Contents for Printer Status Window Help

The following Help Topics are available:

For Help on Help, Press F1

Customer Support

Outside North America, contact your local HP dealer

HP Authorized Dealers and Service: 800-752-0900
  (In Canada contact the Customer Information Center 800-387-3867)

HP End User Technical Support
- **HP's Automated Support Access Program: 800-333-1917**
        24 Hour Access to:
            1. Audio-Tips (Recorded Answers to Common Questions)
            2. HP FIRST (FAX yourself information on HP products)
                (outside the USA call -208-344-4809)
- **Customer Support Center: 208-323-2551**
        Post sales Technical Support (7am-6pm MST) (WED 7am-4pm)

Supplies and Accessories
<u>Accessories and Replacement Parts</u>
Contact your HP Authorized Dealer or call 800-538-8787

Printer Driver Distribution
To order a copy of HP LaserJet Printer Drivers or printing software, call Hewlett-Packard Distribution Center at 303-353-7650.

Outside North America, contact your authorized HP dealer.

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Notice

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Accessories and Replacement Parts

Memory Card

With Memory Enhancement technology, additional memory is only needed if you will be printing complex graphics or need additional memory space for soft fonts and/or macros.

The part number for the optional 1 megabyte memory card is HP C2024A.

Toner Cartridge

The Toner Cartridge part number for your HP LaserJet 4L printer is HP 92274A.

Printer Cable

The HP part number for the bi-directional printer cable is G2912B

Information Messages

Paper Handling Messages

Intervention Required Messages

Check Toner and Cover
Clear Paper Jam

Communication Messages
Check Printer/Cable
Status Not Available

Hardware Error Messages

What's in the New Print Manager?

The Print Manager provided with the HP LaserJet 4L Printing System is an enhanced version of the Print Manager provided with Windows 3.1.   The toolbar has more buttons, and icons replace button names.

When Print Manager lists an HP LaserJet 4L printer, you can open the Status Window for the selected printer.   Otherwise, Print Manager works the same way.

To open the Status Window from Print Manager

1. In the Main group window, choose the Print Manager icon.   Alternatively, if Print Manager is already active, choose the Print Manager icon from the desktop.

    If Print Manager is turned off, choose the Printers icon in Control Panel, and then select the Use Print Manager check box.

2. Select your HP LaserJet 4L printer in the Print Manager window.
3. Choose the Printer Status Window command from the View menu in Print Manager or press the

     button on the toolbar.

Note: Print Manager must be turned on and running for the Status Window to function.
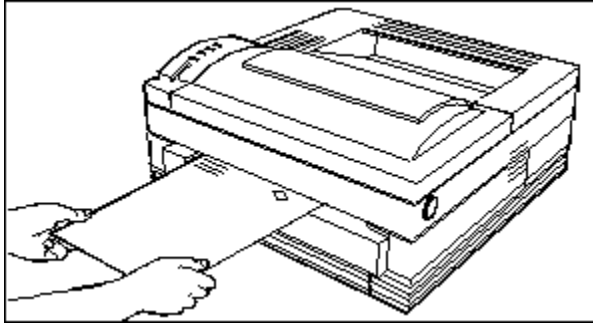
See also
Print Manager Help

Feed (size) Paper

The printer is requesting that you place a sheet of paper, face up, in the Manual Feed Slot.

Printing from the Manual Feed Slot

The Manual Feed Slot is used for:
Feeding one sheet of paper (letterhead).
Envelopes.
Adhesive Labels.
Heavy or special papers.

Manual Feed Slot Paper Specifications

Manual Feed Slot Paper Specifications

| Cutsheet paper	Dimensions
A4	8.27 x 11.69 in. (210 x 297 mm)
Letter	8.5 x 11 in. (216 x 279 mm)
Legal	8.5 x 14 in. (216 x356 mm)
Executive	7.25 x 10.5 in. (191 x 267 mm)

Special Paper

Envelopes, Transparencies, Labels, Colored Paper

The maximum capacity is one sheet (minimum 3 in. by 6.75 in., 76mm by 171mm). If you feed paper heavier than #28 (105 g/m2), use the rear output slot.

