hp business inkjet 1100d.1100dtn

Service & Support Manual
(for Authorized Service Providers)

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product overview

The Printer

Key features

- Drop on-demand thermal inkjet printing
- High-speed color printing on any media up to 8.5 inches x 14 inches with uncompromised print quality
- Robust network solutions with Internet capabilities, such as JetDirect 200 network card.
- Prints a lot more for a lot less (the cost per page for the printer is 9.2 cents)
- Duty Cycle of 6250 pages per month
- Create professional business and photo-quality printing output (up to 4800 x 1200 dpi)
- Laser quality speed - print speed (up to 23 ppm black/20 ppm mixed text color/6.5 ppm full page color) in draft mode
- Archives true to life photo-quality printing using hp photoRet 3 technology
- Cost-effective and easy maintenance

Optional Accessories

- Paper tray2 can hold 250 sheets
- Print server to allow other users to share the printer

Target customers

- Entrepreneur, home business, or small business environment
- Shared desktops

Street price

- US $199 (Base) and US $ 299 (bundled)
- Product launch date:
  - August 1, 2003(US/AP)
  - September 15, 2003(Europe)

key selling points

Efficiency

Print speed
- 23 ppm black/20 ppm mixed text color/6.5 ppm full page color (draft mode)
- 7.5 ppm black/7 ppm mixed text color /1.6 ppm full page color (Normal mode)

Printer Memory: 8MB built in RAM

Productivity

Improved network performance - using hp Jetdirect 200m print server card
- Duty cycle of 6250 pages per month
- Auto-duplex Unit: Printing on both sides of media

Range of media size
- 3 x 5 inches wide to 8.5 x 14 inches long

High capacity trays
- Tray 1: 150 sheets of plain paper, 22 envelopes, 5 greeting cards, 30 transparencies, and 30 sheets of labels (letter or A4 size only)
- Tray 2: 250 sheets of plain paper (Optional)

Cost-Saving

- Has separate ink cartridges - Cyan, Magenta, Yellow, and Black.

unique product features

- Ink Delivery System
  - 4 separate ink tanks
- Print speed
  - Speed draft black/color - 23/20 ppm
  - Speed normal black/color - 7.5/7 ppm
- Print quality
  - 4800 dpi
  - Double sided printing
- Low total cost of ownership
  - No of pages in normal black printing - 1750 (at 5% coverage)
  - Cost per page - 9.2 cents
- Shared desktop
  - Multiple users can share the printer resource in a desktop environment or peer-to-peer network.

product positioning statement

hp business inkjet 1100 series

cost-effective, high productivity color printer	**1**

high productivity printing
- see results fast with print speeds of up to 23 ppm in black and 20 ppm in color
- create professional business and photo-quality printing with up to 4800-optimized^2 dpi color printing

2

low cost for business
- with four individual ink cartridges, replace only the color that runs out
- long-life printheads may never need replacement

3

flexible features
- automatic two-sided printing with the standard duplexer
- additional 250-sheet paper tray^2 increases total input capacity to 400 sheets

4

[1] up to 4800x1200-optimized dpi color printing on premium photo papers, 1200 x 1200 input dpi.

[2] standard with the HP Business Inkjet 1100dtn printer.

www.hp.com

Product Positioning Statement

The following are the key messages for the printer:

1. The hp business inkjet 1100 series is a complete office printing solution for cost-effective, high-quality and high productive color printing.
2. High productive printing
   Fast print speeds of upto 23 ppm in black and 20 ppm in color
   Helps create professional business and photo-quality prints with upto 4800-optimized dpi color printing
3. Low cost of business
   Has four individual ink cartridges, replacement of only the color that runs out
   The printheads have a long life and may never require replacement.
4. Flexible features
   Supports automatic two-sided printing with a standard duplexer.
   Additional 250 sheets second tray increases the total inpur capacity to 400 sheets.

product sku

hp business Inkjet 1100 d   hp business Inkjet 1100 dtn

hp business inkjet 1100d	hp business inkjet 1100dtn
Part number: c8124a	Part number: c8135a
Street price: (US$) 199,(Euro) 199	Street price: (US$) 299,(Euro) 299
Contents of the box: - hp business inkjet1100d - Power cord - Power module - Driver (1 CD) - Getting started guide - Setup poster - Support flyer - Auto-duplex unit - hp no. 10 black ink Cartridge - hp no. 11 Cyan, Magenta, Yellow ink Cartridges - Parallel printer cable (optional in North America) - USB printer cable 1284 dongle (optional in North America)	Contents of the box: - hp business inkjet1100dtn - Power cord - Power module - Driver (1 CD) - Getting started guide - Setup poster - Support flyer - Auto-duplex unit - hp no. 10 black ink Cartridge - hp no. 11 Cyan, Magenta, Yellow ink Cartridges - USB printer cable - hp JetDirect 200m print server card - Tray 2 which can hold 250 sheets

Table comparing hp business inkjet 1100d and 1100dtn

Note   *The printer ships with 26.5cc Black, and 14cc Cyan, Magenta and Yellow ink as "Starter Kits".*

representation of price vs quality

Table of comparison of various hp printers

Printer	Price (US$)	Speed
hp business Inkjet 1100 Series	199	23/20
hp color inkjet printer cp1160		17/16
hp business inkjet 2230 (PCL3)	199	15/14

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localization

The following topics are available for all languages:
- Setup Poster (Graphics)
- Getting Started Guide
- User Guide
- Win CD Browser
- Win Driver
- Win Toolbox
- Win Installer
- Win Readme

The content of CD2 supports Asian languages and CD1 supports the rest of the languages.

CD1

Language	Win Acrobat	DJCP (Web)	DJCP Guide (Web)	Mac CD Browser	Mac Acrobat	Mac Read me	Mac HTML	Mac Driver / Installer	Mac DeskJet Utility
US English	Y	Y	Y	Y	Y	Y	Y	Y	Y
Brazilian Portuguese	N	Y	Y	Y	N	Y	Y	Y	Y
Euro-Spanish	N	Y	Y	Y	N	Y	Y	Y	Y
French	N	Y	Y	Y	N	Y	Y	Y	Y
German	N	Y	Y	Y	N	Y	Y	Y	Y
Italian	N	Y	Y	Y	N	Y	Y	Y	Y
Dutch	N	Y	Y	Y	N	Y	Y	Y	Y
Swedish	N	Y	Y	Y	N	Y	Y	Y	Y
Czech	N	Y	Y	N	N	N	N	N	N
Danish	N	Y	Y	N	N	N	N	N	N
Finnish	N	Y	Y	N	N	N	N	N	N
Norwegian	N	Y	Y	N	N	N	N	N	N
Polish	N	Y	Y	N	N	N	N	N	N
Russian	N	Y	Y	N	N	N	N	N	N
Hungarian	N	N	Y	N	N	N	N	N	N
Greek	N	Y	Y	N	N	N	N	N	N
Hebrew	N	N	N	N	N	N	N	N	N
Turkish	N	Y	Y	N	N	N	N	N	N

Table displaying the localization support for hp business inkjet 1100 series in CD1

CD2

Language	Win Acrobat	DJCP (Web)	DJCP Guide (Web)	Mac CD Browser	Mac Acrobat	Mac Read me	Mac HTML	Mac Driver / Installer	Mac DeskJet Utility
US English	Y	Y	Y	Y	Y	Y	Y	Y	Y
Arabic	N	N	Y	N	N	N	N	N	N
Korean	N	N	Y	N	N	N	N	N	N
Simplified Chinese	N	Y	Y	N	N	N	N	N	N
Traditional Chinese	N	Y	Y	N	N	N	N	N	N

Table displaying the localization support for hp business inkjet 1100 series in CD2

the printer
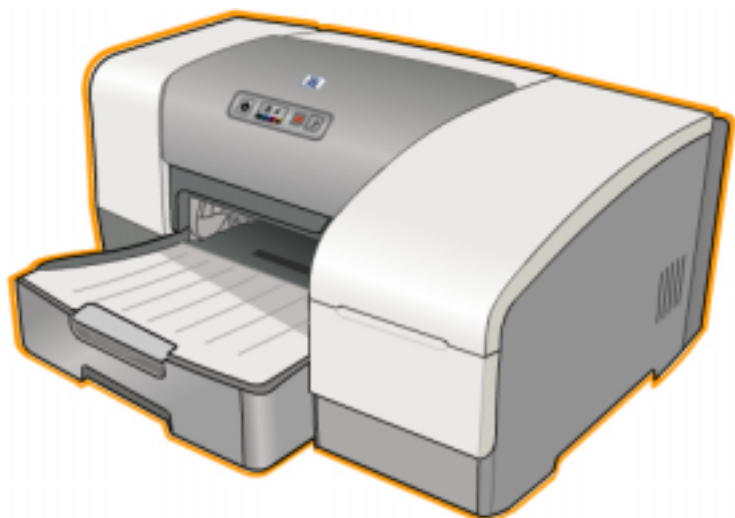
Dimension	1100d	1100dtn
Width	19.5 inches or 495 mm	19.5 inches or 495 mm
Height	8.5 inches or 215 mm	11 inches or 278 mm
Depth	18 inches or 457 mm	18 inches or 457 mm
Weight	16.5 lb or 7.5 kilograms	20.9 lb or 9.5 kilograms

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front of the printer
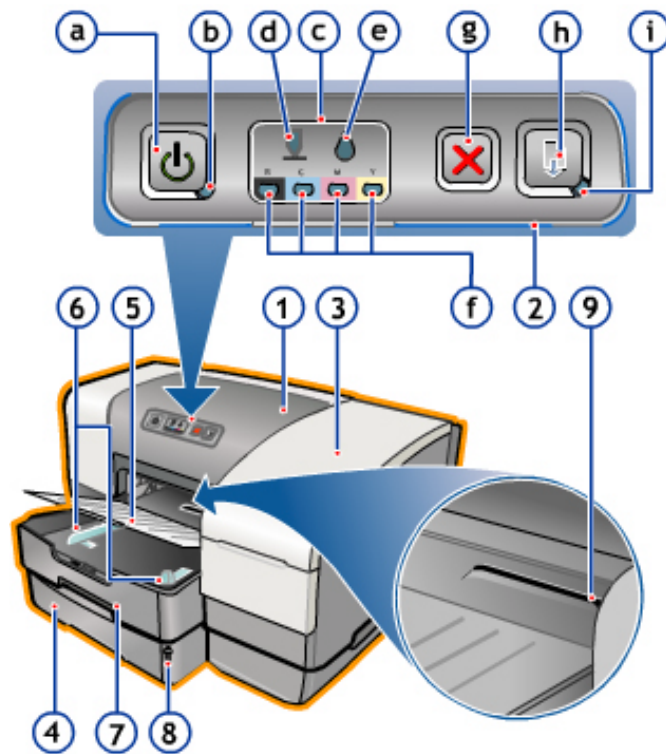
front of the printer

The following are the components located at the front of the printer:

1. Top Cover
   Top cover is the top flap of the printer under which the printhead prints. If the top cover is left open, the printer will not print.
2. Control Panel
   The buttons and LED present on the printer are used for input and troubleshooting the printer.
   1. Power Button: To bring the printer to operations mode and to switch off.
   2. Power Light (green): A signal to indicate whether the printer is on/off, where green indicates on or when a job is bein processed **Power** LED blinks.
   3. Printing Supplies lights: Indicates the status of ink cartridges and printheads
   4. Printhead light
   5. Ink cartridge light
   6. Color indicator lights
   7. Cancel button: Cancels the current print job.
   8. Resume button: To resume the printing process, which had been interrupted.
   9. Resume Light: The light blinks in the following situations
      - While a printed page is drying
      - While the printer is printing a manual duplex job and waiting for the job to be turned

- When there is a jam
- When the printer is out of paper

3. Printing Supplies Cover
   The flap over the ink cartridges and the printheads are present when printer is not printing. The printer will not print if this cover is open.
4. Tray 2
   This tray holds 250 sheets of paper. It is included with the hp business inkjet 1100dtn printer, available as an accessory for the hp business inkjet 1100d printer.
5. Output Tray
   This tray is the location for collecting output.
6. Paper guides
   Align the stacked paper in the tray for input in the printer.
7. Tray 1
   This tray holds 150 sheets of paper.
8. Paper Stack Indicator
   The point in tray2 displaying the amount of paper left in tray2.
9. Envelope Slot
   Manual feed for printing envelope.

printing supplies area
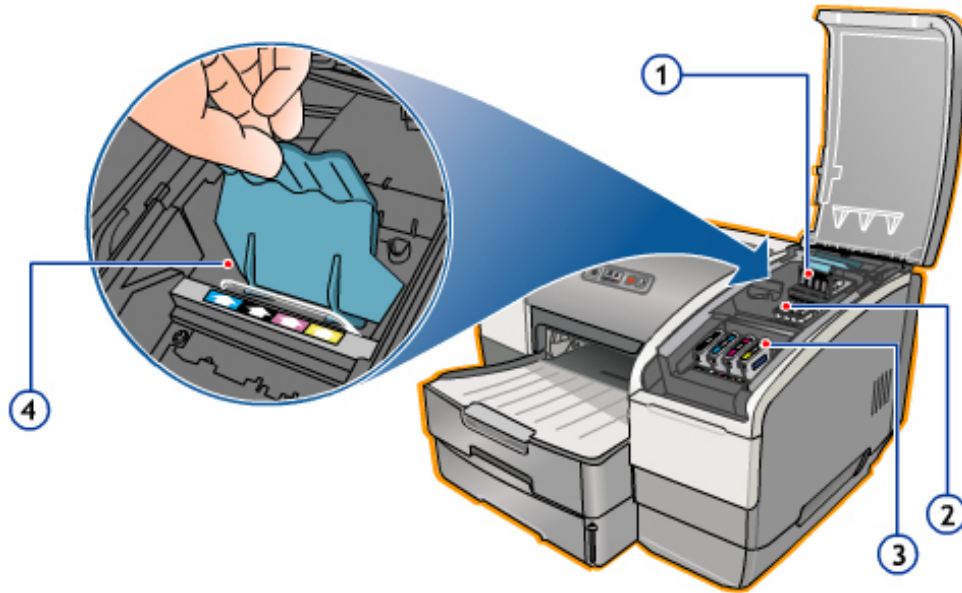
Printing Supplies Area

The following are the components located at the printing supplies area:

1. Printhead latch
   The printhead latch provides access for installing or removing printheads from their color-coded slots.
2. Printheads
   Each printhead must be placed in its color - coded slot.
3. Ink cartridges
   Each ink cartridge must be placed in its color - coded slot.
4. Metal catch bar
   The metal catch bar secures the hook and engages the printhead latch.

rear of the printer
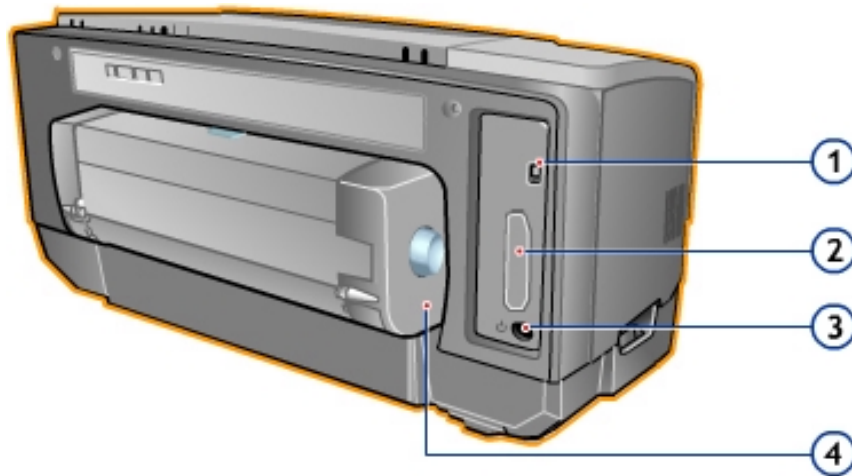
Rear of the printer

The following are the components located at the rear of the printer:

1. USB Connector
   The Universal Serial Bus connector is used for plug and play printing support.
2. Connection Slot
   a. This slot holds the hp Jetdirect print server card for internal networking (included with the hp business inkjet 1100dtn printer).
   b. It can also hold the 1284 dongle (optional for North America; included for the rest of the world in the hp business inkjet 1100d printer).
3. Power Input
   The required power input for the printer.
4. Auto-duplex unit
   It is the unit that provides automatic printing on both sides of a sheet of paper.

auto-duplex unit
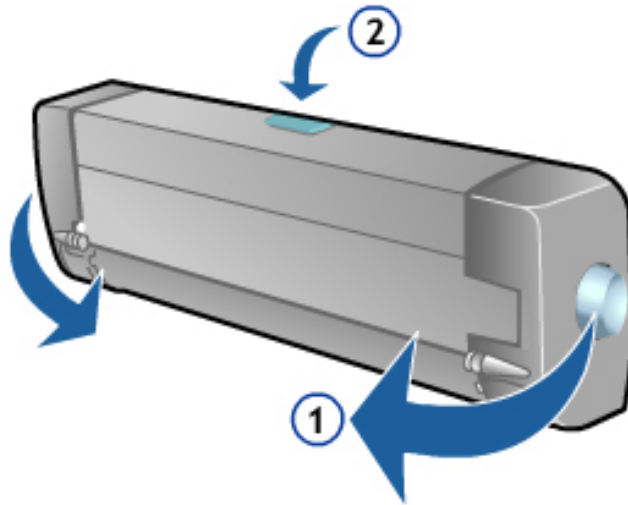
Auto-duplex unit

The following are the components located at the auto-duplex unit:

1. Buttons
   To remove the auto-duplex unit, press both buttons (right and left corners of the unit) and pull it out.
2. Top Flap Button
   Press the button to open the top flap. The button used to clearing paper jams if the paper is stuck in the auto-duplex unit.

specifications

Table displaying the datasheet for hp business inkjet 1100 series

Parameters	Values
Print speeds	• Draft- 23/20 ppm • Normal- 7.5/7 ppm • Best- 4/4 ppm
Resolution	Maximum of 4800 by 1200 dpi
Media handling	Paper (plain, inkjet, photo, and banner), envelopes, transparencies, labels, iron-on transfers and greeting cards.
I/O interface	USB and LIO (either a IEEE 1284-compliant parallel connection or network connection model)
Duty cycle	6250 pages per month
Software Compatibility	Microsoft Windows 98, Windows ME, Windows NT 4.0, Windows 2000, Windows XP, Mac OS 9 and above
Memory	8 MB built-in RAM

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hardware accessories

Table giving the printer accessories available:

Accessories	Part number
Tray 2 - 250sheet input tray (included with the hp business inkjet 1100dtn)	C8236A
Parallel port connector hp IEEE-1284 A-B Parallel Cable (2 meter)	C2950A
Parallel port connector hp IEEE-1284 A-B Parallel Cable (3 meter)	C2951A
hp USB A-B (2 meter)	C6518A
hp Jetdirect 200m print server/Internet connector (LIO module; included with the hp Business Inkjet 1100dtn)	J6039B
hp Jetdirect 250m print server/Internet connector (LIO module; Fast Ethernet)	J6042A
hp Jetdirect 280m print server/Internet connector (LIO module; Fast Ethernet; 802.11b Wireless Ethernet)	J6044A
hp Jetdirect 175X external print server via USB (Fast Ethernet)	J6035B
hp Jetdirect 310X external print server via USB (Fast Ethernet)	J6038B

hp media types

The compatible hp media types are Copier, bond, recycled, multipurpose, premium inkjet, premium inkjet heavy weight, premium transparency, premium photo paper, photo paper, professional brochure (matte and glossy), banner, statement, cards, and envelopes.

Refer to data sheet for:
- Compatible hp media types and details
- Ordering information

upgrades

- Model upgrades
  The model upgrades for the hp business inkjet 1100d printer are:
    - Tray 2
    - JetDirect network card
- Software upgrades
  Upgrade the printer software by using the following URL:
  http://www.hp.com/support/businessinkjet1100
  New upgrades will be introduced 6 months after introduction.

Note *The hp business inkjet 1100 series will go Mask ROM three months after product MR. Where necessary, pre-Mask ROM hp business inkjet 1100 series can be flashed with a new firmware.*

consumable part numbers

Consumables of hp business inkjet 1100 series are:
- Ink Cartridge hp No. 10 Black (26.5 ml) - C4840A
- Ink Cartridge hp No. 10 Black (69 ml) - C4844A
- Ink Cartridge hp No. 11 Cyan - C4836A
- Ink Cartridge hp No. 11 Magenta - C4837A
- Ink Cartridge hp No. 11 Yellow - C4838A
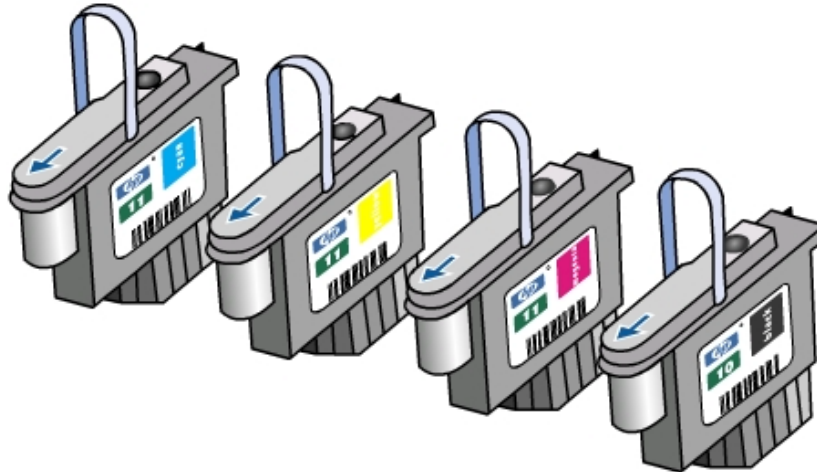
- Printhead hp No. 11 Black - C4810A
- Printhead hp No. 11 Cyan - C4811A
- Printhead hp No. 11 Magenta - C4812A
- Printhead hp No. 11 Yellow - C4813A

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Image showing the ink cartridge cover giving the Manufacture Date.

Example: Sb 01010607:00

Denotes that pouching has been done in Singapore site on Jan 6, 2001, 7 am.

The following table contains the names of the consumables for the printer:

Description	Yield (at 5 % coverage)	Street Price	Part Number
Ink Cartridge hp No. 10 Black (26.5 ml)			C4840A
Ink Cartridge hp No. 10 Black (69 ml)	1750	$33.99	C4844A
Ink Cartridge hp No. 11 Cyan (26.5 ml)	1750	$33.99	C4836A
Ink Cartridge hp No. 11 Magenta (26.5 ml)	1750	$33.99	C4837A
Ink Cartridge hp No. 11 Yellow (26.5 ml)	1750	$33.99	C4838A
Printhead hp No. 11 Black	24000	$33.99	C4810A
Printhead hp No. 11 Cyan	24000	$33.99	C4811A
Printhead hp No. 11 Magenta	24000	$33.99	C4812A
Printhead hp No. 11 Yellow	24000	$33.99	C4813A

On-line product marking is formatted as follows: CI yymmddhh: mm

Character(s)	Description
C	A single character Country of Origin code as described in IJBU's World Wide Bulk Packaging Site of Origin Designator Standards.
I	Uniquely Designates the production line used to fill the Oasis ink carriage.
yy	The last two digits of the production year.
mm	A decimal representation of the production month such that 1= January, 9=September, 10=October, ... 12=December.
dd	The two-digit, zero padded, Production Date.
hh:mm	The pouched time

Example: Sb 01010607:00

The above denotes that pouching has been done in Singapore site on Jan 6, 2001, 7 am.

value added services

The value added services that hp provides with the hp business inkjet 1100 series are:
- Internet
- hp instant support web site
- MyPrintMileage
- Embedded Web Server (EWS)

Internet

hp provides several resources on the Web for troubleshooting.
For help regarding:
- Latest printer software /driver
- Product information
- Support Information

Access the URL
- http://www.hp.com/cposupport
- http://www.hp.com/support/businessinkjet1100

hp instant support web site

This Web site hosts a set of dynamic Web resources for printers. The hp Instant Support Web site helps in managing the printer and planning the purchase of consumables.
Access the hp instant support Web site to view the following information:
- Printer usage pattern
- Error alerts
- On-line troubleshooting tips

MyPrintMileage

MyPrintMileage keeps track of the printer usage information.
It consists of two parts:
- MyPrintMileage website
- MyPrintMileage Agent, which is a utility installed with the Toolbox on the computer.

Embedded Web Server

The EWS is provided with hp business Inkjet 1100dtn with the LIO card. The EWS has limited number of features.

education and training

Documentation/training	Information	Purpose
Setup Poster	Setup poster provides information about the setup of the printer.	Printer Setup
Users Guide	Onscreen user's guide provides information about the setting up, completing basic tasks and solving printer problems.	Diagnose and solve printer problems
Printer Web Site	It is a web location that provides self-help and troubleshooting tips.	Diagnose and solve printer problems

Table displaying the various methods of education

service and support

hp offers various support services to troubleshoot and diagnose printer problems and provides instructions for service and repair. hp also provides documentation and online and telephone support for troubleshooting. The various support services are:

Support

- Return and Repair
- Support packs available
- Free repair during 1-year warranty (worldwide)

Online support

hp provides several resources on the Web for troubleshooting. Access the URL http://www.hp.com/support/businessinkjet1100 or http://www.hp.com/cposupport for help regarding the following parameters:

- Setting up and using the printer
- Downloading printer drivers
- Access hp instant support
- Solving a problem
- Ordering a product

Customers can also find product information on the following Web site: http://www.hp.com

Telephone support

- Available worldwide
- Available free during the warranty period

Representatives at Customer Care Center answer questions regarding the setup, configuration, installation, and operation of the printer. They also help troubleshoot and diagnose printer problems and provide instructions for service and repair. Before calling a Customer Care Center representative, the customer should have the following information:

- Print of a configuration page
- Brand and model of the computer
- Operating system of the computer
- Printer driver installed

regional repair strategy

The regional repair strategy includes:
- US - Unit Exchange (2-3 days)
- Europe - Return to bench (3-5 days)
- AP - Return to bench (3-5 days)

warranty period

hp product	duration of limited warranty
Printer software	1 year
Accessories	1 year
Ink cartridges	90 days
Printhead	1 year
Printer	1 year

Duration of warranty for hp business inkjet 1100 series parts

Repair and warranty information

" Hewlett-Packard warrants that the hp product will be free from defects for the specified duration from the date of purchase. hp limited warranty covers those defects that arise due to normal use."

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hardware setup requirements

The hp business inkjet 1100 series can be installed on the following operating systems:
- Windows 98
- Windows ME
- Windows XP, 32 bit
- Windows NT 4.0
- Windows 2000
- Mac OS 9.x
- Mac OS X

The following are the minimum and recommended configurations required to install the printer software:

operating system	minimum operating system requirements	recommended operating system requirements
Windows 98	• Pentium 90 MHZ • 16 MB RAM • 60 MB hard disk space	• Pentium 266 MHZ • 32 MB RAM • 100 MB hard disk space
Windows ME	• Pentium 150 MHZ • 32 MB RAM • 60 MB hard disk space	• Pentium 266 MHZ • 32 MB RAM • 100 MB hard disk space
Windows XP, 32 bit	• Pentium 233 MHZ • 64 MB RAM • 60 MB hard disk space	• Pentium 300 MHZ • 128 MB RAM • 100 MB hard disk space
Windows NT 4.0	• Pentium 100 MHZ • 32 MB RAM • 60 MB hard disk space	• Pentium 266 MHZ • 64 MB RAM • 100 MB hard disk space
Windows 2000	• Pentium 300 MHZ • 64 MB RAM • 60 MB hard disk space	• Pentium 300 MHZ • 64 MB RAM • 100 MB hard disk space
Mac OS 9.x	• iMac 333 MHZ or G3 350 MHZ • 16 MB RAM	• iMac 333 MHZ or G3 350 MHZ • 128 MB RAM
Mac OS X	• G3 (except original PowerBook G3) • 128 MB RAM	• G4 800 MHZ • 256 MB RAM

For further details, refer to:
1. The support URL for the hardware setup requirements. The URL is http://www.hp.com/support/businessinkjet1100
2. User Guide

contents of the box
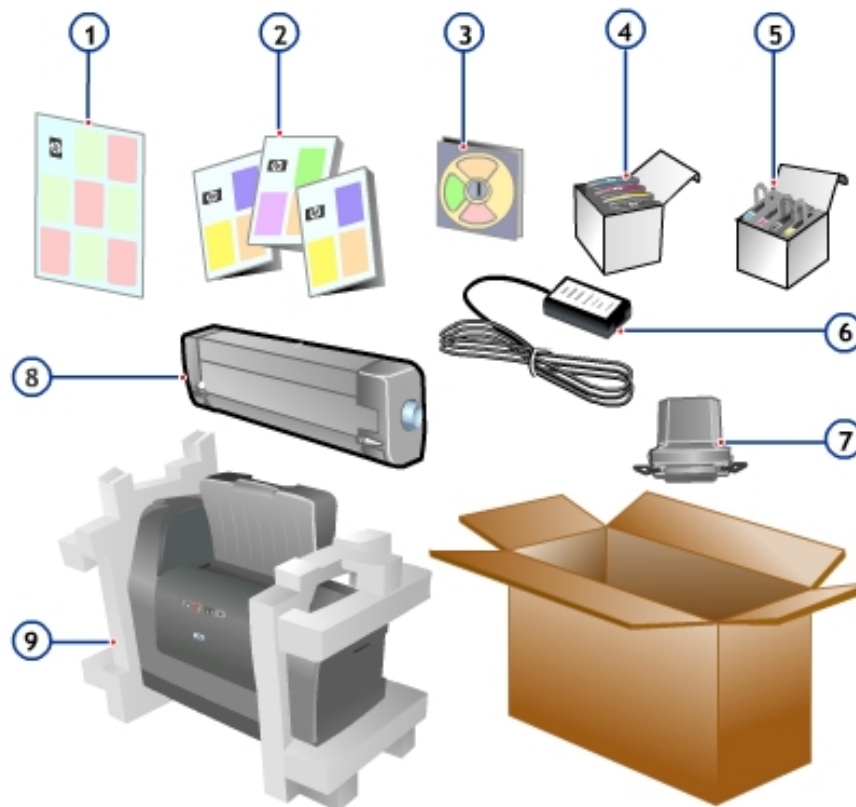
Contents of the box for hp business inkjet 1100d

Contents of the box for hp business inkjet 1100dtn
The hp business inkjet 1100 series is packaged with the following components:

S. No.	Components	North America	North America	Europe	Europe	Asia pacific	Asia pacific
		1100d	1100dtn	1100d	1100dtn	1100d	1100dtn
1	Printer	Yes	Yes	Yes	Yes	Yes	Yes
2	Power cord	Yes	Yes	Yes	Yes	Yes	Yes
3	Power module	Yes	Yes	Yes	Yes	Yes	Yes
4	Driver (1 CD)	Yes	Yes	Yes	Yes	Yes	Yes
5	Getting started guide	Yes	Yes	Yes	Yes	Yes	Yes
6	Setup poster	Yes	Yes	Yes	Yes	Yes	Yes
7	Support flyer	Yes	Yes	Yes	Yes	Yes	Yes
8	4 printheads	Yes	Yes	Yes	Yes	Yes	Yes
9	4 ink cartridges	Yes	Yes	Yes	Yes	Yes	Yes
10	Duplexer	Yes	Yes	Yes	Yes	Yes	Yes
11	1284 dongle	Yes	No	Yes	No	Yes	No
12	250 sheet 2nd tray	No	Yes	No	Yes	No	Yes
13	200m JetDirect card	No	Yes	No	Yes	No	Yes

overall setup procedure

The setup procedure for hp business inkjet 1100 series is as follows:
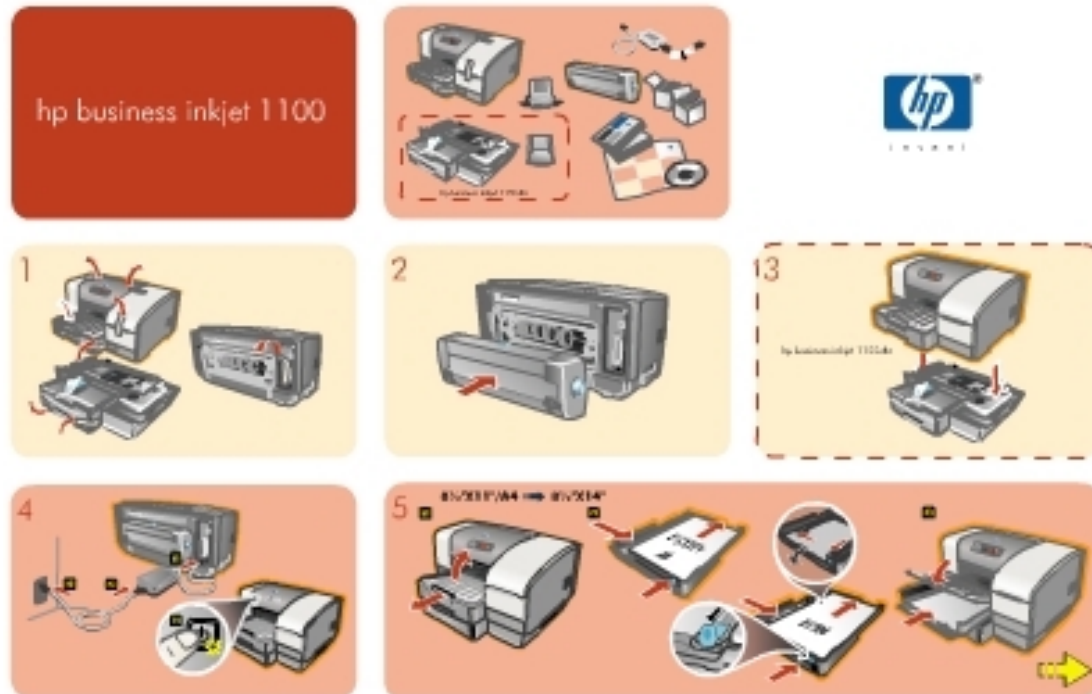
Overall setup poster for Rest of World

Overall setup poster for Rest of World

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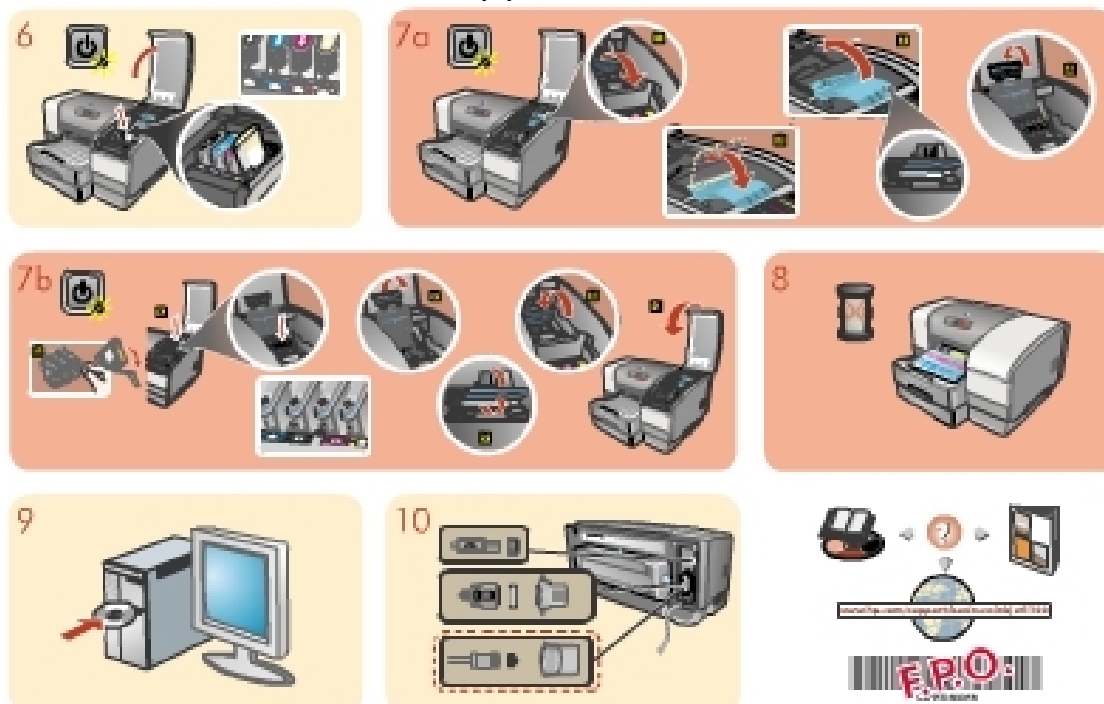
step number	setup procedure	steps
1	Check the contents of the box	Check the contents of the box.
2	Unpack the printer and its components	- Unpack the printer and the auto-duplex unit. - Remove the packing tape and shipping materials from the printer.
3	Install the auto-duplex unit	To install the auto-duplex unit, hold the auto-duplex unit upright and connect it at the back of the printer. To remove the auto-duplex, press the 2 buttons on the side of the auto-duplex unit and pull it away from the printer.
4	Install the printer tray 2	- Remove the tape on the tray 2 base. - Position the tray 2 base in the location where the printer needs to be placed. The printer is designed to fit directly on top of the base. - Lift the printer and align it with the pin on the tray 2 base. - Set the printer on top of the tray 2 base. - Place the tray 2 cover towards the end of the tray. - Align tray 2 with the opening in the tray 2 base, and then slide the tray into the base until it snaps into place.
5	Connect the power cord	Connect the power adapter to the power cord and to the printer. Plug in the power cord and make sure the power supply is turned on.
6	Load paper	Slide up the input tray extension. Load media into the input tray. The input tray supports up to 30 sheets of plain paper or a stack of media no more than 0.2 in (5 mm) thick. Slide the paper guide snugly against the edge of the media.
7	Turn on the printer	Press the **Power** button to turn on the printer.
8	Install and align the ink cartridges.	- Lift the supply cover. - Remove each ink cartridge from its package. - Align the colored arrows and insert each ink cartridge into its respective color-coded socket. - Press in each ink cartridge to ensure proper contact.
9	Install the printheads	- Lift the supply cover. - Pull the latch forward and down to release the hook from the metal latch. - Lift and push the latch toward the rear of the printer. - Remove each printhead from its package and remove the protective tape and blue printhead cover from each printhead. - Insert each printhead into its respective color-coded socket. - Press in each printhead to ensure proper contact. - Lift the latch forward so that the hook catches the metal latch. - Push the latch towards the rear of the printer. - Close the supply covers.
10	Install the software.	Install the printer software from the Starter CD before you connect the parallel or USB cable.

install tray 2

Tray 2
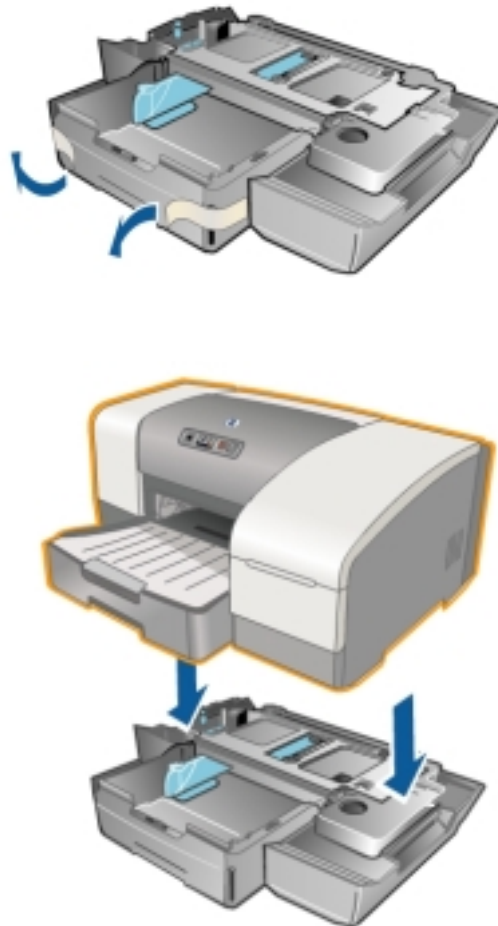
Tray 2 is an optional accessory available by default in hp business inkjet 1100dtn printer only. This tray supports only plain paper.
The steps to install tray 2 are as follows:

1. Remove the tape on the tray 2 base.
2. Position the tray 2 base in the location where the printer needs to be placed. The printer is designed to fit directly on top of the base.
3. Lift the printer and align it with the pin on the tray 2 base.
4. Set the printer on top of the tray 2 base.
5. Place the tray 2 cover towards the end of the tray.
6. Align tray 2 with the opening in the tray 2 base, and then slide the tray into the base until it snaps into place.

To test the installation of tray 2, print a test page from the tray 2. To do this, either keep the tray 1 empty or change the settings from the printer properties to print using tray 2.

install auto-duplex unit
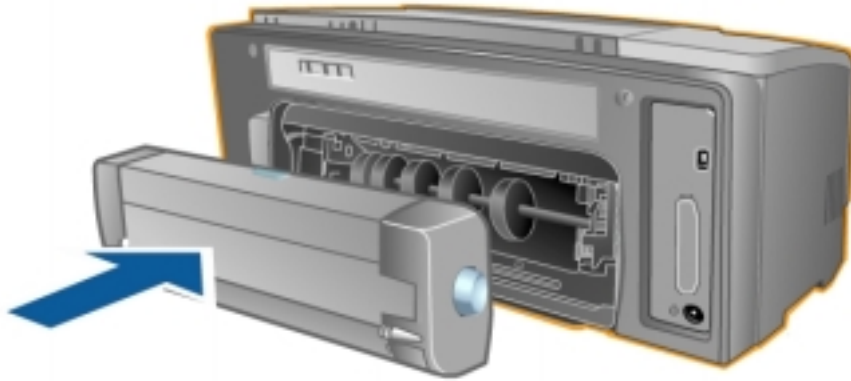
Auto-Duplex Unit

Auto-duplex unit

The auto-duplex unit is used for printing on both sides. In the hp business inkjet 1100 series, the auto-duplex unit is used to pick media, as there is no cleanout trough present in the hp business inkjet 1100 series. The auto-duplex feature is turned on by default when two-sided printing is selected.

To install the auto-duplex unit, follow these steps:

1. Turn off the printer.
2. Hold the auto-duplex unit upright with the button facing up.
3. Connect it at the back of the printer.

To remove the auto-duplex from the printer, press the 2 buttons on the side of the auto-duplex unit and pull it away from the printer.

