

README5P.WRI FILE FOR THE "HP LASERJET 5P PRINTING SYSTEM FOR WINDOWS 95 AND v.3.1/v.3.11" DISK SET

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SOFTWARE LICENSE, WARRANTY, TRADEMARK NOTICES and COPYRIGHTS

The HP LaserJet 5P Printing System version 1.03 may be copied and distributed ONLY to users of an HP LaserJet 5P or 5MP printer. Please refer to Chapter 5 of your printers "User's Manual" for Software License and Warranty information.

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INTRODUCTION

This release of the "HP LaserJet 5P Printing System" supports HP's Enhanced PCL5 printer language with the HP LaserJet 5P and 5MP printers; (the printer name in Windows will be "HP LaserJet 5P/5MP (HP)"). It includes the following components:

HP LaserJet 5P Printing System Version:	1.03
HP Installer:	2.00
HPPCL5G Printer Driver:	1.20
HP Font Installer:	1.43
HP Configuration Utility:	1.00
HP Status Window:	3.15
HP FontSmart Font Management Software:	1.50
README5P.WRI:	1.10

Version 1.03 has been updated from previous versions to support Microsoft's new Windows 95 Operating System (in addition to Windows 3.1 and Windows For Workgroups (WFW) 3.11).

If you have received ONLY the HPPCL5G Printer Driver files (e.g. through electronic distribution services), go to the section "Installation Instructions - Driver Only" below.

BEFORE YOU INSTALL!

- Close all applications and TSR (Terminate and Stay Resident) programs that load at startup (in Windows or DOS) such as virus checkers, fax utilities, etc., and all other applications that may be open.
- Close any shell utilities such as: Microsoft Office Manager, Norton Desktop, Dashboard, etc.

NOTE

In order to close some shell utilities you will need to de-install the software. Refer to the documentation provided with that utility.

- Exit any previous version of HP Status Window that may be running.

Hint: e.g in Windows 95, click on the respective icon(s) in the "Taskbar" and then close any applications that may be open. In Windows 3.1/3.11, simultaneously press [Ctrl] and [Esc] to launch the "Task List" window. In it select each application, except Program Manager, and click on "End Task" to close it.

These precautions help ensure a smooth installation. After installing the HP LaserJet Printing

System, you can turn these programs back on.

"TYPICAL" and "CUSTOM" Installation Options

TYPICAL INSTALLATION - Use this option if your PC is directly connected through a parallel cable with your printer (HP STRONGLY RECOMMENDS YOU USE AN IEEE-1284 COMPLIANT PARALLEL CABLE for best performance, highest data transmission integrity, and bi-directional communication.)

CUSTOM INSTALLATION - Use this option if your PC is NOT directly connected through a parallel cable with your printer (e.g. use of a switchbox, network adapter, or other sharing device) and/or the installation process cannot establish bi-directional communication between your PC and printer. At the "Custom Installation" screen, de-select "Status Window" and do not install this component on your PC.

INSTALLATION INSTRUCTIONS - Stand-alone Windows 95

For best performance and feature support, Hewlett-Packard recommends the use of the "HP LaserJet 5P Printing System" which is included with your printer and supported by HP.

Installing your printer for Windows 95 for the first time:

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1. Turn on your PC (Windows 95 will boot) and follow the instructions in the section above ("BEFORE YOU INSTALL!").
 2. Now connect your printer to your PC and turn on your printer.
 3. Insert Disk 1 of the "HP LaserJet 5P Printing System" disk set into the appropriate floppy disk drive.
 4. Click on "Start | Settings | Printers".
 5. Double-Click on the "Add Printer" Icon.
 6. Follow the instructions of the "Add Printer Wizard".
 7. At the "Manufacturers / Printers" screen, click on the "Have Disk" button.
 8. Follow the instructions on your screen and make your selections.

Installing this Printing System will make the HPPCL5G.DRV printer driver the default in Windows 95.