It is possible for paper to meet all the general specifications, and still not print satisfactorily. For this reason, we recommend that you **test any paper before buying in large quantities**.

Feed (size) Envelope

The printer is requesting that you place an envelope in the Manual Feed Slot.   Hold the envelope so that the return address is on the lower left, face up.
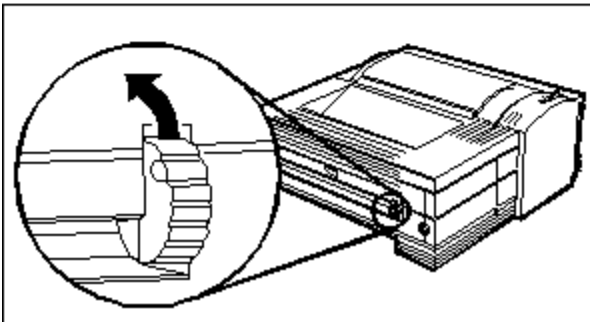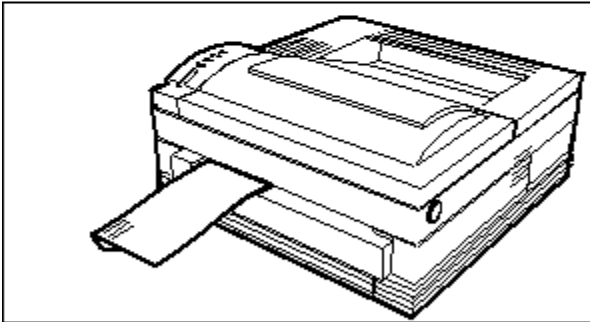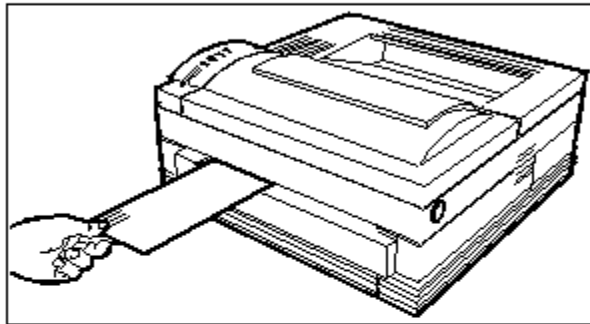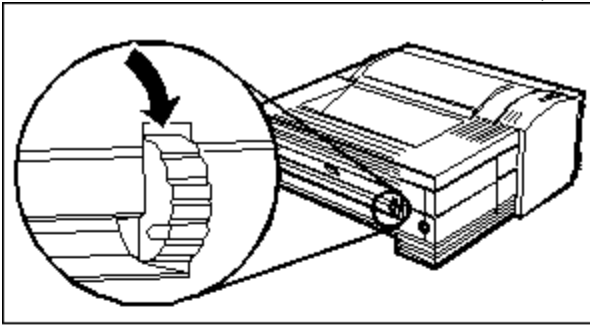
Be sure to select the rear output path   on the printer by gently pushing the paper path knob on the rear of the printer to the down position.

Envelope Considerations

Margins and Envelopes

Envelope Specifications

Envelope Considerations

Before purchasing large quantities of envelopes, test a small number to determine their performance through your printer.

Envelopes also must:

- Contain no windows, clasps, or snaps.
- Withstand 392° F (200° C) for 0.1 second.
  (self stick adhesives must also withstand the same temperatures)
- Have no adhesive areas exposed to the printer.
- Be undamaged, unwrinkled, and have no torn edges.
- Be sharp and well-creased.
- Lie flat with no more than 0.2 in (5 mm) of curl.
- Be tightly constructed.
- Be made of 100% chemical wood pulp and/or fiber.
- Have a smooth texture.
- Have folds which connect to the edges of the envelope.