Installing hp JetDirect print server

The hp Business Inkjet 1100dtn in the hp business inkjet 1100 series comes with an hp Jetdirect print server 200m. The print server comes with factory default settings. If you need to configure the print server after the printer software has been installed, see the user guide for the hp Jetdirect print server. This guide is available on the Starter CD. It can also be downloaded from the hp Web site at http://www.hp.com. If an hp JetDirect print server card is used, a parallel card cannot be used.
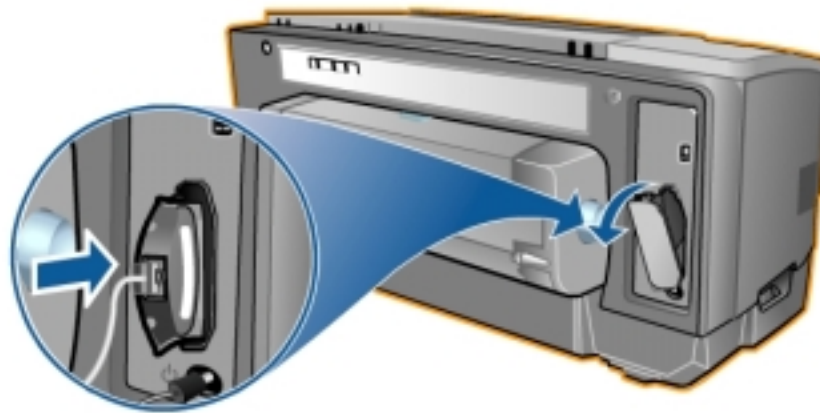
The steps to install the hp Jetdirect print server card are as follows:
1. Remove the LIO slot cover from the back of the printer.
2. Insert the print server until it clicks.
3. Connect a network cable between the print server and the network.
4. Press the Test button on the print server. The printer prints a configuration page for the print server.

To test the installation of the hp Jetdirect print server card, print a print server configuration page.

Caution *The hp Jetdirect LIO print server contains electronic components that can be damaged by static electricity. To prevent the build up of static electricity: Maintain contact with a bare sheet metal surface on the printer. Wear a grounding wrist strap. Handle the print server with caution. Avoid touching the electronic components or circuit paths.*

install ink cartridges

The table below lists the names, part numbers, code names, pages printed and the ink capacities of ink cartridges:

part number	code name	name	pages out	ink capacity
c4844a	hp 11	Black	1750	69 ml
c4836a	hp 11	Cyan	1750	28 ml
c4837a	hp 11	Magenta	1750	28 ml
c4838a	hp 11	Yellow	1750	28 ml

The starter kit includes 26 cc Black and 14 cc CMY cartridges.

expiration dates

- Install-by date: The Install-by date is printed on the retail box for ink cartridges. Install the ink cartridges before the date given in the Install-by date for optimized performance.
- End-of-Warranty date: The End-of-Warranty date is printed on the ink cartridges. The End-of-Warranty date specifies the date by which the warranty period for the ink cartridges end.

install ink cartridges

install ink cartridges

The steps to install ink cartridges are:
1. Lift the supply cover.
2. Remove each ink cartridge from its package.
3. Align the coloured arrows and insert each ink cartridge into its respective color-coded socket. Make sure that the arrow on the top of the printer points towards the printer arrow.
4. Press in each ink cartridge to ensure proper contact.

To test the installation of the ink cartridges, print a test page.

maintenance guidelines for ink cartridges

- Replace any low or empty ink cartridges. Low ink levels can also cause incomplete characters, missing lines, or dots on the printouts.
- Do not clean the ink cartridges unless necessary; cleaning the ink cartridges uses ink and shortens the life of the ink cartridges.

- To reduce water vapor loss: Keep the ink cartridges sealed in the original packaging until ready to use.
- To reduce water vapor loss: Keep the opened ink cartridges in the printer or sealed in a plastic bag.
- Store ink cartridges at room temperature.
- Use a first-in first-out inventory process to avoid having expired ink cartridges in stock.
- Install ink cartridges before the Install-By Date to maximize warranty.

Note *The printer ships with 26.5cc Black, and 14cc Cyan, Magenta and Yellow ink as "Starter Kits".*

install printheads

The table below lists the names, part numbers, code names, and the pages printed capacities of printheads:

part number	code name	name	pages out
c4810a	hp 10	Black	Up to 16,000
c4811a	hp 11	Cyan	Up to 24,000
c4812a	hp 11	Magenta	Up to 24,000
c4813a	hp 11	Yellow	Up to 24,000

expiration dates

- Install-by date: The Install-by date is printed on the retail box for printheads. Install the printheads before the date given in the Install-by date for optimised performance.
- End-of-Warranty date: The End-of-Warranty date is printed on the ink cartridges. The End-of-Warranty date specifies the date by which the warranty period for the ink cartridges end.
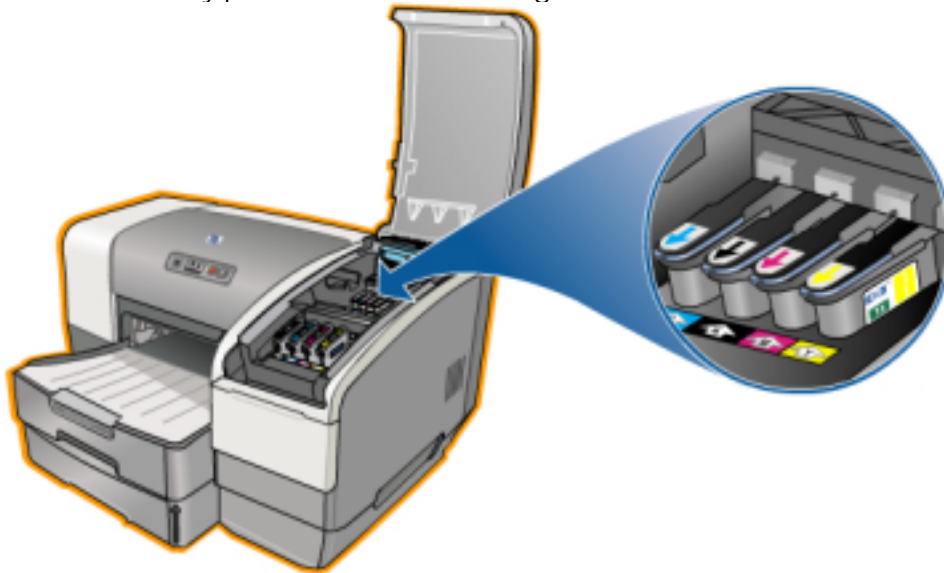
install printheads

install printheads

To install printheads, follow these steps:

1. Lift the supply cover.
2. Lift and push the latch toward the rear of the printer to ensure that the hook is released from metal catch bar.
3. Remove each printhead from its package and remove the protective tape and blue printhead cover from each printhead.
4. Insert each printhead into its respective color-coded socket.
5. Press in each printhead to ensure proper contact.
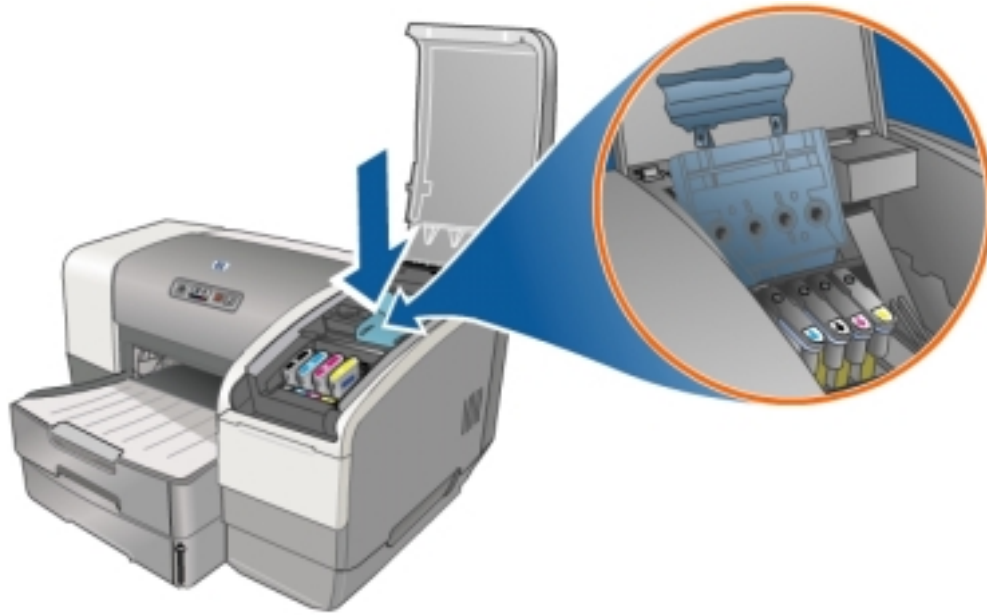
install printheads

6. Lift the latch forward so that the hook catches the metal latch.
7. Push the latch towards the rear of the printer.
8. Close the supply cover.

To test the installation of the printheads, print a test page.

maintenance guidelines for printheads

- Keep the printheads sealed in the original packaging until ready to use.
- Keep the printheads that are open in the printer or sealed in a plastic bag separately. Each printhead should have its own bag.
- Store printheads at room temperature.
- Power off the printer by pressing the Power button. Powering off with the Power button ensures the Carriage is at the Service Station position. The Service Station caps the printhead ink nozzles to prevent them from drying.
- Install printhead by Install-By Date to maximize warranty.
- The printer performs auto pen alignment whenever any printhead is being replaced.

guidelines for loading paper

While loading paper, these guidelines should be followed:
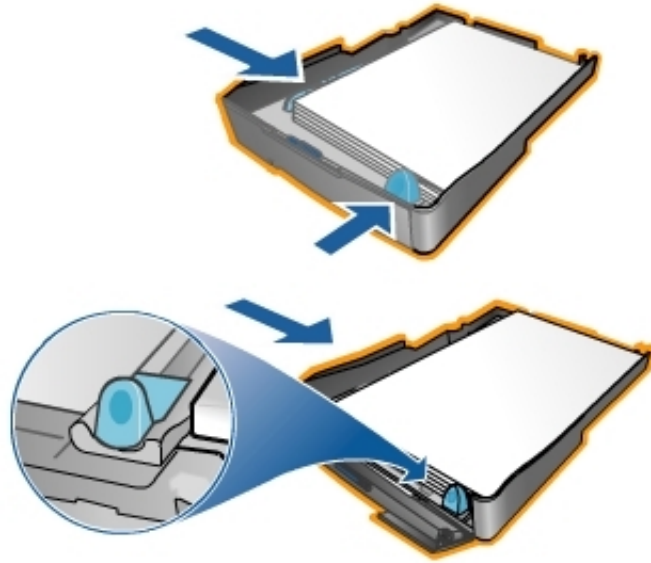
guidelines for loading paper

1. Always use paper that conforms to the printer specifications.
2. Do not use paper that is too thin, has a slick texture, or stretches easily. The paper can feed improperly through the printer's paper path.
3. Do not use paper that is heavily textured or does not accept ink well.
4. Do not use media that is damaged, curled, or wrinkled.
5. Do not use paper with cutouts, perforations, or paper that is heavily textured or embossed. These types of media can cause jams and other problems.
6. Load only one type of media at a time into the input tray to prevent multiple picks and paper jams.
7. Always remove the existing media and realign the new media after loading when adding media.
8. To prevent media feed problems, fan the media stack.
9. Always load media print-side up, aligned squarely against the alignment guide. The paper guide should be snug, but not tight, against the media.
10. Make sure the output tray extension is fully extended.
11. Do not load more than 150 sheets of paper in tray 1.
12. Insert media vertically. To print horizontally, make the selection through your printer driver.

print a demo page

hp business inkjet 1100 series

cost-effective, high productivity color printer

high productivity printing
• see results fast with print speeds of up to 23 ppm in black and 20 ppm in color
• create professional business and photo-quality printing with up to
  4800-optimized[2] dpi color printing

low cost for business
• with four individual ink cartridges, replace only the color that runs out
• long-life printheads may never need replacement

flexible features
• automatic two-sided printing with the standard duplexer
• additional 250-sheet paper tray[2] increases total input capacity to 400 sheets

[1]up to 4800x1200-optimized dpi color printing on premium photo papers, 1200 x 1200 input dpi.

[2]standard with the HP Business Inkjet 1100dtn printer.

www.hp.com

Demo Page

A demo page is used to check the printer setup. A demo page can be printed without connecting the printer to the computer.

Note *The demo page does not ensure that the computer and printer are properly connected because they are independent of each other.*

A demo page can be printed through the toolbox and through the LED control panel.
The steps to print a demo page through the toolbox are as follows:
1. Open the hp business inkjet 1100 series Toolbox dialog box.
2. In the Printer Services tab, click the **Print a Demo Page** button.

3.   In the Print a Demo Page, click the **Print** button.

To print a demo page through the LED panel, hold the **Power** button down and press the **Resume** button once.

However, to verify that the printer is connected to the computer correctly, or that the printer software is working correctly, print a test page.

contents of software CD ROM

The following are the contents of the software CD ROM for Windows 9X/ME/NT4/2000 users:

- Printer driver installer - this is used to install the printer driver.
- Documentation - this is used to refer to the printer documentation.
  - Release notes
  - Getting started guide
  - User's guide
  - Setup poster
  - Printer Web site
- Register product - this is used to register the printer on the hp Web site.
- Customization utility - this is used to create a customized installer.
- Optional software - this is used to install any optional software.
  - hp Web JetAdmin
- hp File Expansion Utility - this is used to uncompress the Windows 9x driver to a temporary location on your hard disk.
- Scrubber Utility - this is used to clean the system in case of a failed or unclean uninstallation.

The following are the contents of the software CD ROM for Macintosh users:

- Driver installer - this is used to install the printer driver.
- Hp JetDirect User's guide - this is used to refer to the printer documentation for the JetDirect server card.
- User Guide - this is used to refer to the printer documentation.
- Setup poster - this is used to setup the printer.
- Product Website - this is used to access the hp Web site.
- Product registration - this is used to register the printer on the hp Web site.

startup page of the CD browser for Windows
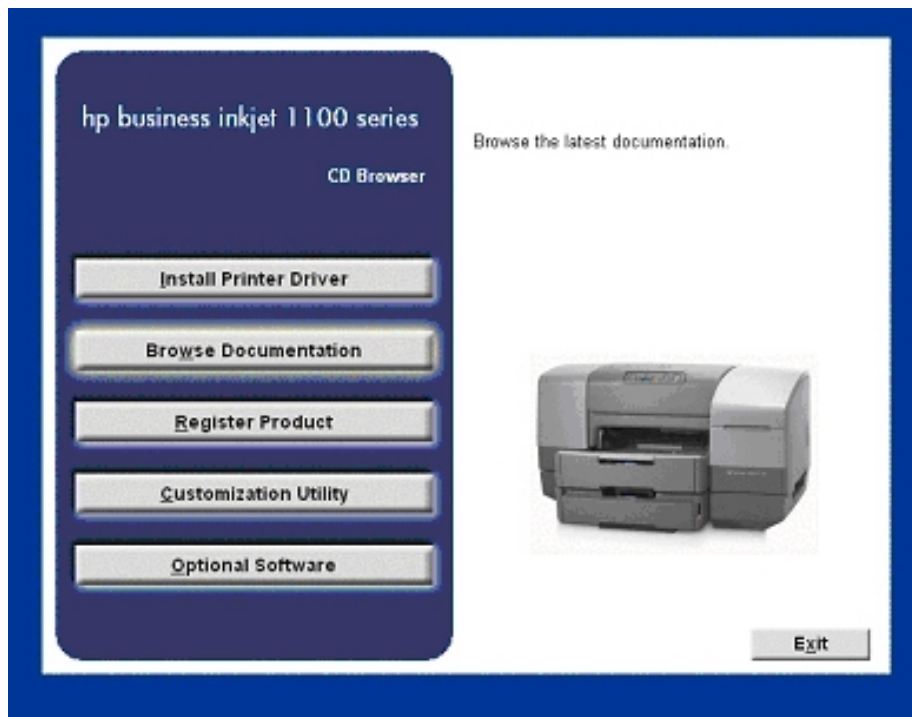
Startup Page of the CD Browser

The startup page of the CD browser for Windows consists of the following options:

1. **Install Printer Driver:** This option is used to install the necessary software onto the computer for printing to the computer.
2. **Browse Documentation:** This option is used to browse the latest documentation for the available for the printer.
3. **Register Product:** The printer is registered by using this option.
4. **Customization Utility:** This option is used to create a custom software installer that can be copied to the local hard drive, floppy disks, or the network drive.
5. **Optional software:** This option is used to install additional software for the printer, such as hp Web JetAdmin that is available for the printer.

Note *The Optional Software page only provides a Web link to download the hp Web JetAdmin from the hp Web site.*

browse documentation

Browse Documentation

Click the option **Browse Documentation** in the startup page of the CD browser to open the **Browse Documentation** page. The **Browse Documentation** option is used to browse the latest documentation available for the printer. The following documentation can be accessed using the CD browser:

1. **Release Notes:** This button is used to view the release notes. The release notes contains installation and latest information.
2. **User's Guide:** This button is used to determine how to:
    1. Use the printer
    2. Maintain it
    3. Troubleshoot when a problem occurs
    4. Get help
3. **HP JetDirect Guide:** This button is used to view the getting Started Guide that helps in determining the steps to setup the printer.
4. **Setup Poster:** This button is used to view the illustration of the printer setup steps.
5. **Printer Web site:** This button is used to access the printer Web site. This Web site contains the latest information and software. Click the Printer Web Site button to access the following Web site: http://www.hp.com.

register product

The printer can be registered by clicking the Register Product button in the startup page of the CD browser. The following Web site can be used for registering the product:
http://register.hp.com
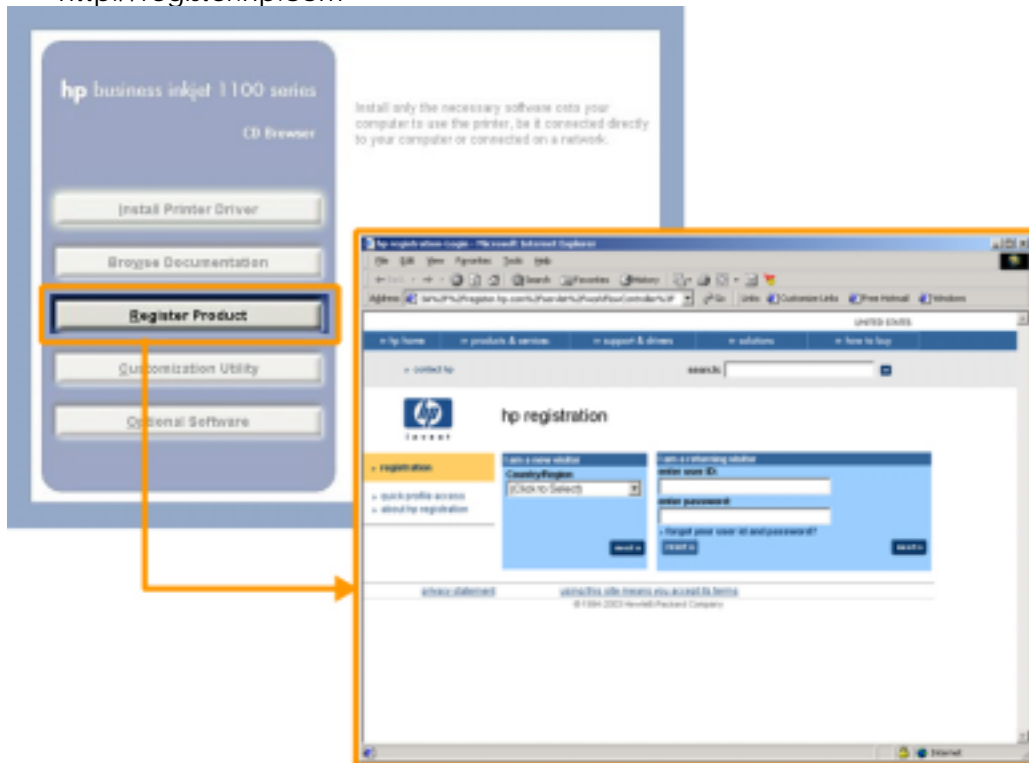
Register Product

Perform the following activities by accessing the hp registration Web site:
- Create a profile
- Update a profile

Access the following information on the hp registration Web site:
- Enhanced customer service
- Fast expert technical support
- Timely notices of product and software upgrades
- Free newsletters with exclusive guidelines
- Special offers specific to your requirements

customization utility

The customization utility can be used to create a custom software installer that can be copied to floppy disks, local hard drives, or network drives.

To create the customization utility, follow these steps:

1. Start Windows and ensure that no other Windows applications are running.
2. Insert the Starter CD into the CD-ROM drive. The System Setup Wizard runs automatically.
3. Click **Customization Utility** from the CD Browser menu.
4. Click **Next** at the Welcome screen.
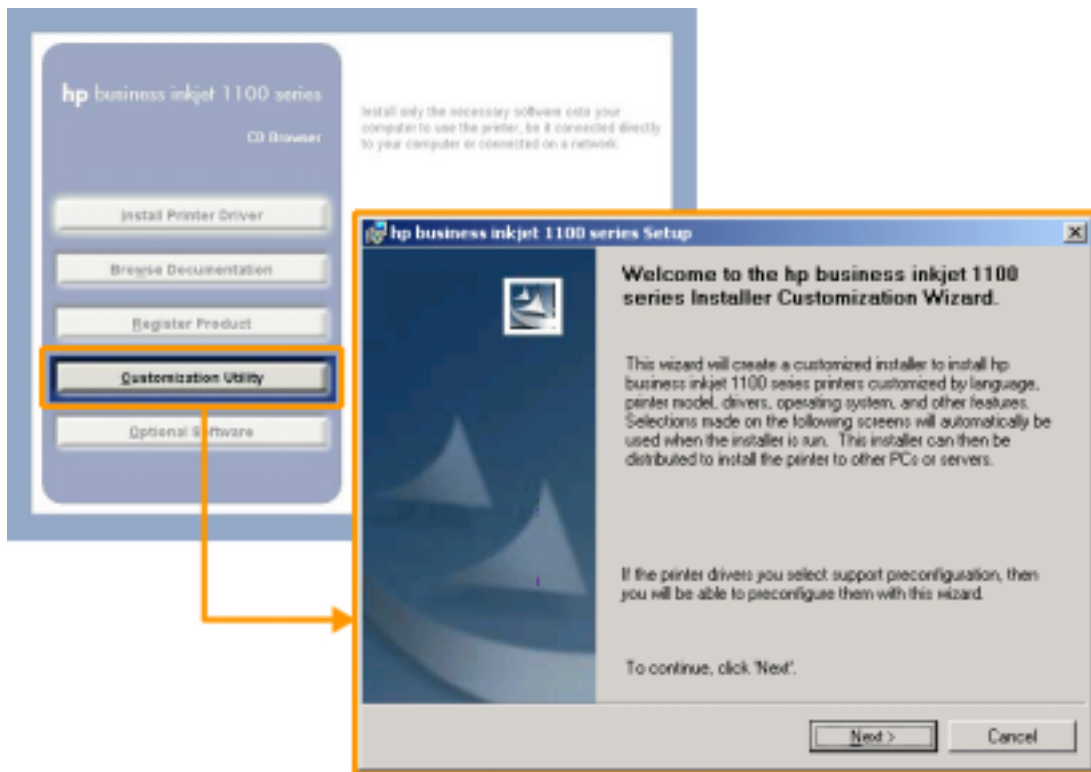
5. Click **Next** after the selecting the language for installing the printer software.
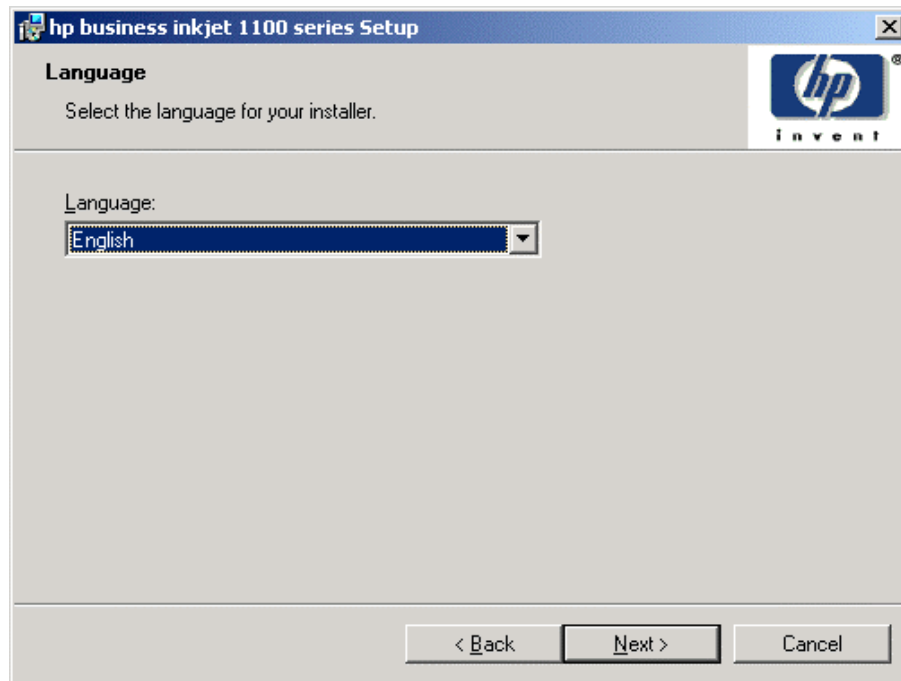
6. Select the type of printer port and click **Next.**
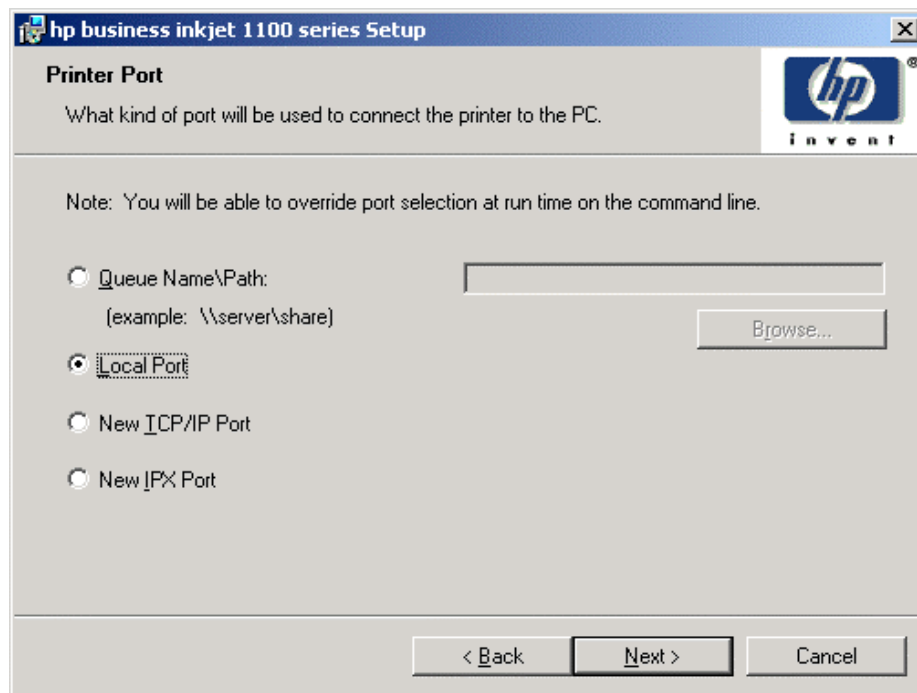
7. Select the connector type that your computer will use to communicate with the printer and click **Next.** The parallel port is selected by default. This step allows the selection of parallel, USB, or any other port.
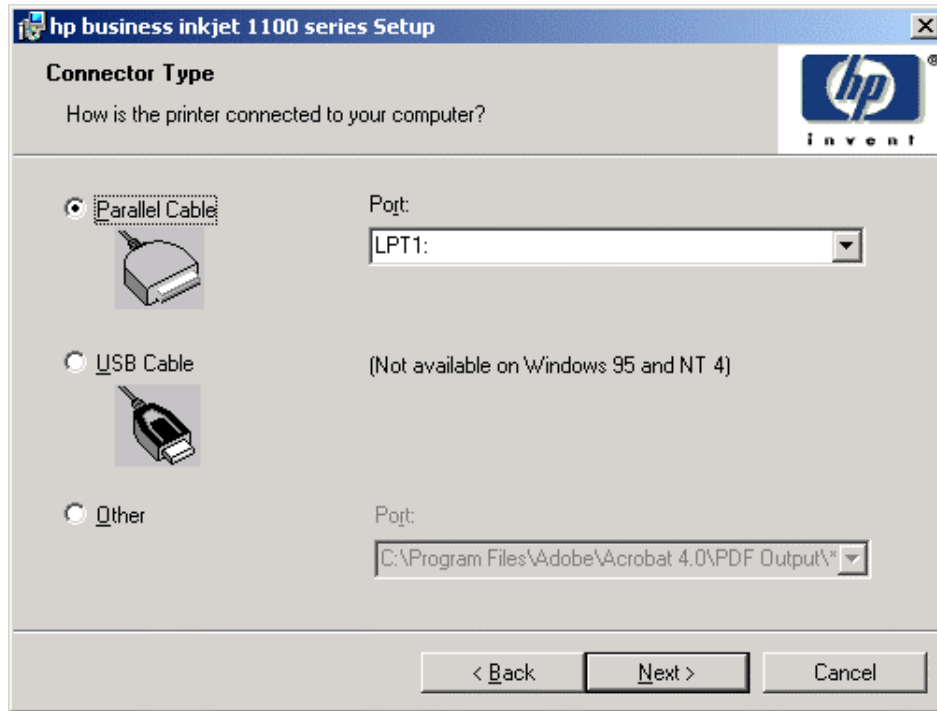
8. Click **Next** after selecting the program features that need to be installed.
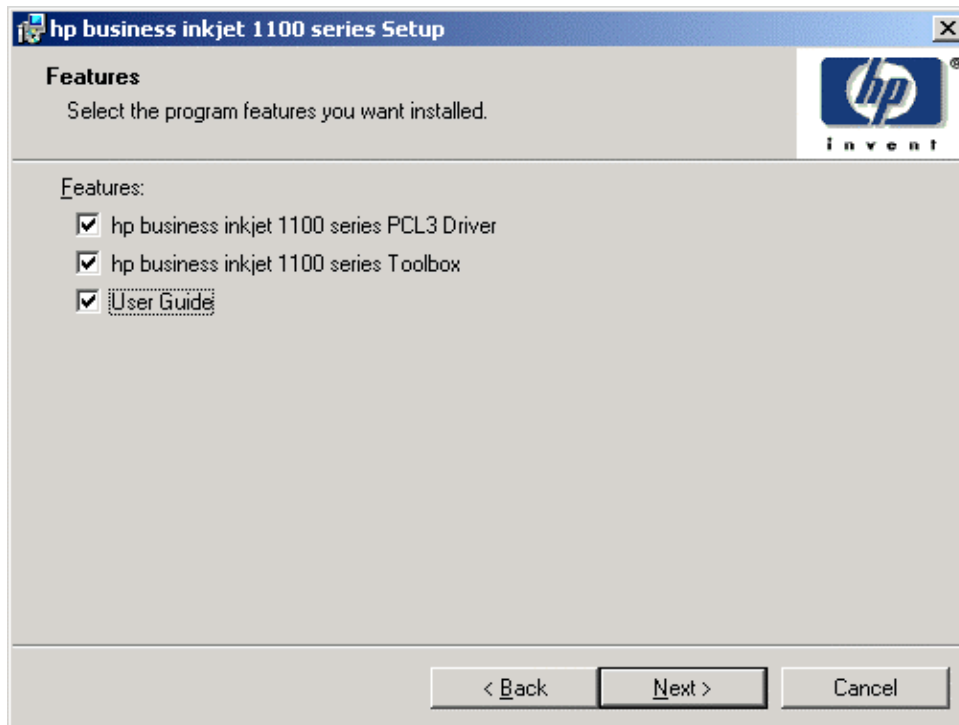
9. Scroll to read the agreement and click **Next** after agreeing to do auto-upload.

hp confidential

HP Auto Upload Agreement

Please read the following agreement. Use the scroll bar to view the entire agreement.

```
Disclaimer

1. Your printer will periodically provide printer
status and usage data to Hewlett-Packard, who may
collect and use such data at its discretion.
Hewlett-Packard will maintain the privacy of any
personal data collected incidentally, in accordance
with the Hewlett-Packard Online Privacy Statement ,
and further assures you that it will take reasonable
precautions in dealing with the printer status and
usage data collected.
```

☑ I agree to do auto upload.

More details...   < Back   Next >   Cancel

10. Specify a name for the printer in Printer Name text box and click **Next.**

hp business inkjet 1100 series Setup

Printer Name

Specify a name for this printer.

You may use the name supplied below or type a new one. The name will be used to identify the printer in your Printers folder.

Printer Name:

hp business inkjet 1100 series

Default Printer:

☑ Use this printer as the default printer for Windows-based programs.

< Back   Next >   Cancel

11. If the printer needs to be shared, then click the **Share as,** radio button and specify a share name. Otherwise, go to the next step by clicking **Next.**

12. Specify a location of the printer in the network and provide an optional comment. Click **Next.**
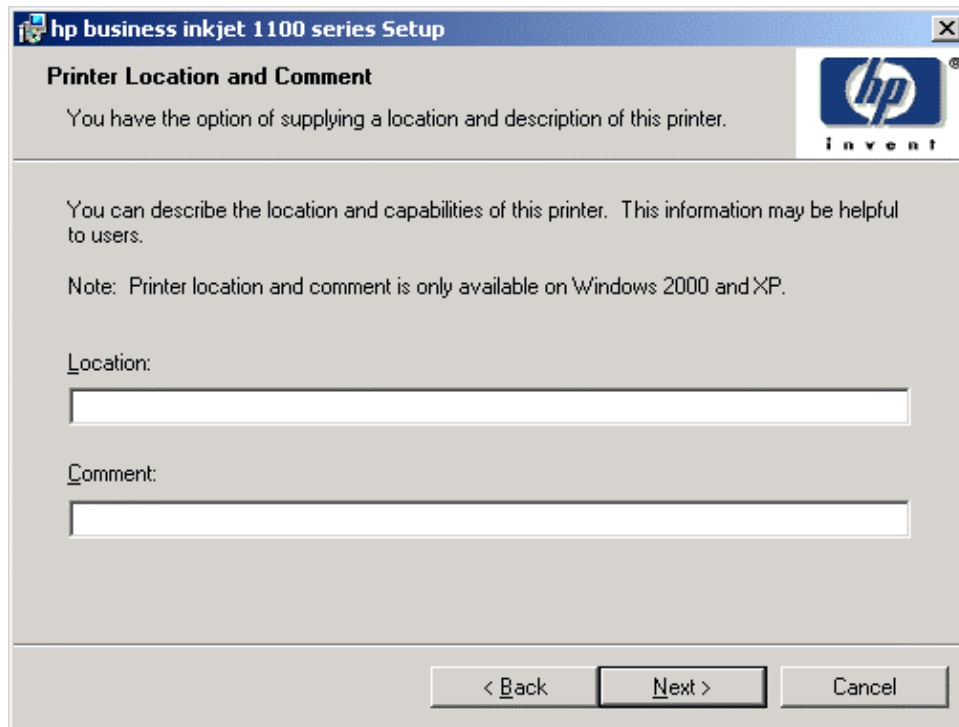
13. Specify the directory where the customized installer needs to be copied. Click **Change...** to browse and select another location. Click **Install** to start the installation.

hp confidential
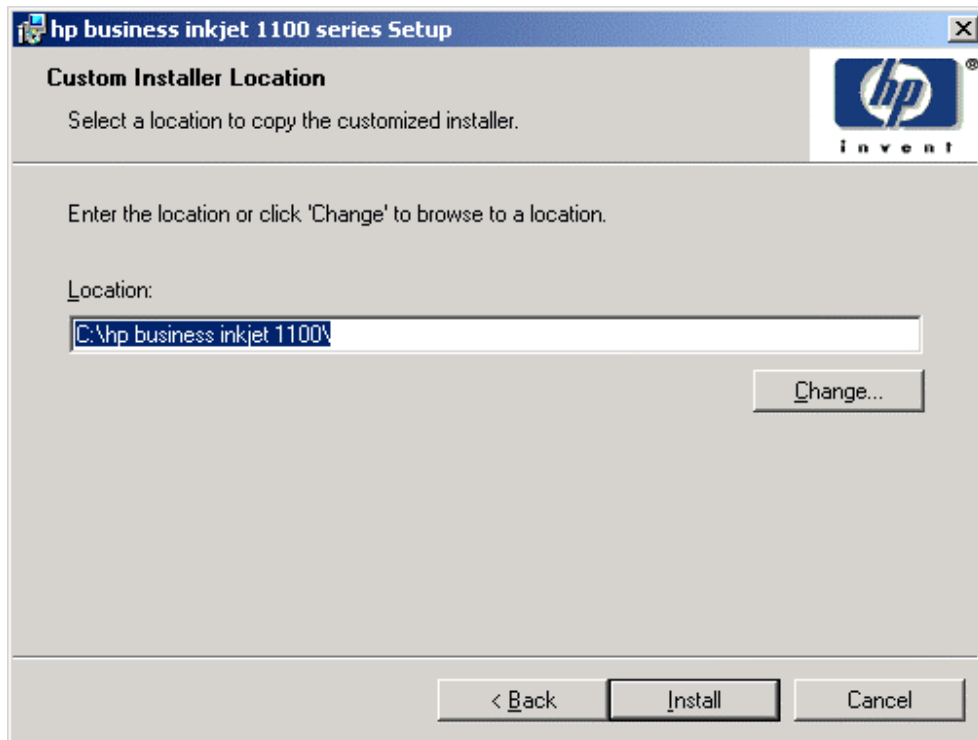
14. Click **View readme file** to view the readme files. Click **Finish** to end the installation.
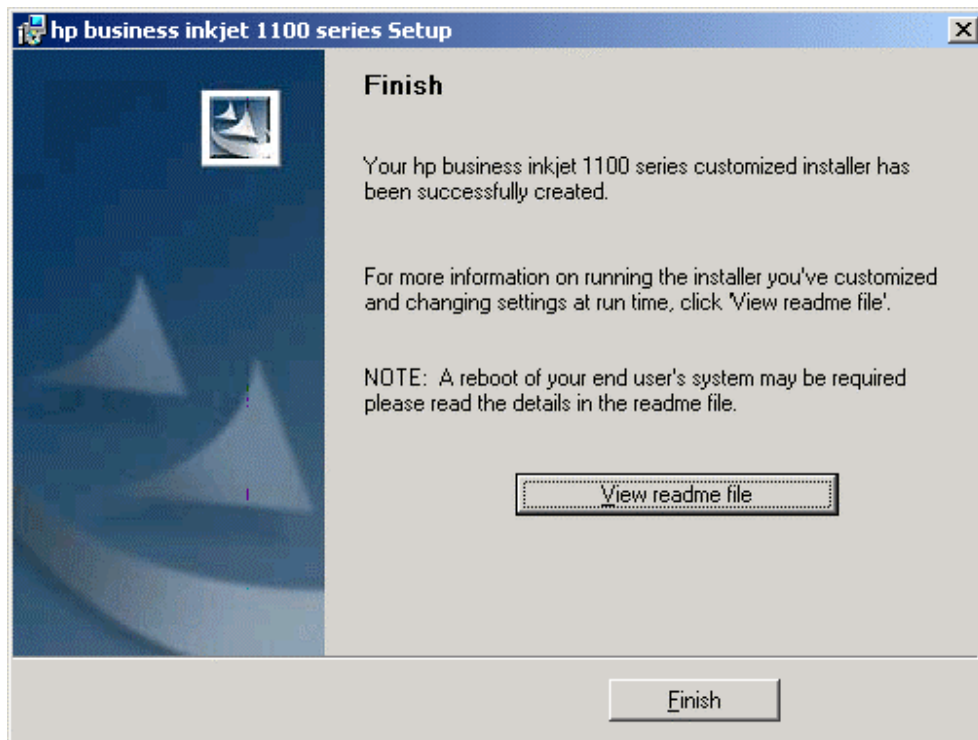
Access the customization utility option to perform the following activities:

1. Copy printer Drivers only - Use this option to copy the printer driver to a selected media. The resulting files can be used with Add Printer Wizard of Microsoft.
2. Create Customized Installer - Use this option to create an interactive installer customized by language, operating system, model, and components.
3. Copy Entire Printing System Installer - Use this option to copy the printing system installer for the selected language and operating system to media other than floppy disks, for example shared network location.

The following is a flow chart depicting the steps to create the customization utility:

A

Are drivers pre-configurable?

Yes → Driver Configuration Wizard

No

Does user want to configure drivers?