Upgrading from Windows 3.1 or Windows For Workgroups 3.11 to Windows 95

If you have used this "HP LaserJet 5P Printing System" (v1.03) with Windows 3.1 or WFW 3.11 and upgrade to Windows 95, no further steps are necessary. All your software components will work under Windows 95 as they did under Windows 3.1 or WFW 3.11.

Identification of different printer drivers in Windows 95:

Since Windows 95 includes driver support for the HP LaserJet 5P printer provided by Microsoft, you may find multiple printer drivers available on your system or you may be unsure which driver has been installed. Perform the following steps to identify the driver you are using:

1. Click on "Start | Settings | Printers"
2. RIGHT click (use your right mouse button) on the printer name in question, then click on "Properties"
3. At the "Properties" screen, click on the "Print Test Page" button.

The "Windows 95 Printer Test Page" will include this information:

- For the HP supplied printer driver:
Printer Name: <user definable>
Printer Model: HP LaserJet 5P/5MP (HP)
Driver Name: HPPCL5G.DRV
- For the Microsoft supplied driver:
Printer Name: <user definable>
Printer Model: HP LaserJet 5P
Driver Name: HPPCL5MS.DRV

Selecting a printer driver as default in Windows 95:

Be sure that the printer name associated with the "HPPCL5G.DRV" printer driver supplied by HP is used as the default (installing the HP LaserJet 5P Printing System will automatically make HPPCL5G.DRV the default). To check or select a default printer:

1. Click on "Start | Settings | Printers"
2. Double click on the printer name in question
3. In the <printer name> screen, click on "Printer"

The "Set As Default" menu item should have a check-mark. If it does not, click on it to make this printer driver the default.

INSTALLATION INSTRUCTIONS - Stand-alone Windows 3.1, WFW 3.11

1. Turn on your PC, boot Windows, and follow instructions in the section above ("BEFORE YOU INSTALL!").
2. Insert Disk 1 of the "HP LaserJet 5P Printing System" disk set into the appropriate floppy disk drive.

3. From the "Program Manager" menu bar in Windows 3.1, select "File".
4. Select "Run" from the drop-down menu under File.
5. From the "Run..." dialog box, type in the appropriate drive letter (usually A:\ or B:\) then type "SETUP" and select the "OK" button. For example, if the disk is in drive A, type "A:\SETUP" and select "OK".
6. Follow the instructions provided in the setup program and make your selections.

 INSTALLATION INSTRUCTIONS - Networked (Shared) Windows 3.1, WFW 3.11

This installation process is for users sharing a networked configuration of Windows 3.1, WFW 3.11.

 NOTE

- The Network Administrator step requires that you have Network and DOS READ/WRITE privileges for the shared directory. This directory and the shared files are often file attributed to READ ONLY. The Printing System installer will detect if READ/WRITE privileges are not available. Users must have READ/WRITE privileges for their "Windows" or local directory for the second step of the installation. Ensure no files are READ ONLY attributed in these directories.
- Ensure that the DOS "path" statement is correct for the shared and user's directories into which you will be installing. Failing to ensure this for each of the installation steps below will result in an unpredictable and incomplete installation.

 Before installing, follow the steps outlined in the section above "BEFORE YOU INSTALL!".

Network Administrator

First, follow the instructions for a normal "Standalone Windows 3.1, WFW 3.11" installation. When the HP LaserJet 5P Printing System installer starts it will "sense" a networked Windows configuration. A new option called Network Administrator will appear. Select this button and follow the instructions. HP recommends that you install all components of the HP LaserJet Printing System for shared use by users. This step need only be done once. You will notice that all files will be copied to the shared directory of Windows on the network.

If HP FontSmart is installed, the installer will create a directory in the shared directory called "HPFONTS" for all FontSmart system files to be shared. Select the button "Change Directory" at the "Select Components" menu to change this location. The installer will also configure FontSmart for use in the Administrator's directory during a normal FontSmart installation. To avoid this, at the "Select Components" menu, click on the button "Font Options...". In the Options menu, select "Custom Font

Selection". Click on "OK" and continue with the installation.