Envelope Specifications

- Sizes:
  - Minimum: 3.87 x 7.5 inches (96 mm x 108 mm)
  - Maximum: 8.27 x 11.69 inches (164 x 255 mm)
- Weight: 16 to 24 pound (60 to 90 grams/m²)
- COM 10:   4.1 in. x 9.5 in. (105 mm x 241 mm)
- Monarch: 3.87 in. x 7.5 in. (98 mm x 191 mm)
- DL: 110 mm x 220 mm (4.33 in x 8.66 in)
- C5: 162 mm x 229 mm (6.38 in x 9.01 in)
- B5: 178 mm x 251 mm (7.0 in x 9.9 in)

Use the <u>rear output path</u> for printing quality envelopes.

Add (size) Paper

The printer has run out of paper and is requesting that you load paper into the paper tray.

The Paper cassette can hold up to 100 sheets of Executive, Letter, A4 or Legal size paper.   It does not support envelopes.   Be sure to use the rear exit path for envelopes, it will cause less curl.
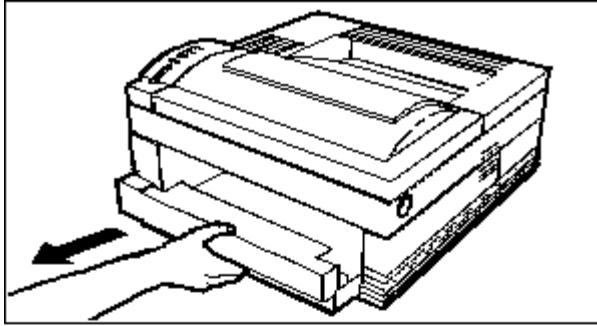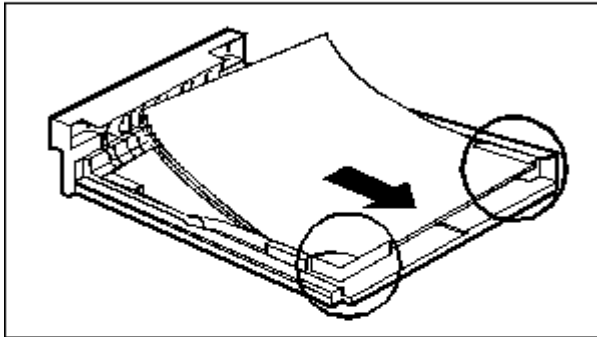
See also

Loading the Paper Cassette

Adjusting the Paper Cassette

Paper Cassette Specifications
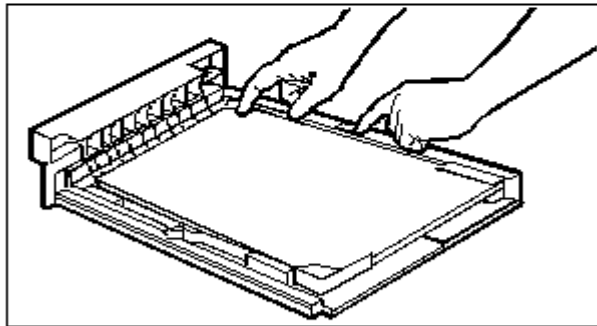
Loading the Paper Cassette

1. Pull out the paper cassette.

2. Push the paper size guide toward the center of the cassette to free it from its notch, then adjust it for your size paper.

3. Fill the cassette with about 100 sheets of 20 pound (75 g/m2) paper. Load letterhead face down, with the bottom of the page feeding into the printer first.