No

Yes → Configuration Editor

Printer Naming Wizard (Set Printer Name and default Printer)

Printer Location and Comment Wizard

Printer Sharing Wizard

Client Drivers Wizard

Customized Installer Location Wizard

Copying Process Started

Finish Wizard
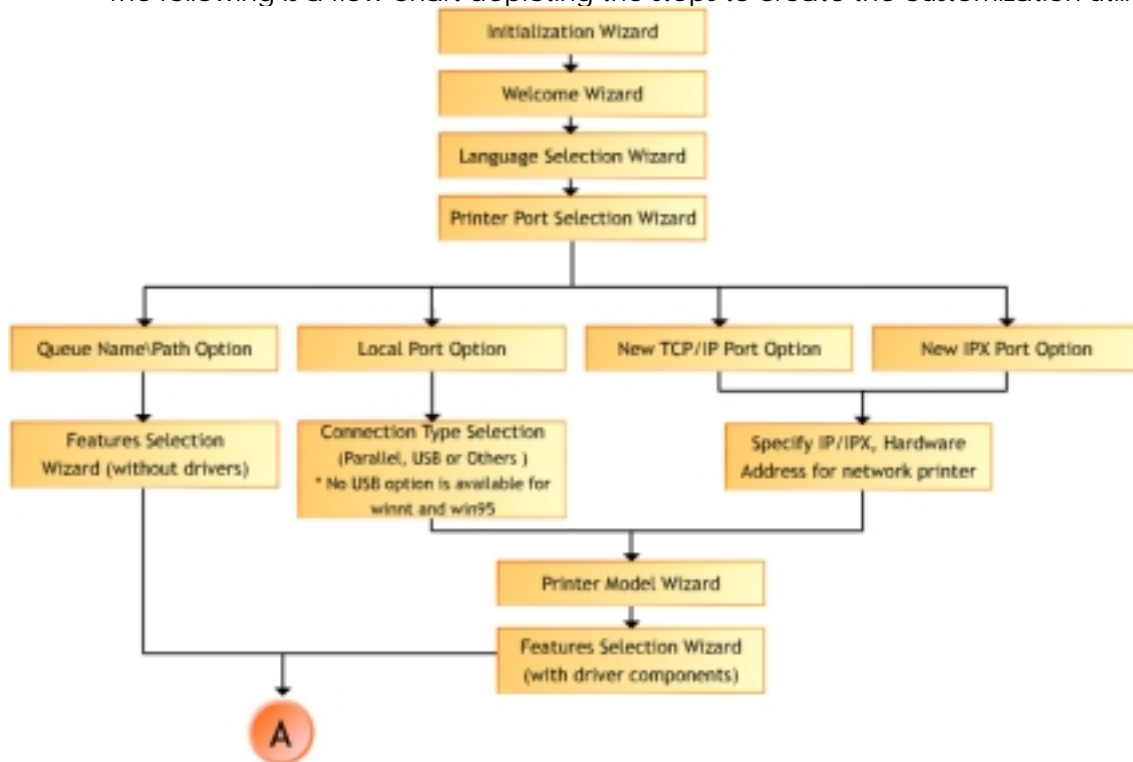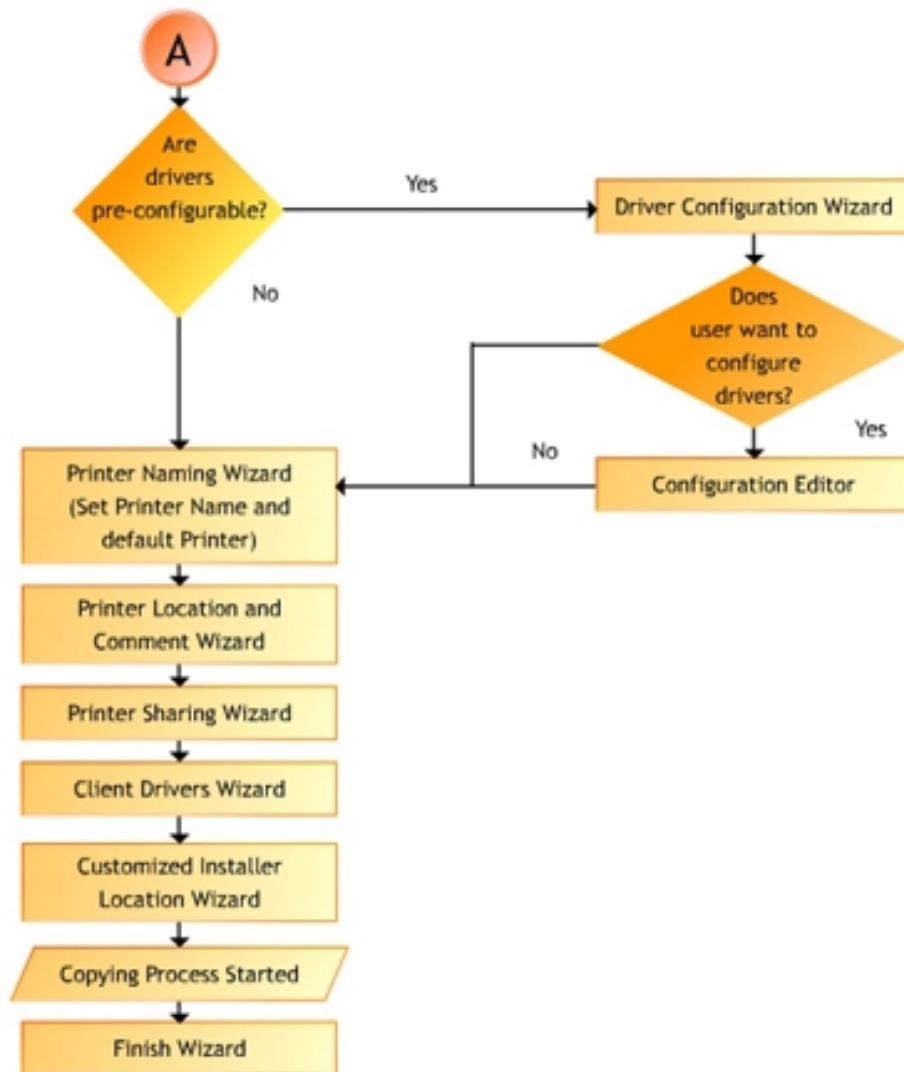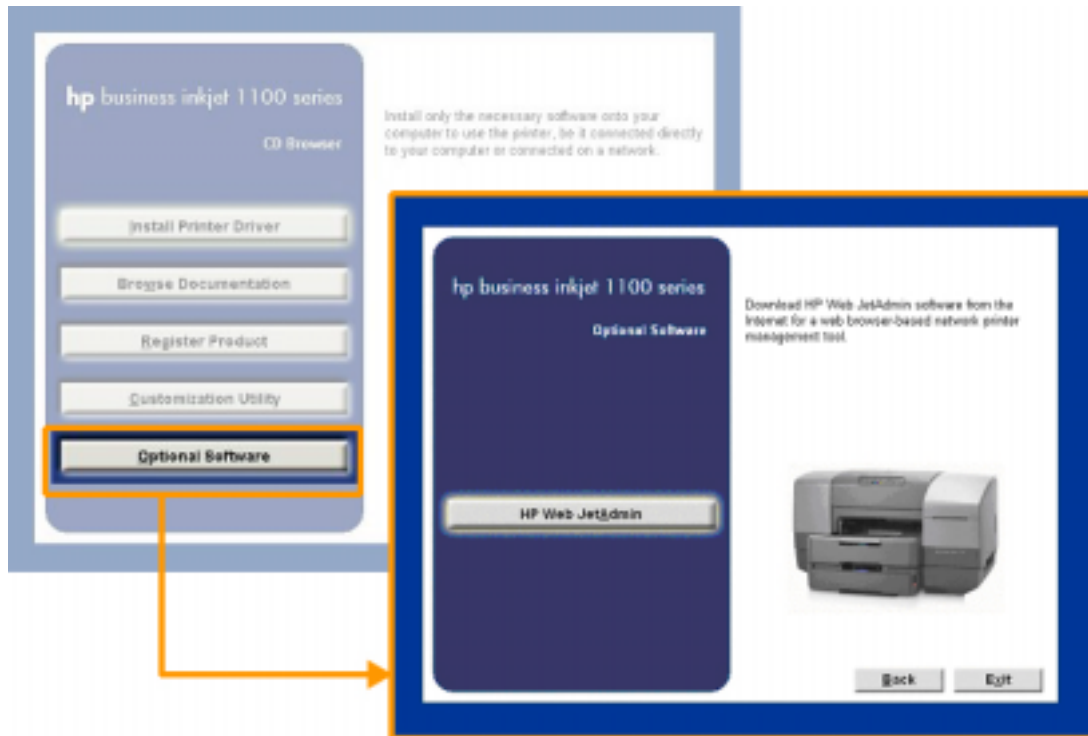
optional software

Optional software

Click the option **Optional Software** in the startup page of the CD browser to open the **Optional Software** page. In the **Optional Software** page, the optional software that is available for this printer is hp Web JetAdmin. This software is used to install the hp Web JetAdmin software as a Web browser-based network printer management tool.

Note *The Optional Software page only provides a Web link to download the hp Web JetAdmin from the hp Web site.*

connectivity options

USB cable

Use a USB cable to connect the printer to the computer if the computer has a USB port and any one of the following operating systems:

- Windows 98
- Windows ME
- Windows 2000
- Windows XP

If the computer does not meet the specifications, use a parallel cable to connect the printer to the computer.

In most cases, after installing the printer software and connecting the printer to the computer, install additional printers with USB cables without reinstalling the printer software.

Warning
Ensure to connect the USB cable only when prompted by the computer.

Parallel cable

Use a parallel cable to connect the printer to the computer if the computer has a parallel port and any one of the following operating systems:

- Windows 98
- Windows ME
- Windows NT 4.0
- Windows 2000
- Windows XP

LIO

Use a LIO card to connect the printer to the computer if the computer needs to be connected on a network as a server and if the computer has any one of the following operating systems:

- Windows 98
- Windows ME
- Windows NT 4.0
- Windows 2000
- Windows XP

types of network connections

The hp JetDirect print server can be used in client-server peer-to-peer and client-server network configurations.

peer-to-peer network

In a peer-to-peer network, the printer software is installed on each computer, and the system is configured to send print jobs directly to the printer. Each individual computer manages its own print jobs. Peer-to-peer printing is more suitable for smaller networks.

client-server network

On a client-server network, client computers send print jobs to dedicated server computers that control the use of each printer. Client-server printing is normally used in small work groups where dedicated computer servers manage the printing needs of many users. Access the hp JetDirect Print Server Administrator guide on the starter CD for information to set up the printer on a network.

The hp JetDirect Print Server Administrator guide provides the following information:

- hp Software Solutions for hp Jetdirect print servers:
  - hp Web JetAdmin, a web-based tool for managing network peripherals
  - hp IP/IPX Printer Gateway for NDPS
  - hp LaserJet Utility to set up printers on AppleTalk networks
  - TCP/IP Configurations

install the printer software for Windows - Direct

The methods through which the printer software can be installed directly on Windows are:

- Using the software installer
- Using Microsoft New Hardware Found Wizard
- Using Add Printer

The following software are needed to install the printer driver in the respective connections:

Software Needed	Connection
• Windows printer driver • Macintosh printer driver	USB
Windows printer driver	Parallel

Note *Before installing the printer software on a computer running Windows XP 64-bit, download the printer software from http://www.hp.com/support/businessinkjet1100.*

Note *It is recommended to install software first before connecting the printer. Only connect the printer when prompted by the software installer. The printer needs to be physically connected when prompted by the installer software.*

Installing using the Installer on a Parallel port

The printer can be installed using the Installer in the following steps:

1. Start Windows and ensure that no other applications are running.
2. Insert the Starter CD in the CD-ROM drive. The System Setup Wizard runs automatically.

Note *If the System Setup Wizard does not run automatically, select the Start -> Run menu command. Type <CD ROM drive>:\SETUP in the command line box. For example, type D:\SETUP if the D: is the CD ROM drive.*

3. Click **Install Printer Driver** from the CD Browser menu.

4. Click **OK** after selecting the language for installing the printer software.
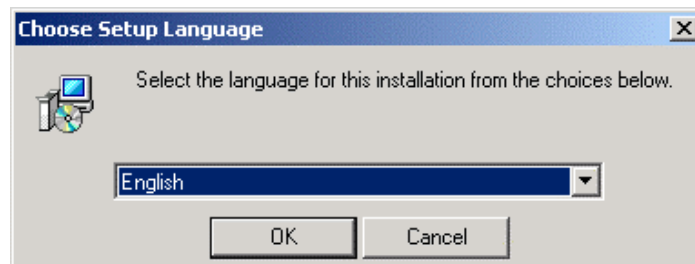
5. Click **Next** at the Welcome screen.
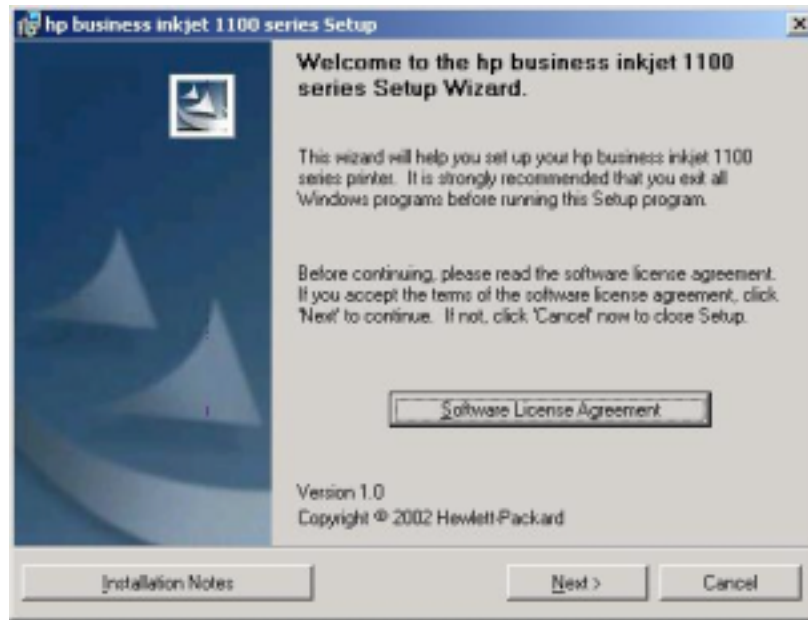
6. Click **Next** to install the printer directly to the computer.
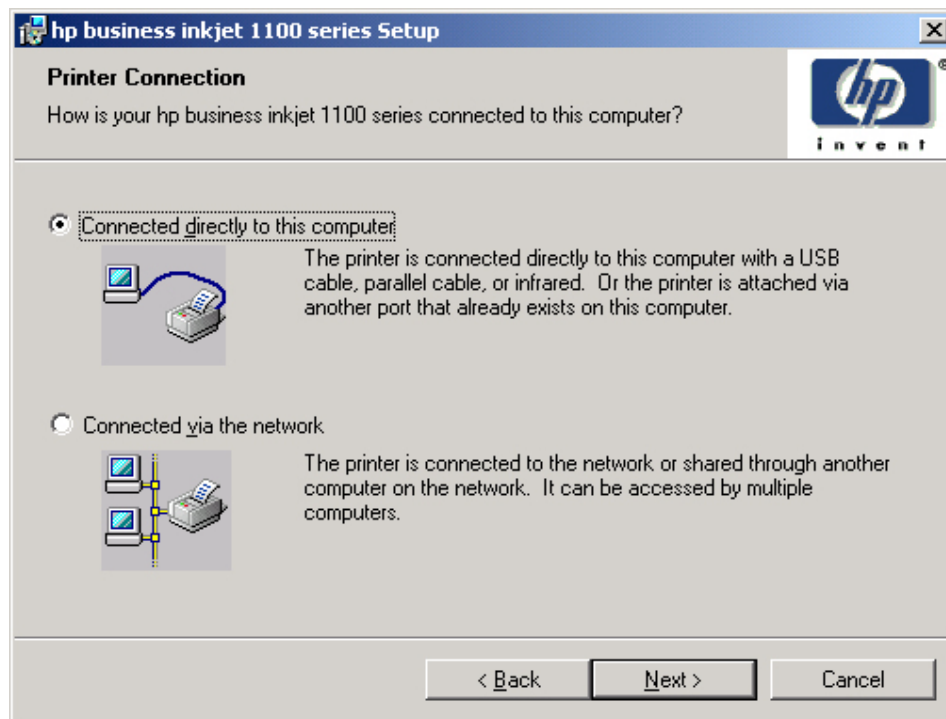
7. Select the connector type and click **Next.**
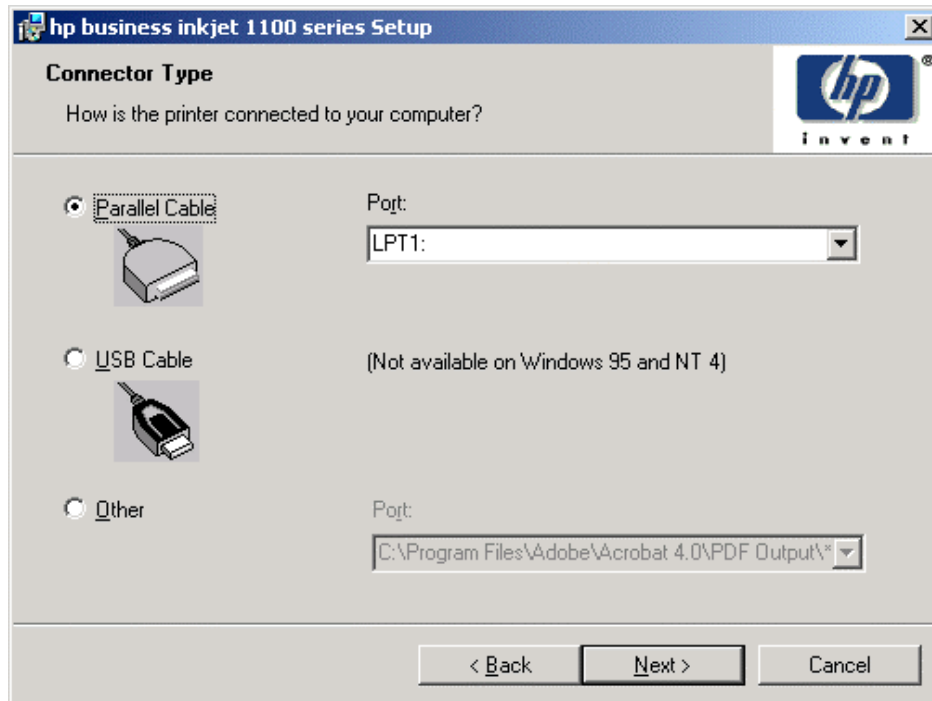
8. Select **Typical Installation** to install the most common drivers and components. Click **Next.**

9. Select **I agree** to do auto upload to let myPrintMileage Agent send printer usage information to the myPrintMileage website, where you can view your customized printer usage analysis.

hp confidential

HP Auto Upload Agreement

Please read the following agreement. Use the scroll bar to view the entire agreement.

Disclaimer

1. Your printer will periodically provide printer status and usage data to Hewlett-Packard, who may collect and use such data at its discretion. Hewlett-Packard will maintain the privacy of any personal data collected incidentally, in accordance with the Hewlett-Packard Online Privacy Statement , and further assures you that it will take reasonable precautions in dealing with the printer status and usage data collected.

☑ I agree to do auto upload.

More details...   < Back   Next >   Cancel
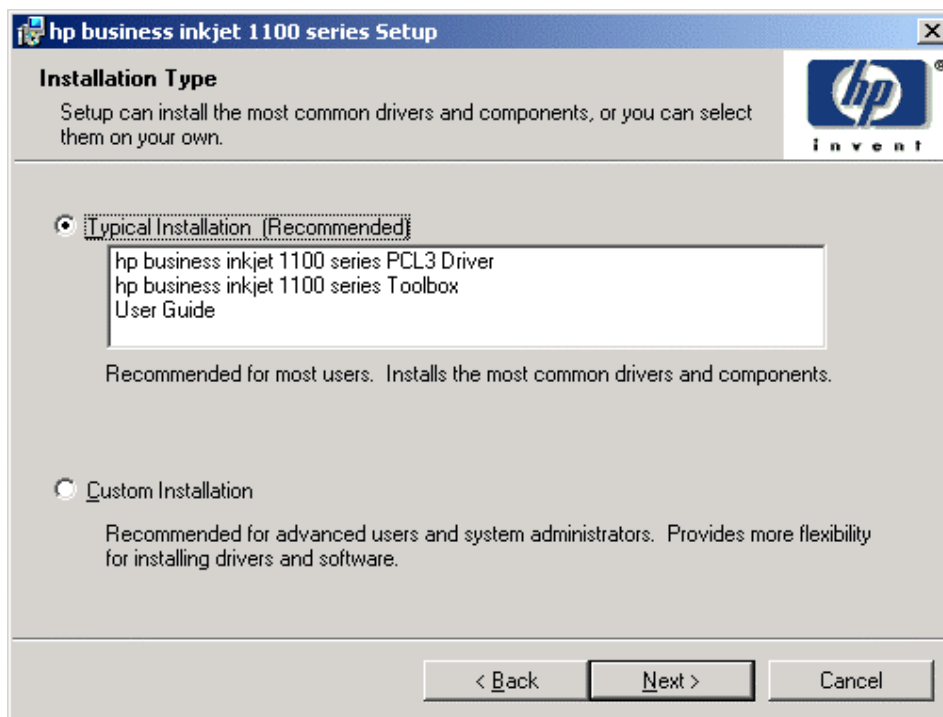
10. Click **Next** to proceed to the next step.
11. Specify a name for the printer in **Printer Name** text box and click **Next.**

hp business inkjet 1100 series Setup

Printer Name
Specify a name for this printer.

You may use the name supplied below or type a new one. The name will be used to identify the printer in your Printers folder.

Printer Name:

hp business inkjet 1100 series

Default Printer:

☑ Use this printer as the default printer for Windows-based programs.

< Back   Next >   Cancel
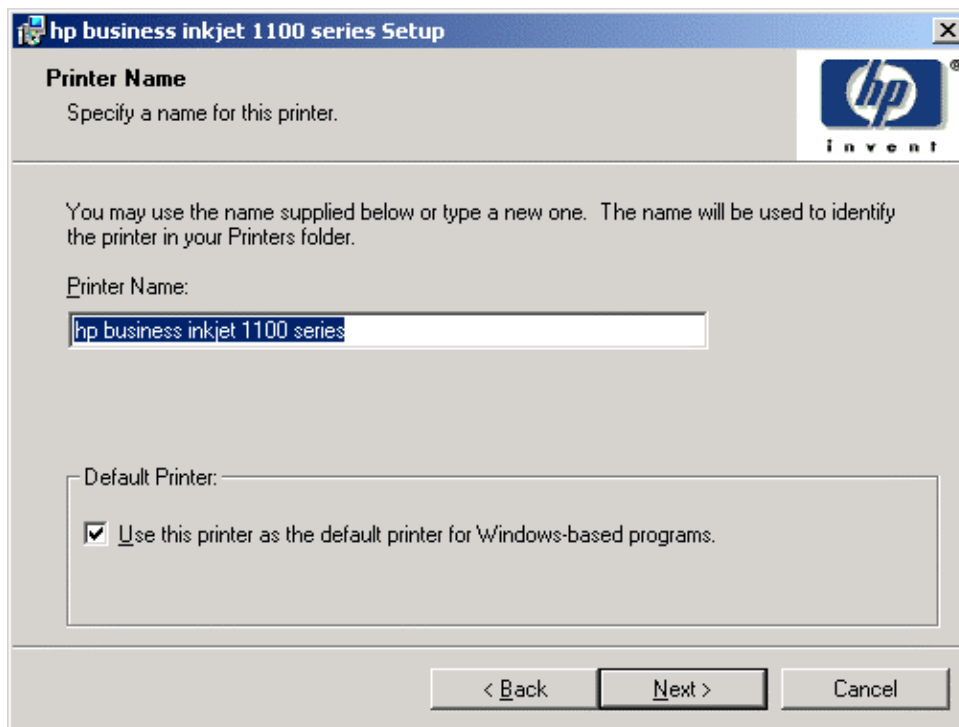
12. If the printer needs to be shared, then click the **Share as** radio button and specify a share name. Otherwise, go to the next step by clicking **Next.**
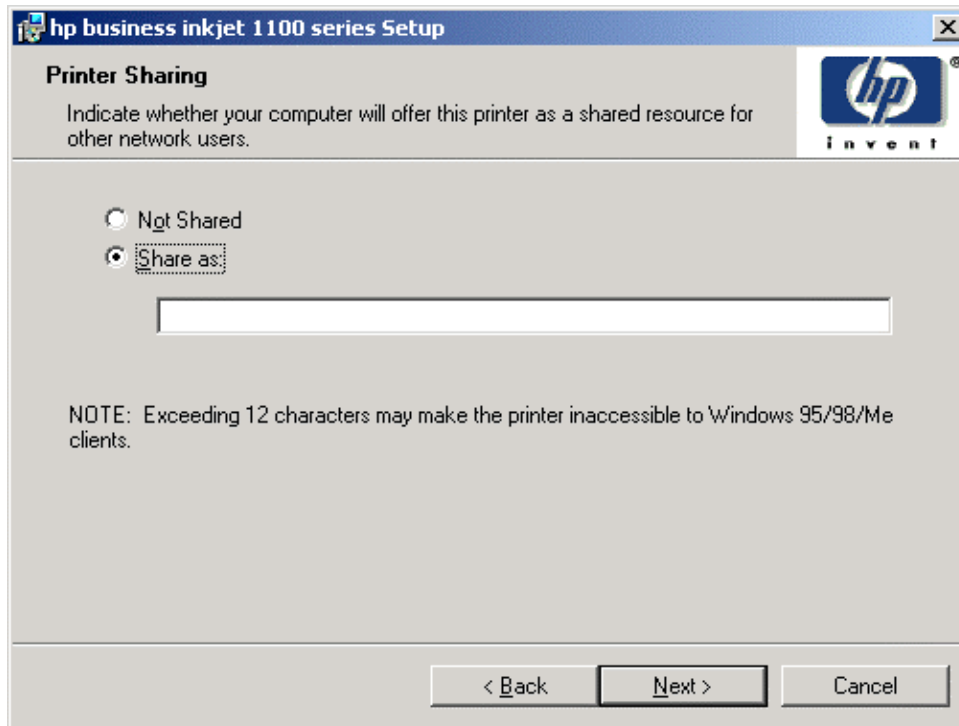
13. Select the additional drivers that need to be installed and click **Next.** These additional drivers help automatic driver downloads to clients with different operating systems.
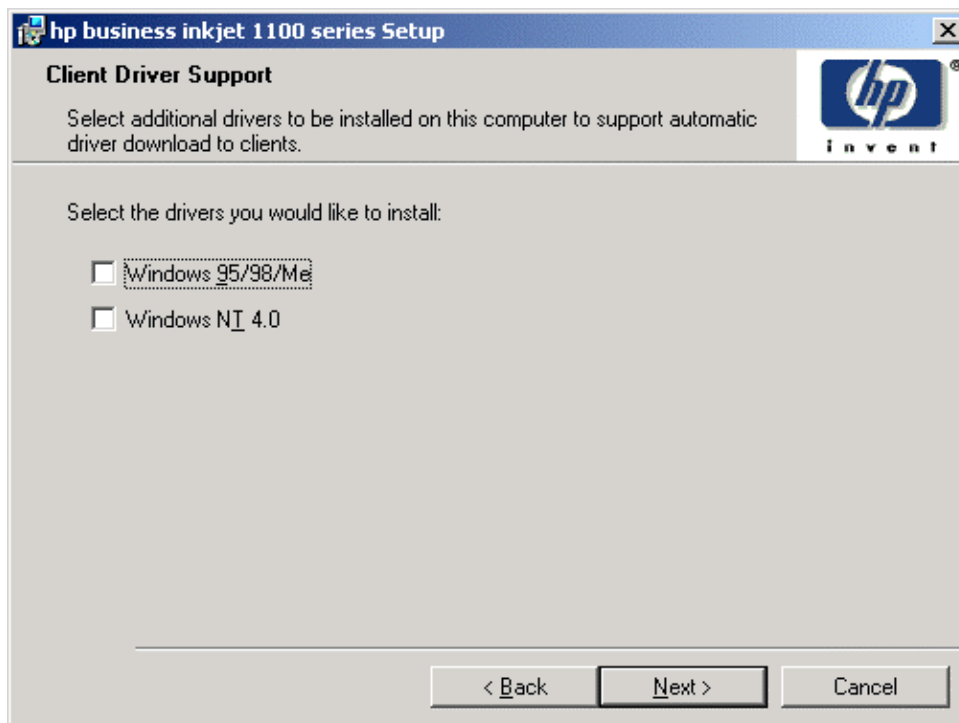
14. Specify the location of the printer in the **Location** text box and click **Next.** This information is used to specify the physical location of the printer.

hp confidential
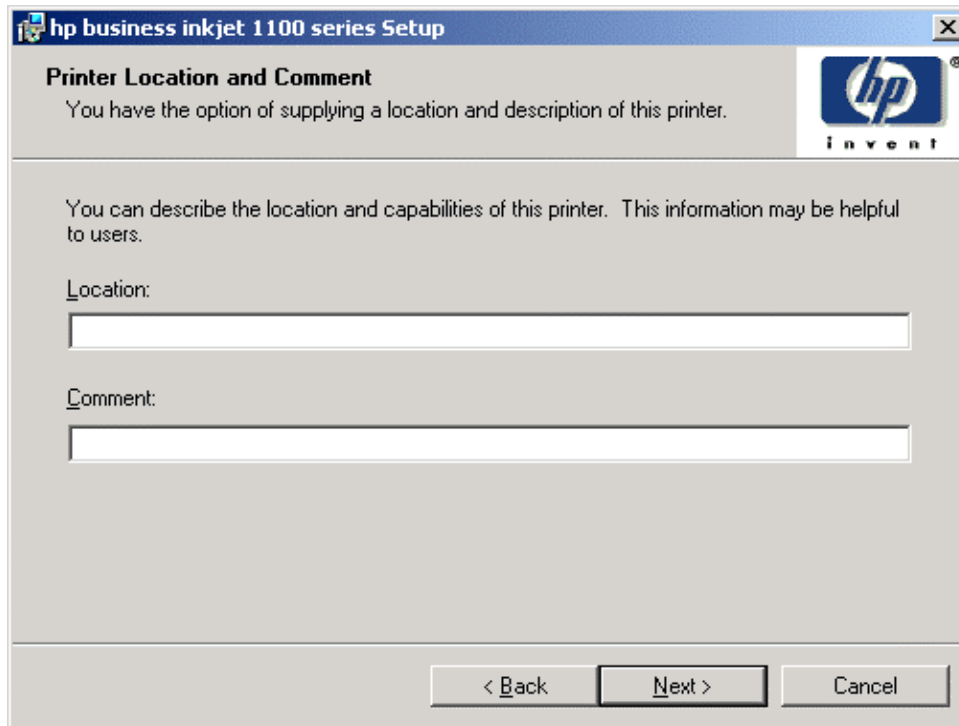
15. Click **Install** to begin the installation.
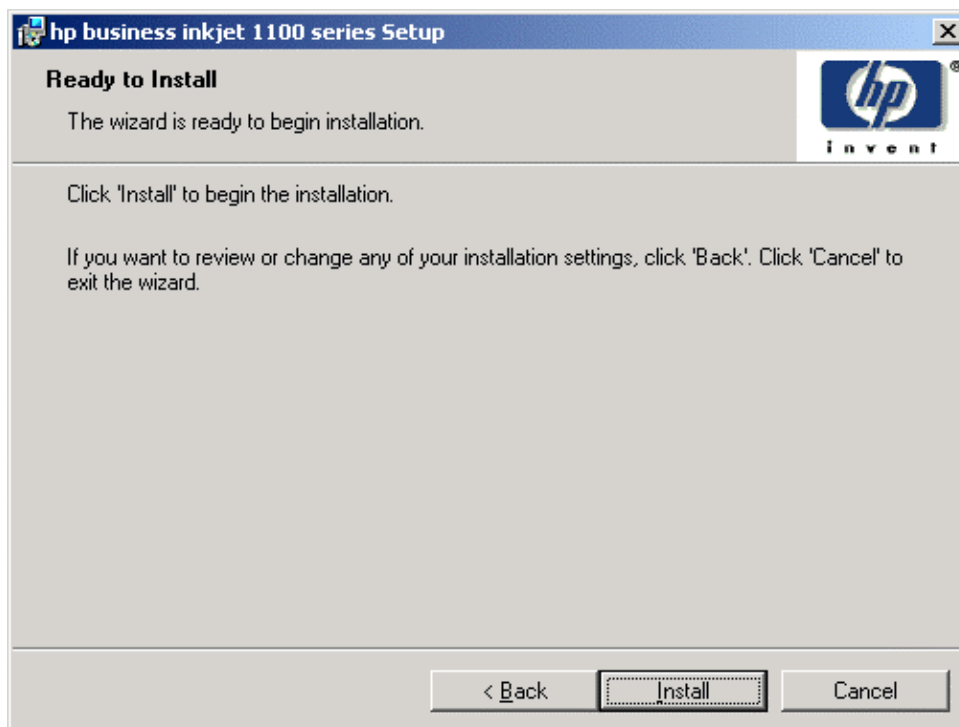
16. Click **Finish** to complete the installation of the printer software.
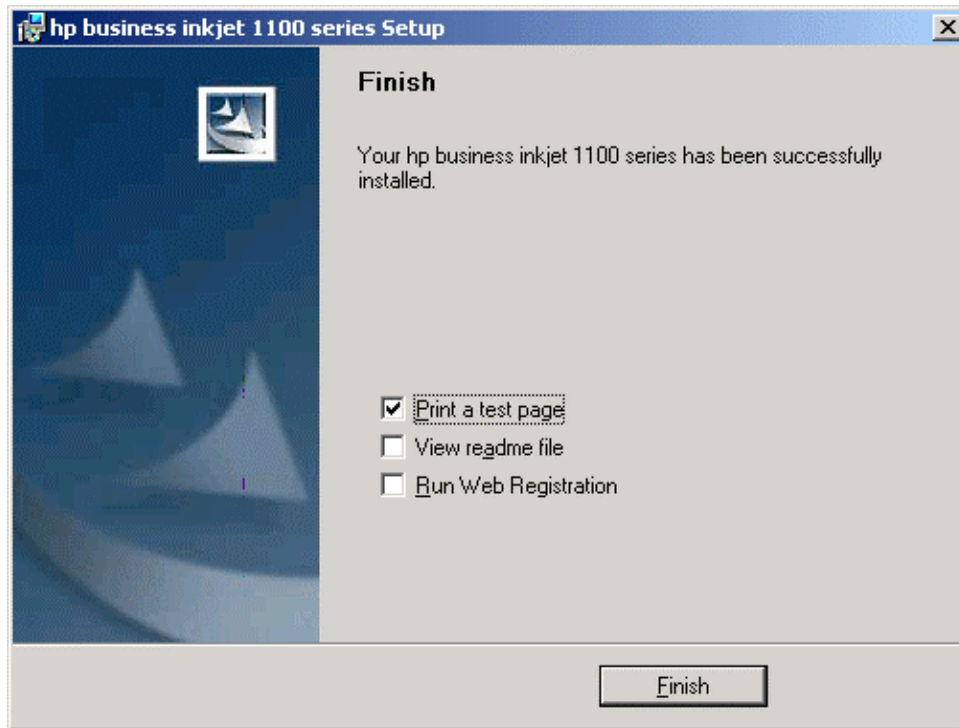
Installing using Microsoft's New Hardware Found Wizard

If the USB cable is connected to the ports on the computer and the printer before installing the printer software, the Found New Hardware wizard appears on the computer screen.

- Click **Next** in the **Found New Hardware** wizard.
- Click **Search** for the best driver for your device and click **Next** .
- Insert the Starter CD into the CD-ROM drive. If the CD menu appears, click **Exit** twice to close the CD menu.
- Select **Specify a location** . Click **Browse** to locate the installation files depending on the operating system and click **OK** .
- Click **Next** . Follow the instructions on the screen.
- Click **Next** and click **Finish** .

Installing using Add Printer

The printer can be installed using the Add Printer method by the following steps:

1. Click **Printers** in the Settings menu to open the Printers Window.
2. Double-click the **Add Printer** icon to open the **Add Printer Wizard.**
3. In the Add Printer Wizard, click **Next.**

4. Click **Next** again. Make sure that the **Automatically detect and install my Plug and Play** check box is unchecked.
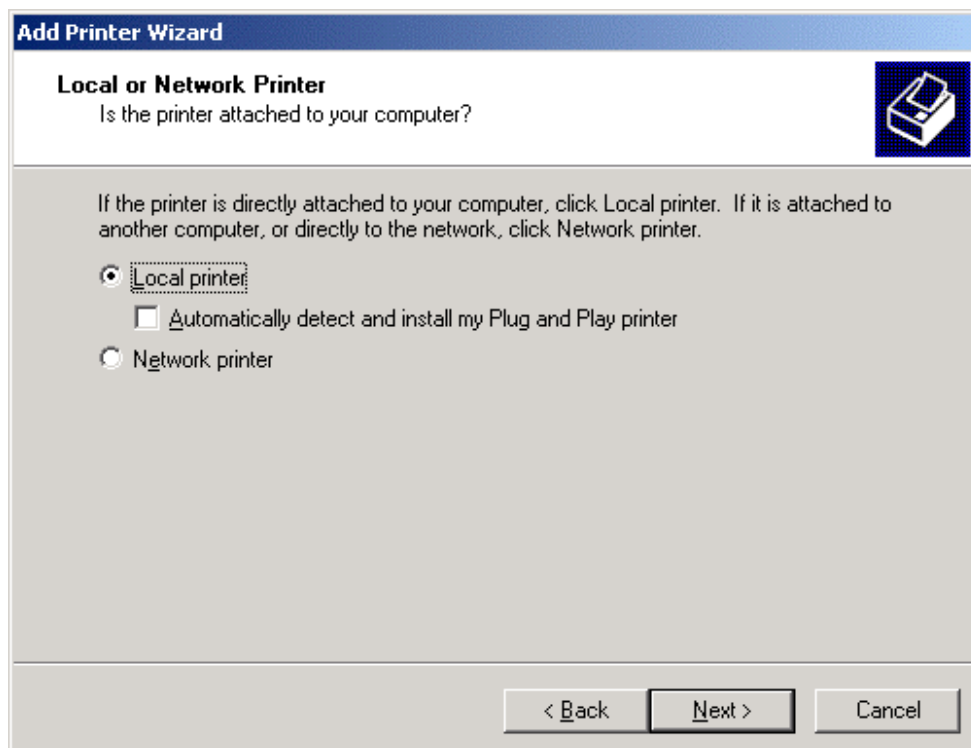
5. Select **LPT1** as the printer port and click **Next.**
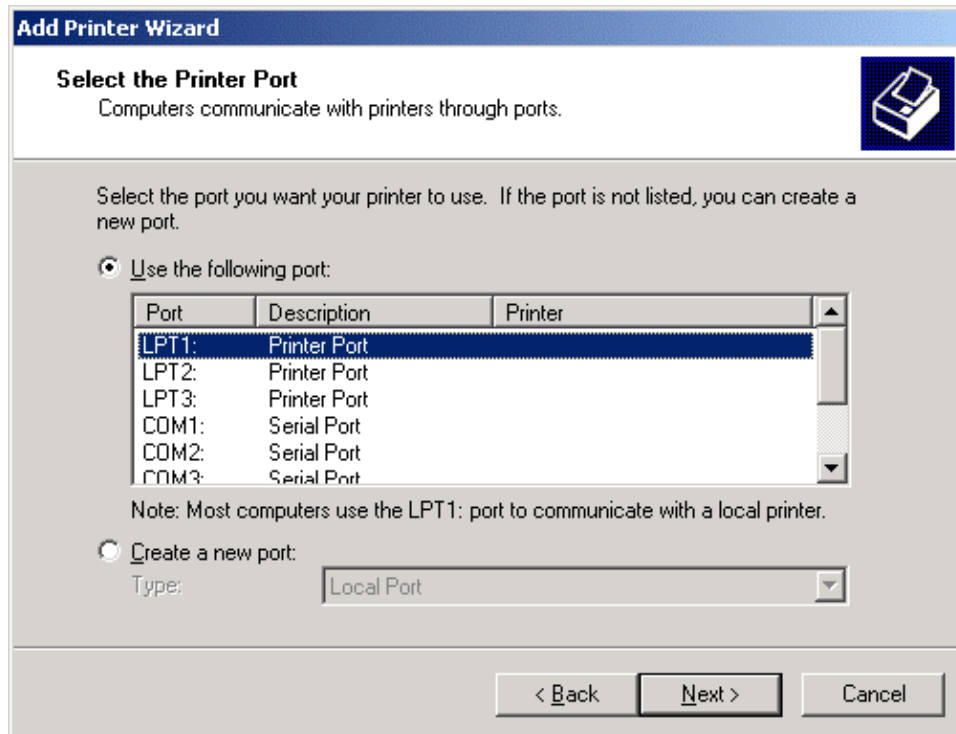
6. In the next screen, click **Have Disk.**
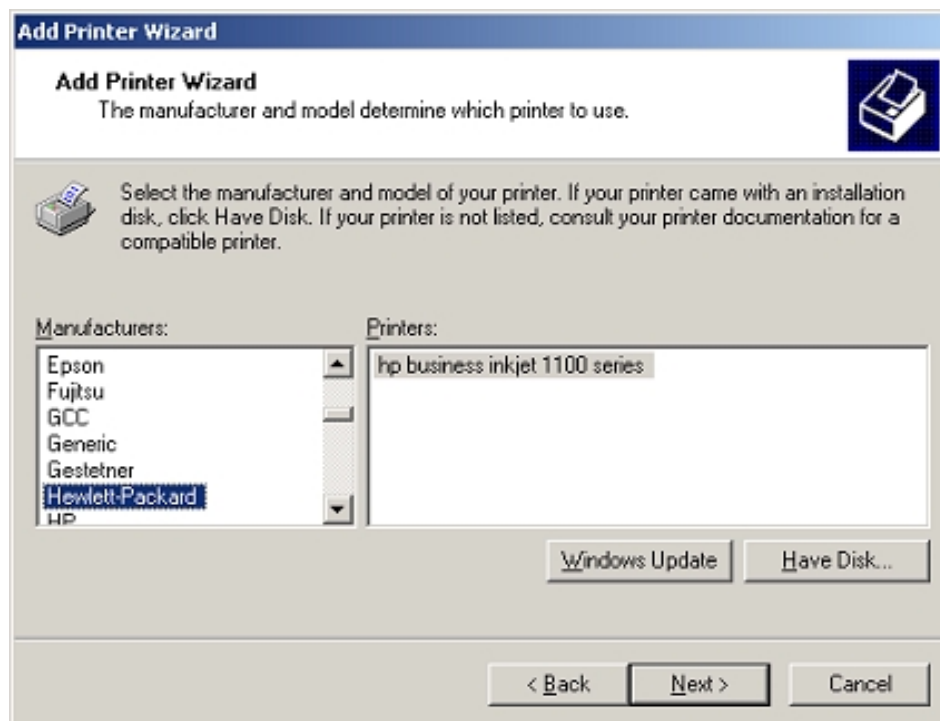
7. Locate the driver INF file by clicking **Browse.**

hp confidential

8. Select the **hpf1100k.inf** file. Click **Open** to select the file.
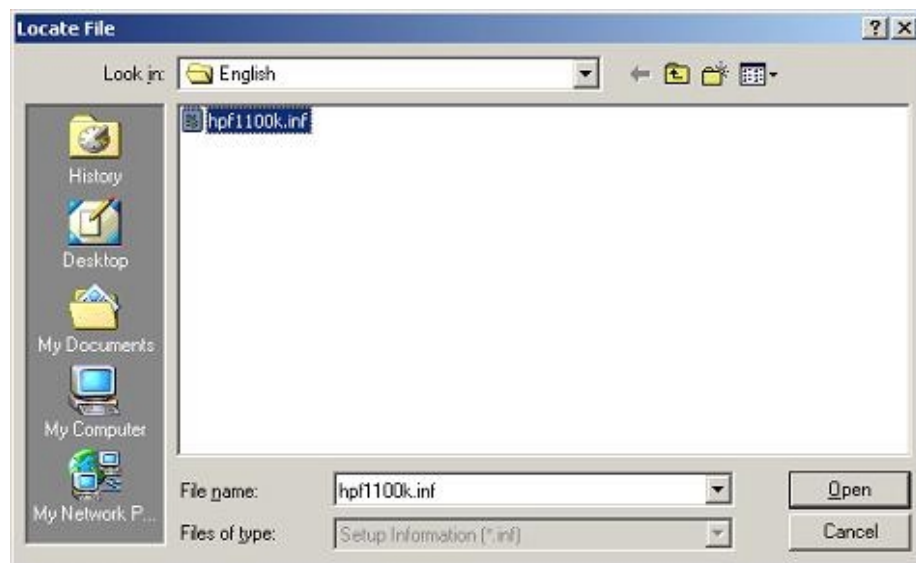
9. Click **OK** to copy the INF file.
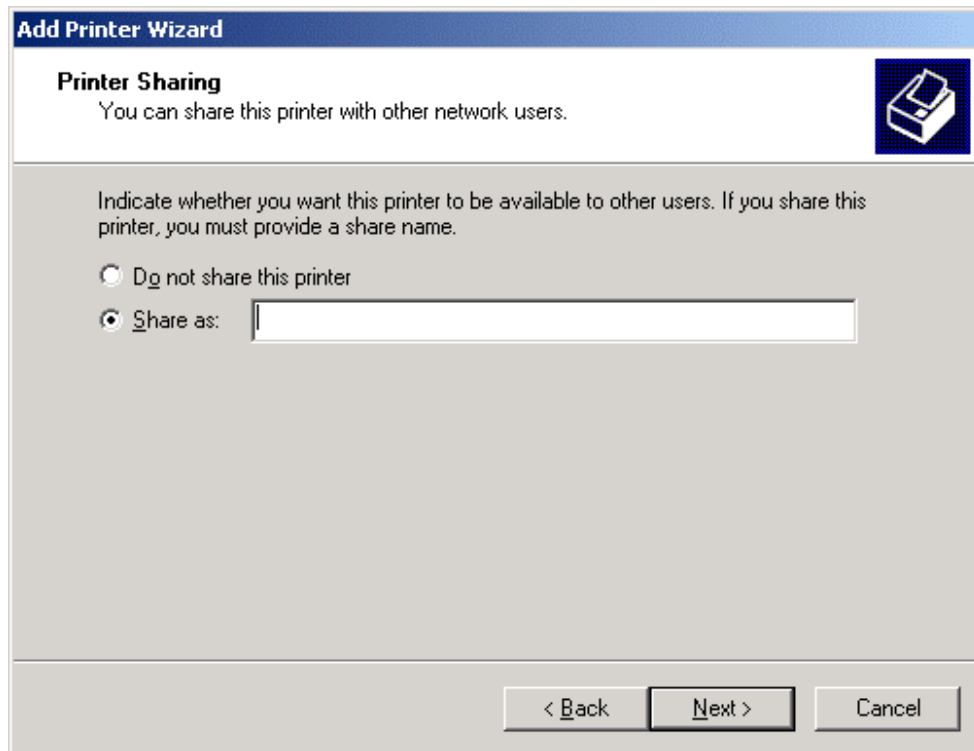
10. Select **hp business inkjet 1100 series** and click **Next.**

---
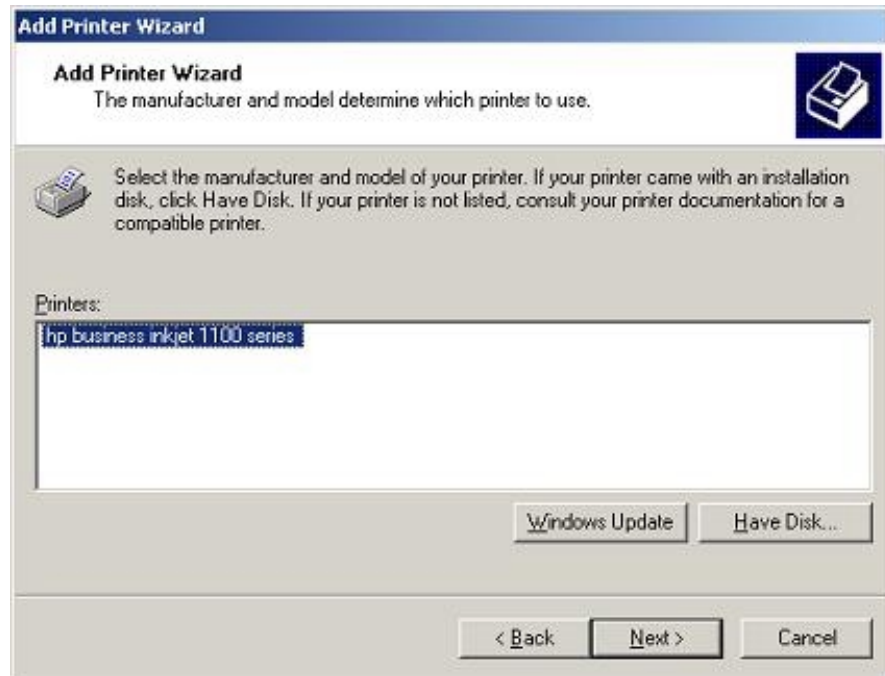
11. In the next screen, type the name of the printer, select the **Yes** radio button to make it the default printer and click **Next.**
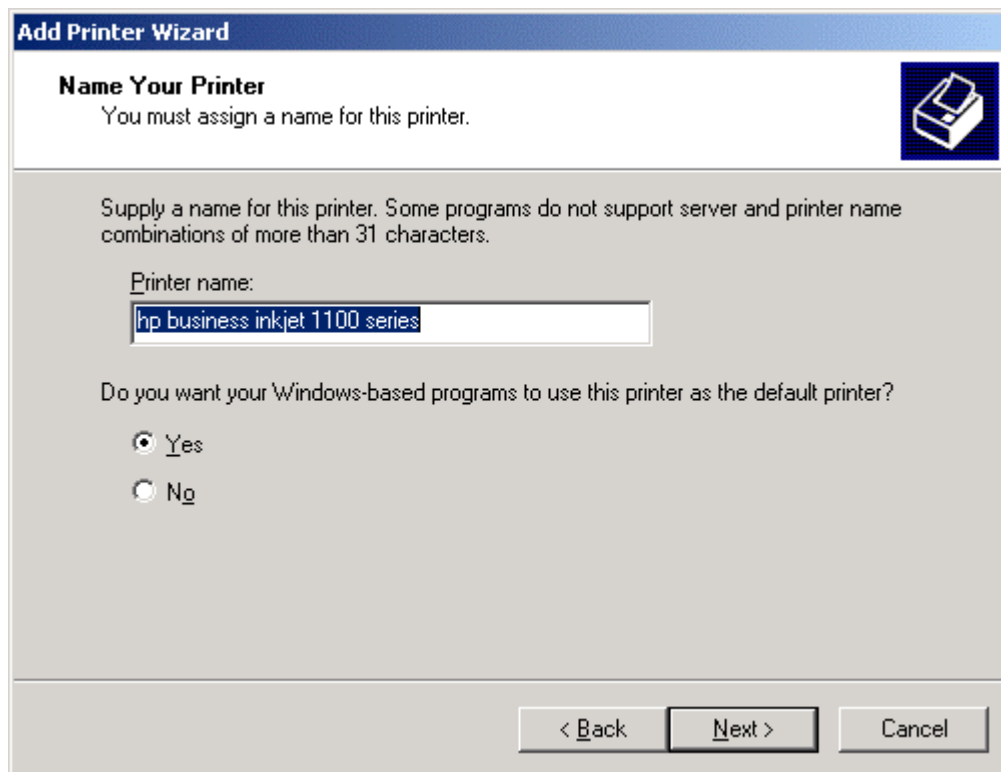
12. For the printer to be shared, type a share name and click **Next.**

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13. Click **Next** after specifying the location of the printer. This information is used to specify the physical location of the printer.