Windows' Users

Next, each user or network client, who requires access to the Printing System components, will need to run the "HP LaserJet 5P Printing System" installation and choose one of the installation methods. The installer will detect if the files for each selected component have previously been copied to the shared directory by the Network Administrator's install. If the printer driver is installed, no files will be copied and the user's WIN.INI will be updated to provide access to the driver. If the HP FontSmart and the TrueType screen fonts are installed, only the user's WIN.INI will be updated. If the Status Window is installed, a small number of files are copied to the shared directory and user's directory. The WIN.INI is updated, an HP LaserJet Group is created in the user's Windows, and icons for installed components are added to this group.

INSTALLATION INSTRUCTIONS - Networked (Shared) Windows 95

At the time of release of this document, this process was still under investigation. Access "HPFirst" or contact other HP Support functions available in your country (see "How to obtain Additional Help" below) for more information on this procedure.

INSTALLATION INSTRUCTIONS - Driver Only

If you obtained only a printer driver and its associated files (e.g. through HP Electronic Services), you can install them into Windows 95 or Windows 3.1 or WFW 3.11 following the instructions below:

For WINDOWS 95:

Follow the instructions found in section above: "INSTALLATION INSTRUCTIONS - Stand-alone Windows 95". After pressing the "Have Disk" button, type in the appropriate path name (<drive>:\<directory name>) to where these files are located and click on "OK". Follow the instructions on your screen.

For WINDOWS 3.1/3.11:

NOTE
Follow the instructions found in the "BEFORE YOU INSTALL!" section before installing the driver.

1. Choose the "Control Panel" from the Main Group in Program Manager.
2. Choose the "Printers" icon from the Control Panel window.
3. The Printer's dialog box appears. Choose the "Add>>" button.

4. The "List of Printers" dialog box appears. Select "Install Unlisted or Updated Printer" (first line in list).
5. Choose the "Install" button.
6. Enter the drive and directory where the driver files are stored; Press [Enter].
7. At the "Add Unlisted or Updated Printer" dialog box, highlight the available printers: "HP LaserJet 5P/5MP (HP)" and press [Enter].
8. Choose the "Connect" button.
9. Highlight the correct printer port from the "Ports:" list box and press [Enter].
10. Choose the "Setup" button.
11. Make any necessary changes in the Printer Setup screen to reflect your printer's configuration.
12. Choose OK.
13. Choose the "Set as Default Printer" button.
14. Choose the "Close" button.

The driver on the HP LaserJet 5P Printing System disks may also be installed using the procedure above (from Disk 1) for Windows 3.1/3.11. However, this is not the recommended installation procedure since this will not install other components on the disks. Also, shared Windows installations are only supported by the procedure described for the whole Printing System installation (A:\Setup).

SYSTEM UPDATE INFORMATION

New User Interface

The HP LaserJet 5P driver has been modified to include a new user interface which looks and acts like a card file. By clicking on a tab, the page displays the settings associated with that tab. After the desired driver changes have been made on all property sheets, the user clicks the "OK" button (located at the bottom of the page) to save all driver settings. For more information on the settings on any page, press the "Help" button at the bottom of that page.

HP FontSmart

HP FontSmart is a font management utility that allows the user to manage TrueType, Type 1 and bitmap fonts installed in Windows. The setup program automatically starts HP FontSmart during installation to install the requested fonts (typically those fonts which are resident on your printer). Additional fonts may also be installed from HP FontSmart. After installation users can start HP FontSmart from either the "Fonts" property sheet in the driver or by double clicking the

HP FontSmart icon typically located in the "HP LaserJet" group. For more information on using HP FontSmart, run HP FontSmart and select the "Help" button from the menu bar.