4. Be sure to insert the edge of the paper stack under the clip at the front of the cassette.
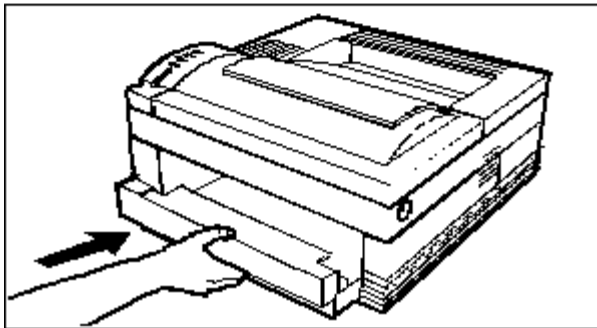
5. Rest the cassette on the table and slide it into the printer.

Note: Be careful that you don't load legal paper into the paper tray and then send a letter size print job to your printer. Doing so will cause a paper jam.

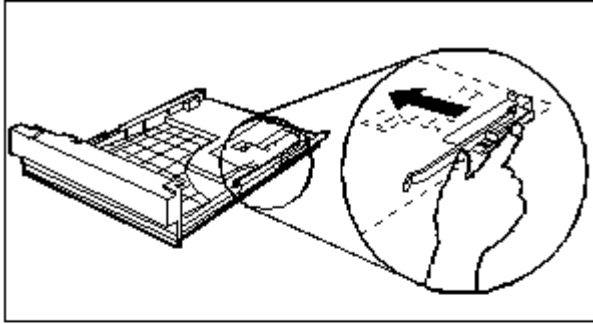## Adjusting the Paper Cassette

1. Pull out the Paper Cassette and remove any paper.

2. Push the paper size guide toward the center of the cassette to free it from its notch then slide the notch to the paper size you will be using (top picture).
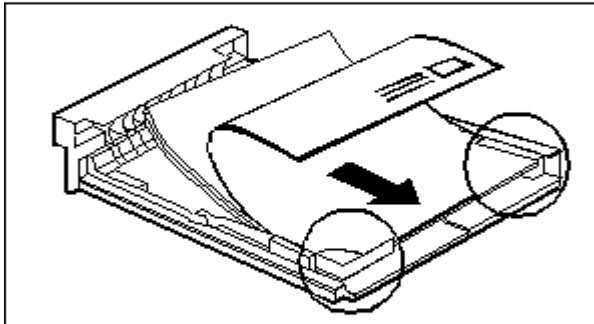
3. Add the proper size paper, making sure that the paper stack is below the metal tabs (middle and bottom pictures).
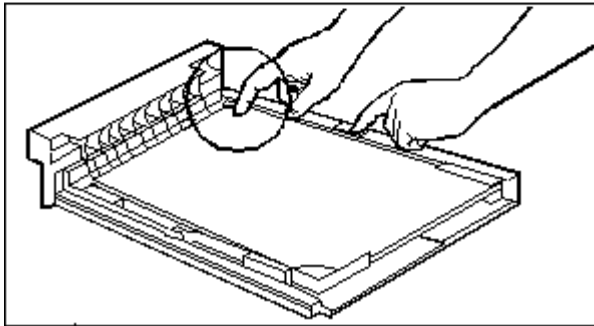
Note: Be careful that you don't load legal paper and then send a letter size print job to your printer. This will cause a paper jam.

Setting paper size from software defines the paper size.

Paper Cassette Specifications

Media	Size	Capacity	Weight / Thickness
Paper	Letter	100 sheets	16 to 28 pound (60 to 105 g/m²)
	A4	100 sheets	16 to 28 pound (60 to 105 g/m²)
	Executive	100 sheets	16 to 28 pound (60 to 105 g/m²)
	Legal	100 sheets	16 to 28 pound (60 to 105 g/m²)

We do not recommend printing overhead transparencies, labels, or envelopes from the Paper Cassette. Use the Manual Feed Slot for these media.