14. Check the **Yes** radio button to print a test page and click **Next.**

Add Printer Wizard

Print Test Page
To confirm that the printer is installed properly, you can print a test page.

Do you want to print a test page?

 ⦿ Yes

 ○ No

[< Back] [Next >] [Cancel]

15. Click **Finish** to complete the installation.

Add Printer Wizard

Completing the Add Printer Wizard

You have successfully completed the Add Printer wizard.

You specified the following printer settings:

Name: hp business inkjet 1100 series
Shared as: hp business
Port: LPT1:
Model: hp business inkjet 1100 series
Default: Yes
Test page: Yes
Location:
Comment:

To close this wizard, click Finish.

[< Back] [Finish] [Cancel]

To test the installation of the printer, print a test page.

Note *After the completion of the hardware-first installation process, The Found New Hardware wizard automatically launches the setup program. This provides the option to install non-driver components such as the Toolbox.*

Note *Except for Windows NT, all other Operating systems from Microsoft support plug and play feature.*

Note *hp recommends software first installation*

Note *Take note of issues with wrong driver language installed. This is an OS behavior and happens intermittently if the user clicks on "Recommend.." instead of specifically selecting the printer INF file from the CD.*

install the printer software for Windows - Network

The methods through which the printer software can be installed on a network on Windows are:
- Using the Installer (peer-to-peer and client/server)
- Using Add Printer

Note	*Before installing the printer software on a computer running Windows XP 64-bit, download the printer software from http://www.hp.com/support/businessinkjet1100.*

The printer can be installed using the Installer on a peer-to-peer connection in the following steps:

1. Start Windows and ensure that no other applications are running.
2. Insert the Starter CD in the CD-ROM drive. The System Setup Wizard runs automatically.
3. Click **Install Printer Driver** from the CD Browser menu.
4. Click **OK** after selecting the language for installing the printer software.

5. Click **Next** at the Welcome screen.
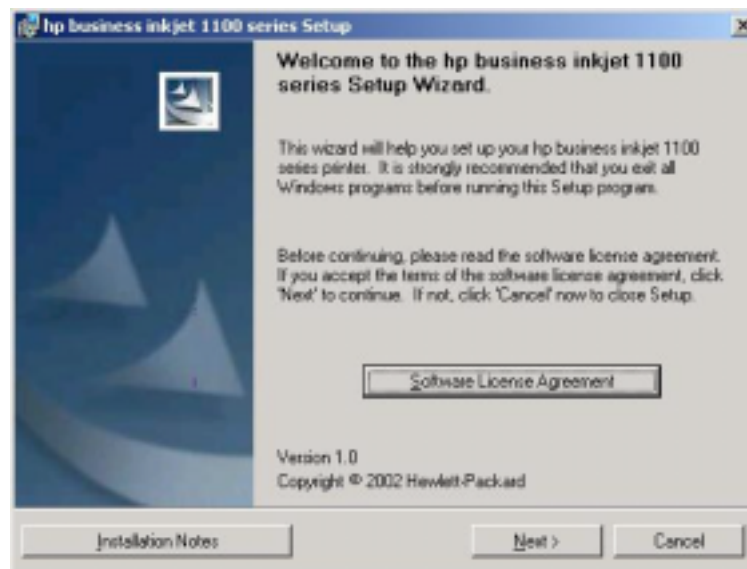
6. Check the **Connected via the network** radio button and click **Next.**
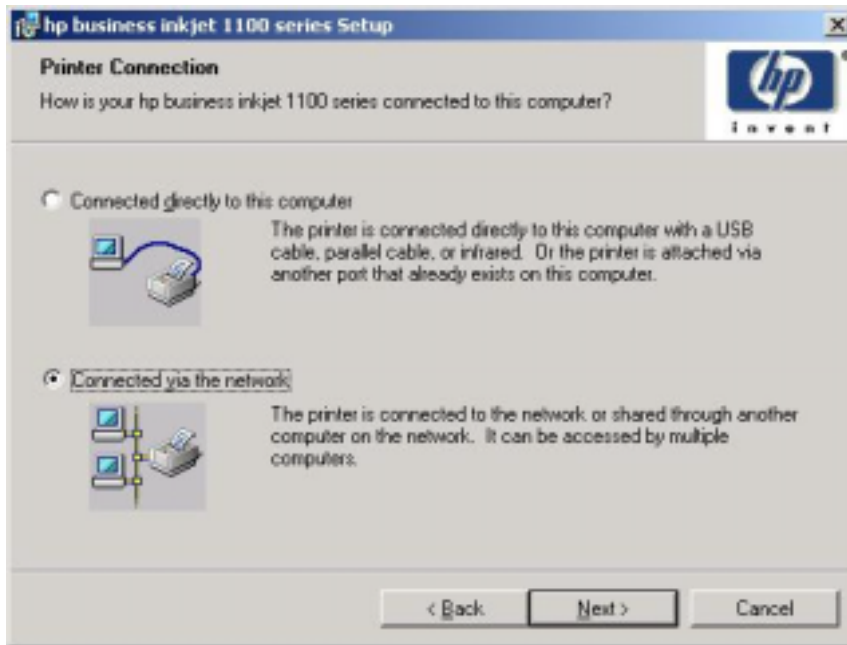
7. Click **Next** for a basic network setup that creates a network port for a printer directly connected to a network.
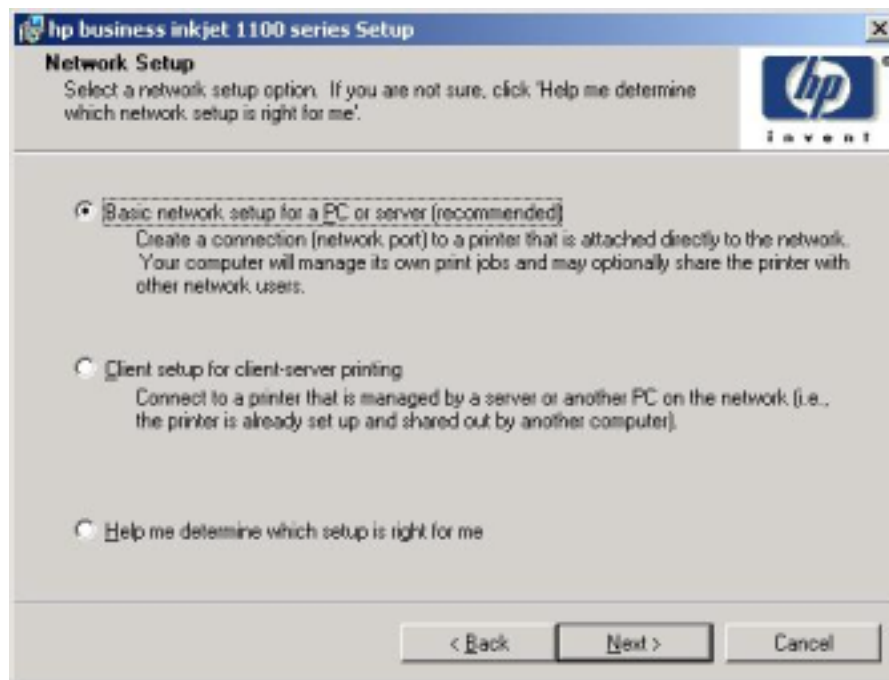
8. Click **Next** to search the printer from a list of detected printers. Otherwise, specify a printer by address.
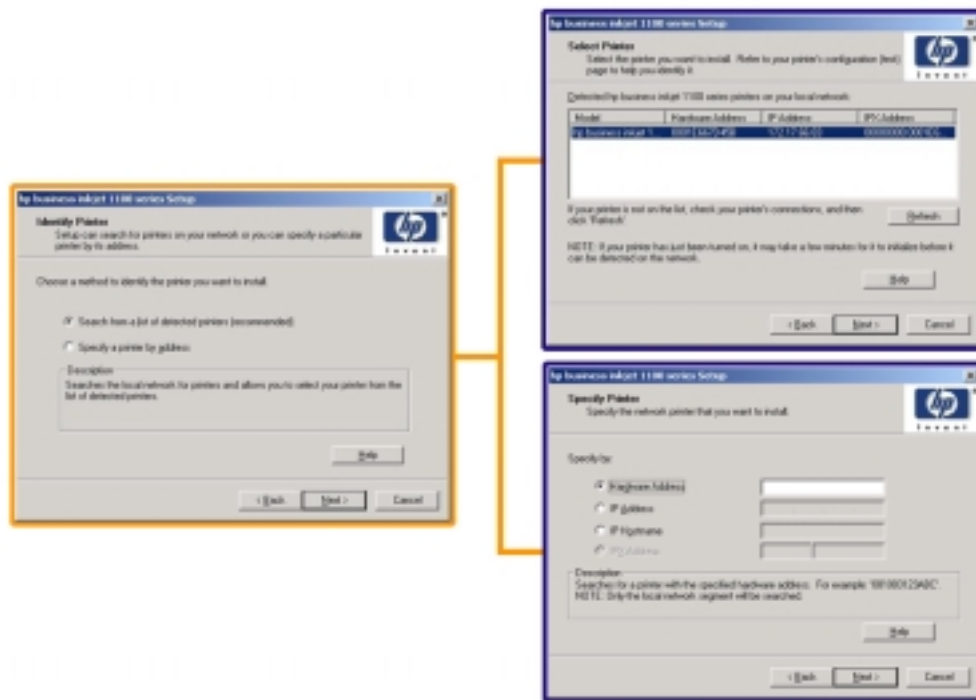
9. Select the desired printer from the list of printers and click **Next.**
10. Click **Next** to allow the Installer to configure the network settings.
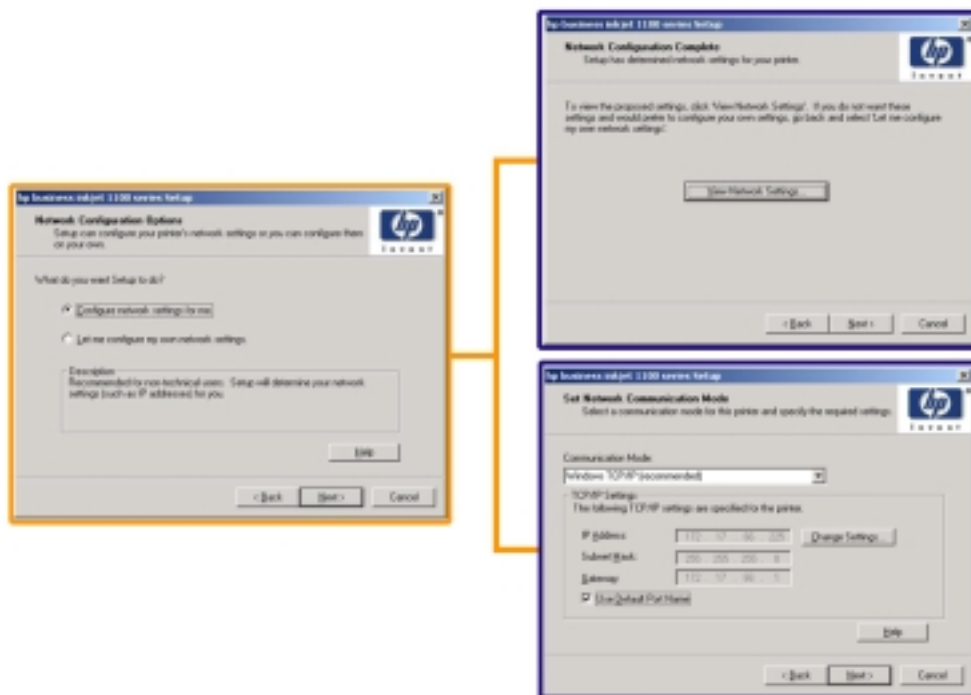
11. To view the network settings, click the **View Network Settings** button. Otherwise click **Next.**

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12. Select **Typical Installation** to install the most common drivers and components. Click **Next.**
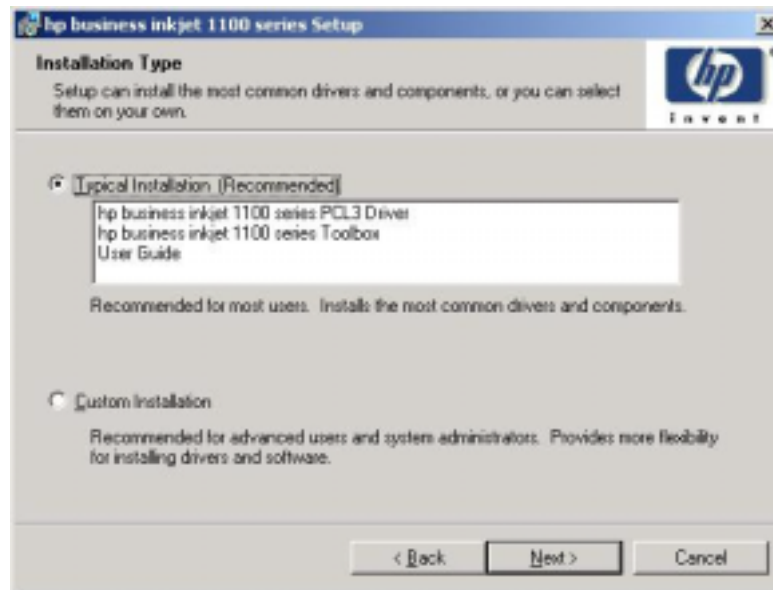
13. Select **I agree** to do auto upload to let myPrintMileage Agent send printer usage information to the myPrintMileage website, where you can view your customized printer usage analysis. Click **Next.**
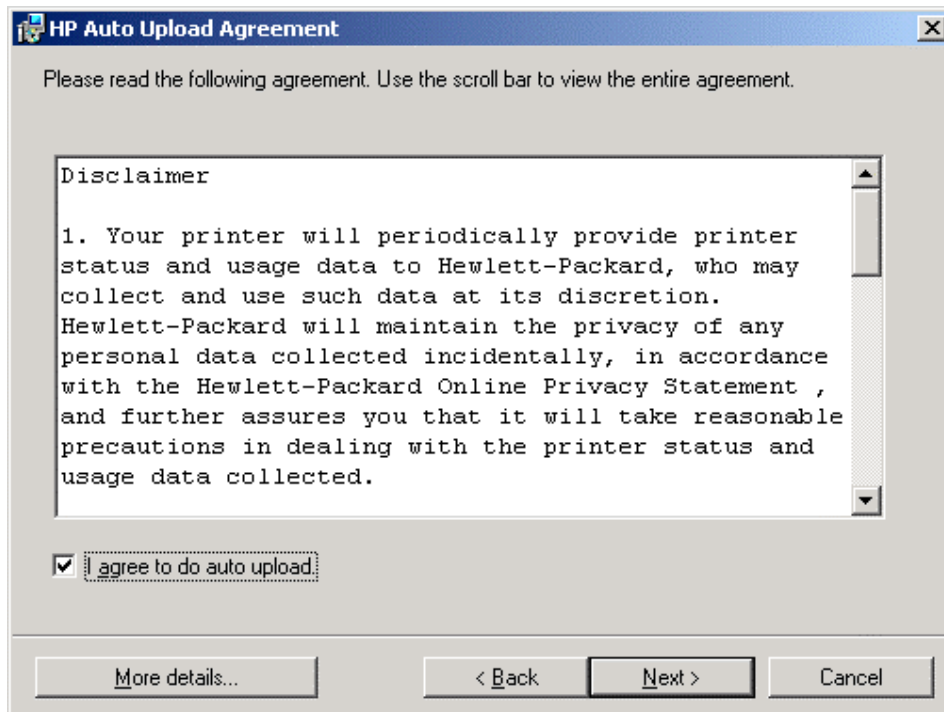
14. Specify a name for the printer in **Printer Name** text box and click **Next.**
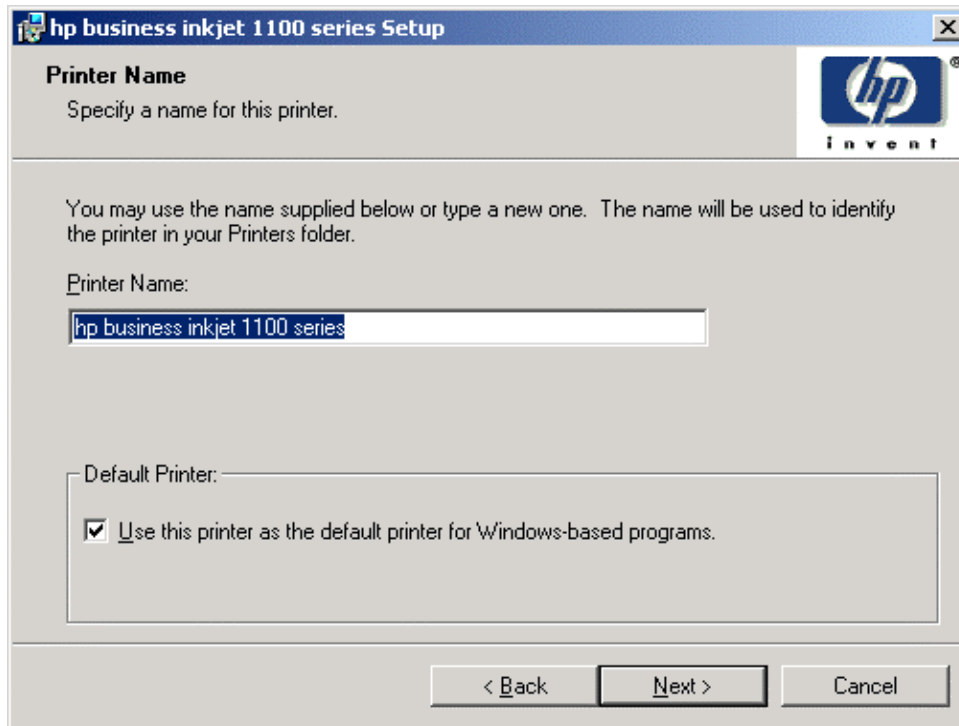
15. If the printer needs to be shared, then click the **Share as** radio button and specify a share name. Otherwise, go to the next step by clicking **Next.**
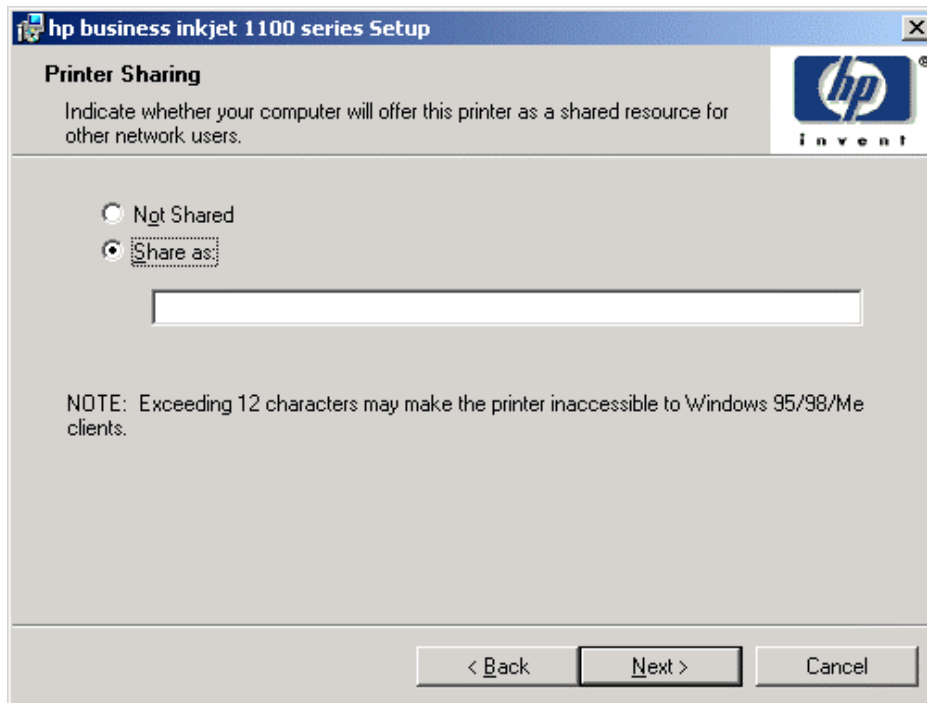
16. Select the additional drivers that need to be installed and click **Next.** These additional drivers help automatic driver downloads to clients with different operating systems.

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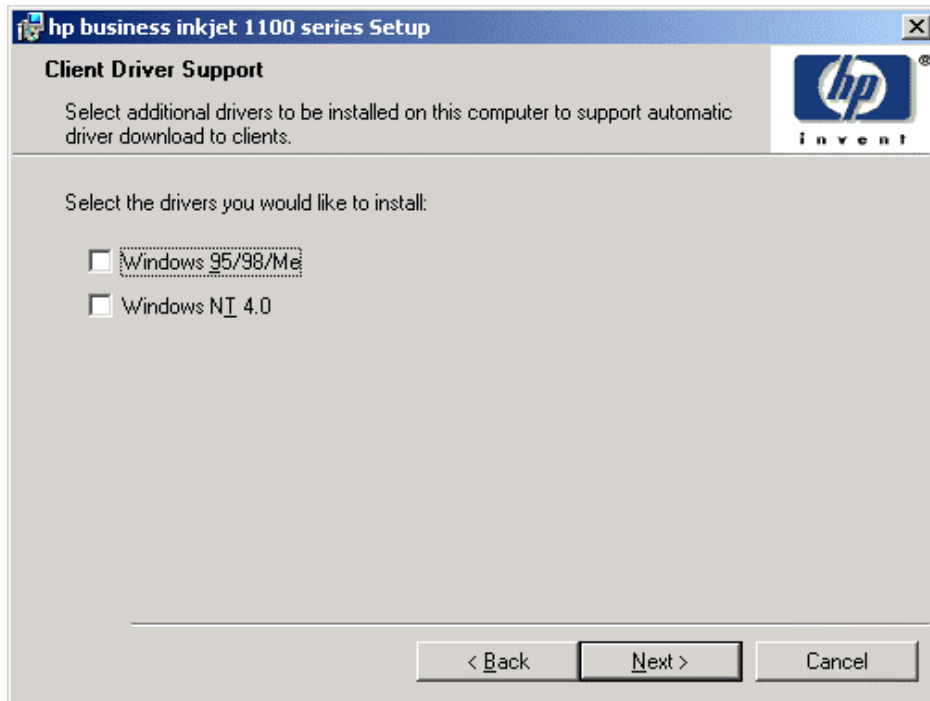
17. Specify the location of the printer in the **Location** text box and click **Next.**
This information is used to specify the physical location of the printer.
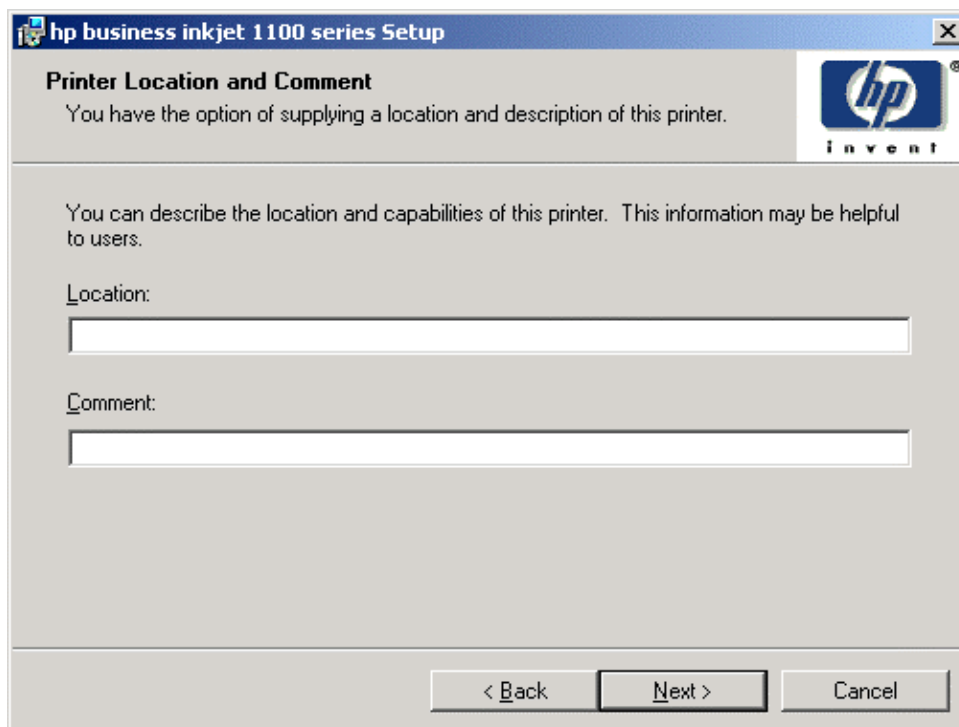
18. Click **Install** to begin the installation.
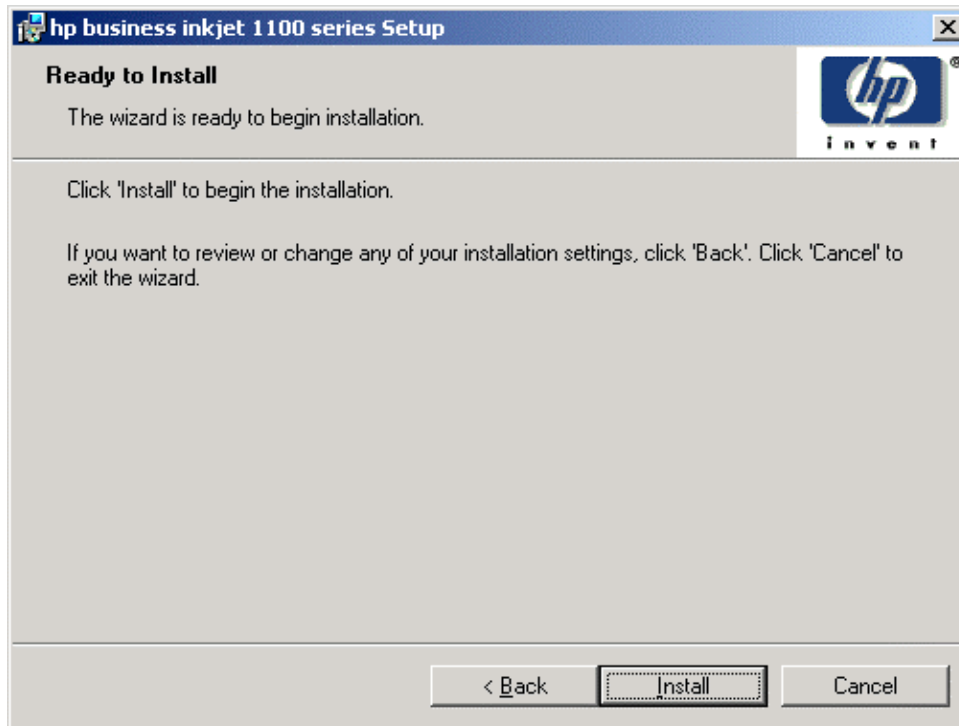
19. Click **Finish** to complete the installation of the printer software.
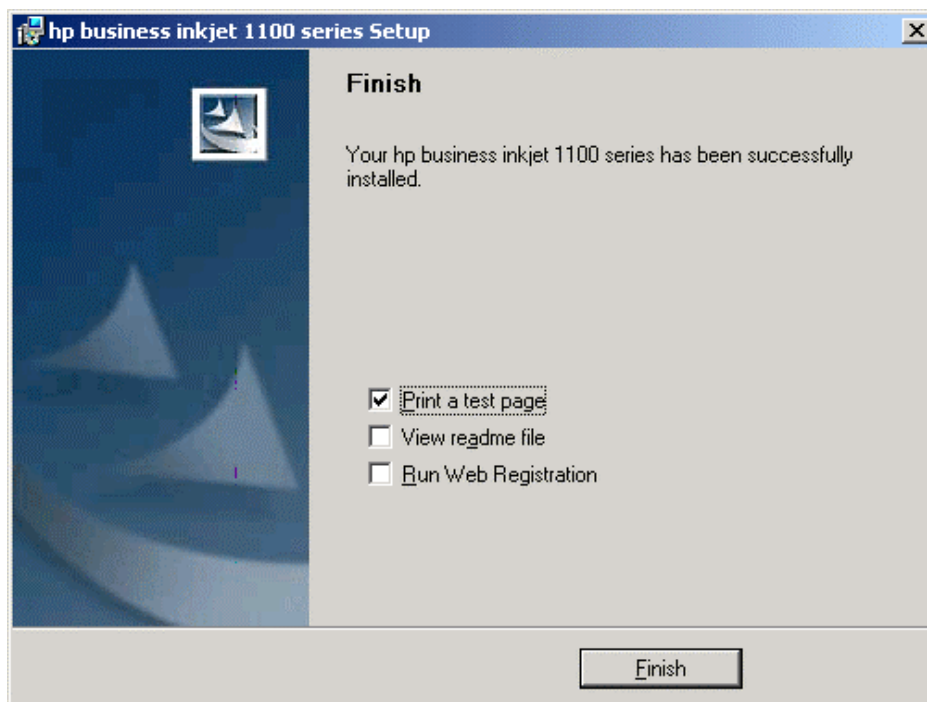
The printer can be installed using the Installer on a client/server connection in the following steps:

1. Start Windows and ensure that no other applications are running.

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2. Insert the Starter CD in the CD-ROM drive. The System Setup Wizard runs automatically.
3. Click **Install Printer Driver** from the CD Browser menu.
4. Click **OK** after selecting the language for installing the printer software.
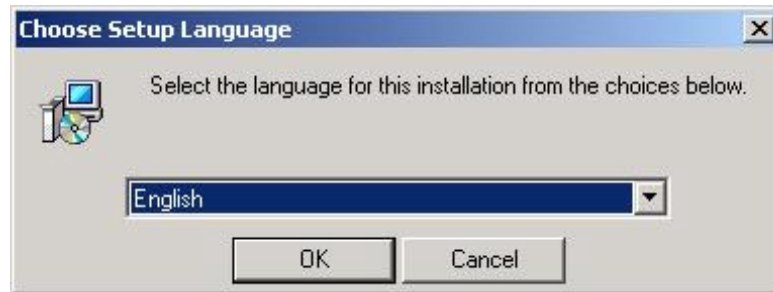
5. Click **Next** at the Welcome screen.
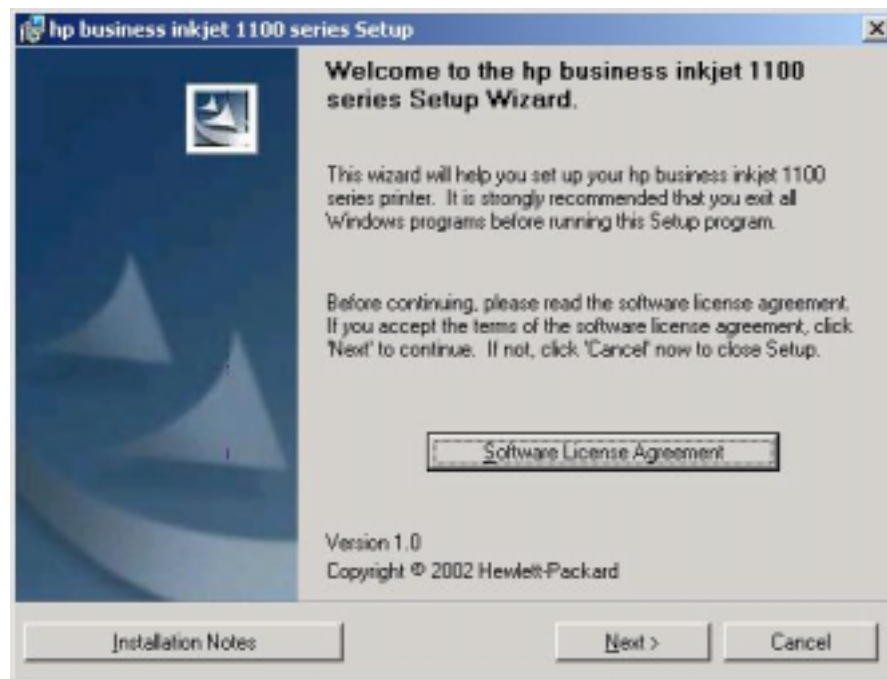
6. Check the **Connected via the network** radio button and click **Next.**
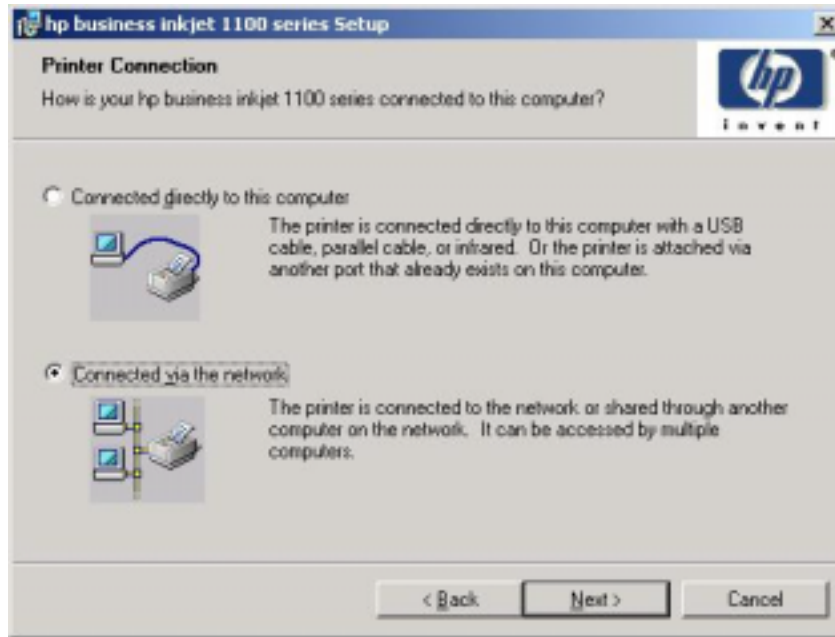
7. Select the **Client setup for client-server printing** radio button to connect to a printer that is managed by a server. Click **Next.**
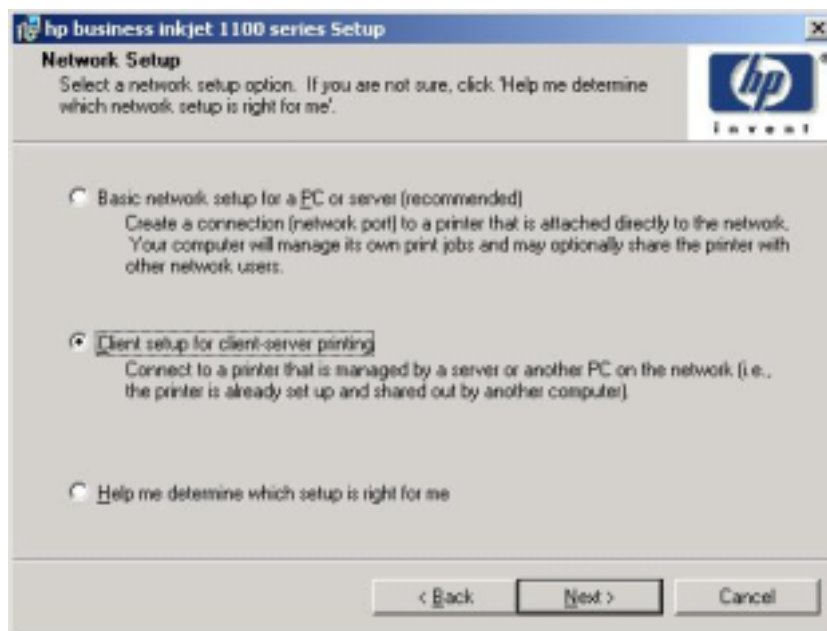
8. Provide the network path of the printer in the **Network Path or Queue Name:** text box and click **Next.**
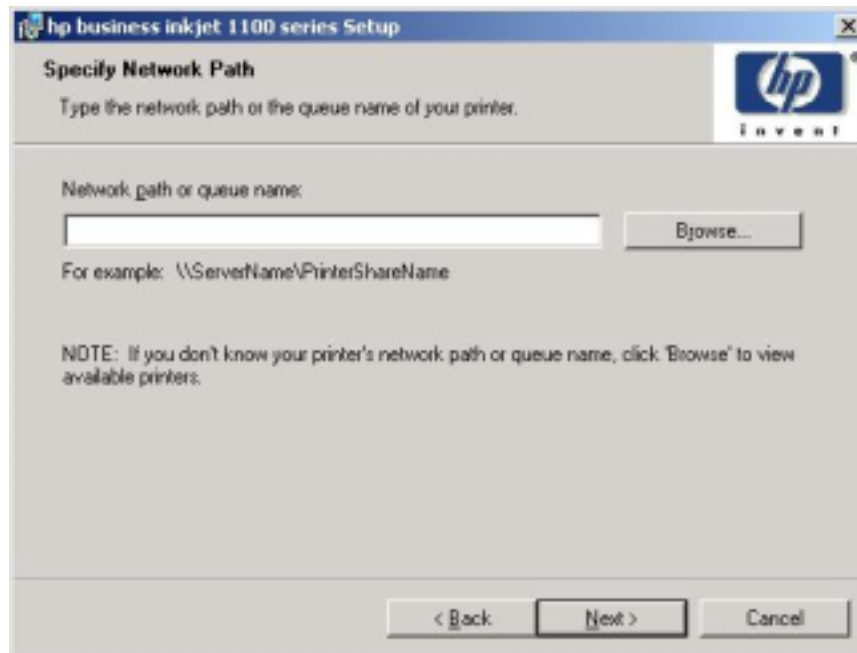
9. Select **Typical Installation** to install the most common drivers and components. Click **Next.**
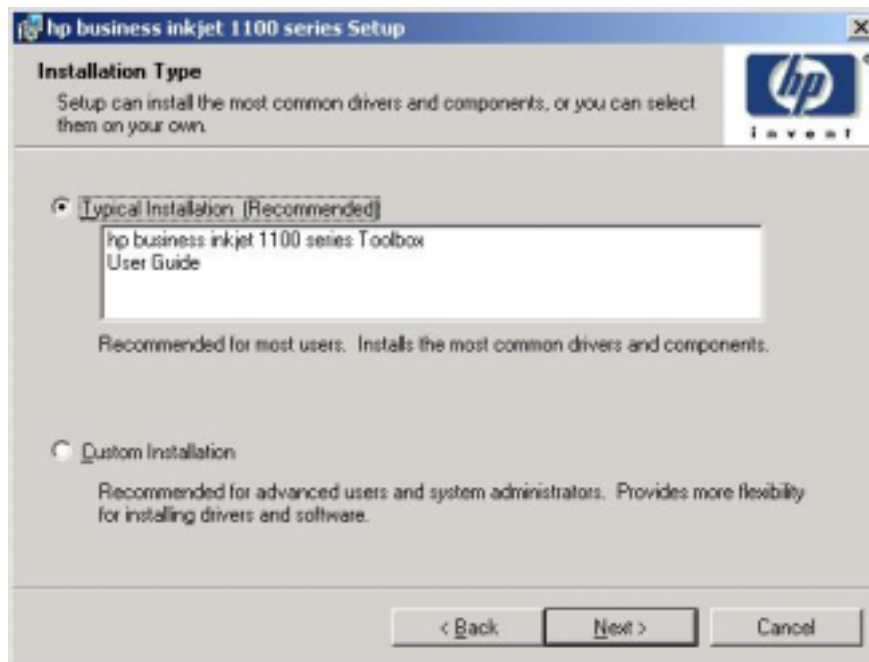
10. Select **I agree** to do auto upload to let myPrintMileage Agent send printer usage information to the myPrintMileage website, where you can view your customized printer usage analysis. Click **Next.**
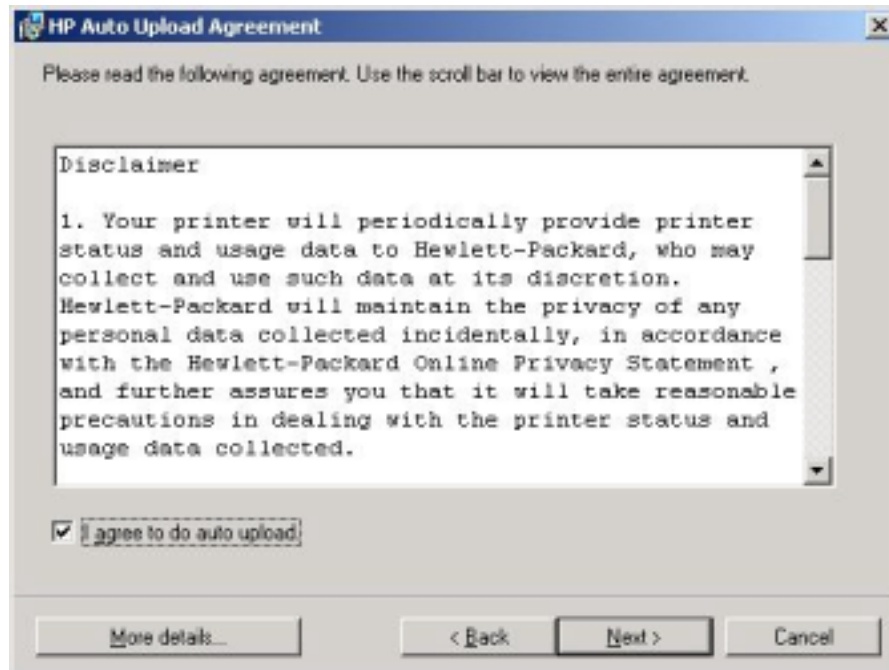
11. Click **Install** to begin the installation.
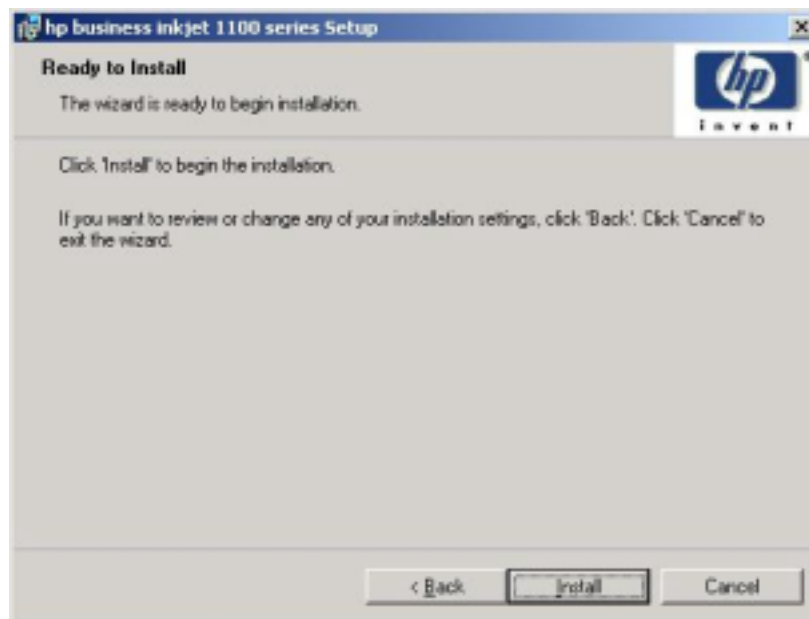
12. Click **Finish** to complete the installation of the printer software.
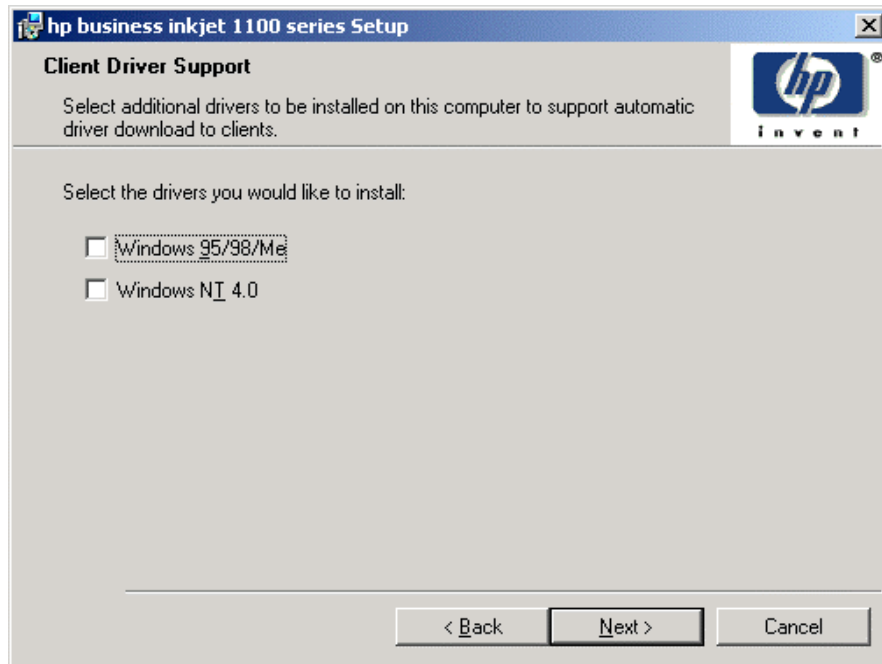
The printer can be installed using the Add Printer method on a network by the following steps:
1. Click **Printers** in the Settings menu to open the Printers Window.
2. Double-click the **Add Printer** icon to open the **Add Printer Wizard.**
3. In the Add Printer Wizard, click **Next.**
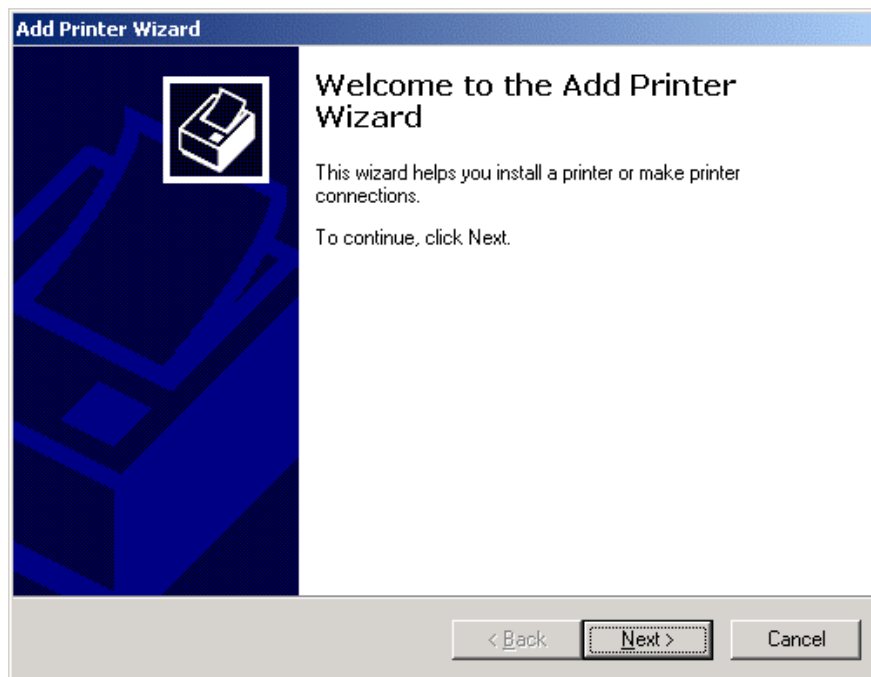
4. Click the **Network printer** radio button. Click **Next** again.

5. Click the **Connect to a printer on the Internet or on your intranet** radio button for quickly locating the printer.

6. Type the address of the printer in the URL text box and click **Next.**
7. Click **Next** to keep this printer as the default printer.

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Add Printer Wizard

Default Printer
Your computer will always send documents to the default printer unless you specify otherwise.

Do you want your Windows-based programs to use this printer as the default printer?

⊙ Yes

○ No

< Back   Next >   Cancel

8.   Click **Finish** to complete the installation.

Add Printer Wizard

Completing the Add Printer Wizard

You have successfully completed the Add Printer wizard.

You specified the following printer settings:

Name: hp business inkjet 1100 series on b133-d190-k
Default: Yes
Location:
Comment:

To close this wizard, click Finish.

< Back   Finish   Cancel

install toolbox

The Toolbox, which is available only to Windows users, provides status and maintenance information about your printer. It also gives you step-by-step guidance for basic printing tasks and provides help solving printer problems. The Toolbox can be installed from the Starter CD. The steps to install the Toolbox are:

1. Start Windows and ensure that no other Windows applications are running.
2. Insert the Starter CD into the CD-ROM drive. The System Setup Wizard runs automatically.
3. Click **Install Printer Driver** from the CD Browser menu.
4. Click **OK** after the selecting the language for installing the printer software.
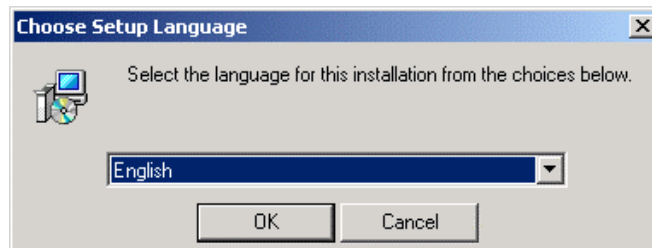
5. Click **Next** at the Welcome screen.
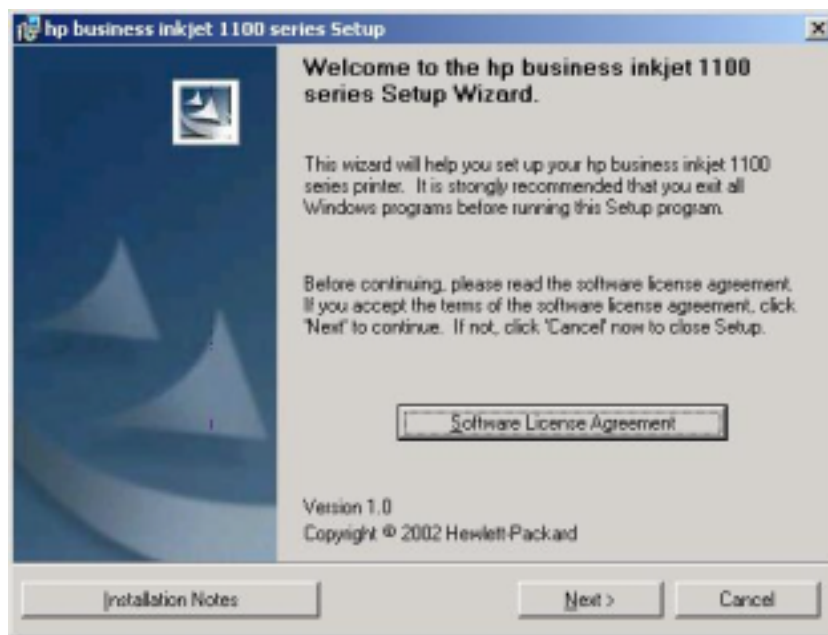
6. Click **Next** at the next screen.
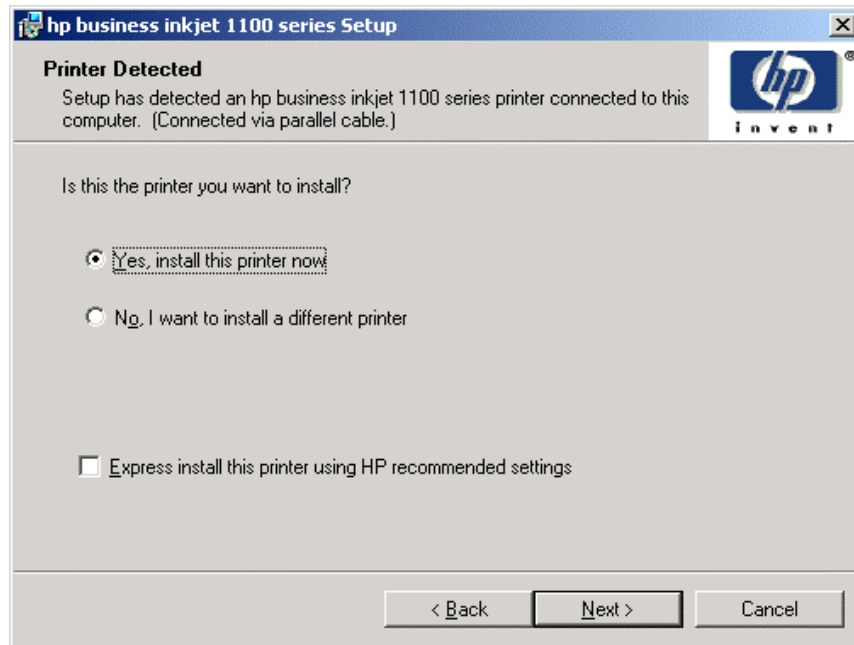
7. Select the **Custom Installation** radio button and click **Next.**
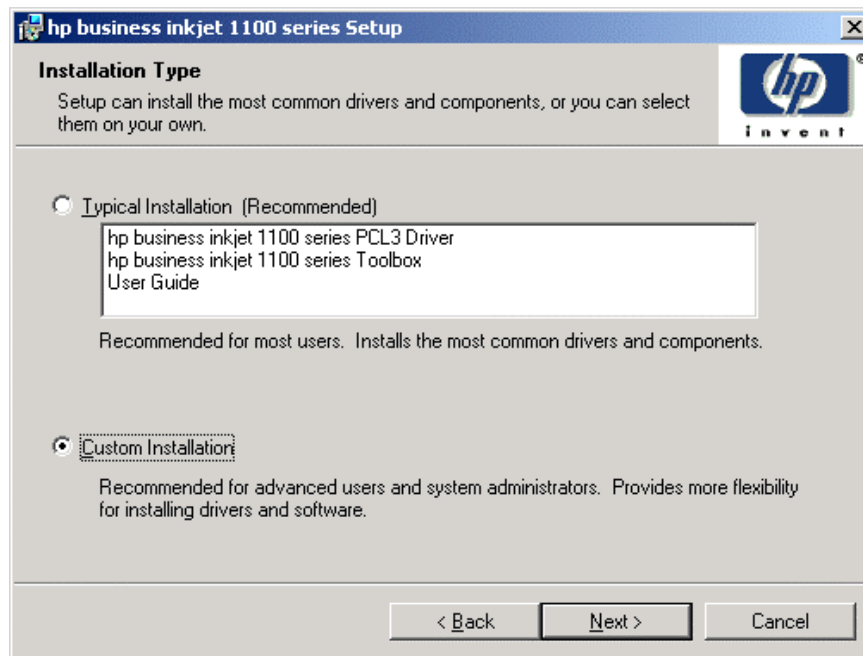
8. Select the **hp business inkjet 1100 series Toolbox** option and click **Next.**
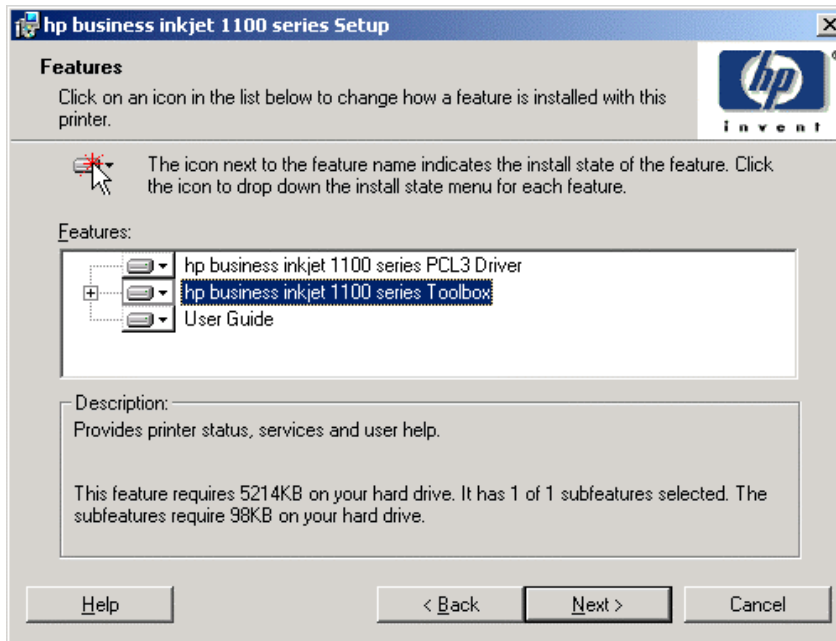
9. Select **I agree to do auto upload** to let myPrintMileage Agent send printer usage information to the myPrintMileage website, where you can view your customized printer usage analysis. Click **Next** to proceed to the next step.

10. Specify a name for the printer in Printer Name text box and click **Next.**

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hp business inkjet 1100 series Setup

Printer Name
Specify a name for this printer.

You may use the name supplied below or type a new one. The name will be used to identify the printer in your Printers folder.

Printer Name:

hp business inkjet 1100 series

Default Printer:
☑ Use this printer as the default printer for Windows-based programs.

< Back   Next >   Cancel

11. If the printer needs to be shared, then click the **Share as,** radio button and specify a share name. Otherwise, go to the next step by clicking **Next.**

hp business inkjet 1100 series Setup

Printer Sharing
Indicate whether your computer will offer this printer as a shared resource for other network users.

○ Not Shared
● Share as:

NOTE: Exceeding 12 characters may make the printer inaccessible to Windows 95/98/Me clients.

< Back   Next >   Cancel

12. Select the drivers that need to be installed and click **Next.**
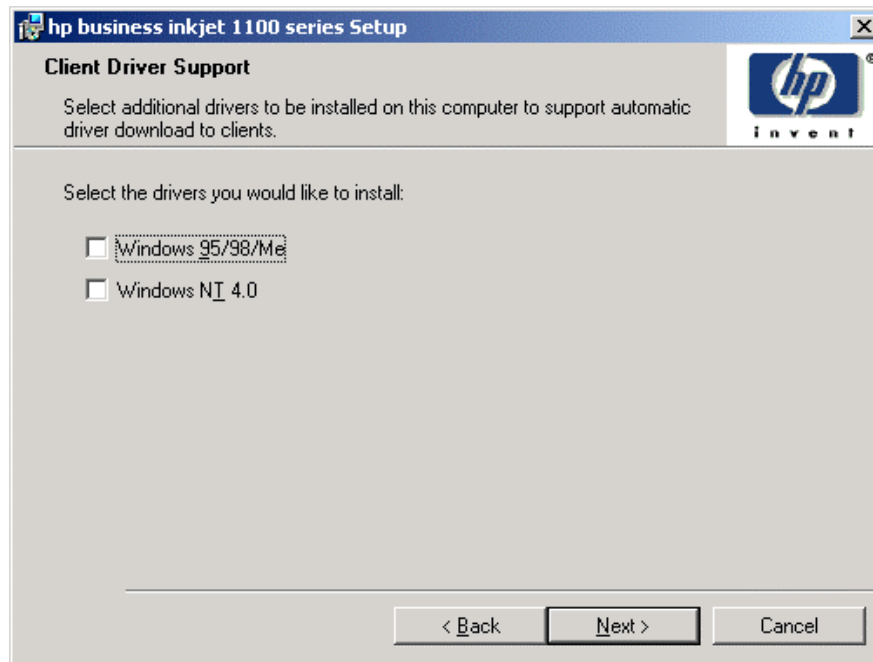
13. Specify the location of the printer in the **Location** text box and click **Next.**
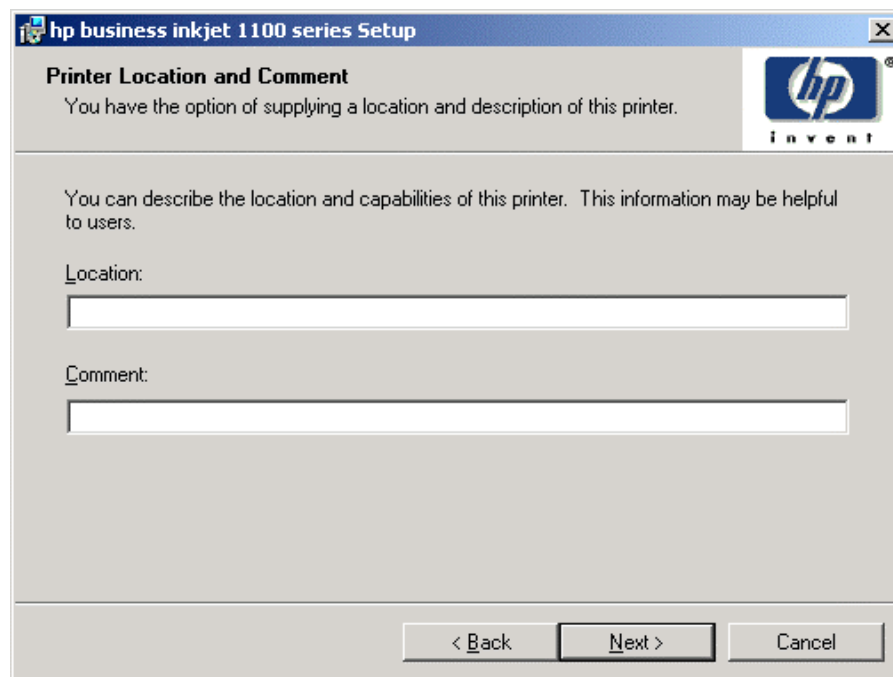
14. Click **Install** to begin the installation.

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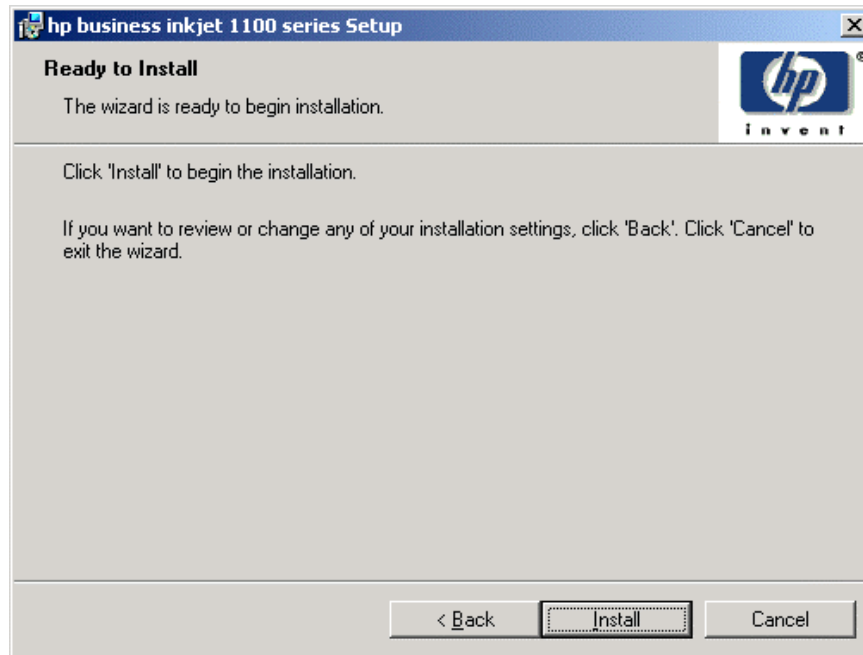
15. Click **Finish** to complete the installation of the printer software.
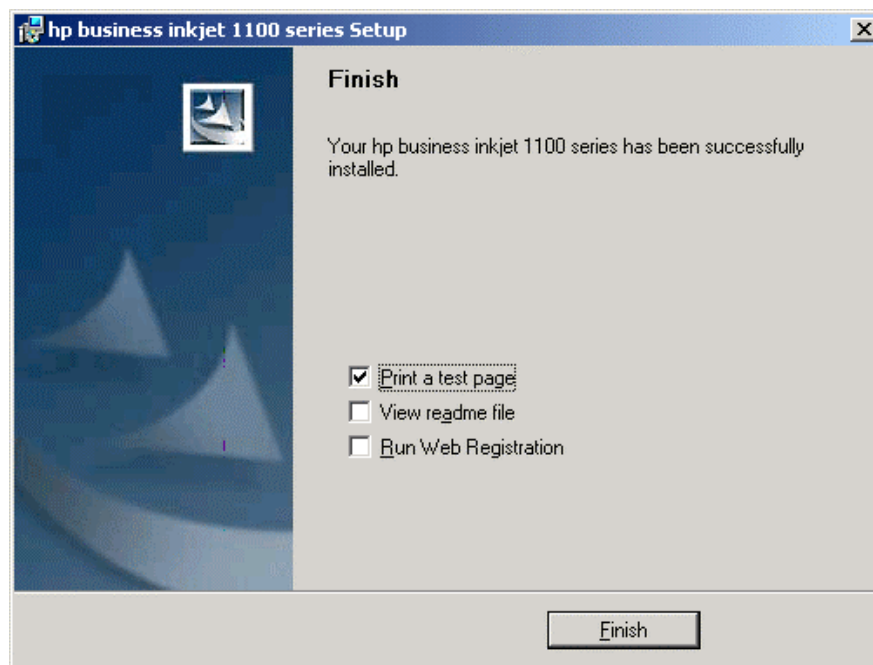
startup page of the CD browser for Macintosh

Startup Page of the CD Browser

The startup page of the CD browser for Macintosh consists of the following options:

1. **Install Printer Driver:** This option is used to install the necessary software onto the computer for printing to the computer. It will install drivers for both USB and Ethernet connections automatically.
2. **Hp JetDirect User's Guide:** This option displays the details of the Jetdrect LIO and its features.
3. **User's Guide:** This option is used to browse the latest documentation of the printer. This option also contains the Troubleshoot guide.
4. **Setup Poster:** This option is used to view the complete setup poster for the printer.
5. **Product Website:** This option is used to view the latest information regarding the printer on the HP Website.
6. **Product Registration:** This option is used to register the printer online at the hp Website.

install the Macintosh printer software - direct

The printer software can be installed directly on Macintosh OS X by using the Installer.

Note	*Before installing the printer software on a computer running Mac OS X ensure that you have the administrator username and password that will allow you to install new software.*

The steps to install printer software for Mac OS X are:
1. Start Macintosh OS X and ensure that no other applications are running.
2. Login using an **Administrator username** and **password.**
3. Insert the Starter CD in the CD-ROM drive.
4. Click **Install Driver** from the CD Browser menu.

5. Enter the **administrator username** and **password** in the authorisation screen.

6. Click **Continue** at the **Welcome** screen.
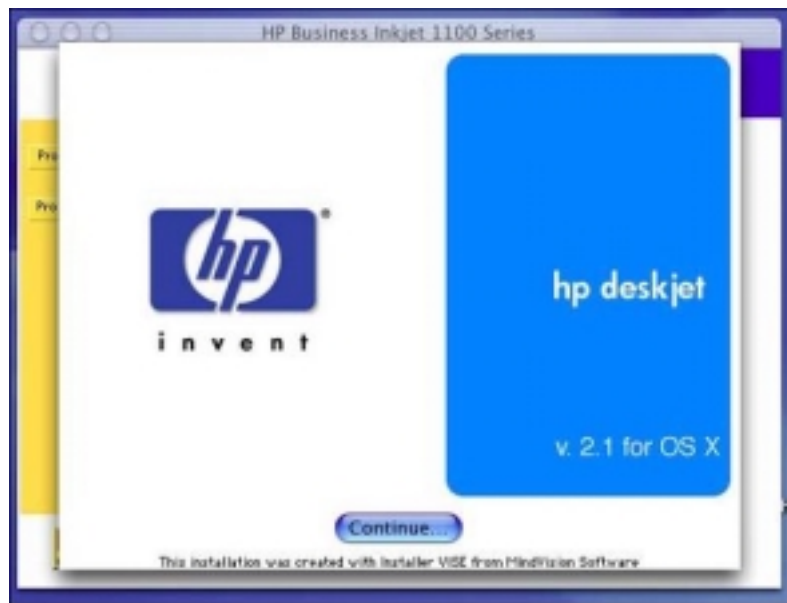
7. Click **Accept** in the License Window.
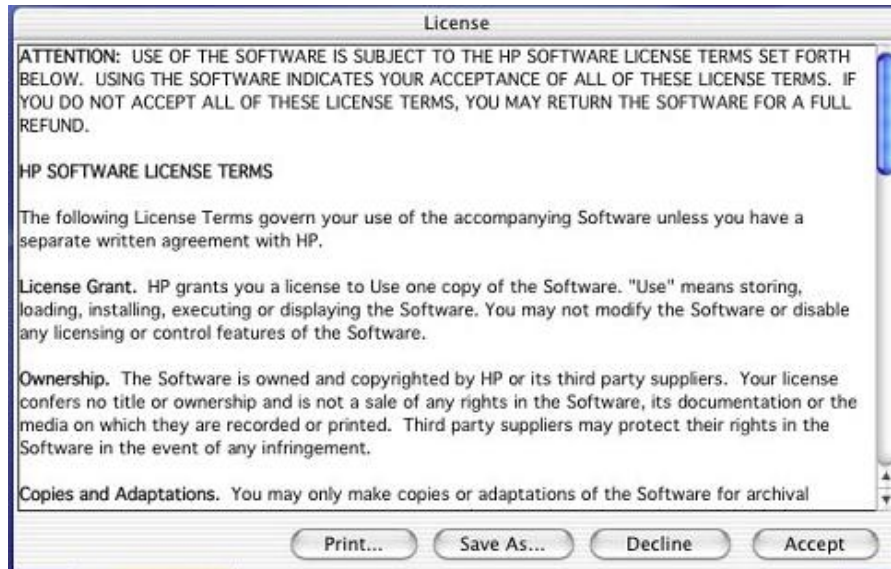
8. Click **Continue** in the **Read Me** Window.

9. Click **Install** to install the printer.
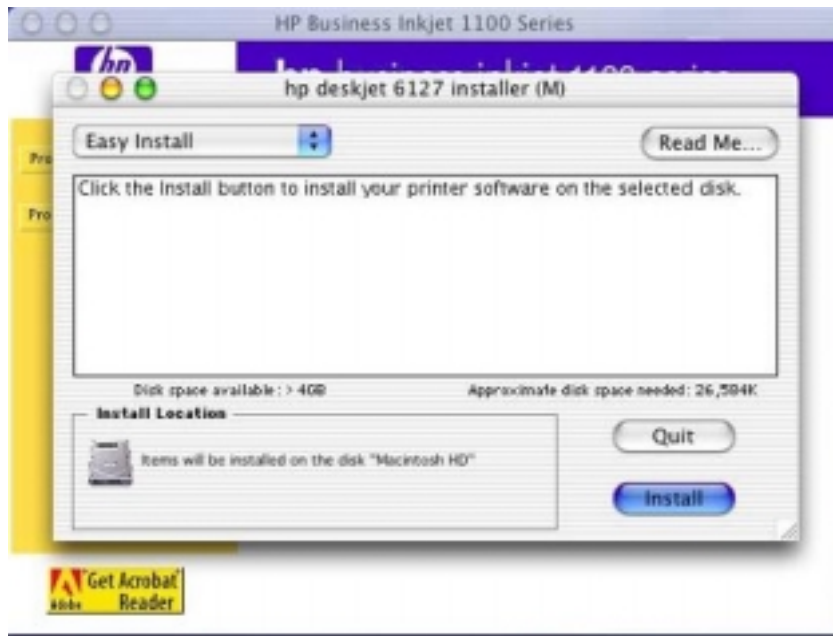
10. When the installation is complete, a dialog box will pop-up mentioning that the installation is complete. Click **Quit.**

11. Print Center will automatically ask you to add a printer. Click **Add.**
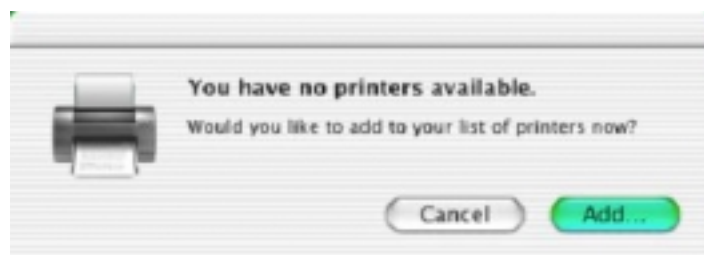
12. Select **USB** in the connection type pop-up.
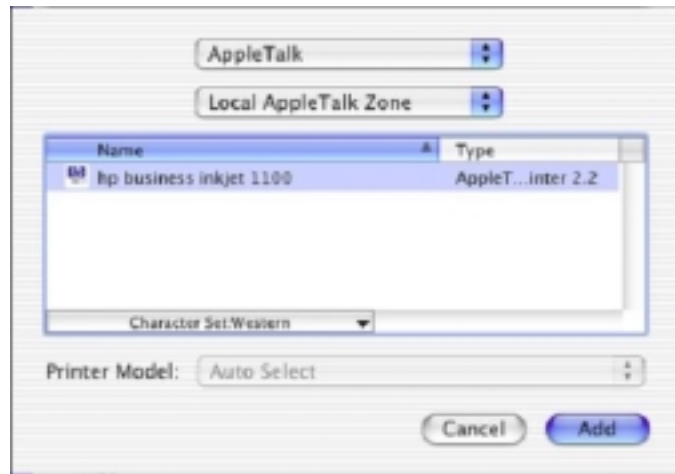
13. Select hp business inkjet 1100 printer in **Printer Name** text box and click **Add.**

test software installation
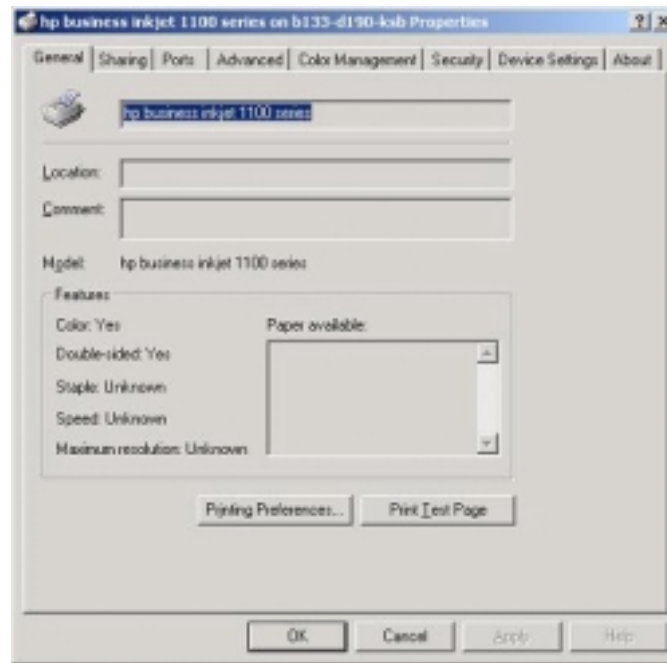
The two ways to test the installation of the printer software at the end of the installation are as follows:

- If the software is installed through the installer, a screen pops up with the correct components.
- If the software is installed through Windows, a dialog box prompting the user to print a test page pops up.

To verify the installation, follow these steps:

1. Make sure that the USB or parallel cable is properly connected and the printer is turned on.
2. Right-click the printer icon, and then click:
   - Printing Preferences (Windows XP)
   - Properties (Windows 98, Windows 2000 and Windows Me)
   - Document Defaults (Windows NT 4.0)
3. On the General tab, click Print Test Page. If the test page does not print, then the driver has not been successfully installed.

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summary of driver configurations under different install methods

The setup options and their operating systems for software installation are listed below:

- Components installed
- Features available

Components installed

Setup	Windows 98/ME	Windows NT	Windows 2000	Windows XP
Setup	PCL driver Toolbox	PCL driver Toolbox	PCL driver Toolbox	PCL driver Toolbox
Root INF	PCL driver Toolbox	PCL driver Toolbox	PCL driver Toolbox	PCL driver Toolbox
Add Printer (driver files)	PCL3 Driver	PCL3 Driver	PCL3 Driver	PCL3 Driver
Unidriver	PCL3 Driver	PCL3 Driver	PCL3 Driver	PCL3 Driver

Features available

The following features are available for the hp business inkjet 1100 series:

Feature	Windows 9x/ME/NT/2000	MacOS
Installer	Yes	Yes
Uninstaller	Yes	Yes
Print Quality	Yes	Yes
Orientation	Yes	Yes
Photo Paper Printing	Yes	Yes
Margins	Yes	
Concept Preview	Yes	
Scale to fit	Yes	
Hp Digital Photography	Yes	Yes
Two-sided printing	Yes	Yes
Multiple pages per sheet	Yes	
Booklet printing	Yes	
Handout	Yes	
Tiling	Yes	
Watermark	Yes	
Copies	Yes	Yes
Print preview	Yes	Yes
Manual duplex	Yes	Yes
Order printing	Yes	Yes

uninstall printer software for Windows

The hp business inkjet 1100 series can be uninstalled in the following 3 ways:
1. Uninstaller (uninstall short-cut)
2. Microsoft Add / Remove Program Wizard
3. Maintenance mode

To uninstall the printer by using the uninstaller, follow these steps:
1. Open the **hp business inkjet 1100 series** submenu from the Programs menu. Click the Uninstall **hp business inkjet 1100 series** option from the submenu.
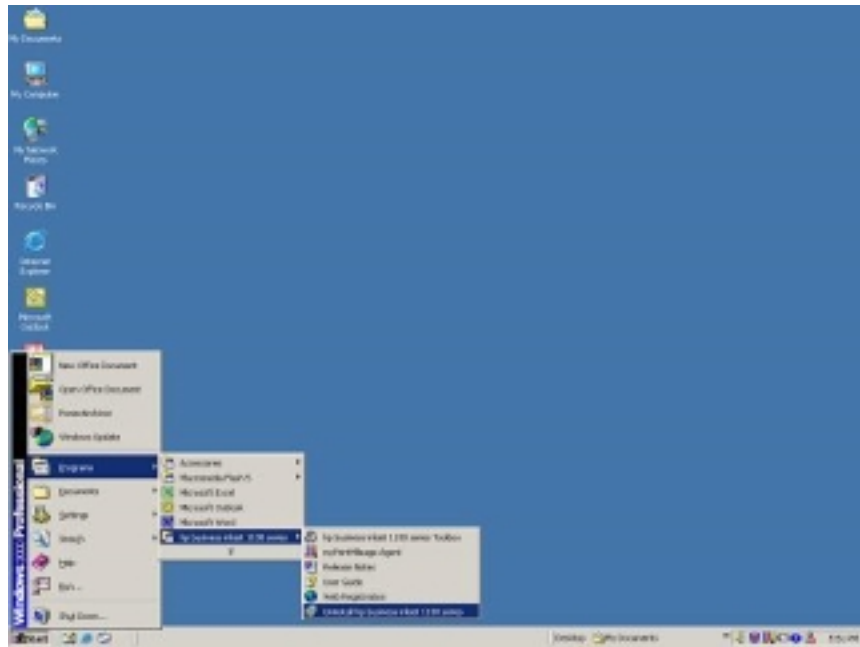
2. Click **Yes** to start the uninstallation.

3. After uninstallation is complete, click **Yes** to restart the computer.

To uninstall the printer from the Microsoft Add / Remove Program Wizard, follow these steps:
1. Open the **Control panel** from the Settings menu.
2. Double-click the **Add Remove** application.
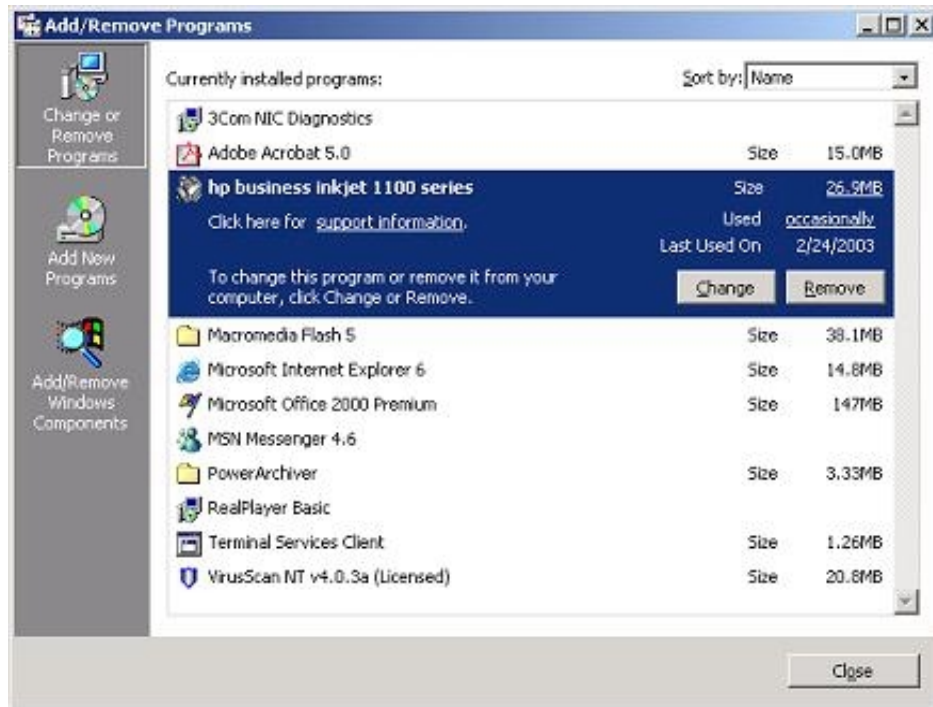
Uninstall Printer Software

3. Uninstall the hp business inkjet 1100 series.

The printer can also be uninstalled from the maintenance mode. To uninstall the printer from the maintenance mode, insert the started CD in the CD-ROM drive and follow these steps:
1. Click **Install Printer Driver** from the CD Browser menu.
2. Click **OK** after the selecting the language for installing the printer software.
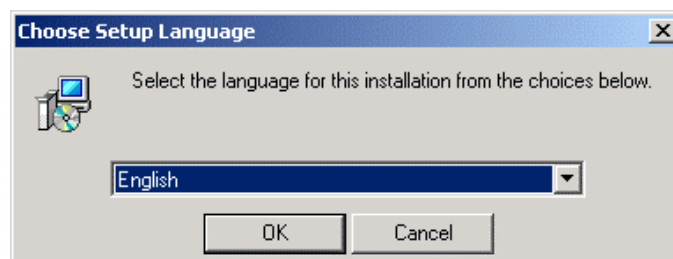
3. Click **Next** at the Welcome screen.