HP Status Window Updated

Problems previously experienced due to the use of the file "THREED.VBX" with HP Status Window 3.0 should be eliminated since HP Status Window 3.15 included with Printing System 1.03 no longer uses "THREED.VBX".

The Status Window port requirements with Windows 3.1 or WFW 3.11 are LPT1:, LPT2:, or LPT3: AND "Fast Printing to Port" selected (checked). To verify, select "Printers" in the Windows Control Panel, highlight the appropriate printer, and click on the "Connect" button.

HP LaserJet 5P Printer Configuration Utility

HP LaserJet 5P Printer Configuration Utility allows users access to advanced printer settings (such as I/O buffering) or test pages. Users can access the HP LaserJet 5P Printer Configuration Utility from the "Device Options" property sheet in the printing system by clicking the "Configure Printer" button. At the printer configuration screen press the "Help" button at the bottom of the page for more information. If you cannot access this screen, make sure that your printer is set to "LPT1:", "LPT2:", or "LPT3:" with Windows 3.1/3.11 (other settings such as "LPT1.DOS", "COM1:", etc. are not supported). Make sure the "Fast Printing Direct to Port" option is selected. (Use the Windows Control Panel, Printers icon, and Connect button to change these settings.)

If your PC cannot establish bi-directional communication with your HP LaserJet 5P/5MP printer due to a network connection, use of a switchbox or other non-bidirectional communication method, the printer configuration utility may not be able to retrieve the current settings from your printer. In this case, the configuration utility will ask you to manually enter the values for your printer memory (printing a self-test by pressing the "Go" and "Reset" button on your printer at the same time will list the installed memory). Then pressing "OK" will display the configuration screen showing the current settings of the utility. These values will be downloaded to your printer when you press "OK".

Bi-directional Communication for the Driver

The driver in this Printing System now uses bi-directional communication with the printer to receive printer configuration information. When the driver is started by the application at print time, it asks the printer to send information on the amount of memory available and the default setting of Tray 1. If the driver is unable to communicate with the printer, it uses the last settings used for those variables.

Possible GDI resource problems addressed

Using the previous Printing System (v1.02) may under certain conditions, run out of GDI resources, potentially resulting in a printing failure, application failure, or General Protection Fault (GPF). Printing System (v1.03) includes a solution for this problem.

Installation Log

In the \WINDOWS\SYSTEM directory, the file "HPLJPS5P.PCL" is created everytime the Print System is installed. It shows all the files that were copied, renamed, or modified. The installer also records user selections in the installer and the environment of the PC.

"80286" Support

Intel 80286 based PCs (IBM AT or compatibles) are no longer supported with this Printing System.

USER HINTS

Installation from a Local or Network Hard Drive

The HP LaserJet 5P Printing System will also install files which are located on a local or network hard drive for more convenient installations. Copy the files from each of the floppy diskettes you received from HP in the following manner:

<drive>:\path\disk#

Example:

- c:\drivers\HPLJ5P\disk1
- c:\drivers\HPLJ5P\disk2
- c:\drivers\HPLJ5P\disk3

Follow the instructions for a Windows 95 or Windows 3.1 installation. Specify the hard drive path or "browse" for the location of "disk1" and run "setup.exe". During installation, the Printing System installer will automatically look for the directories for "disk2" and "disk3". You will not be prompted to enter additional path names. It is not possible to install the Printing System when all files from the

diskettes are copied into one directory.

On-Line Help

The HP LaserJet 5P Printing System includes extensive on-line help for all of its components. For detailed feature and operating information refer to the "Help" button available in each component.

Bi-Directional Communications

Several components of this printing system try to take advantage of bi-directional communication (not only sending information/data from the PC to the printer, but receiving printer configuration/status information back from the PC). Unavailability of bi-directional communications will not prohibit you from operating your printer, but you may have to enter certain printer settings manually or you may not be able to get on-line printer status information (the printer's front panel LEDs will provide printer status, LED light patterns identify errors, buttons allow you to print test pages - see the printer User's Manual for detailed information).

