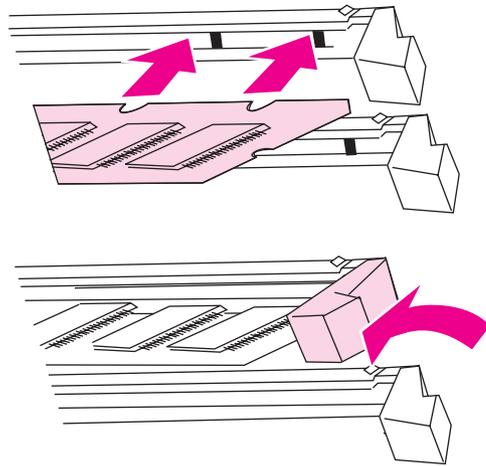
NOTE   If you have difficulty inserting the DIMM or closing the latches, make sure the notches on the bottom of the DIMM are aligned with the bars in the slot. If the DIMM still does not go in, make sure you are using the correct type of DIMM.

8. Align the formatter door in the tracks at the bottom of the slot, and turn the screw to attach the formatter board to the printer.
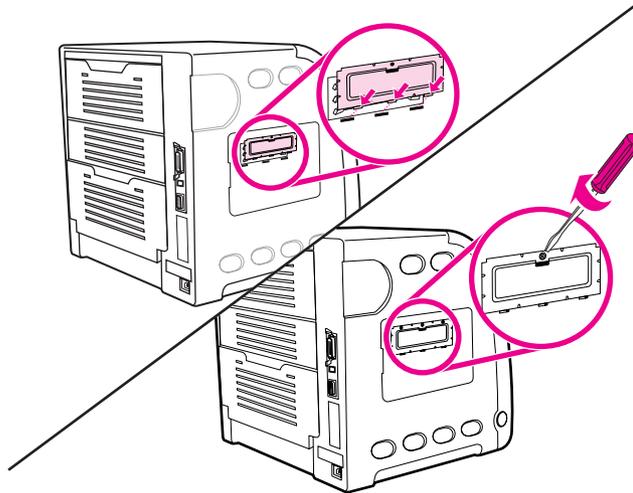
9. Replace the DIMM access door by inserting the tabs on the door into the slots on the printer. Swing the door shut.
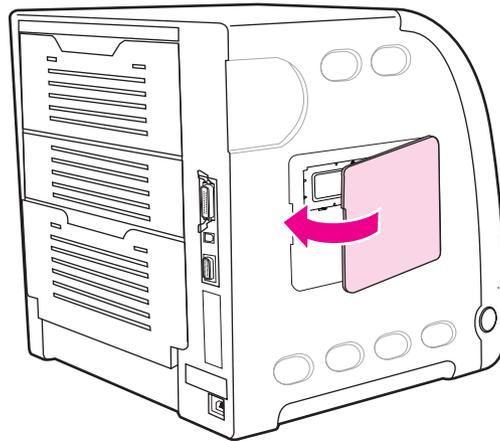
10. Reconnect the power cable and USB/parallel cable.
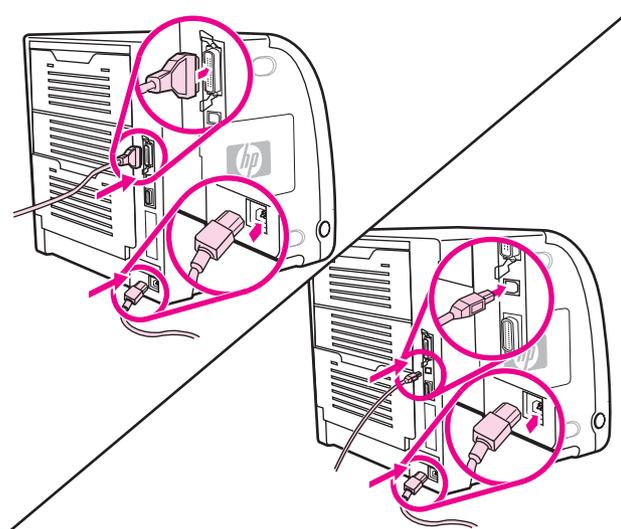
11. Turn the printer on.
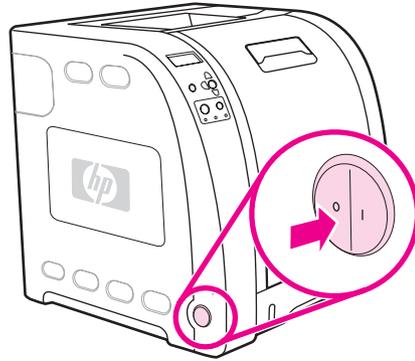
12. If you installed a memory DIMM, go to Enabling memory. If you installed a language font DIMM, go to Enabling the language font DIMM.

Enabling memory

If you installed a memory DIMM, set the printer driver to recognize the newly added memory.

To enable memory for Windows

1. On the **Start** menu, point to **Settings**, and click **Printers** or **Printers and Faxes**.
2. Select this printer and select **Properties**.
3. On the **Configure** tab, click **More**.
4. In the **Total Memory** field, type or select the total amount of memory that is now installed.
5. Click **OK**.
6. Go to Checking DIMM installation.