4.   The Setup Maintenance dialog box opens. Click the **Remove All** radio button to uninstall the printer or click the **Modify the existing installation** radio button to remove certain components, such as Toolbox.
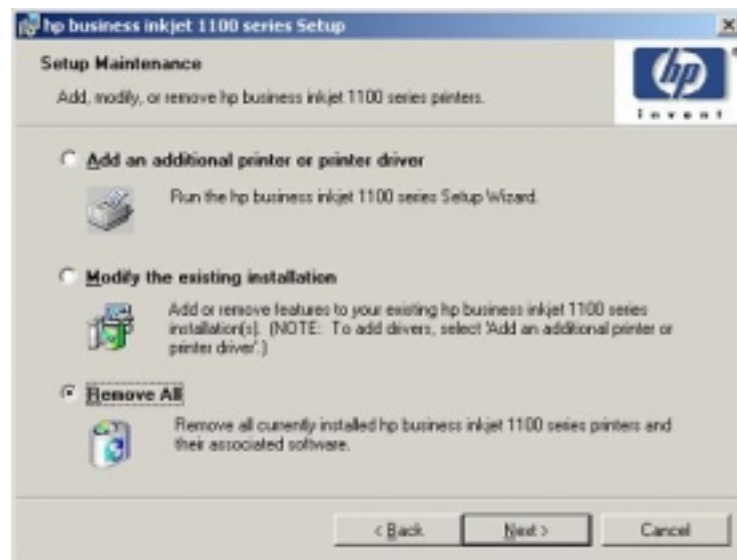
5.   Click **Remove** to confirm the uninstallation of the printer.
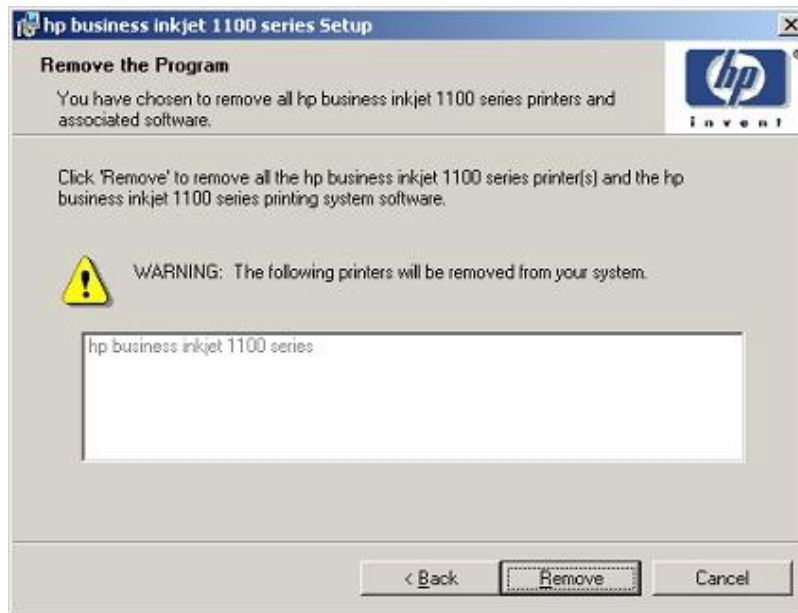
6. Click **Finish** to finish the uninstallation of the printer.
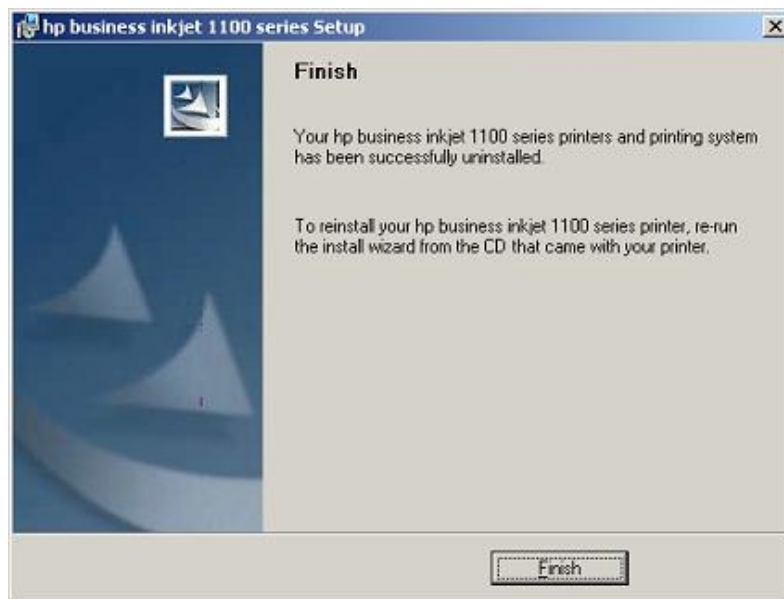
7. After uninstallation is complete, click **Yes** to restart the computer.

uninstall printer software for Macintosh

The steps to uninstall the printer software for Macintosh are:

1. Insert the Starter CD in the CD-ROM drive and double-click the **CD** icon on the Mac desktop.
2. Double-click the **Setup** icon.

3. Click the **Install Driver** button.
4. Enter the **administrator username** and **password** in the dialog box.
5. Select **Uninstall** from the installation type pop-up.
6. Click the **Uninstall** button.

7. Click **Continue** on the HP Business Inkjet 1100 series installer Window.

web deployment of drivers

The following are the drivers that are deployed on the Web:
- Windows - Full Printing System
    - PCL3 driver - This package includes the software installer.
    - DOS (DJCP)
- Windows - Lite
    - PCL3 driver - This package contains just the driver files for Add Printer installation.
- Windows - PCL3 Unidriver
- Macintosh - Full Printing System

The printer driver can be accessed from the hp business inkjet 1100 series support web: http://www.hp.com/support/businessinkjet1100.

Note *There is a single Macintosh installer for all the languages. There is no lite for Macintosh.*

paper size matrix

The following table lists the different media types with the resolutions:

Media name	Tray 1	Tray 2	Envelope slot	Auto-duplex unit
U.S. Letter (8.5 by 11 inches; 216 by 279 mm)	Y	Y		Y
U.S. Legal (8.5 by 14 inches; 216 by 356 mm)	Y	Y		
A4 (8.3 by 11.7 inches; 210 by 297 mm)	Y	Y		Y
Executive (7.3 by 10.5 inches; 184 by 267 mm)	Y	Y		Y
ISO B5 (6.9 by 9.9 inches; 176 by 250 mm)	Y	Y		Y
A5 (5.8 by 8.3 inches; 148 by 210 mm)	Y	Y		Y
Envelope U.S. #10 (4.12 by 9.5 inches; 105 by 241 mm)	Y		Y	
Envelope DL (8.66 by 4.33 inches; 200 by 110 mm)	Y		Y	
Envelope C6 (4.49 by 6.38 inches; 114 by 162 mm)	Y			
A2 (4.37 by 5.75 inches; 111 by 146 mm)	Y			
Index card (3 by 5 inches; 76.2 by 127 mm)	Y			
Index card (4 by 6 inches; 102 by 152 mm)	Y			
Index card (5 by 8 inches; 127 by 203 mm)	Y			Y
ISO A6 card (4.13 by 5.83 inches; 105 by 149 mm)	Y			
Banner paper (up to 8.5 inches wide and 234 inches long; up to 216 mm wide and 594.4 cm long)	Y			
Custom-size media between 3 to 8.5 inches wide and 5 to 14 inches long (76.2 to 216 mm wide and 127 to 356 mm long)	Y			
Custom-size media between 3 to 8.5 inches wide and 5 to 11.7 inches long (76.2 to 216 mm wide and 127 to 297 mm long)	Y			Y

Caution *If media, such as envelopes and cards, are used in the auto-duplex, it can cause paper jams. It may also damage the printer and the auto-duplex unit.*

paper capacity and weight matrix

The following table lists the minimum weight and capacity of papers in various trays:

Input tray or Card slot	Type of Paper	Recommended Media Weight	Paper Capacity
Tray 1	• Paper • Envelopes • Cards • Labels or Transparencies	• Paper - 16 to 24 lb (60 to 90 g/m²) • Envelopes - 20 t0 24 lb (75 to 90 g/m²) • Cards - Up to 110 lb index (200 g/m²)	• Up to 150 sheets pf paper or .58 inch (15mm stacked) • Up to 22 envelopes (or 15 mm stacked) • Up to 60 cards (or 15 mm stacked) • Up to 30 (or 8 mm stacked)
Tray 2	Paper (plain)	16 to 24 lb (60 to 90 g/m²)	Up to 250 sheets or 0.98 inches (25 mm) stacked
Envelope feed	Envelopes	20 to 24 lb (75 to 90 g/m²)	1 at a time
Auto-duplex unit	• Paper • Cards	• Paper - 16 to 24 lb (60 to 90 g/m²) • Cards - Up to 90 lb index (160 g/m²)	1 at a time

paper capacity and weight matrix

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printer features overview

The hardware components of the hp business inkjet 1100 series are:
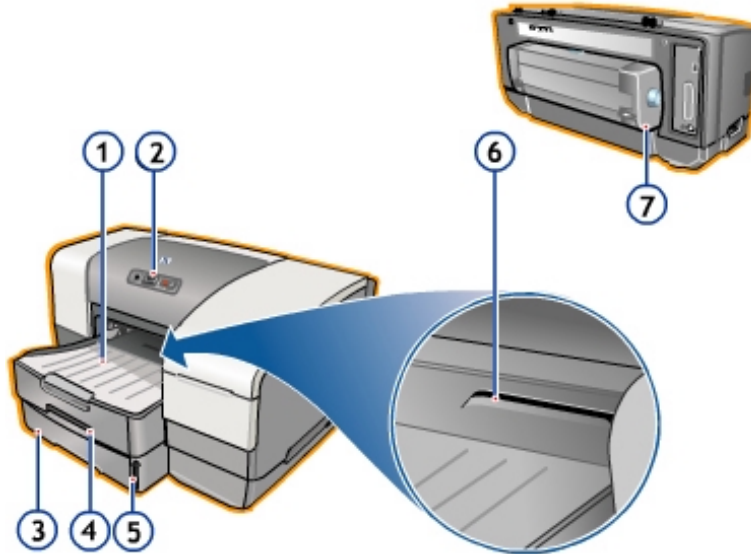
Hardware Features

1. Output tray
   The output tray holds the output of the printer and can hold 85 sheets of paper at a time.
2. Control panel
   The control panel consists of Light Emitting Diode (LED) indicators and buttons. LED indicators display information about the status of the printer. The buttons in the control panel provide input to the firmware to regulate printer tasks.
3. Input tray 2
   Hp business inkjet 1100dtn provides input tray 2, which holds 250 sheets of paper. Input tray 2 is available as an accessory of the hp business inkjet 1100d printer.
4. Input tray 1
   Input tray 1 holds up to 150 sheets of paper. This tray contains paper guides that hold the paper tightly. These guides align the paper that goes to the input trays. The paper guides can be adjusted as per the dimensions of the paper stack.
5. Paper stack indicator
   Paper stack indicator is used to display the thickness of the paper stack in tray 2.
6. Envelope slot
   The envelope slot feeds envelopes for printing. Feed one envelope at a time in the envelope slot.
7. Auto-duplex unit
   The auto-duplex unit prints on both sides of a sheet of paper automatically. To print on both sides automatically, specify in the printer application menu.

Two other components of the printer are:

Print server card

The print server card enables the printer to communicate with other computers on the network. hp business inkjet 1100dtn comes with the LIO 200m JetDirect print server card.

Sensors

Sensors perform various functions, such as detecting media in the tray, checking whether the carriage door is open and aligning the pen. The various sensors of the printer are:

- ASSY-OOP Sensor SVC - This sensor detects if the printer is out of paper.
- PCA-DOOR Sensor SVC - This sensor detects if any printer door is open.
- Encoder Strip - This sensor traces the carriage movement.
- Duplex Sensor - This sensor detects if the auto-duplex unit is attached to the printer.

canceling a print job

There are two methods to cancel a print job. The first method is by manually pressing the

Cancel

button on the printer. Pressing the

Cancel

button clears the current job.
The second method is using the **Printer** icon.

In Windows:
- Double-click the **Printer** icon that appears in the lower-right corner of the monitor.
- In the printer Window, select the document that has to be stopped from printing.
- Stop the print job by clicking the **Cancel Printing** command in the **Documents** menu.

In Macintosh:
- Double-click the **Printer** icon that appears in the lower-right corner of the monitor.
- In the Printer window, select the print job that has to be canceled.
- Stop the print job by clicking on **Trash.**
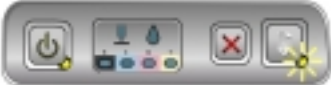
Note
Canceling a print job does not affect the jobs waiting to be processed.

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LED indications

The LEDs on the control panel are used to diagnose printing problems and know printer status.

The following table describes LED patterns and the actions required on them:

S. No.	Description	Explanation and Action Recommended
1	No lights are on	The printer is off. • Press the **Power** button
2	The **Power** light is on	The printer is ready. • No action is required
3	The **Power** light blinks	The printer is turning on and off or processing a print job; or a print job has been canceled. • No action is required
4	The **Power** light is on and the **Resume** light blinks	The printer is out of paper. • Load paper and press the **Resume** button The printer is in the manual duplex mode and is waiting for the ink to dry so that the pages can be flipped over and reloaded. • Reload the stack into the printer and press the **Resume** button The printer is waiting for the ink to dry. • Wait for the ink to dry, the **Resume** light will stop blinking The printer has printed a banner, which needs to be removed from the printer. • Press the **Resume** button to remove the banner from the printer The auto-duplex unit is not installed. The printer cannot print without this unit. • Install the auto-duplex unit and press the **Resume** button
5	The **Power** and **Resume** lights blink	The print media is jammed in the printer. • Press the **Resume** button to remove all media from the output tray. Open the top cover to locate the jam. After clearing the jam, press the **Resume** button to continue the print job.
6	The **Power** light blinks and the **Resume** light is on	One or more covers on the printer are open. • Close any open covers • Ensure that the auto-duplex unit is correctly installed A printer error has occurred. • Turn the printer off and then on again

7	The **Power** light blinks and the **Printhead** and **Resume** lights are on	The printhead latch is not secured. • Open the printing supplies cover and secure the printhead latch
8	The **Printhead** light, a **Color Indicator** light and the **Resume** light are on	One or more printheads need attention. • Reinstall the printheads and try to print • Try cleaning printhead contacts • If the error persists, replace the indicated printhead or printheads
9	The **Ink Cartridge** light, a **Color Indicator** light and the **Resume** light are on	One or more ink cartridges need attention. • Reinstall the ink cartridges and try to print • If the error persists, replace the indicated ink cartridge or cartridges
10	The **Ink Cartridge** light blinks, a **Color Indicator** light is on and the **Resume** light blinks	An ink cartridge is low on ink and needs to be replaced soon. • Press the **Resume** button to continue printing
11	The **Ink Cartridge** light blinks and a **Color Indicator** and the **Resume** lights are on	An ink cartridge is out of ink and must be replaced before you can continue printing. • Replace the indicated ink cartridge
12	The **Ink Cartridge** light is on and a **Color Indicator** light and the **Resume** light blink	A non-hp cartridge is installed. • If you choose to use a non-hp ink cartridge, press and hold down the **Resume** button and the **Cancel** button simultaneously until all lights, except the **Power** light, turn off
13	The **Printhead** light and a **Colour** indicator light are on	The printer detects a faulty printhead. • Replace the indicated printhead

14	The **Ink Cartridge** light and a **Colour Indicator** light are on	The printer detects a faulty ink cartridge. • Replace the indicated ink cartridge
15	The **Printhead** light and a **Colour Indicator** light blink alternately with an **Ink Cartridge** light and a **Colour Indicator** light; and the **Resume** light is on	The printer detects a faulty ink cartridge and printhead. • Replace the indicated printheads and ink cartridges
16	The **Power** , **Printhead** , **Ink Cartridge** and **Resume** lights blink	Multiple printer errors have occurred. • Turn the printer off and then on again

print tabs

```
hp business inkjet 1100

Serial Number: SG2BL110385P
Service ID: 13015
Firmware Version: KLP2011A
Total Engine Page Count: 79
PCL Default Symbol Set: 341
Mfg 0-2:  000000000000
T val: 23
Error Code: 00000000


DEMO                  = 1    Demo Page
CALIBRATION_PAGE      = 3    Pen Calibration
SELFTEST              = 4    This Report
LAST_ERR              = 6    Most Recent Error Code
LINUS                 = 7    Linus Pattern
INFINITE_HS           = 8    Continuous H Pattern
LINUS4X6              = 9    4 X 6 Linus Pattern
TECH MARKETING        = 10   Configuration Page
PAPER_CAL_PAGE        = 11   Paper Cal Data Tables
TECHY_SELFTEST        = 12   NVRAM Contents Plus Constants
COLOR_HS              = 13   Continuous Color H Pattern
NORMAL_PAPER_CAL      = 14   Schedule a paper cal
TECH MARKETING        = 15   Technical Diagnostic Page
SPIT_N_WIPE           = 20   Pen Recovery Level 1
CLEAN_PENS            = 21   Pen Recovery Level 2
SUPER_CLEAN           = 22   Pen Recovery Level 3
UNCAP_SS              = 23   Uncap the pens and pause pen servicing
CAP_SS                = 24   Cap the pens and resume pen servicing
AIR_PURGE_STARTUP     = 25   Purge the Tube
AIR_PURGE_DISABLE     = 28   Disable IDS air purging until power cycle
DUPLEX_DEMO           = 31   Demo page with two sides
MTP_FOV               = 34   SPOT optic part measurements
DOT_COUNT             = 41   Pen Dot Counter Data
PICK MAIN             = 46   Continuous pick paper from main tray w/cleanout
PICK 2ND              = 47   Continuous pick paper from 2nd tray w/cleanout
PICK MAIN DUPLEX      = 48   Continuous pick paper from main tray w/duplexer
PICK 2ND DUPLEX       = 49   Continuous pick paper from 2nd tray w/duplexer
NO_MECH_ON            = 58   Set Data Store NO_MECH to TRUE
NO_MECH_OFF           = 59   Set Data Store NO_MECH to FALSE
SKEW_E_A_1            = 67   Skew Dots for Econofast A size main tray
SKEW_E_A_2            = 68   Skew Dots for Econofast A size 2nd tray
SKEW_N_A_1            = 71   Skew Dots for Normal A size main tray
SKEW_N_A_2            = 72   Skew Dots for Normal A size 2nd tray
NOZZLE_PATTERN        = 84   Print the Pen Nozzle Pattern
PWM TEST              = 90   MFG PWM Test
MFG_PPC               = 91   Pick Paper for PPC
EDD_DIAGNOSTIC        = 92   EDD diagnostic page
MEDIA_SENSE_TEST      = 100  Continuous Media Sense Test
MEDIA_SENSE_CAL       = 101  Media Sense LTVG Calibration
```

Self test Page

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hp business inkjet 1100 series

cost-effective, high productivity color printer

high productivity printing
- see results fast with print speeds of up to 23 ppm in black and 19 ppm in color
- create professional business and photo-quality printing with up to 4800-optimized[2] dpi color printing

low cost for business
- with four individual ink cartridges, replace only the color that runs out
- long-life printheads may never need replacement

flexible features
- automatic two-sided printing with the standard duplexer
- additional 250-sheet paper tray[2] increases total input capacity to 400 sheets

[1]up to 4800x1200-optimized dpi color printing on premium photo papers, 1200 x 1200-input dpi.

[2]standard with the HP Business Inkjet 1100dtn printer.

www.hp.com

Demo Page

Product Name: hp business inkjet 1100
Product Model Number: C8108A
Product Serial Number: 000000000010
Service ID: 08218
Firmware Version: KLP1017A
Duplexer: Installed
I/O Module: 1284 PASS THRU

Ink Cartridge Information

K Ink Level — 0%
Status: Replace Soon   HP Part No: HP C4844A
Expiration: ??/??/????   Selectability No: 10

C Ink Level — 0%
Status: Replace Soon   HP Part No: HP C4836A
Expiration: ??/??/????   Selectability No: 11

M Ink Level — 77%
Status: OK   HP Part No: HP C4837A
Expiration: ??/??/????   Selectability No: 11

Y Ink Level — 0%
Status: Replace Soon   HP Part No: HP C4838A
Expiration: ??/??/????   Selectability No: 11

Printhead Information

Color	Cyan	Black	Magenta	Yellow
Status	OK	OK	OK	OK
Installation Date	??/??/????	??/??/????	??/??/????	??/??/????
HP Part No.	HP C4811A	HP C4810A	HP C4812A	HP C4813A
Selectability No.	HP No. 11	HP No. 11	HP No. 11	HP No. 11
Drop Count (KDrop)	1816565	1130038	1783431	1665572

Printhead Alignment

Configuration Page

Diagnostic Page

Printer Information
    hp business inkjet 1100
    Product Serial Number: 000000000010
    Service ID: 13029
    Firmware Version: KRC1006A
    Pages Printed: Tray 1=303, Tray 2=239, Duplexer=17, TOTAL=559
    Total Job Count: 304
    Error Code: 00000000
    Servo: Stall Type=11, Error=256109, Previous Error=255895
    Servo: Stall Threshold=256000, Stall PWM=384746, Time=214340981
    LIO: 1284 PASS THRU
    SPOT: OK
    Duplexer: INSTALLED

Personality Defaults
    Default Orientation: PORTRAIT. (PORTRAIT/LANDSCAPE/OTHERS)
    Default VMI: 1200
    Default Media Size: LETTER. (LETTER/A4/OTHERS)
    Default Media Type: PLAIN. (PLAIN/BOND/SPECIAL/GLOSSY/TRANSPARENCY/OTHERS)
    Default Print Quality: NORMAL. (DRAFT/NORMAL/BEST/UNKNOWN)
    Default Symbol Set: 341
    Default Font Width: 720
    Default Font Height: 1200
    IO Timeout: 600 seconds

Ink Level in Percentage
    K:90 C:0 M:0 Y:35
Printhead Health in Percentage
    K:70% C:30% M:90% Y:100%

Technical Information
    PEN ALIGNMENT VALUES

	P2P	O1O1	O1O2	O1O3	O1O4	O1E1	O1E2	O1E3	O1E4	TH_X	BL	BM	BH	Vrt	XFn	PWn
K	0	0	0	0	0	5	5	5	5	-1	2	2	2	0	0	100
C	-5	0	0	1	2	0	0	1	2	0	8	4	4	2	3	99
M	-6	0	0	0	-1	0	0	0	-1	0	10	6	6	-2	0	100
Y	-22	0	0	0	0	-2	-2	-2	-2	0	11	7	7	0	3	92

    Zero Col: 10240   Spot POV: 24   Spot TOP: 34
    Core Under: 0   5 Under: 0   Thermal Warn: 0
    3.3 Under: 0   B+ Under: 0   Thermal Shut: 0

    LHDB: 0,   8 LTVG: 128, 128   MDS: NADA
    COUNTS: -1, -1, -1, -1, 400
    POV: DX 0 SX 0 DY 0 SY 0 MTF: DX 0 SX 0 DY 0 SY 0
    SDP: X 0 Y 0

    MICCI S:ST 4. E:TI 1.4.
    PLPC: 46 24 41 0;
    Pen K HotPenJam= 0, HotPenStat=0;   Pen C HotPenJam= 0, HotPenStat=0;
    Pen M HotPenJam= 0, HotPenStat=0;   Pen Y HotPenJam= 0, HotPenStat=0;

Diagnostic Page

A   Skew Dots for Econofast mode   B

C

Skew Page

Various test pages are used to test the working of the printer. Test pages have keystroke values by which they can be generated. The self-test page has a keystroke value of 4. The keystroke values of the buttons are:

Buttons	Keystroke Values
On pressing the Resume button	1
On pressing the Cancel button	10

Pressing a combination of these buttons can print the required test page. For example, for a keystroke value of 44, press the **Cancel** button four times and the **Resume** button four times while keeping the **Power,** button pressed. The following table provides details of the test page name, its keystroke value and its purpose:

Output page name	Purpose	Keystroke Value
Demo	Checks the printer setup	1
Calibration	Checks the colour calibration	3
Self test	Generates a self-test page that contains the keystrokes of other pages	4
Last Err	Most recent Error Code	6
Linus	Linus Pattern	7
Infinite_HS	Continuous H Pattern	8
Linus 4X6	4 x 6 linus pattern	9
Tech Marketing	Configuration Page	10
Paper Cal	Paper Cal Data Tables	11
Techy self test	NVRAM Contents Plus Constants	12
Color_HS	Continuous Color H Pattern	13
Normal Paper CAL	Schedule a Paper CAL	14

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Tech Marketing	Technical Diagnostic Page	15
Spit_N_Wipe	Pen Recovery Level 1	20
Clean_Pens	Pen Recovery Level 2	21
Super_Clean	Pen Recovery Level 3	22
Uncap_SS	Uncap the pens and pause pen servicing	23
Cap_SS	Cap the pens and resume pen servicing	24
Air_Purge_Startup	Purge the tube	25
Air_Purge_Disable	Cap the pens and resume pen servicing	28
Duplex_Demo	Demo page with two sides	31
MTF_FOV	SPOT optic part measurements	34
DOT_COUNT	Pen Dot Counter Data	41
Pick Main	Continuous pick paper from main tray w/cleanout	46
Pick 2nd	Continuous pick paper from 2nd tray w/cleanout	47
Pick Main Duplex	Continuous pick paper from main tray w/duplexer	48
Pick 2nd Duplex	Continuous pick paper from 2nd tray w/ duplexer	49
NO_MECH_ON	Set Data Store NO_MECH to TRUE	58
NO_MECH_OFF	Set Data Store NO_MECH to FALSE	59
SKEW_E_A_1	Skew Dots for Econofast A size main tray	67
SKEW_E_A_2	Skew Dots for Econofast A size 2nd tray	68
SKEW_N_A_1	Skew Dots for Normal A size main tray	71
SKEW_N_A_2	Skew Dots for Normal A size 2nd tray	72
Nozzle_Pattern	Print the Pen Nozzle Pattern	84
LIOTEST	Execute LIO Test (No Page Printed)	88
PWM Test	MFG PWM Test	90
MFG_PPC	Pick Paper for PPC	91
EDD_DIAGNOSTIC	EDD diagnostic page	92
Media_Sense_Test	Continuous Media Sense Test	100
MEDIA_SENSE_CAL	Media Sense LTVG Calibration	101

loading media into trays

To load tray 1 or tray 2:
1. Pull the tray out of the printer.
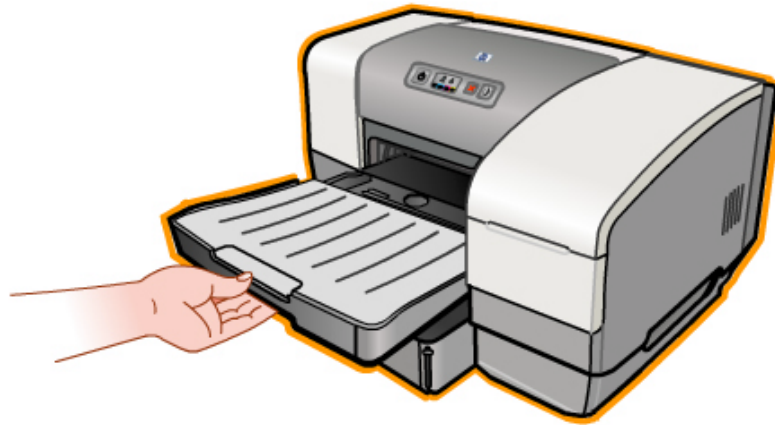
2. When loading paper in tray 1, raise and remove the output tray.
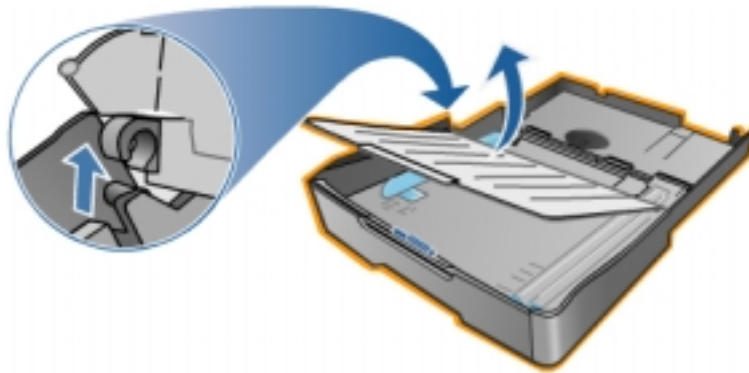
3. To load paper between 11 inches (279 mm) and 14 inches (356 mm) long, move the latch on the tray to the right and lower the front of the tray (there is no need to lower the front of the tray for letter-size or A4-size paper).

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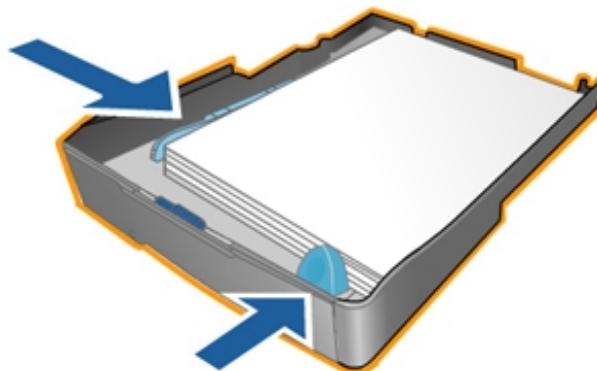
4. Adjust the width and length guides to the size markings for the paper that is loading and insert the paper.
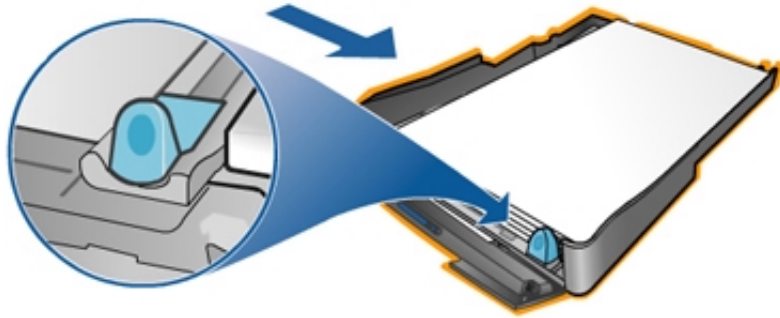
5. When loading tray 1, reattach the output tray.
6. Insert the tray back into the printer.
7. Pull out the paper extension on the output tray.
8. Select the appropriate media type option in the application or printer driver.

Note *By default, the printer draws paper from tray 2 if it is installed. If the tray is empty, the printer draws paper from tray 1 unless the lock feature in the toolbox is selected.*

Caution *If you have loaded legal-size or longer paper, keep the front of the tray lowered. Damage to the paper or printer can result if you raise the front of the tray with this longer paper loaded.*

Loading envelopes

To load envelopes:
1. Lift the output tray and remove all media from the tray.
2. Insert the stack of cards or envelopes into the tray with the flaps facing up and to the right.
3. Slide the paper width and length guides in until they stop at the edges of the envelopes or cards.
4. Lower the output tray.

auto-duplexing

Auto-duplexing is done to print on both sides of the paper. To print on both sides of the sheet the auto-duplex unit is used.

The printing process for printing on both sides is slightly different from printing on single side. After the first print job is done, the printer takes some time for ink to dry before taking the paper into the duplexer unit where it reverses the sheet to send it for printing on the blank side of the paper.

Duplex printing

To print in **Windows:**

1. Load the appropriate paper into tray 1 or tray 2.
2. From the **File** menu, click **Print** and click **Properties.**
3. On the **Finishing tab,** select the **Print on Both Sides** check box. Ensure that the **Automatic** check box is selected.
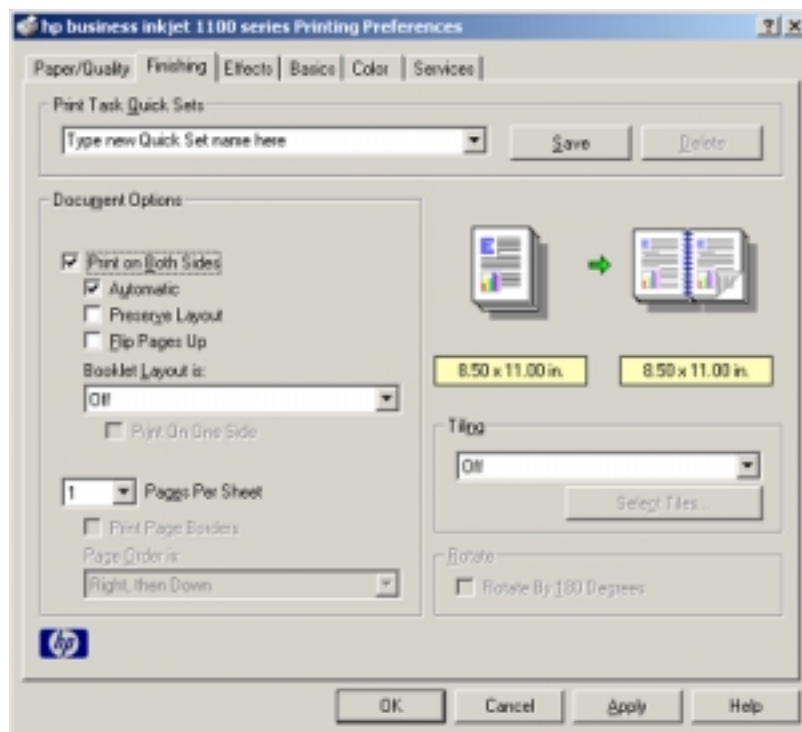
4. When duplexing, the top margin might need to be increased slightly to ensure that pages align. Selecting the **Preserve Layout** check box reduces the content to fit into the smallest printable area.

hp confidential
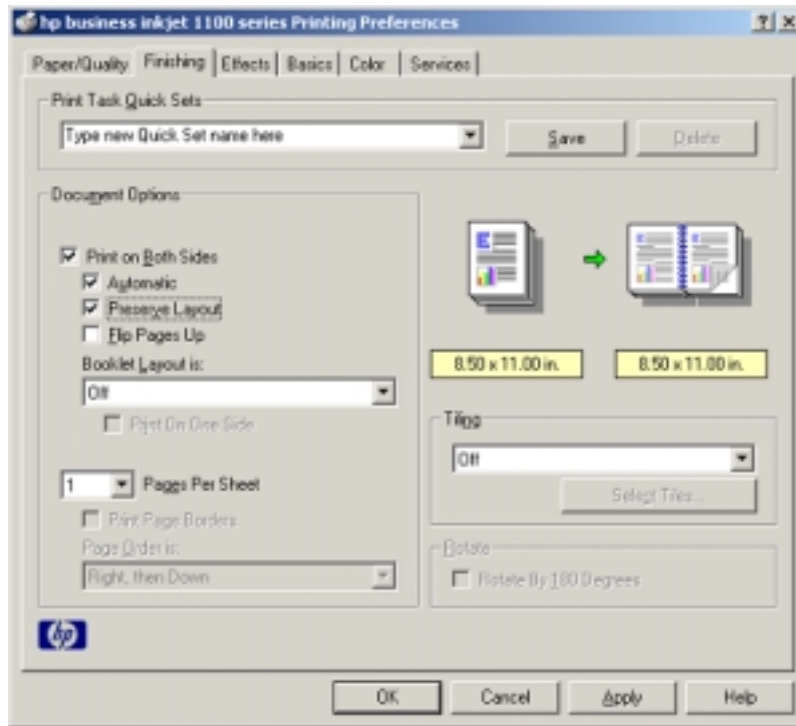
5. Select or clear the **Flip Pages Up** check box depending on the binding.
6. Click **OK** to close the dialog box.
7. Click **OK** to print.

To print in **Macintosh:**
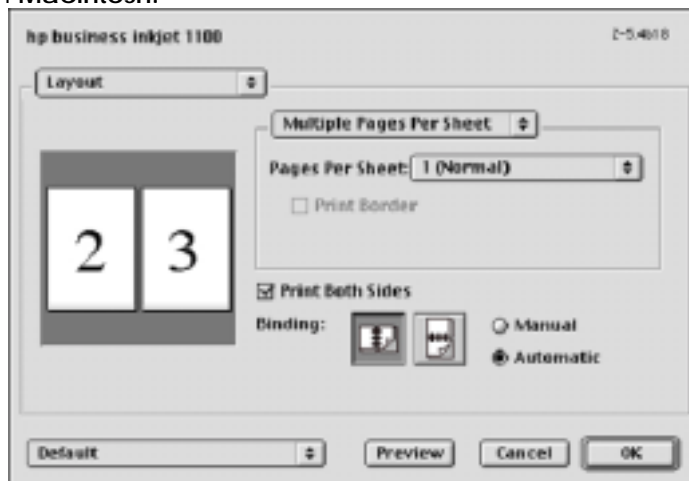
1. Load the appropriate paper in tray 1 or tray 2.
2. On the **File** menu, click **Page Setup.**
3. On the **Layout** panel, select the **Print Both Sides** check box, the binding orientation needed (select the desired icon) and **Auto.**
4. Click **OK.**
5. When the first side of the job has printed, the **Resume** light blinks. Reload the job into the tray.
6. Press the **Resume** button.

manual duplexing

Manual duplexing is done to print on both sides of the paper. While duplexing can also be automatically, it is done manually because automatic duplexing sometimes shrinks the image. However, manual duplexing does not shrink the image.

To enable manual duplexing, follow these steps:

1. Load the appropriate paper into tray 1 or tray 2.
2. Click **Start ->Settings -> Printers.** Right-click the desired printer and click **Properties.**
3. Click **Printing Preferences** to open the **Printing Preferences** dialog box.
4. On the **Finishing tab** , select the **Print on Both Sides** check box. Ensure that the **Automatic** check box is cleared.
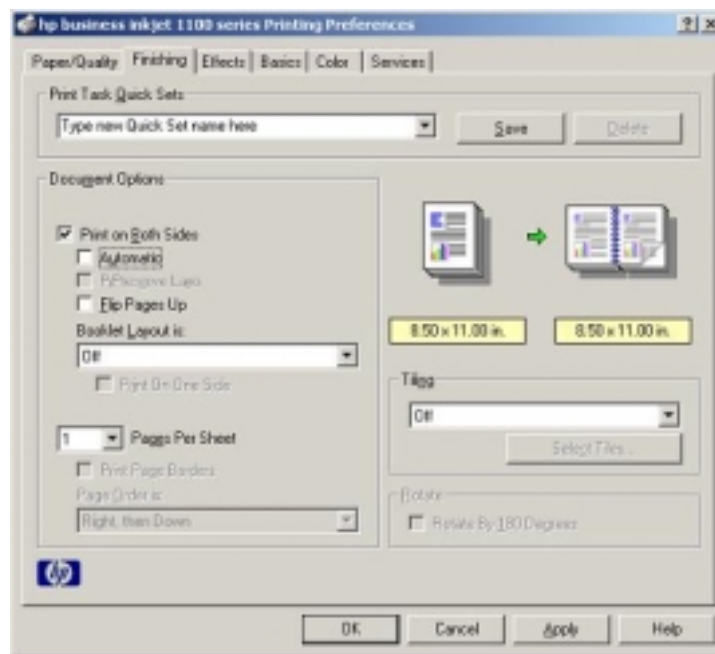
5. Click **OK** to close the dialog box.

To manually print on both sides of the paper, follow these steps:

- Print on 1 side of the paper.
- Take the printed paper, reverse it and place it in the input tray.
- Print another page or document to complete printing on both sides of a single paper.

Depending on the type of printer connection, perform one of the following steps:

- For directly connected printers: A dialog box appears on the computer after the first side of the page prints. Follow instructions on the screen to reload the job and click **Continue** .
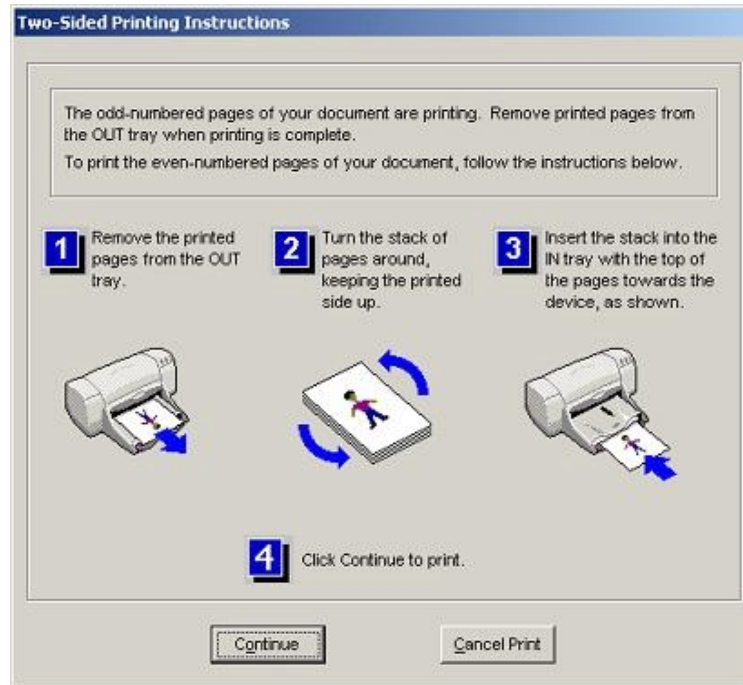
Note   *Manual duplex printing is not supported in network connection.*

- Otherwise, click **Cancel Print.**

Note   *The instructions for flipping of paper are available through the Toolbox. When printing of odd slides is over, a dialog box will pop-up only if toolbox is installed.*

media ease of use strategy

Media ease of use user settings

The hp business inkjet 1100 series has the following user settings for MEOU:

User settings for MEOU	Description
Default tray	The user can set the default tray to 1 or 2. Default tray is used to automatically take media input from the priority tray. Takes default - Tray2 (if Tray2 is set up).
Media type sensing (Default is OFF)	The spot sensor in the printer is able to sense and recognize the media type category and automatically switches to the appropriate print mode.
Try other tray if empty	Used when a tray is empty then the printer will search in the next tray for the media. If this feature is set to off the printer will give an error.
Allow user to specify size and type of media	For the printer to make use of the different size and type settings of media from a tray, both the size and type must be set. If only one of the size or type is set, the printer will ignore the setting.
Job mismatch time out	There is no mismatch time out.