If you want bi-directional capabilities, make sure to:

- directly connect your printer and PC through the parallel port (most sharing boxes, serial to parallel converters, network adapters do not support bi-directional communication).
- use a high quality parallel cable (IEEE-1284 compliant)
- use the appropriate LPT1:, LPT2:, or LPT3:, port setting in Windows with "Fast Printing to Port" selected (checked) in Windows 3.1/3.11. (Use the Windows Control Panel, Printers icon, and Connect button to change these settings.)

Graphics, Memory Errors, and Print Performance

If you encounter printing difficulties, memory errors, or slow performance with any application, it is recommended that you try printing with both Graphics Mode settings, RASTER and HP-GL/2. Access these settings in the HP LaserJet 5P/5MP Printing System under the "Print Quality" tab in the "Graphics Mode" box.

If neither Graphics Mode is able to print your document, you may try reducing the complexity of the graphics on the page which you are unable to print or reduce the resolution setting in the driver to 300 dpi.

If you print complex graphics on a frequent basis, you may desire to upgrade the memory in your printer (minimum upgrade should be 4MB for a total of 6MB in the HP LJ 5P or 7MB in the HP LJ 5MP printer). If your files still do not print, access the "HP LaserJet 5P/5MP Printing System" and under

"Device Options" set Page Protection to "Special".

600 DPI "TrueType as Bitmaps" Selection

On the Print Quality tab, Text Mode has three selections: "Auto", "TrueType as Bitmaps", and "TrueType as Graphics". "Auto" is the default mode. It sends TrueType fonts that don't already reside on the printer as TrueType Outlines. If the fonts on the page do not match the fonts on the screen, select "TrueType as Bitmaps". If closer compatibility to what appears on the application's display is necessary, use "TrueType as Graphics". To select TrueType as Graphics, Graphics Mode must be set to "Raster".

Backup Files in Windows 3.1 and WFW 3.11

During installation of the Printing System, new versions of the Windows Print Manager (printman.exe) and its Help (printman.hlp) will be installed. The existing files will be backed up to "printman.hpe" and "printman.hph" respectively.

CorelDRAW Printing Performance

Print performance is largely dependent on information in the graphics document being printed. The options below may assist you in optimizing print speed in CorelDRAW.

- Printer Driver Settings
For best printing performance in CorelDRAW, it is recommended that you change the Graphics Mode to Auto or RASTER in the HP PCL printer driver and try your print job again. See the section on Graphics, Memory Errors, and Print Performance above for further assistance.
- CorelDRAW 3.0: Improve graphics performance.
 - a) Open CORELDRW.INI with a text editor. The CORELDRW.INI is in the DRAW subdirectory for CorelDRAW 3.0b or later.
e.g. c:\corel30\coreldrw\draw\coreldrw.ini
 - b) Go the section labeled: [CDrawConfig].
 - c) At the end of this section, enter the following line (exactly as shown): UseClippingForFills=0
 - d) Save and close the CORELDRW.INI file.
 - e) Restart CorelDRAW.

- CorelDRAW 4.0 and 5.0 - Improve graphics and scanned image printing performance.
 - a) Open CORELDRW.INI with a text editor. The CORELDRW.INI file is found in the COREL40\CONFIG subdirectory for Corel 4.0 and 5.0.
 - e.g. c:\corel40\config\coreldrw. ini
 - b) Go the section labeled: [Config]
 - c) At the end of this section, enter the following line (exactly as shown): UseClippingForFills=0
 - d) Save and close the CORELDRW.INI file.

- The setting below impacts raster graphics only.
 - a) Open the CORELPRN.INI file with a text editor. The CORELPRN.INI file is also located in the CONFIG sub-directory.
 - b) Go to the section labeled: [Config]
 - c) Find the following line: DumpEntireBitmap=0.
Changed to read: DumpEntireBitmap=1.
 - d) Save and close the CORELPRN.INI file.
 - e) RESTART CorelDRAW.