Enabling the language font DIMM

If you installed a language font DIMM in the printer, you must select the Font DIMM option in the printer driver for the font DIMM to work properly.

To enable fonts from the PCL 6 printer driver for Windows

1. On the **Start** menu, point to **Settings**, and click **Printers**.

2. Select this printer and select **Properties**.

3. On the **Configure** tab, click **More**.

4. Select the **Font DIMM** check box.

5. In the **Configure Font DIMMs** dialog box, click **Add** to add the font file.

6. In the **Add Font DIMM** dialog box, browse to the location of the font file, select the font file, and click **OK**.

7. In the **Configure Font DIMMs** dialog box, select the installed DIMM.

8. Click **OK**.

9. Print a configuration page. See [Configuration page](#).

Checking DIMM installation

Check that the DIMMs are installed correctly and working.

To check DIMM installation

1. Turn the printer on. Check that the Ready light is on after the printer has gone through the startup sequence. If an error message appears, a DIMM may have been incorrectly installed.

2. Print a configuration page. See [Configuration page](#).

3. Check the Installed Personalities and Options section on the configuration page and compare it with the configuration page printed before the DIMM installation.

4. If the amount of recognized memory has not increased:

   The DIMM may not be installed correctly. Repeat the installation procedure.

   The DIMM may be defective. Try a new DIMM.

Installing an HP Jetdirect print server card in the HP Color LaserJet 3700 series printer

You can install an HP Jetdirect print server card in the base model printer, which comes with an open EIO slot.

To install an HP Jetdirect print server card

1. Turn the printer off.
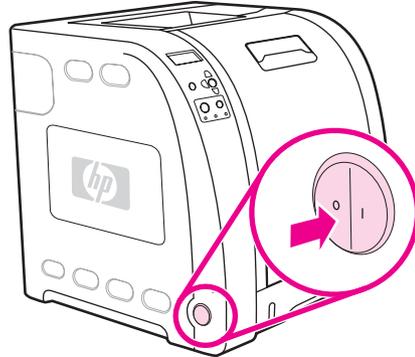
2. Disconnect all power and interface cables.
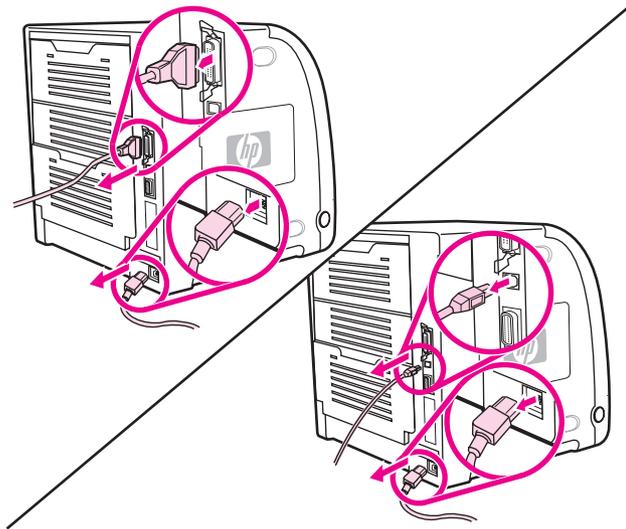
3. Locate an empty EIO slot. Loosen and remove the two retaining screws holding the cover for the EIO slot onto the printer, and then remove the cover. You will not need these screws and cover again.
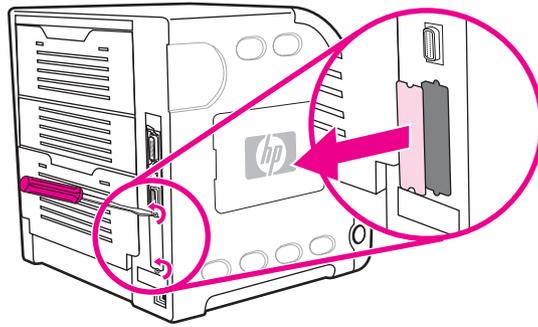
4. Firmly insert the HP Jetdirect print server card into the EIO slot. Insert and tighten the retaining screws that came with the print server card.
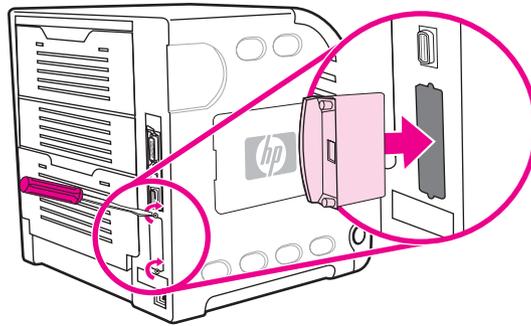
5. Connect the network cable.
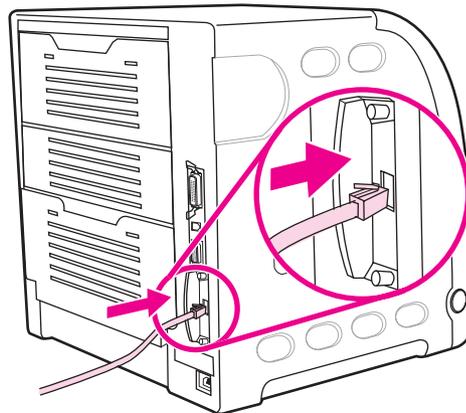
6. Reconnect the power cable, and turn the printer on.
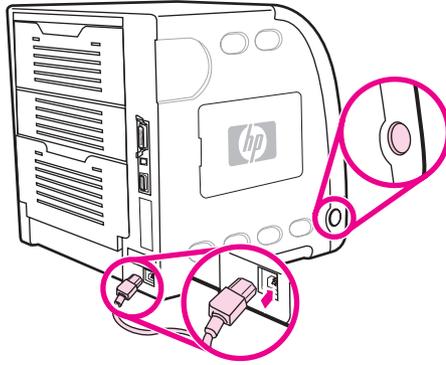
7. Print a configuration page (see Configuration page). In addition to a printer configuration page and a Supplies Status page, an HP Jetdirect configuration page that contains network configuration and status information should also print.