Rear Output Slot
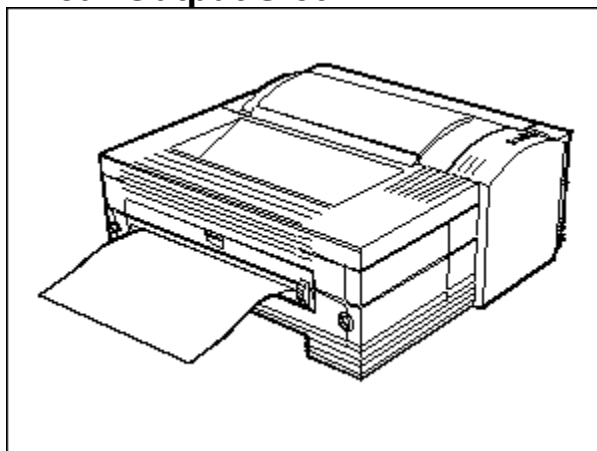
Use the Rear Output Slot to print envelopes, labels, transparencies and paper heavier than #28 (105 g/m2).   You select the Rear Output Slot by pressing the paper path knob downward.

Margins and Envelopes

.6 in. / 15 mm

2 in.
50 mm

4.5 in.
112,5 mm
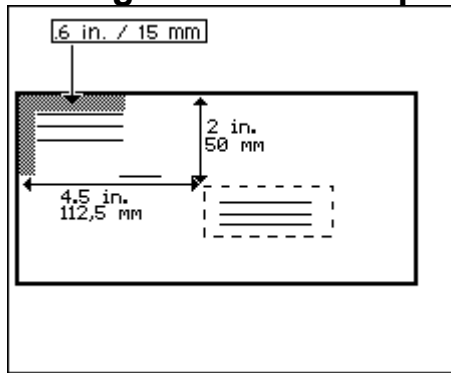
When entering the address, make sure you allow for a small margin (.6 inch/15 mm) between the top and left edge of the envelope, and the return address.

Printing very close to the edge of the envelope may result in poor print quality.

Remember to format the envelope in landscape orientation.

Check Toner and Cover

There is a problem with the printer.

The printer door is not closed entirely or there is a problem with the toner cartridge (it may be missing).

- Check that the printer door is completely closed.   Press firmly on the door until it closes.
- Check the toner cartridge.   Remove the toner cartridge, then reinstall it.

Clear Paper Jam

Clearing Paper Jams - Follow these steps
1. Open the top cover by pressing the cover release button on the right side of the printer.
2. Take out the toner cartridge.
3. Pull out the paper cassette.
4. If paper is in the paper feed area, pull the paper to the right to release it from the feed roller. Then pull the paper straight out.
5. If step 4 above clears the jam, replace the paper cassette and the toner cartridge, then close the top and rear doors.
6. The printer should return to the ready state. If it does not, there is still jammed paper in the printer. Check other areas of the printer

If the paper has gone completely into the printer
1. While holding the printer steady, carefully pull the jammed paper toward you to remove it.
2. Do not pull the paper straight up when removing it. The toner on the paper may stain the printer and affect the print quality. If this happens, take the printer to a Hewlett-Packard Service Center.
3. If the trailing edge of the paper is under the transparent cover, pull the paper toward you to remove it.
4. If the paper is difficult to remove, open the printer's rear access door.   While pushing the paper release lever up, pull the paper straight toward you.
5. Replace the paper cassette and the toner cartridge, then close the top cover and rear doors.

The printer should return to the Ready state. If it does not, try one of the following remedies:

a. Check to see if there is more jammed paper in the printer.
b. Open and close the printer's top door or press the front panel button briefly.

See also

Why paper jams occur

Why Paper Jams Occur

Usually paper jams occur when:
1. You have specified a Letter size print job, but have Legal size paper loaded in the paper cassette.
2. Your print media does not meet the listed specifications.
3. The media is in poor condition.
4. The printer needs cleaning.
5. The rear door is open (this causes a paper jam message, but there may not always be jammed paper in the printer).
6. Removing the paper cassette while a job is printing.
7. Filling the paper cassette too full.