The table below maps media type ids with their code name, media group, and duplex type:

Media Name	Code Name	Media Group	4800x1200 dpi	1200 dpi	Manual Duplex
Plain Paper	-	-	-	-	Y
hp bright white paper	Midas	Inkjet Papers	-	-	Y
hp premium paper	Vail	Inkjet Papers	-	Y	Y
hp premium inkjet heavyweight paper	Grail	Inkjet Papers	-	Y	Y
Other Inkjet Papers	-	Inkjet Papers	-	Y	N
hp premium plus photo paper, glossy	Gossimer	Photo Papers	Y	-	N
hp premium plus photo paper, matte	Gossimer	Photo Papers	Y	-	N
hp colorfast photo paper, glossy	T3	Photo Papers	Y	-	N
hp premium photo paper	Gomer/T2	Photo Papers	Y	-	N
hp photo paper	Norman (US) / Jordan (EU)	Photo Papers	Y	-	N
hp everyday photo paper, matte finish	Geo (was Grail)	Photo Papers	-	Y	Y
hp everyday photo paper, semi gloss	Cosmo/Zircon	Photo Papers	-	Y	Y
hp premium high-gloss film (TBD)	Gobi	Photo Papers	Y	-	N
Other Photo Papers	-	Photo Papers	Y	-	N
hp premium inkjet transparency film	Scotty/3M Scotty	Transparency Films	-	-	N
hp premium plus inkjet transparency film	3M Presto	Transparency Films	-	-	-

Other Transparency Films	-	Transparency Films	-	-	N
hp greeting cards	Weasel	Greeting Cards	-	Y	Y
hp glossy greeting cards	Scarlett	Greeting Cards	Y	-	N
Inkjet Hagaki	-	Greeting Cards	-	Y	Y
Other Greeting Cards	-	Greeting Cards	-	Y	N
hp brochure and flyer, gloss	Cosmo/Zircon	Brochure Papers	-	Y	Y
hp brochure and flyer, matte finish	Geo/ Grail	Brochure Papers	-	Y	Y
Other Brochure Papers	-	Brochure Papers	-	Y	Y

Common media type problems are:

- Paper jam
- Wrong media type
- Auto-duplexing (Transparency detection only)
- Manual Feed
- Media Size mismatch
- Out of Media

upgrading

Upgrade the printer by installing the following accessories to the base printer:

Accessories	Part Number	Street Price (in US$)
HP Jetdirect 200m print server/Internet connector (LIO module; Fast Ethernet; included with the HP Business Inkjet 1100dtn)	J6039C	
HP Jetdirect 250m print server/Internet connector (LIO module; Fast Ethernet)	J6042A	
HP Jetdirect 250m print server/Internet connector (LIO module; Fast Ethernet)	J6042A	
HP Jetdirect 280m print server/Internet connector (LIO module; 802.11b Wireless Ethernet)	J6044A	
HP Jetdirect 175X external print server via USB (Fast Ethernet)	J6035C	
HP Jetdirect 310X external print server via USB (Fast Ethernet)	J6038A	
Duplex unit	C8124-67026	

overview of printer software features

The software features of the printer, which include 2-sided printing, tiling, creating watermarks, hp Zoomsmart and hp digital photography, are:

- **Two-sided printing:** Prints automatically on both sides of a sheet of paper using the auto-duplex unit. This is called automatic duplexing. To print on both sides of a page, specify duplex options in the application or in the printer driver.
- **Tiling:** Tiles a page, increases the size of the font and prints a page in sections and on different sheets of paper. After printing the page, use the sheets of paper in the same way as tiles to form a large poster. To select individual tiles for printing, use the second-level dialog box, **Tiling Selection.** By default, all tiles are selected and are grey in colour. By clicking an individual tile, users can toggle between removing and selecting the tile.
- **Creating Watermarks:** Specify text to be placed in the background of an existing document to use and create watermarks. Watermarks that are distributed with the driver are **Confidential, Do not copy, Draft** and **For your eyes only.** Watermarks can be specified only for the first page or for all pages. However, watermark properties can be modified. New watermark text can be added and saved. A watermark message allows only 31 characters.
- **hp Zoomsmart:** Resizes the document to customise its size.
- **hp Digital Photography:** Enhances the look of printed photographs. The digital photography feature has contrast enhancement, SmartFocus, smoothing and sharpness adjustment features
- **4800 dpi Printing:** hp's enhanced color layering technology with PhotoREt3 for photo quality (provides upto 4800 by 1200 optimised dpi on premium photo papers).

printing on special media

The four types of special media on which the hp business inkjet 1100 series printer can print are envelope and cards, transparencies, photographs and custom size.

Envelopes or cards

To print on envelopes or cards in Windows:
1. From the **File** menu, click **Print** and then click **Properties.**
2. On the **Paper/Quality** tab, select the paper type being used in the **Type is** drop-down menu. For example, when printing on hp Glossy Greeting Card Paper, select it from the menu.
3. Select the envelope or card size from the **Size** menu.
4. Change any other print settings, if necessary, and click **OK.**
5. Send the job to print.
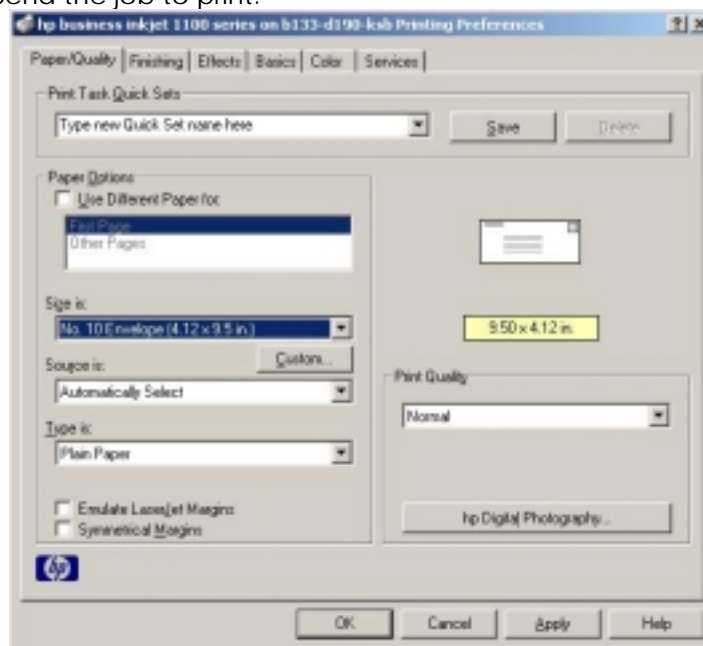
To print on envelopes or cards in Mac OS 8.6 to OS X:
1. On the **File** menu, click **Page Setup.**
2. On the **Layout** panel, select the envelope size from the **Paper Size** pull-down menu.
3. Change any other settings and click **OK.**
4. If printing cards, click **Print** on the **File** menu and open the **Paper Type/Quality** panel. Select the paper type being used, such as hp Glossy Greeting Card Paper.
5. In the **Print** dialog box, click **OK.**

Transparencies

To load transparencies:
1. Remove all media from tray 1.
2. Insert transparencies with the rough side down and the adhesive strip pointing forward.
3. Slide the width and length guides until they stop at the edge of the transparencies.

4. Slide the tray back into its closed and locked position.

To print transparencies in Windows:
1. From the **File** menu, click **Print** and click **Properties.**
2. On the **Paper/Quality** tab, under **Print Quality,** select **Best** in the drop-down menu.
3. Under **Type is,** select **Transparency Films** .
4. Under **Size is,** select the appropriate size for the transparency being printed.
5. Change any other print settings, if necessary, and click **OK.**
6. Send the job to print.
7. Remove each sheet of media as it prints and set aside to dry. Allowing wet media to stack up may cause smearing.
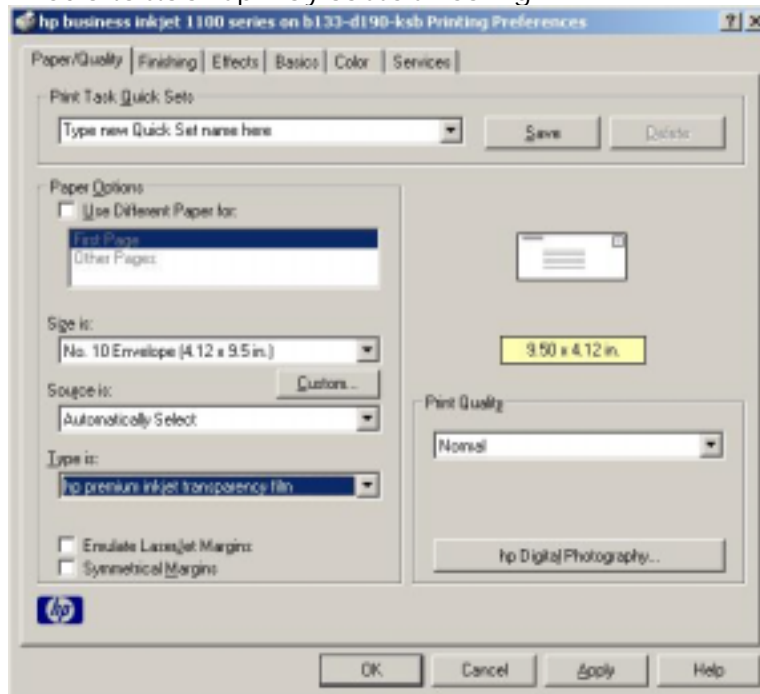
To print transparencies in Mac Os 8.6 to 9.x:
1. On the **File** menu, click **Page Setup.**
2. In the **Paper Size** pull-down menu, select size, change any other settings and then click **OK.**
3. On the **File** menu, click **Print.**
4. In the **Paper Type/Quality** panel, select **Transparency Film** from the **Group** pull-down menu.
5. In the **Type** pull-down menu, select the specific transparency type being used, such as hp Premium Inkjet Transparency film.
6. Click the **Quality** tab and select **Best.**
7. Change any other print settings, if necessary, and click **OK.**
8. Remove each sheet of media as it prints and set aside to dry. Allowing wet media to stack up may cause smearing.

To print transparencies in Mac OS X:
1. On the **File** menu, click **Page Setup.**
2. In the **Paper Size** pull-down menu, select size, change any other settings and click **OK.**
3. On the **File** menu, click **Print.**
4. On the Paper Type/Quality panel, select the Paper tab

5. In the Paper type pull-down menu, select the transparency type being used.
6. In the Paper tab, select **Best.**
7. Change any other print settings, if necessary, and click **OK.**
8. Remove each sheet of media as it prints and set aside to dry. Allowing wet media to stack up may cause smearing.

Note   *Use the Best mode to print transparencies. Since this mode provides a longer drying time, it ensures that the ink dries completely before the next page is delivered to the output tray.*

Photographs

Print photographs from digital camera using a software application, such as hp Photo Printing Software. Use the **Best mode** to print photographs. In this mode, printing takes longer and more memory is required from the computer. Remove each sheet of media as it prints and set aside to dry. Allowing wet media to stack up can cause smearing.

To print digital photographs in Windows:
1. Load the appropriate paper in Tray 1 or Tray 2. Ensure that you load the paper with the print side up.
2. From the File menu, click Print and then click Properties. (The actual steps can vary; this is the most common method).
3. On the Paper/Quality tab, select the paper type being used from the Type is menu. (For example, hp Premium Plus Photo Paper).
4. Select the paper size from the Size is menu.
5. Change any other print settings, if necessary.
6. Click OK to close the dialog box.
7. Click OK to print.

To print digital photographs in Macintosh:
1. Load the appropriate paper in Tray 1 or Tray 2. Ensure that you load the paper with the print side up.
2. Open the Paper Type/Quality panel.
3. Select the paper type being used (For example, hp Premium Plus Photo Paper).
4. Click the **Quality** tab and select **Best.**
5. Change any other print settings, if necessary.

Custom-size media:

Print custom-size media from Tray 1. When printing on custom-size media, adjust the length and width guides in the tray, and, if necessary, extend the tray size to accommodate larger media. Use Tray 1 when printing on paper that is 3 to 8.5 inches wide and 5 to 14 inches long (76.2 to 216 mm wide and 127 to 356 mm long). Customise the media size before printing the document if the application supports custom-size media. If the application does not support custom-size media, set the size in the printer driver, create the document and print it. Reformatting might be needed on existing documents to print them correctly on custom paper sizes.

To load custom-size media:
1. Raise the output tray and remove all media from Tray 1.

2. Insert custom-size media into the tray.
3. Slide the width and length guides until they stop at the edges of the media. The guides should be snug against the media without bending it.

4. Lower the output tray.

To print custom-size media in Windows:

1. From the File menu, click Print and then click Properties (The actual steps can vary; this is the most common method).
2. On the Paper/Quality tab, select the media type from the Type is box.
3. Click the Custom button under the Size is box.
4. Enter the dimensions of the paper in the Custom Paper Size dialog box and click OK.
5. Change any other print settings, if necessary, and click OK.
6. Send the job to print.
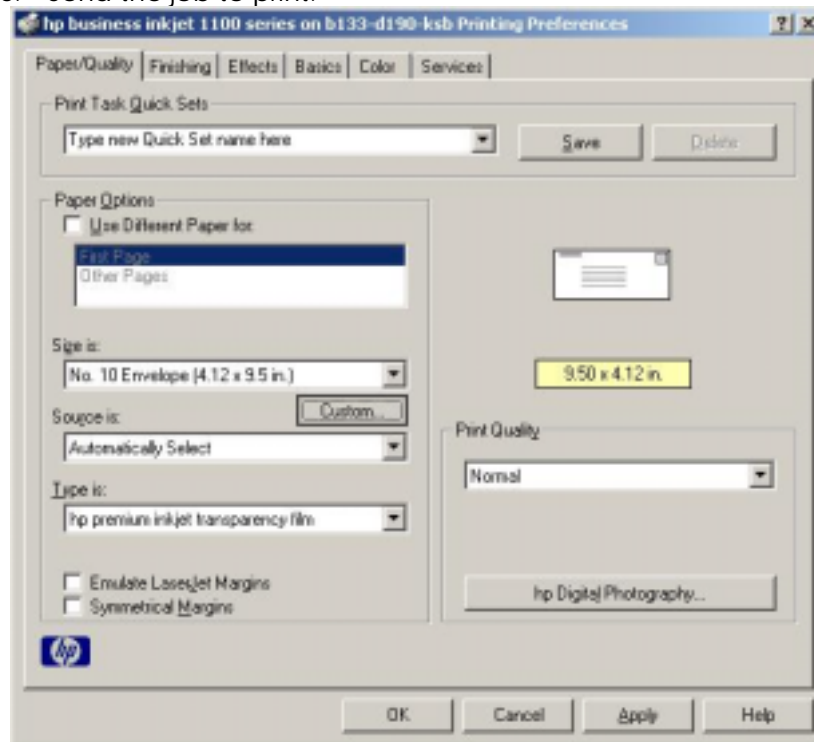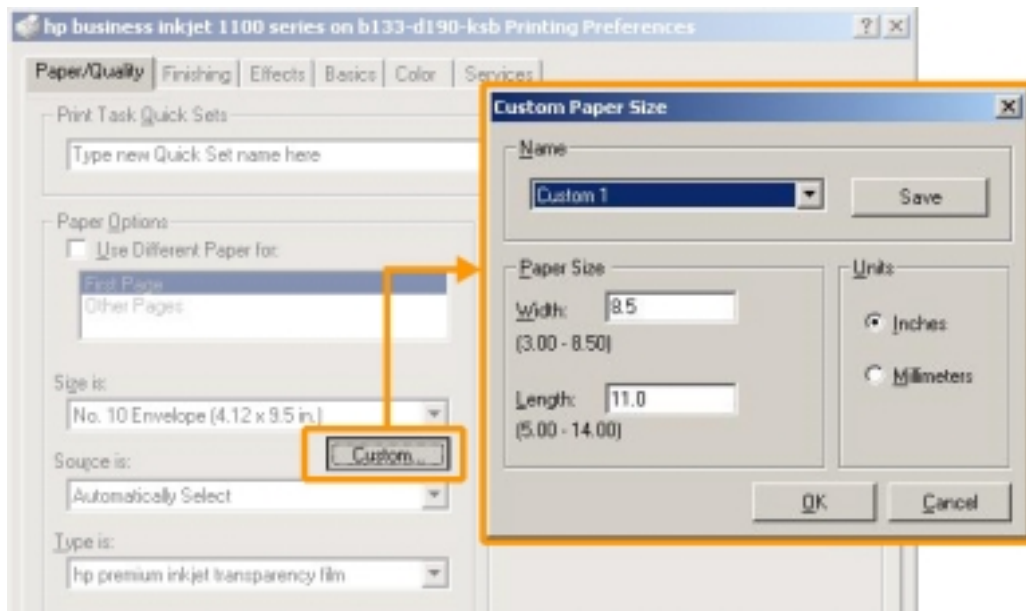
To print custom-size media on Mac OS 8.6 to 9.x:

1. From the File menu, click **Page Setup.**
2. In the Paper Size pull-down menu, click **Edit Custom Paper Sizes.**
3. In the **Name** box, type a name for the custom page size.
4. In the Width and Height field, type the dimensions and click **Add.**
5. Click **Done.**
6. When printing the document, open the **Page Setup** dialog box, select the name of the document and the custom page size and print the document.

To print custom-size media in Mac OS X:

1. From the File menu, click **Page Setup.**
2. In the Settings pull-down menu, click **Custom Paper Size.**
3. Click **New.**
4. In the **Name** box, type a name for this custom page size.
5. In the Width and Height boxes, type the dimensions and set the margins.
6. Click **OK.**
7. While printing the document, open the **Page Setup** dialog box, select the name of the document and the custom page size and print the document.

navigating the user interface in Windows - Paper/Quality tab
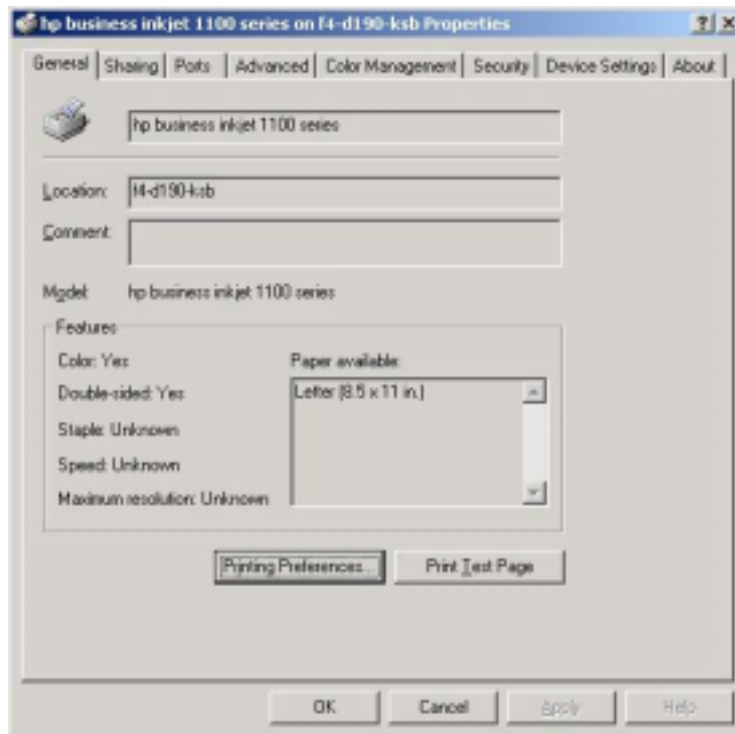
Paper Quality Tab
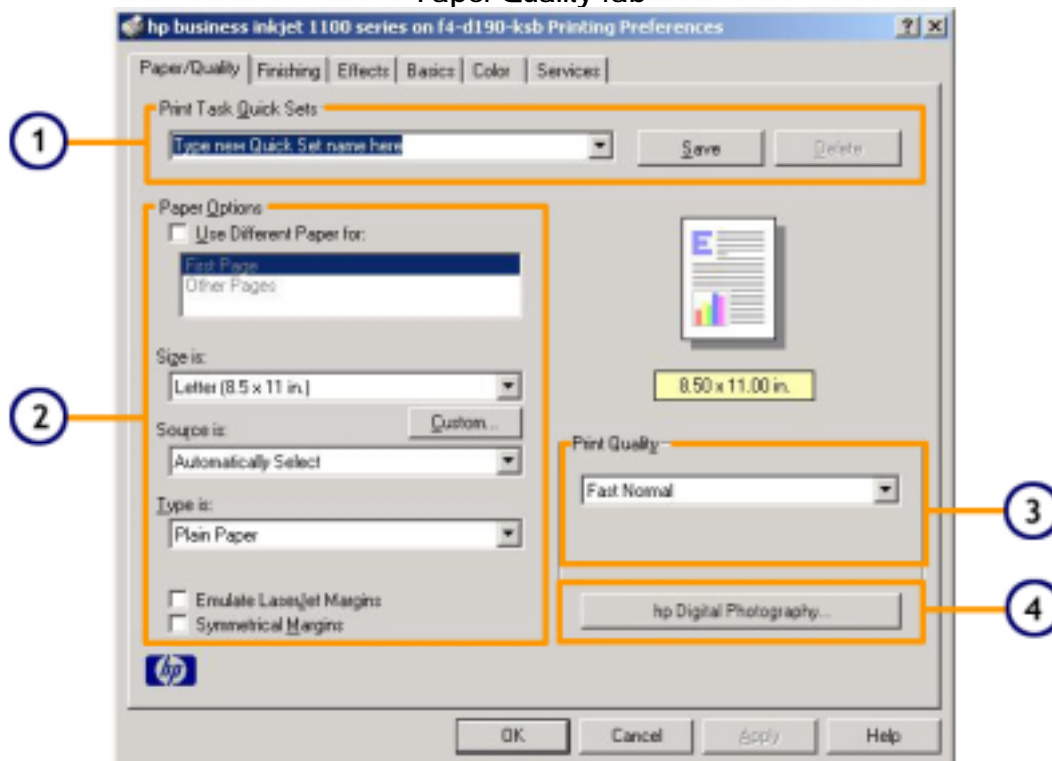
To navigate the user interface, click **Start ->Settings -> Printers.** Right-click the desired printer and click **Properties.** Click **Printing Preferences** button to open the

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Printing Preferences dialog box. The six tabs in the Printing Preferences dialog box are **Paper/Quality, Finishing, Effects, Basics, Color** and **Services.**
The features of the Paper/Quality tab are:
1. **Print Task Quick Sets:** This section enables saving of the current driver settings for reuse. Print task Quick Sets can be saved and selected for most printer driver tabs.
2. **Paper options:** It has various options including check boxes for choosing margins. The options are:
    - **Use Different Paper for** option specifies a different option and size for other pages being printed.
    - **Size is** option chooses the size of paper, which is to be printed. There are various standard paper sizes. To customise a paper size, choose the **Custom** option and specify the size.
    - **Source is** option specifies where to load the media. The choices are Tray 1, Tray 2, manual feed and automatically select.
    - **Type is** option is used to choose the kind of media that is to be printed.
    - **Emulate LaserJet Margins** automatically scales the document to fit the margin if the document is formatted for a LaserJet.
    - **Symmetrical Margins** is used to print transparencies. It makes the side and length margins equal in portrait and landscape views.
3. **Print quality:** There are five choices -
    - Draft
    - Fast Normal
    - Normal
    - Best
    - 4800X1200 - optmized dpi

By default, Fast Normal Print Quality is selected; click the drop down button to select a different print quality.

4. The **hp Digital Photography** button uses the hp Digital Photography feature. Using this feature, digital images can be enhanced. This feature is not enabled for **Draft** and **Fast Enabled Print Quality** options.

hp digital photography
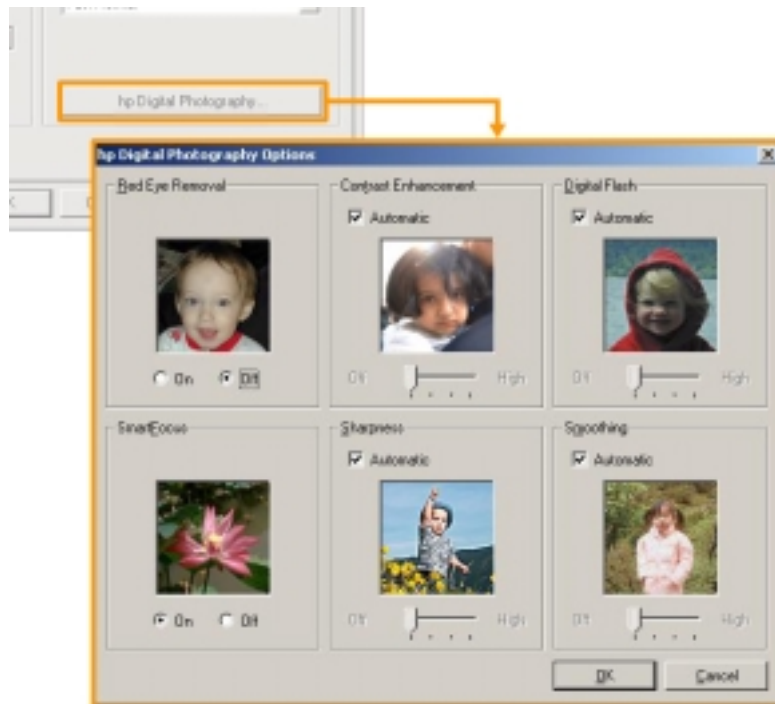
hp Digital Photography can be accessed from the **Paper/Quality** tab in the **Printing Preferences** dialog box. Digital Photography is used to enhance images in photographs. All Digital Photography settings are saved as part of a custom settings group. The following section briefly describes the function of each option of hp Digital Photography:

Red Eye Removal

This feature automatically removes or reduces red eye from the photograph.

Contrast
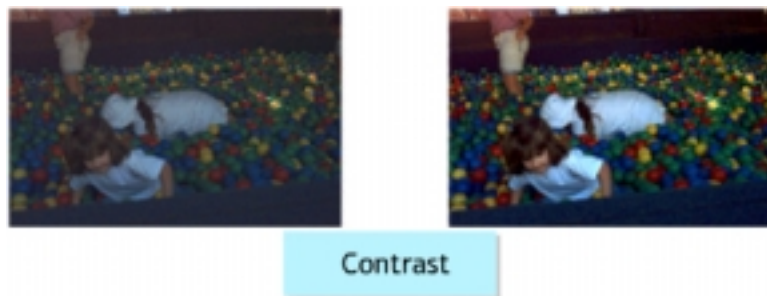
Contrast

This feature automatically increases image contrast to achieve a more visually pleasing result.

Digital Flash

Digital Flash

This feature automatically adjusts lighting levels to reveal shadowed areas.

Sharpness

Sharpness

This feature automatically performs a smart up scaling while limiting edge artefacts.

SmartFocus

versus

2x pixel replication   Smartfocus   2x ResSynth
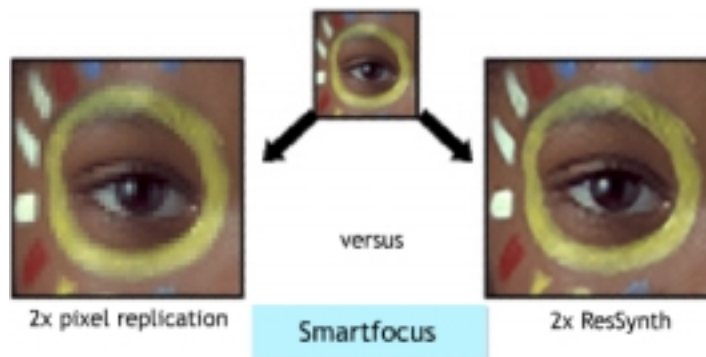
This feature automatically focuses the photograph if it is out of focus.

Smoothing

Smoothing

This feature automatically smoothens out noise within an image.

All options except **SmartFocus** and **Red Eye Removal** have an **Automatic** setting. Selecting this for each option disables the slider control for that option. Using the **Automatic** setting passes control of the image enhancement application to the hp Color Science code. Not selecting the **Automatic** setting passes the image enhancement control to the slider.

The SmartFocus and Red Eye Removal options have two radio buttons, Off and On. Selecting the Off setting for SmartFocus and Red Eye Removal results in disabling image enhancement.

navigating the user interface in Windows - Finishing tab
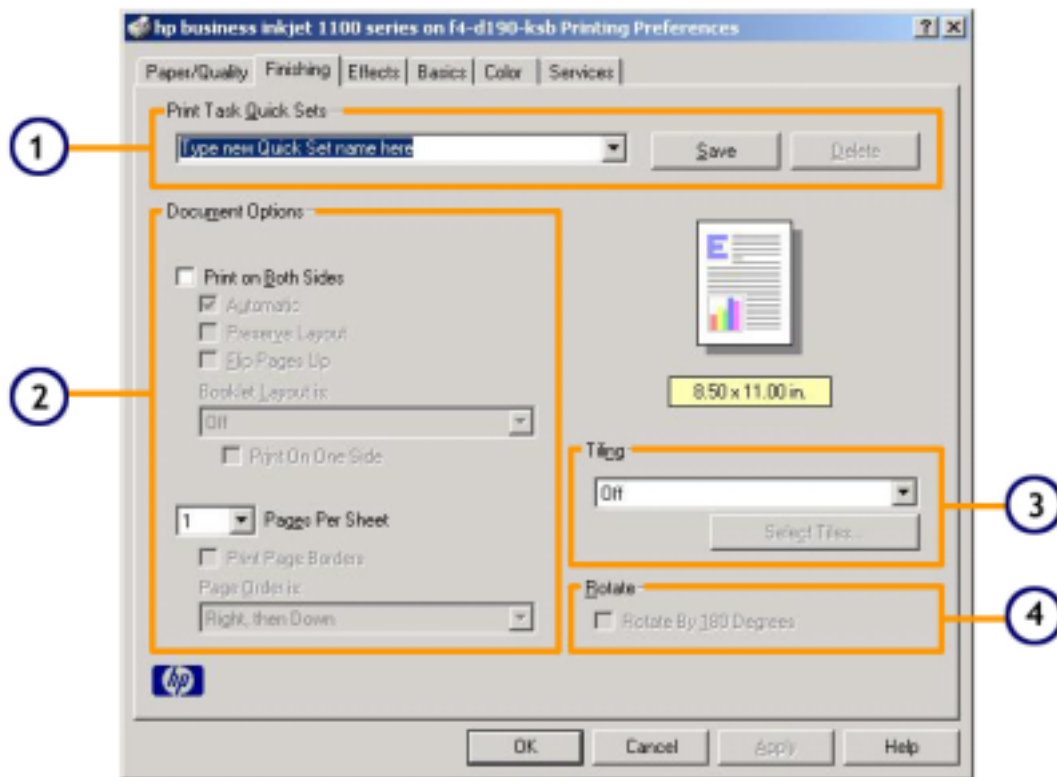
The **Finishing** tab contains options that can be used for document styling. The features of the Finishing tab are:

1. **Print Task Quick Sets:** This section enables saving of the current driver settings for reuse. Print task Quick Sets can be saved and selected for most printer driver tabs.

Document Options:

- **Print on both sides:** Enables printing on both sides of a paper. There are several radio buttons, such as **Automatic, Preserve Layout** and **Flip Pages up.** The **Booklet Layout** drop-down menu lists the left side and right side binding options.
- **Pages per sheet:** Specifies the number of pages to be printed per sheet of paper. If the pages per sheet are chosen to be more than one, then the **Page Order is** option is enabled. Use the **Page Order is** drop-down menu to specify the order in which to print various pages on a sheet of paper.

2. **Tiling:** Tiles a page, increases the size and prints a page in sections and on separate sheets of paper. After printing the page, use the sheets of paper as tiles to form a large poster. To select individual tiles for printing click the **Select Tiles** button to open the second level dialog box, **Tiling Selection.** By default, all tiles are selected and grey in color. By clicking individual tiles, users can toggle between removing and selecting the tile.

3. **Rotate:** Select this option to rotate the document image on the paper by 180 degrees. The purpose of this feature is to provide users with more control over the binding edge and image on special media. This feature is available only for envelopes.

navigating the user interface in Windows - Effects tab
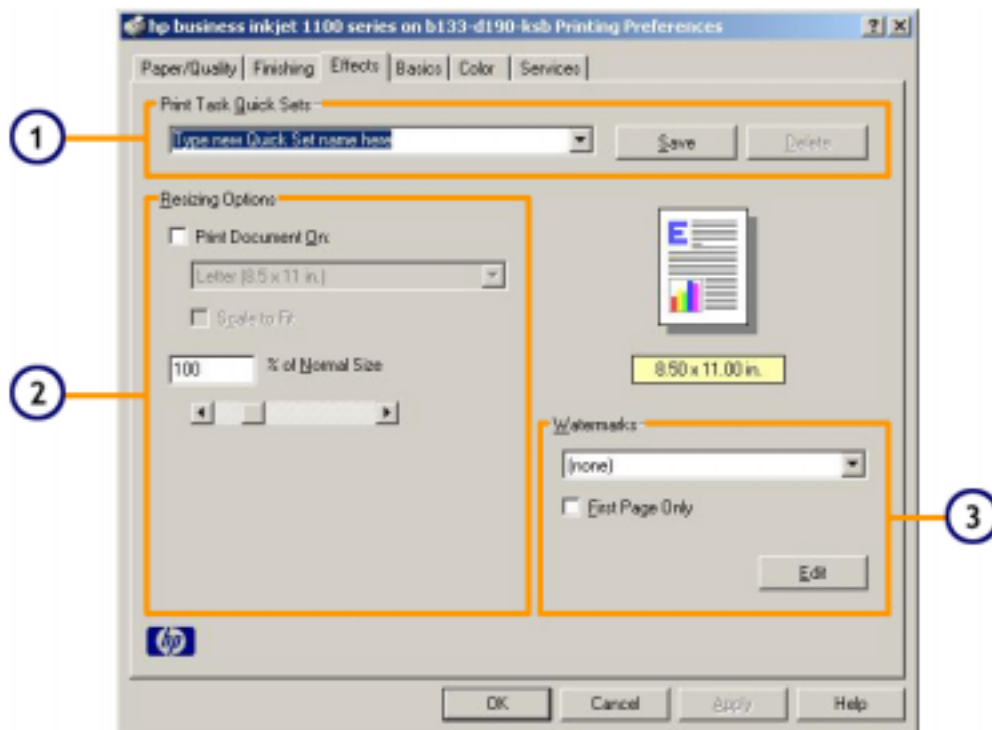
The Effects tab contains the following features:

1. **Print Task Quick Sets** - This section enables saving of the current driver settings for reuse. Print task Quick Sets can be saved and selected for most printer driver tabs.
2. **Resizing options** - Use **Resizing** options to specify the size of the paper and to change the size of the page that is printing. The **Print Document** on drop-down menu presents a choice of various sizes of paper, such as A4, Legal and Executive. Specify the size of the page in terms of the normal size. Use the **% of Normal Size** slider to customise the size of the page that is printing.
3. **Creating watermarks** - Print watermarks on a document using the watermark feature of the hp business inkjet 1100 series. To do this, select the required watermark option from the **Watermarks** drop-down box in the **Effects** tab of the **Printer Properties** dialog box. Edit or create a watermark by clicking the **Edit** button in the **Effects** tab of the printer properties dialog box and specifying details in the **Watermark Details** dialog box.

The Watermark Details dialog box contains:
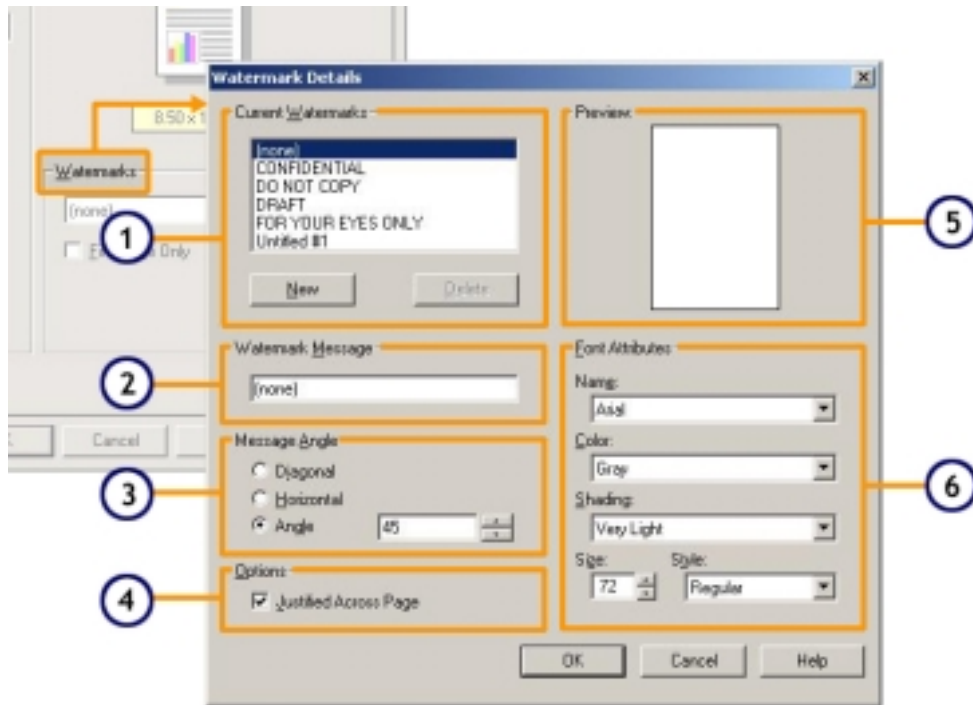
1. **Current Watermarks** list box: Enables the user to view and select an available watermark. It allows the user to add or delete watermarks through the 2 following buttons:
   - **New** button: Enables the user to add a new watermark to the list of existing watermarks.
   - **Delete** button: Enables the user to delete an existing watermark.
2. **Watermark Message** text box: Enables the user to specify the text of the watermark or modify the text of an existing watermark.
3. **Message Angle** group box: Enables the user to specify the angle of the watermark text.
4. **Options** box: Specifies special option for the watermark.
5. **Preview** box: Displays a preview of the watermark.
6. **Font Attributes** group box: Enables the user to specify the font attributes of the selected watermark.

navigating the user interface in Windows - Basics tab
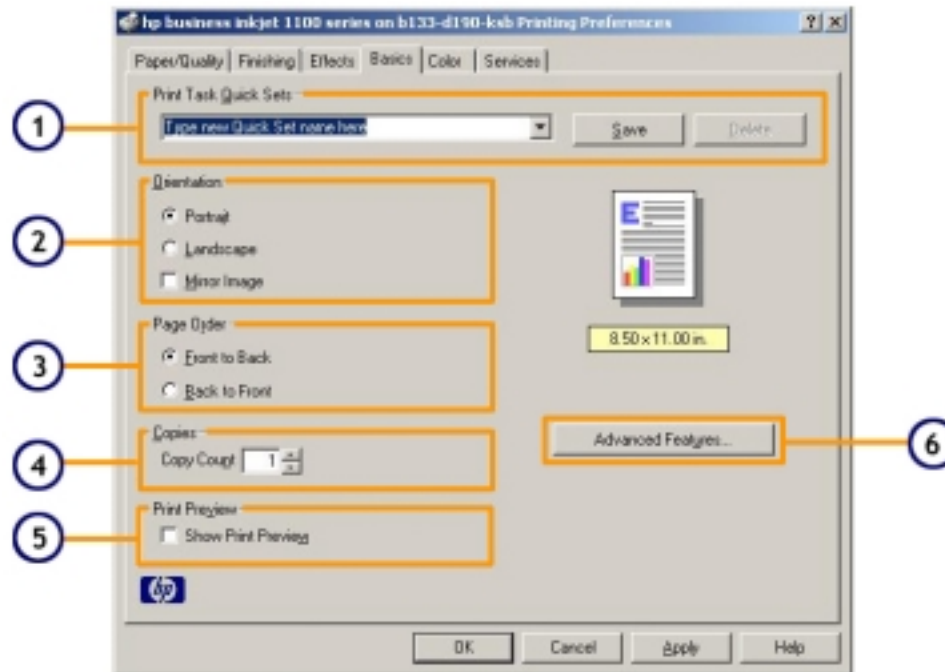
The **Basics** tab has features, such as **Orientation, Page Order** and **Number of Copies.** The features are described below:

1. **Print Task Quick Sets** - This section enables saving of the current driver settings for reuse. Print task Quick Sets can be saved and selected for most printer driver tabs.
2. Use the **Orientation** feature to specify whether the page to be printed has landscape or portrait orientation. This feature can also be used to print a mirror image of a page. To print a mirror image of the page, click the **Mirror Image** radio button.
3. Use the **Page Order** feature to specify the sequence in which to print the document.
4. To specify the number of copies of the document or page, use the **Copies** feature.
5. The **Print Preview** feature enables the Print Preview utility to display the layout of the document immediately before the print job begins.
6. The **Advanced Features** button invokes a Window to adjust the ink volume and the dry time. The features in these Window are as follows:
   1. **Ink Volume (light to heavy)** - Adjusts the amount of ink printed on a page. The lighter the ink volume, the faster the printout will dry.
   2. **Dry Time (less to more)** - Provides extra drying time for slow-drying printouts. The printer will hold onto the printout until the drying time has elapsed. For example, when printing images in best mode, the drying time can be increased.
   3. **Low Memory Mode (check box)** Check this box if your computer does not have enough memory /disk space to print the print job you have requested. If computer is running low on disk space, this feature will allow printing to continue.

Advanced Features...

Advanced Features

Ink Volume

Adjusts the amount of ink printed on a page. The lighter the ink volume, the faster the printout will dry.

(1) Light ———————— Heavy

Dry Time

Provides extra drying time for slow-drying printouts. The printer will hold onto the printout until the dry time has elapsed.

(2) Less ———————— More

Low Memory Mode

Check this box if your computer does not have enough memory/disk space to print the print job you have requested.