    If it does not print, uninstall and reinstall the print server card to ensure that it is completely seated in the slot.

8. Perform one of these steps:

    Choose the correct port. See the computer or operating system documentation for instructions.

    Reinstall the software, choosing the network installation this time.

Glossary

bidirectional communication

Two-way data transmission.

bin

A receptacle for holding printed pages.

BOOTP

Abbreviation for "Bootstrap Protocol," an Internet protocol that allows a computer to find its own IP address.

chooser

A Macintosh accessory that allows you to select a device.

control panel

The area on the printer that contains buttons and a display screen. Use the control panel to set printer settings and to get information about the printer status.

default

The normal or standard setting for hardware or software.

DHCP

Abbreviation for "dynamic host configuration protocol." DHCP enables individual computers or peripherals connected to a network to find their own configuration information, including the IP address.

DIMM

Abbreviation for "dual in-line memory module." A small circuit board that holds memory chips.

duplex

A feature that allows printing on both sides of a sheet of paper.

EIO

Abbreviation for "Enhanced Input/Output." A hardware interface used for adding an internal print server, network adaptor, hard disk, and other plug-in functionality for HP printers.

Emulated PostScript

Software that emulates Adobe PostScript, a programming language that describes the appearance of the printed page.

EPS

Abbreviation for "Encapsulated PostScript," which is a type of graphics file.

firmware

Programming instructions that are stored in a read-only memory unit inside the printer.

font

A complete set of letters, numerals, and symbols in a typeface.

fuser

The assembly that uses heat to fuse the toner onto the paper or other media.

grayscale

Various shades of gray.

halftone pattern

A halftone pattern uses differing sizes of ink dots to produce a continuous-tone image such as a photograph.

HP Jetdirect

HP product for network printing.

HP toolbox

Software that allows desktop access to printer functions.

HP Web Jetadmin

HP trademarked Web-based printer control software that lets you use a computer to manage any peripheral connected to an HP Jetdirect print server.

I/O

Abbreviation for "input/output" and refers to computer port settings.

IP address

The unique number assigned to a computer device connected to a network.

IPX/SPX

Abbreviation for "internetwork packet exchange/sequenced packet exchange."

macro

A single keystroke or command that results in a series of actions or instructions.

media

The paper, labels, transparencies, or other material on which the printer prints the image.

memory tag

A memory partition with a specific address.

monochrome

Black and white. Devoid of color.

mopy

The HP term for "multiple original prints" capability.

network

A system of computers interconnected by telephone wires or other means in order to share information.

network administrator

A person who manages a network.

page buffer

Temporary printer memory used to hold page data while the printer creates an image of the page.

parallel cable

A type of computer cable often used to connect printers directly to a computer rather than to a network.

parallel port

A connection point for a device connected with a parallel cable.

PCL

Abbreviation for "Printer Control Language."

peripheral

An auxilliary device, such as a printer, modem, or storage system, that works in conjunction with a computer.

personality

Distinctive features or characteristics of a printer or printer language.

pixel

Abbreviation for "picture element," which is the smallest unit of area in an image displayed on a screen.

PJL

Abbreviation for "Printer Job Language."

PostScript

A trademarked page description language.

PPD

Abbreviation for "PostScript Printer Description."

printer driver

Software program that allows a computer to access printer features.

RAM

Abbreviation for "random access memory," a type of computer memory used to store data that may change.

raster image

An image composed of dots.

render

The process of outputting text or graphics.

ROM

Abbreviation for "read-only memory," a type of computer memory used to store data that should not be changed.

supplies

Materials used by the printer that are used up and must be replaced. Supply items for the printer are the four print cartridges, the transfer unit, and the fuser.

TCP/IP

An internet protocol (developed by the U.S. Department of Defense) that has become the global standard for communications.

toner

The fine black or colored powder that forms the image on the printed media.

transfer unit

The black plastic belt that transports the paper inside the printer and transfers the toner from the print cartridges onto the paper.

tray

A receptacle for holding blank paper.

Index

hp ®

i n v e n t

Q5990-90940