If paper jams occur often, clean the printer and check the quality of your paper or other print media. If paper jams occur continually from the paper cassette, contact your local Hewlett-Packard Service Center .

Unknown Error

The Status Window has received an unrecognized error from the printer.

Check that you are using an HP LaserJet 4L printer.   The Status Window is not designed to work with other printers.

You can print a <u>Test Page</u>   to verify the type of printer you are using.

If your printer is an HP LaserJet 4L and you received an unknown error, power cycle the printer by unplugging it, and then plugging it back in.   If the message reappears, write down the error code and contact your authorized <u>Hewlett-Packard Service Center</u>.

Form Feeding

Your printer has been instructed to form feed unprinted data still in the printer.

There is no problem with the printer.

After the page has been printed, the printer will return to the Ready state and will accept new data.

Test Page Printout

Your printer is printing a Self Test Page

There is no problem with the printer.

After the page has been printed, the printer will return to the Ready state and will accept new data.

Printing a Self Test

Engine Test

Your printer is performing an Engine Test.

There is no problem with the printer.

After the test has completed, the printer will return to the Ready state and will accept new data.

Intelligent Off

The printer has not been used for 15 minutes and has entered **Intelligent On/Off Mode**.
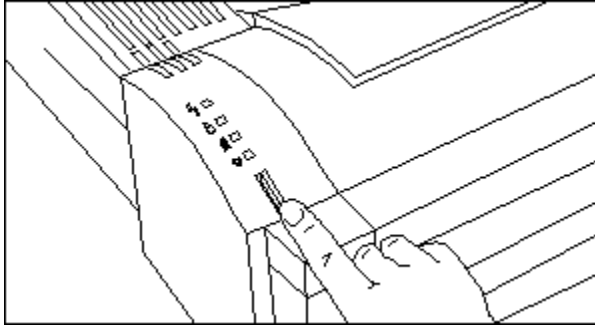
There is no problem with your printer.

It will become active automatically when you do any of the following:

- Touch the front panel button
- Remove or insert the paper cassette
- Send data to the printer
- Open the printer door
- Insert paper into the Manual Feed Slot

When it is in Intelligent OFF mode, your printer will use about 5 watts of power.

Printing a Self Test

To print a Self Test Page:
1. Make sure the Ready Light is on and all other lights are off. (If necessary, reset the printer).
2. Press the control button for one second then release it.
3. After about 6 seconds, the Self Test Page will print. Usually, only one page prints. If you have downloaded fonts or macros, a second page prints.

Memory Error

Your printer has run out of memory while preparing a page.

There are two types of memory error that can occur, Print Overrun and Out of Memory.

There are settings you can change within the Printer Driver Setup that can help resolve these problems.   For more details, click on the Printer Driver Help topic below.

Printer Driver Help

Status Not Available

The Status Window could not establish two-way communication with the printer.

Refer to the help section on checking the connection between the computer and printer by clicking on the topic below.

Check Printer/Cable

Check Printer/Cable

Your computer and HP LaserJet 4L printer are not communicating.

Check that the printer is:

1. <u>Configured to the correct port.</u>

2. <u>Connected to a live power source.</u>

3. <u>Connected directly to your computer.</u>

4. <u>An HP LaserJet 4L printer</u> .

5. Functioning correctly.

Also check:

Is the cable you are using compatible with <u>Bi-Tronics</u> ?
Is the cable in good condition?

Your printer may be configured to the wrong port

If your printer is connected to the wrong port, you will get a communications error. Try the following:

1. Run the Windows Control Panel and double click on the Printer icon.
2. Check that the ports on your computer are functioning and are labeled correctly.