Changing this entry from 0 to 1 allows CorelDRAW to send raster data in blocks rather than line by line. This should improve processing time of graphic intense files.

 Special Features of the "HP LaserJet 5P/5MP Printing System"

300 DPI Compatibility

Additional compatibility has been added between documents printed with this driver and documents printed with the LaserJet III Family drivers. In the "HP LaserJet 5P/5MP Printing System", select the "Print Quality" tab and in the "Text Mode" box select "TrueType as Bitmaps". If this is not acceptable, 300 dpi compatibility is automatically enabled when a document is printed with the "Printer Resolution" field set to 300 dpi.

Custom Media Size

Custom Media is also supported by this driver. The size and orientation of the custom media (in most cases) must be set in both the application's page setup and the driver setup. For more information about minimum and maximum page size, see your printer User's Manual.

Multiple Printers Support for HP Status Window

This feature allows support for the bi-directional HP Status Window for multiple printers on a stand-alone or networked version of Windows from any of 3 parallel ports. Each user must install the driver and HP Status Window for the printers required at that PC. The appropriate HP Status Window for the printer being used will automatically be enabled at print time or for other printer status features. For networked Windows installations, ensure that the Network Administrator install is performed first. For assistance, see the "Installation Instructions - Networked Windows Users" section above.

NOTE

When installing multiple printer drivers and HP Status Window, ALWAYS install the later version of the printing system last.

HOW TO OBTAIN ADDITIONAL INFORMATION FROM HP SERVICES

HP ELECTRONIC SERVICES

INTERNET

Anonymous ftp library service is available for around-the-clock access to drivers and technical support information for Hewlett-Packard peripheral and computer products.

Internet address - ftp-boi.external.hp.com
Login - anonymous
Password - send user identification (your Internet name)
URL to access HP - http://www.hp.com/home.html

COMPUSERVE

HP Peripherals Forum provides low-cost, around-the-clock access to drivers and technical support information. In the US, you can call CompuServe at 800-848-8199 (Users type: GO HPPER). This service is provided by CompuServe, not Hewlett-Packard. In countries other than the US, contact CompuServe for information.

SOFTWARE APPLICATION SUPPORT

Call the phone number listed in your software vendor's manual.

PERIPHERAL TECHNICAL SUPPORT AND ASSISTANCE

To resolve problems you may encounter, we suggest using the following resources:

- 1) Your company may have an internal support professional, department, or help desk.
- 2) Your local authorized reseller is also qualified to provide you with support.

US and CANADA SUPPORT SERVICES

"HP Guide to Electronic Support Services"
HP FIRST DOCUMENT #9020. See HP FIRST section below for assistance.

HP BBS DOWNLOAD SERVICES
Hewlett-Packard provides a download service for around-the-clock access to drivers and technical support information for Hewlett-Packard peripheral and computer products.

(208) 344-1691
Modem Settings - N,8,1
14,400 baud maximum

DRIVER DISTRIBUTION - US and Canada
Hewlett-Packard's Driver Distribution Center provides US and Canadian customers with printer drivers for several popular software packages. To order drivers (handling fee will be charged):

Call: 970-339-7009, Monday - Saturday, 24 hours a day
Fax: 970-330-7655

HP FIRST - US and Canada
HP's automated fax system provides technical information around-the-clock for Hewlett-Packard peripherals and computer products. Indexes are available listing thousands of documents.

Call: 800-333-1917

Elsewhere call 208-344-4809 (must call from your fax machine)

AUDIO-TIPS - US and Canada

Audio-Tips offers pre-recorded technical information for Hewlett-Packard peripherals and computer products around-the-clock. Many trouble-shooting tips have faxable documents providing for more detailed information.

Call: 800-333-1917, then press "3"

HP CUSTOMER SUPPORT CENTER - US and Canada

The HP Customer Support Center provides live technical assistance for peripherals.