Is the printer connected to a power outlet that is energized ?
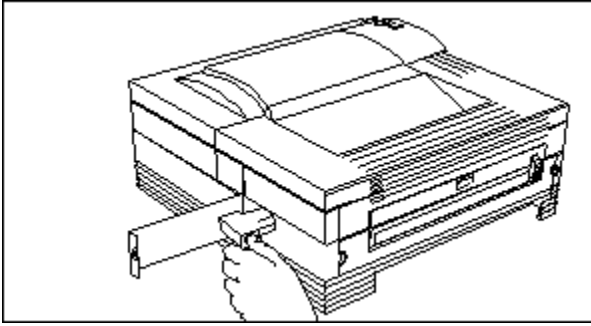
Try a power outlet which you know is energized.   If this resolves the problem, have a certified electrician check the outlet which didn't work.

Is the power cable good?

Exchange the power cable with another cable which you know is functional.

Is your printer connected directly to the computer ?
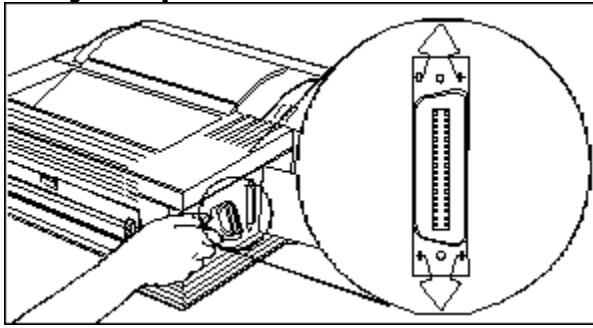
Check the cable from your printer.   It could be: Loose, bad, or missing.

Are you using a Hewlett-Packard LaserJet 4L printer ?
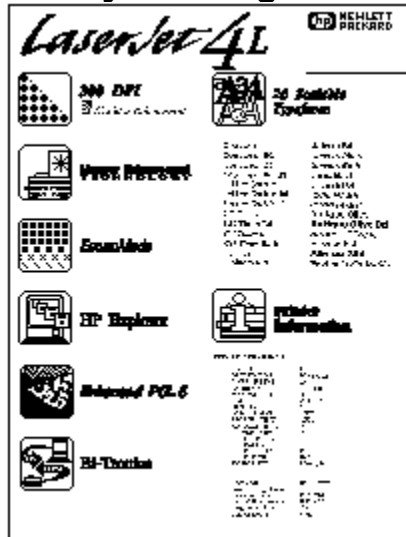
The HP LaserJet Status Window program included with your printer software will only work with an HP LaserJet 4L printer.   It is not designed to work with other printers.

Try printing a Test Page .

Bi-Tronics Cables

Your Hewlett-Packard LaserJet 4L printer has bi-directional electronics which allows two way communications between the printer and computer.

For your printer to function properly, you must be using a cable with pin-to-pin wiring which supports bi-directional communications.

Most standard parallel cables sold today support bi-directional communication.

The HP part number for the bi-directional cable is G2912B

General Hardware Fault

There is a problem with hardware in your printer.

Unplug the printer, and then plug it back in.

If the message reappears, write down the error and contact your authorized <u>Hewlett-Packard Service Center</u> .

ROM Error

There is a problem with the ROM memory in your printer.

Unplug the printer, and then plug it back in.

If the message reappears, write down the error and contact your authorized Hewlett-Packard Service Center .

RAM Error

There is a problem with the RAM memory in your printer.

Unplug the printer, and then plug it back in.

If the message reappears, write down the error and contact your authorized <u>Hewlett-Packard Service Center</u> .

Engine Fuser Error

There is a problem with the fuser of your printer.

Unplug the printer, wait 15 minutes, and then plug it back in.

If the message reappears, write down the error and contact your authorized Hewlett-Packard Service Center .

Engine Beam Error

There is a problem with the engine of your printer.

Unplug the printer, and then plug it back in.

If the message reappears, write down the error and contact your authorized Hewlett-Packard Service Center.

Engine Scanner Error

There is a problem with the engine of your printer.

Unplug the printer, and then plug it back in.

If the message reappears, write down the error and contact your authorized Hewlett-Packard Service Center.