Call: 208-323-2551

Hours of operation (Mountain Standard Time):

Monday-Friday: 6:00 a.m. to 10:00 p.m.

Saturday: 9:00 a.m. to 4:00 p.m.

Free technical support is offered during the warranty period at (have your HP LaserJet printer serial number available).

After the warranty period, call 800-999-1148 (US and Canada) at \$25 per call (US Funds - VISA or MasterCard); or call 900-555-1500 (US) at \$2.50 per minute. Charges begin only when you connect with a support technician. Prices subject to change.

LATIN AMERICA SUPPORT SERVICES

DRIVER DISTRIBUTION - Latin America

You can order printer drivers for several popular software packages via FAX (handling fee will be charged):

fax: (005511) 268-7269 when calling from outside Brazil

(011) 268-7269 when calling from any city in Brazil, outside
Sao Paulo city

268-7269 when calling from Sao Paulo

EUROPEAN SUPPORT SERVICES

DRIVER DISTRIBUTION - Europe

Driver Lists and Driver Order Forms are available from HP FIRST

(see HP FIRST in this section). Use the product numbers listed on the Driver List to fill in the Driver Order Form. Drivers can be ordered from the following numbers:

Language	Phone Numbers
=====	=====
English	+44 (0) 1429 865511
French	+44 (0) 1429 863343
German	+44 (0) 1429 863353
Italian	+44 (0) 1429 520013
Spanish	+44 (0) 1429 520012

Customers outside the UK need to omit the "0" in parentheses when calling.

HP FIRST - Europe

HP provides technical information by fax, around the clock. To use HP FIRST, you must call from a touch-tone telephone or fax. Telephone numbers for HP FIRST are listed below.

Country	Language	Toll Free Numbers
=====	=====	=====
Austria	German	0660-8128 (local toll charged)
Belgium	Dutch	0800 1 1906
Belgium	French	0800 1 7043
Denmark	Danish	800-10453
Finland	Finnish	9800-13134 (local toll charged)
France	French	05-905900
Germany	German	0130-810061
Great Britain	English	0800-960271
Italy	Italian	1678-59020
Netherlands	Dutch	06-0222420
Norway	Norwegian	800-11319 (local toll charged)
Spain	Spanish	900-993123
Sweden	Swedish	020-795743 (local toll charged)
Switzerland	German	155-1527
Switzerland	French	155-1526

Access to HP FIRST in English is available from the countries listed above and other countries by calling the Netherlands at (+31) 20 6815792. NOTE: International call charges apply outside of the Netherlands.

EUROPEAN CUSTOMER SUPPORT CENTER

Hours of operation:

Mon/Tue/Thu/Fri from 8:30 to 18:00, Central European Time

Wednesday from 8:30 to 16:00, Central European Time

Free technical support is offered during the product's warranty period. Please have the product's serial number available when you call. Telephone numbers and other information about the European Customer Support Center is included with supported products.

ASIA PACIFIC SUPPORT SERVICES

DRIVER DISTRIBUTION - Singapore

You can order printer drivers for several popular software packages via phone or FAX (handling fee will be charged):

Phone: 65-740-4477, Monday-Friday, 8:30 am - 5:30 pm (Singapore time)

FAX: 65-740-4499, (24 hours a day - 7 days a week)

DRIVER DISTRIBUTION - Australia (Sidney)

You can order printer drivers for several popular software packages via phone or FAX (handling fee will be charged):

Phone: 612-565-6099, Monday-Friday, 8:30 am - 5:30 pm (Australian Eastern time)

FAX: 612-519-5631, (24 hours a day - 7 days a week)

SUPPORT SERVICES - OTHER COUNTRIES

Driver Distribution and HP FIRST is available in many other countries. Ask your local HP dealer for the numbers.

Customer Support is also available in several other countries. Check your printer User's Manual or contact your authorized HP Dealer for more information.