Engine Fan Error

There is a problem with the Fan in your printer.

Unplug the printer, and then plug it back in.

If the message reappears, write down the error and contact your authorized <u>Hewlett-Packard Service Center</u> .

Engine Communication Error

Your printer's engine is not communicating correctly.

Unplug the printer, and then plug it back in.

If the message reappears, write down the error and contact your authorized Hewlett-Packard Service Center .

Firmware Error

There is a problem with the firmware of your printer.

Unplug the printer, and then plug it back in.

If the message reappears, write down the error and contact your authorized Hewlett-Packard Service Center .

Processor Error

There is a problem with the processor in your printer.

Unplug the printer, and then plug it back in.

If the message reappears, write down the error and contact your authorized Hewlett-Packard Service Center .

What's in the Status Window

With the Status Window, you see exactly what is happening to the printer and to the document being printed.   The Status Window has a title bar that identifies your printer and a menu bar for commands.

Just below the menu bar is the job information box, which includes the job title (printing state, application name and file name) and either the job start time or a message.

The rest of the Status Window contains a picture that graphically illustrates the current status of your printer.

Note: The Status Window will only work with an HP LaserJet 4L printer.

See also

Customizing the Status Window

Responding to Messages

Responding to Messages

With two-way communication, the HP LaserJet 4L Printing System can display a Status Window that gives you immediate and complete information about the current print job.

Information messages inform you of a printing condition that will eventually require your attention, but will not prevent your print job from finishing.

Alerts, which cause the Status Window to open automatically, alert you to a condition that must be resolved before printing can continue. Sometimes, this message is a reminder to do something such as inserting a page into the manual feed slot. The alert message will always be accompanied by directions on how to resolve the situation. Follow the directions provided, and printing will resume automatically.

Display Options Dialog Box

Use the Display Options dialog box to customize the Status Window.   You can:
- Determine whether the Status Window should open automatically when printing starts.
- Ensure that the Status Window remains on top of any other windows displayed.
- Select whether sounds accompany messages.

Note: The Status Window always opens to display an alert, regardless of whether Display Printer Status While Printing is selected.

To customize the Status Window:

1. Choose the Display command from the Options menu in the Status Window.
2. Select the options that you desire.
3. Choose the OK button.

See also

Accompanying Messages with Sounds

Accompanying Messages with Sounds

Sound files are included in the HP LaserJet 4L Printing System that provide an audible indication of various messages that display in the Status Window.   The Status Window can play these messages when appropriate.

To turn sounds on or off:

1. Choose the Display command from the Options menu in the Status Window.
2. In the Display Options dialog box, select the Play Sounds with Messages option.
3. Choose the OK button.

You can use the Windows Control Panel to turn individual sounds on or off, as well as change the messages to different sounds by re-assigning the printing event to a different sound file.

Table of Sound Events

Important: The PC Speaker driver may not produce high quality sounds on all computer systems, since the performance of the speaker driver is largely dependent upon the computer hardware itself. Neither HP nor Microsoft guarantee that the PC Speaker driver will work with all computer systems.

Sound Events and Filenames

Event	Sound Filename
Out of paper	paddpap.wav
Paper is jammed	pjam.wav
Printer cover is open	pcover.wav
Printer not responding	pcommerr.wav
Printer returned error	perror.wav
Ready for next sheet	pfeed.wav

Paused

While printing with the HP LaserJet 4L Printing System, you pressed the Pause button in Print

Manager. To resume printing, press the Resume button in the Print Manager toolbar.

See also

Print Manager Help

Printing

You are currently printing a document with your HP LaserJet 4L Printing System.   The information box below the menu bar is displaying the title, application name and file name of the current print job, and the time the job started printing .

Printer Ready

Your printer is ready to print.

There is no problem with the printer.

If you would like more information on the Status Window:

What's in the Status Window

About Box

The about dialog box shows the copyright notice and version number of your HP LaserJet 4L Printing System.