(3) ☐ Low Memory Mode

[OK]   [Cancel]

navigating the user interface in Windows - Color tab

The Color tab specifies color and grayscale settings in a document. This tab has the following options:
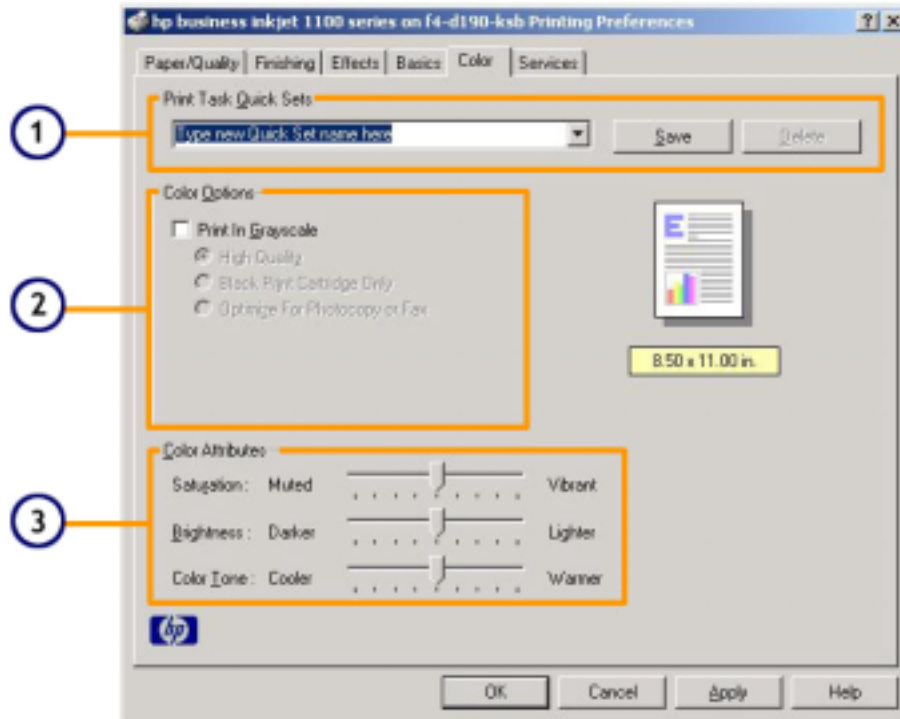
1. **Print Task Quick Sets** - This section enables saving of the current driver settings for reuse. Print task Quick Sets can be saved and selected for most printer driver tabs.
2. Use the **Color Options** feature to change the document's quality of printing. If not printing colors, select the **Print in Grayscale** check box. Change the quality of printing by clicking the various enabled radio buttons.
   - **Print in Grayscale** enables printing colors as shades of gray.
   - **High Quality** uses the tri-color print cartridge to print in high-quality grayscale.
   - **Black Print Cartridge Only** uses the black print cartridge to print in grayscale.
   - **Optimize For Photocopy or Fax** uses the black print cartridge and optimizes images for faxing or photocopying.
3. Use the **Color Attributes** option to vary attributes such as **Saturation, Brightness** and **Color tone,** using the slider bars provided for each of the attributes. The uses of various attributes are:
   - **Saturation** adjusts the relative purity of printed colors.
   - **Brightness** adjusts the lightness or darkness of a document.
   - **Color tone** adjusts the perceived warmth or coolness of printed colors.

navigating the user interface in Windows - Services tab
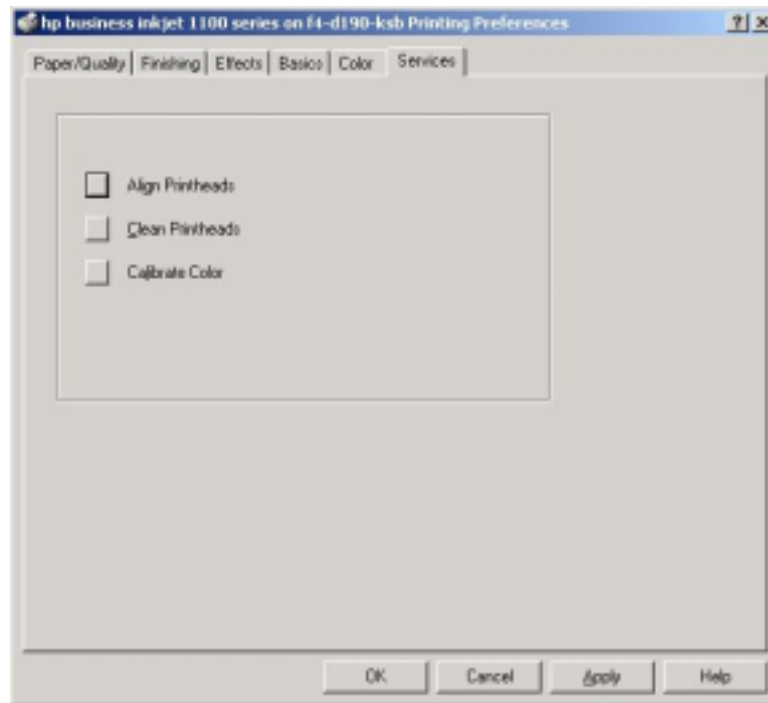
Use the **Services** tab to perform basic maintenance functions from the user interface. The Services tab has three buttons: **Align Printheads, Clean Printheads** and **Calibrate Color.**

The **Align Printheads** button aligns the printheads of the printer. On clicking the **Align Printheads** button, a page with alignment patterns is printed. In addition to printing the page, a dialog box is also invoked that explains the align printheads page.
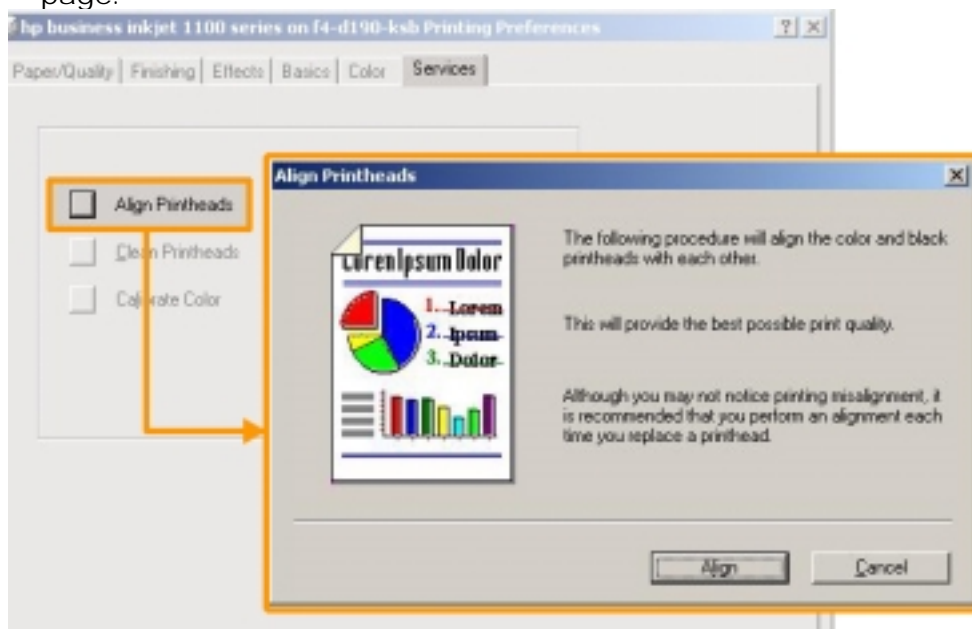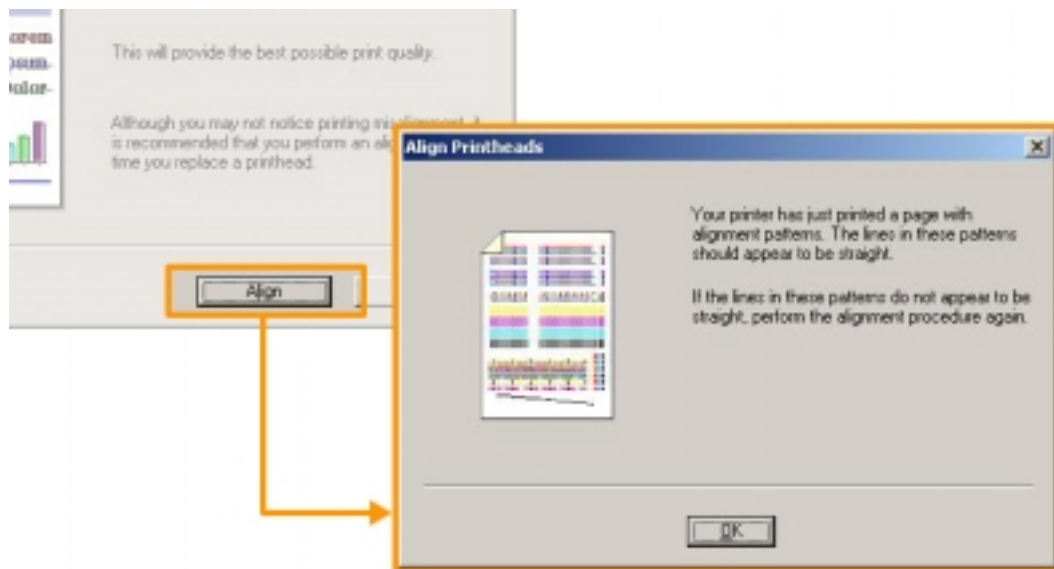
On clicking the **Clean Printheads** button, a dialog box pops up that cleans the printheads. There are three levels of cleaning options. The first dialog box prompts level 1 cleaning. If the print quality does not look good, perform a level 2 cleaning. Level 3 cleaning comes with a warning that it consumes a lot of ink. Perform this level of cleaning only if the print quality has not improved after two levels of cleaning.

On clicking the **Calibrate Color** button, a dialog box pops up that balances color tints on printed pages. It is recommended to use this button if the color tint shifts towards yellow, magenta or blue. Use the **Calibrate** button to calibrate the color tint manually. Click the **Use Defaults** button to set the color calibration to factory levels. On clicking the **Calibrate** button, a page of color patches will print and a dialog box opens up to guide the user on the calibration process.

Click "Calibrate" to calibrate color now. This procedure takes about one minute and uses one sheet of paper.

Click "Use Defaults" to restore color values to factory defaults.

se Defaults   Calibrate   Cancel

Calibrate Color

A page of color patches is printing.

(1) Hold the page approximately 8 inches (~20cm) in front of your eyes;

(2) Slowly move the page away from you until the numbered patches fade to match the background;

(3) Select the corresponding numbered patch that best matches the background of the printed page.

01	02	03	04	05	06	07	08	09
10	11	12	13	14	15	16	17	18
19	20	21	22	23	24	25	26	27
28	29	30	31	32	33	34	35	36
37	38	39	40	41	42	43	44	45
46	47	48	49	50	51	52	53	54
55	56	57	58	59	60	61	62	63
64	65	66	67	68	69	70	71	72
73	74	75	76	77	78	79	80	81

Done   Cancel

overview of the Windows toolbox

The toolbox, which is available only to Windows users, provides status and maintenance information about the printer. It also provides a systematic guide for basic printing tasks and provides help to solve printer problems.

To open the toolbox, click **Start,** point to **Programs** and point to **hp business inkjet 1100** . Click the **hp business inkjet 1100 printer toolbox.**

The toolbox has three tabs:
- Printer status
- Information
- Printer services

Printer status tab
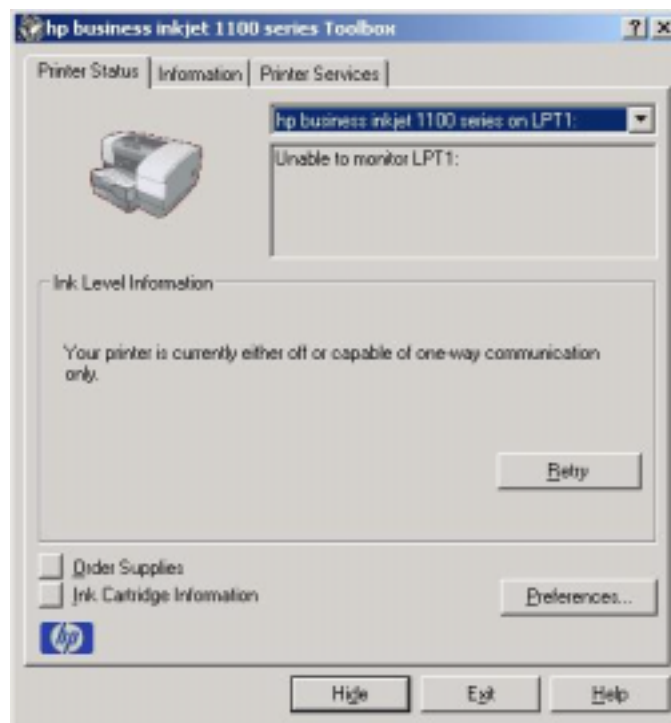
The Printer Status tab displays printer status and ink level information for each ink cartridge in 10 percent increments. The drop-down list displays the currently selected printer. The status window displays the printer status. On clicking the **Ink Cartridge Information** button, the **Ink Cartridge Information** dialog box opens up. The Ink Level Information dialog box displays status information about installed cartridges, including the amount of ink available in the cartridges.
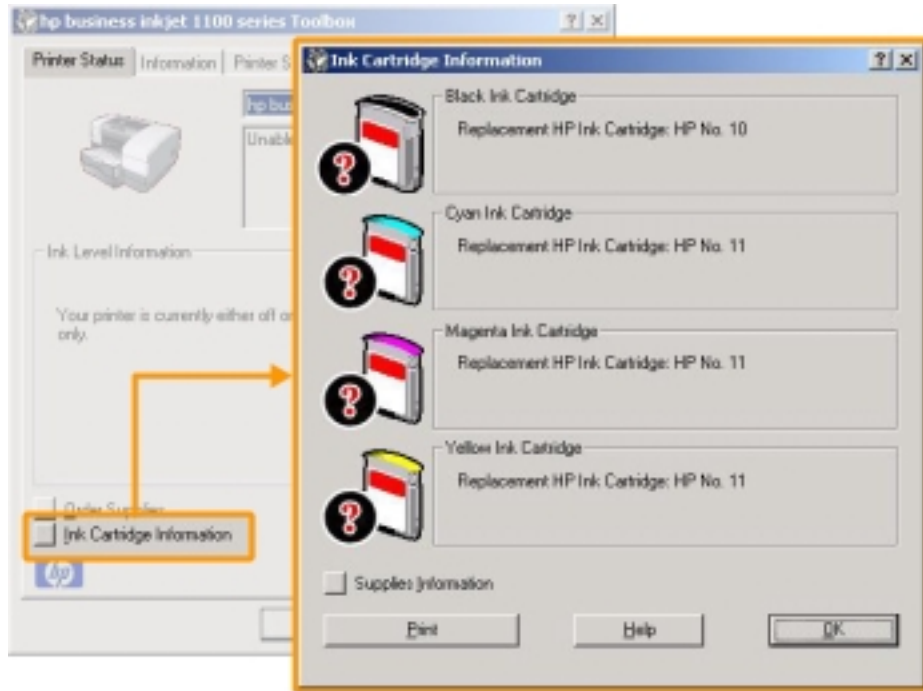
To select the toolbox messages that appear, click **Preferences** in the **Printer Status** tab.

The following table describes the buttons in the Printer Status tab and what happens each button is clicked:

Button	Description
Order Supplies	Opens a temporary HTML file that contains a disclaimer and an agreement to send the information to the hp Web site. Accept the disclaimer to connect to the hp Web site to order supplies.
Ink Cartridge Information	Opens a dialog box that displays the type of cartridges the printer uses. The dialog box also provides links to ordering and retailer information.
Preferences	Opens a dialog box that enables selecting toolbox messages that appear when a printer event occurs.

Information tab
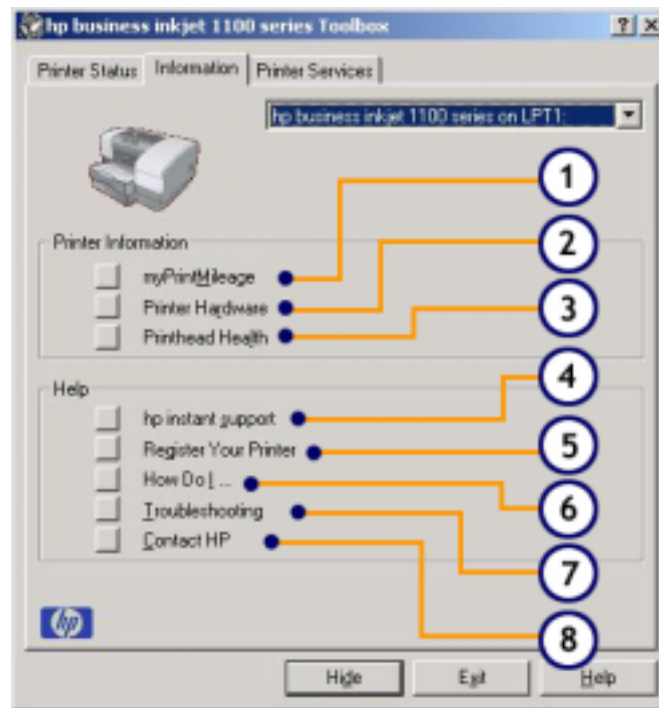
The **Information** tab registers the printer, checks for a new printer driver, views printer hardware and printhead health information and accesses an online ink usage page for the printer. The tab also provides access to help information about using the printer, troubleshooting and contacting hp.

The following table describes the buttons in the **Information** tab and the effect of clicking each button:

S. No.	Button	Description
1	myPrintMileage	Opens the MyPrintMileage Web site and provides printer usage information, including printer usage patterns (ink and media use).
2	Printer Hardware	Opens a dialog box that displays the printer model, firmware version and service identification number.
3	Printhead health	Opens a dialog box that displays information about the condition of printheads. This information appears graphically and displays whether each printhead is in good, fair or bad condition.
4	hp instant support	Opens the hp instant support Web site for support services and troubleshooting tips
5	Register Your Printer	Opens a dialog box that explains how to register the printer online.
6	How Do I...	Opens a dialog box that displays a list of common printer tasks and provides help on common maintenance tasks.
7	Troubleshooting	Opens a dialog box that displays a list of common printing problems and provides step-by-step instructions to help solve the problems.
8	Contact hp	Opens a dialog box that displays how to contact hp.

myPrintMileage
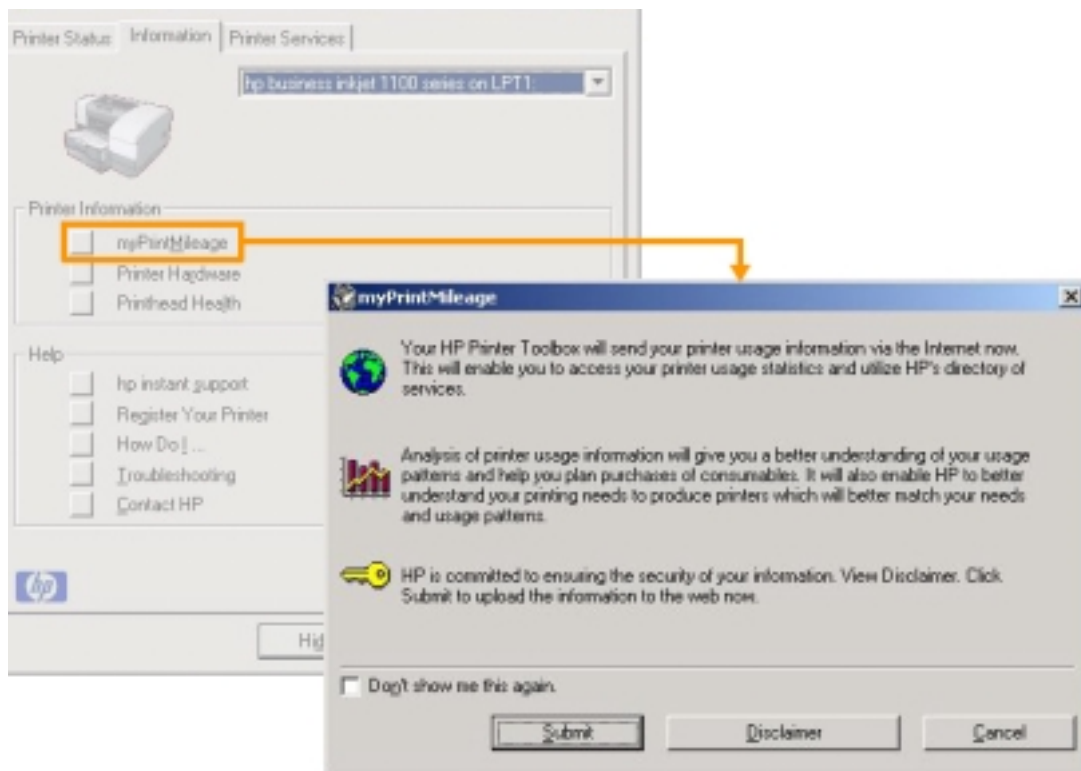
myPrintMileage describes the transfer and processing of printer usage information, which includes many fields, such as the number of pages printed in the first input bin, the number of pages printed in the second bin, ink usage, etc. myPrintMileage tracks printer usage information to help plan the purchase of consumables. myPrintMileage consists of two parts:

- myPrintMileage Web site
- myPrintMileage Agent

Note *myPrintMileage agent is a utility installed with the toolbox in the computer. The agent is activated while installing printer software, only if one chooses to activate it.*

Visit the myPrintMileage Web site from the toolbox by clicking the myPrintMileage button on the Information tab or by double-clicking the myPrintMileage Agent icon in the Windows taskbar (near the clock). This Web site contains the following items:

- The amount of ink used (myPrintMileage forecasts how many ink cartridges the printer might use in one year).
- Whether more black or color inks is used.
- The average quantity of media used per month for each media type.
- The number of pages printed and the estimated number of pages that can be printed with the remaining ink.

Enable or disable myPrintMileage at any time by right-clicking the myPrintMileage Agent icon on the taskbar and clicking Enable or Disable.

hp confidential

hp instant support

hp instant support can be used from the toolbox or the Embedded Web Server. hp instant support, which is available only to Windows users, is a Web tool that provides product specific services, troubleshooting tips and information about the printer ink and media usage. To open hp instant support from toolbox, click **hp instant support** on the **Information** tab of the toolbox. The hp instant support tutorial Web page is displayed. Click the **Send** button to send the printer information to the PrinterNet Web server at myprinter@hp.com. The PrinterNet Web server matches the information with the current printer status and displays a customised hp instant support Web page.
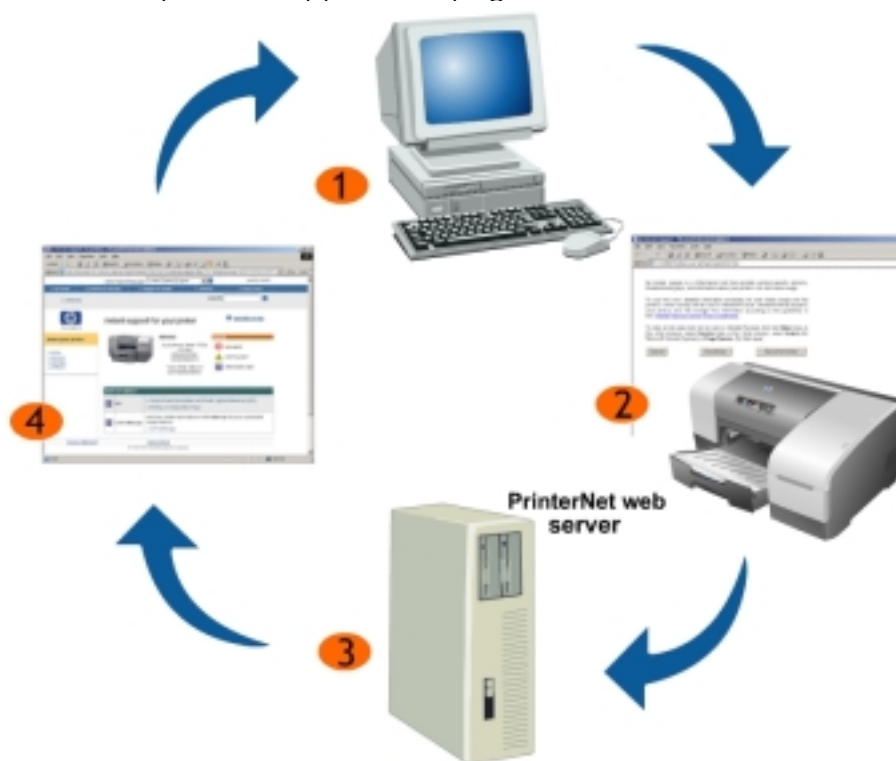
To launch hp instant support from the Embedded Web Server, open the Web browser and type the IP address for the printer in the address box. The IP address is shown on the Configuration page. In the **Other Links** section of any Embedded Web Server page, click **hp instant support.** The hp instant support page includes the following information:

- Error alerts
- Online troubleshooting tips
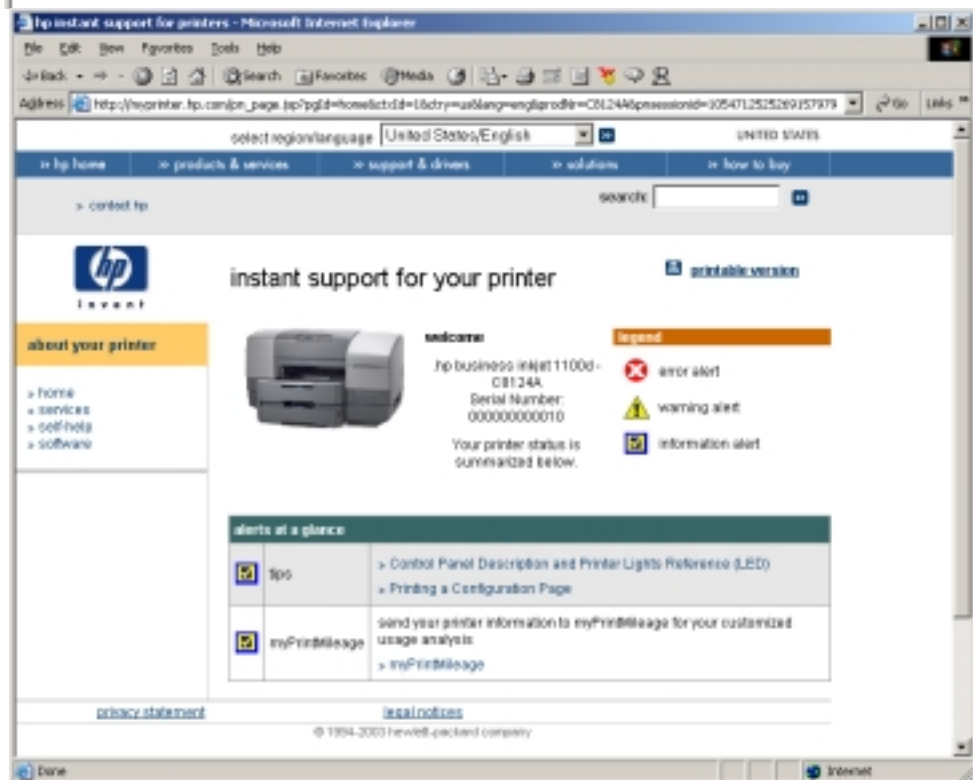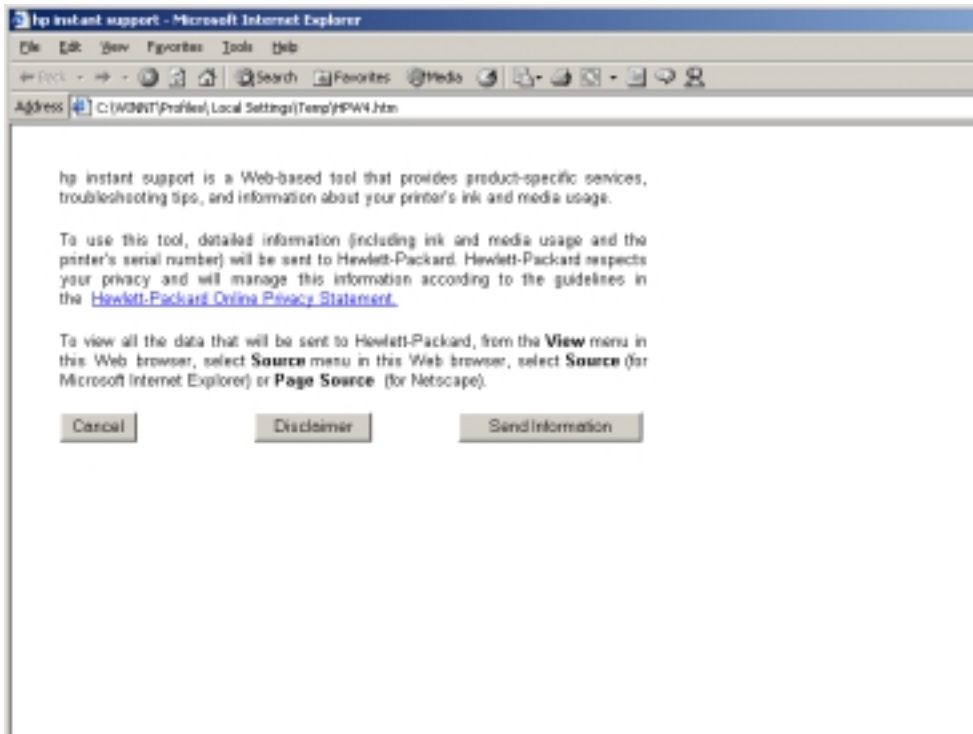
The advantages of the hp instant support are:
- Self-help: Provides information about the printer and other maintenance tips.
- Troubleshooting tips: Provides tips customised for a specific printer, which prevents problems from occurring, or troubleshoots existing problems.
- Usage information: Provides information about ink and media usage through the Web

Printer Services

The **Printer Services** tab provides utilities that help maintain and test the printer. These utilities clean and align printheads and calibrate color on printouts. Configure the Tray Lock setting and set a default tray (if Tray 2 is installed). This table describes the buttons in the Printer Services tab and the effect of clicking each button.

Button	Description
Align Printheads	Opens a dialog box that explains the process of aligning printheads.
Clean Printheads	Opens a dialog box that explains the process of cleaning printheads.
Calibrate Color	Opens a dialog box that enables manual color calibration.
Print a Demo page	Opens a dialog box that explains the process of printing a printer configuration page that can be useful in troubleshooting .
Advanced Configuration	Opens a dialog box that enables setting the tray lock and selecting a default tray (if tray 2 is installed).

Color calibration

The printer automatically calibrates color after changing a printhead. Calibrate color manually, as described, when not satisfied with the appearance of colors. When running Windows, calibrate color from the toolbox.

To calibrate color from the toolbox:

1. Click **Start,** point to **Programs,** point to **hp business inkjet 1100** and click **hp business inkjet 1100 printer toolbox.**
2. On the **Printer Services** tab, click **Calibrate Color** and follow the directions.

Align printheads

When replacing a printhead, the printer automatically aligns the printheads for the best possible quality. However, if the appearance of printed pages indicates that the printheads are misaligned, align them from the control panel, from the toolbox (Windows) or from the hp Inkjet Utility (Macintosh).

To align the printheads from the toolbox in Windows:

1. Click **Start,** point to **Programs,** point to **hp business inkjet 1100** and click **hp business inkjet 1100 printer toolbox.**
2. On the **Printer Services** tab, click **Align Printheads** and click Align.
3. When the alignment procedure is complete, click **OK** to close **Align Printheads.**

hp confidential

changing default software settings in Windows
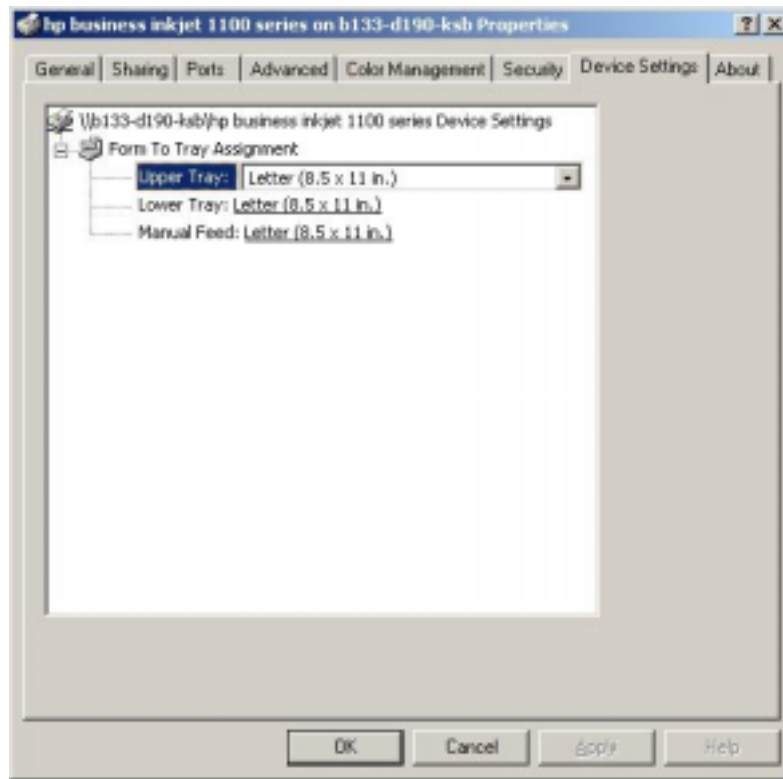
For Windows:

Printer settings can be changed from the printer driver and from an application. For printing options to be available only in a particular application, change the settings from this application. After quitting the application, the printer settings will return to the defaults configured in the printer driver.

To change printer settings from a software application, from the **File** menu, click **Print,** and then click **Setup** or **Properties.**

For common printing options in all applications on the computer, change the default settings in the printer driver. The steps to change settings from the printer driver in Windows are:

1. Click **Start,** point to **Settings,** and then click **Printers.**
2. Right-click the hp business inkjet 1100 series icon, and then choose Properties.
3. Go to Device Settings.
4. Change the desired settings, and then click OK.

navigating the user interface in Macintosh

For Mac OS 8.6 and 9.x, the hp Inkjet Utility contains tools to calibrate the printer, clean printheads, print a test page, print a configuration page for the printer, set the tray lock and find Web site support information.

To display the **hp Inkjet Utility** :

1. Double-click the **Macintosh HD** icon on the desktop
2. Perform one of the following steps:
    - Mac OS 8.6 to Mac OS 9.0: Select Utilities and select hp deskjet
    - Mac OS 9.1: Select Applications (Mac OS 9), select Utilities and select hp business inkjet
    - Mac OS X: Select Applications and select Utilities
3. Select **hp Inkjet Utility**

Viewing hp Inkjet Utility panels

The following options are available on the **hp Inkjet Utility Panel** menu for OS 8.6 and OS 9.0:
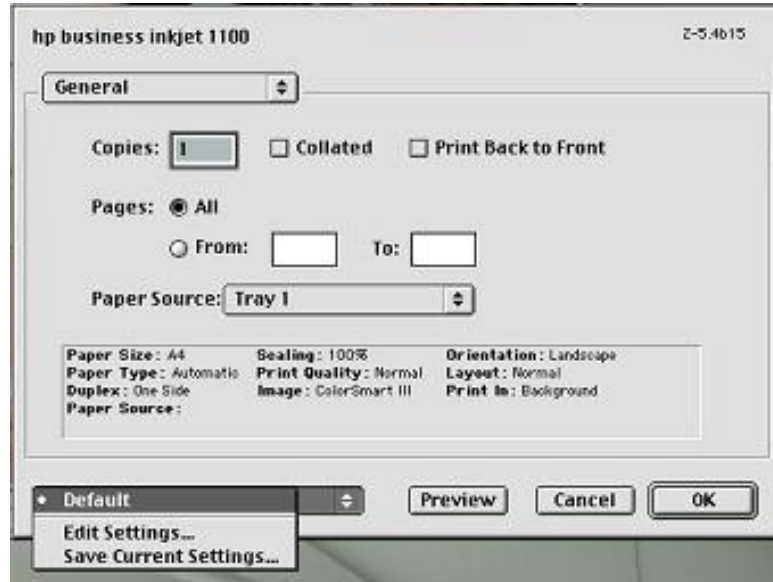
- **WOW!** : The WOW! panel allows printing a sample page whic demonstrates the output quality of the printer.

hp inkjet utility

WOW!

✓ WOW! — 1
Ink Level — 2
Test — 3
Clean — 4
Calibrate Device — 5
Calibrate Color
Support
Register

...ows you to print a sample page which demonstrates the ...ality of your printer!

...sample page, the printer software CD must be in your ...computer's CD-ROM drive.

Status

WOW!

Click "WOW!" to begin.

— 6
— 7
— 8

USB Name : hp business inkjet 1100, SN:S02BK110135F

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hp inkjet utility

WOW! — 1

The "WOW!" panel allows you to print a sample page which demonstrates the remarkable output quality of your printer!

In order to print the sample page, the printer software CD must be in your computer's CD-ROM drive.

Status

WOW!

Finished

USB Name : hp business inkjet 1100, SN:S02BK110135F

• **Ink levels:** Displays estimated ink levels in ink cartridges also giving the ink
cartridge names, colors, part numbers.

• **Test:** Prints a test page

hp confidential

hp inkjet utility

Test ⇕ ③

Test   Click "Test" to print a test document.

Configuration   Click "Configuration" to print a configuration page.

Status

Done Printing

USB Name : hp business inkjet 1100, SN:S02BK110135F
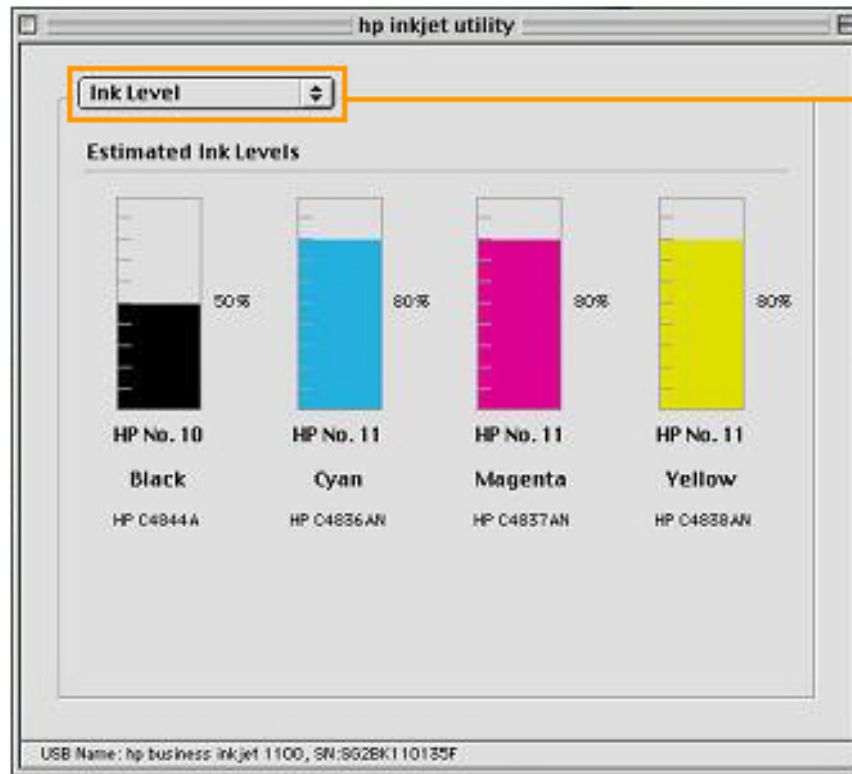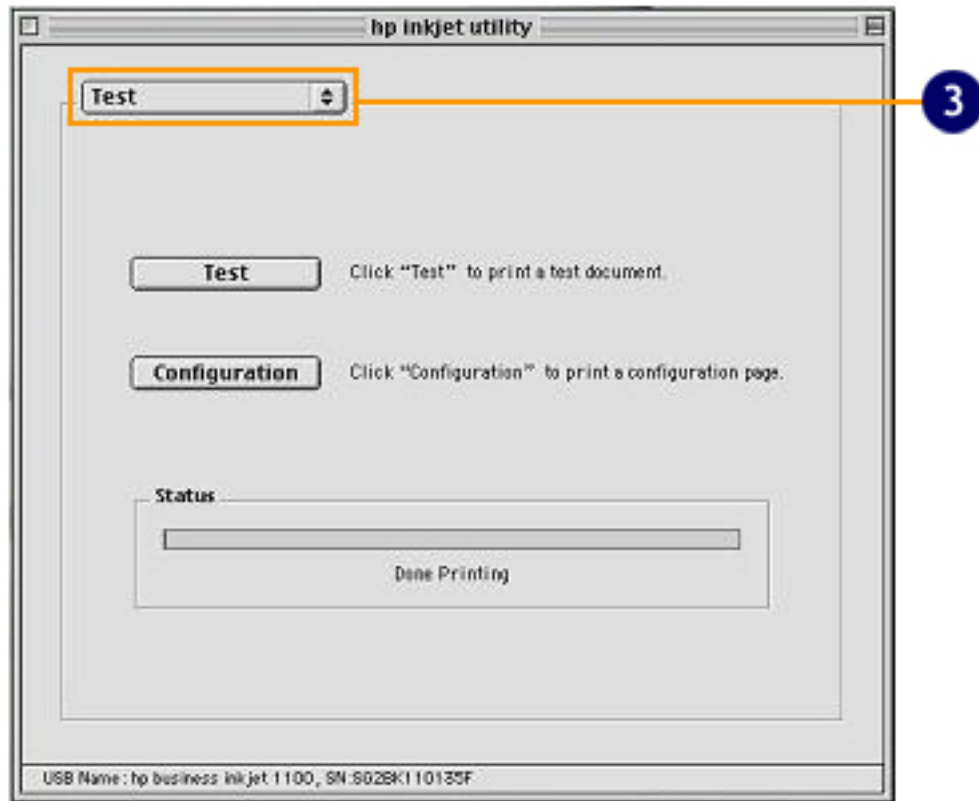
- **Configuration:** Prints a configuration page
- **Clean:** Cleans printheads
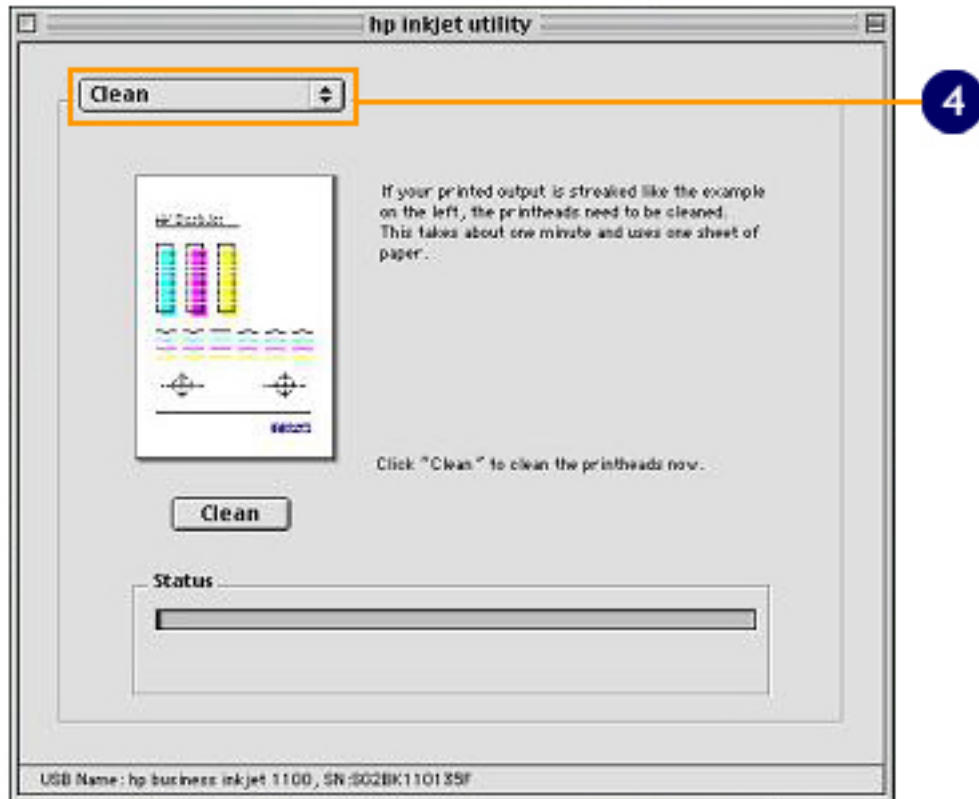
- **Calibrate Device:** Aligns printheads
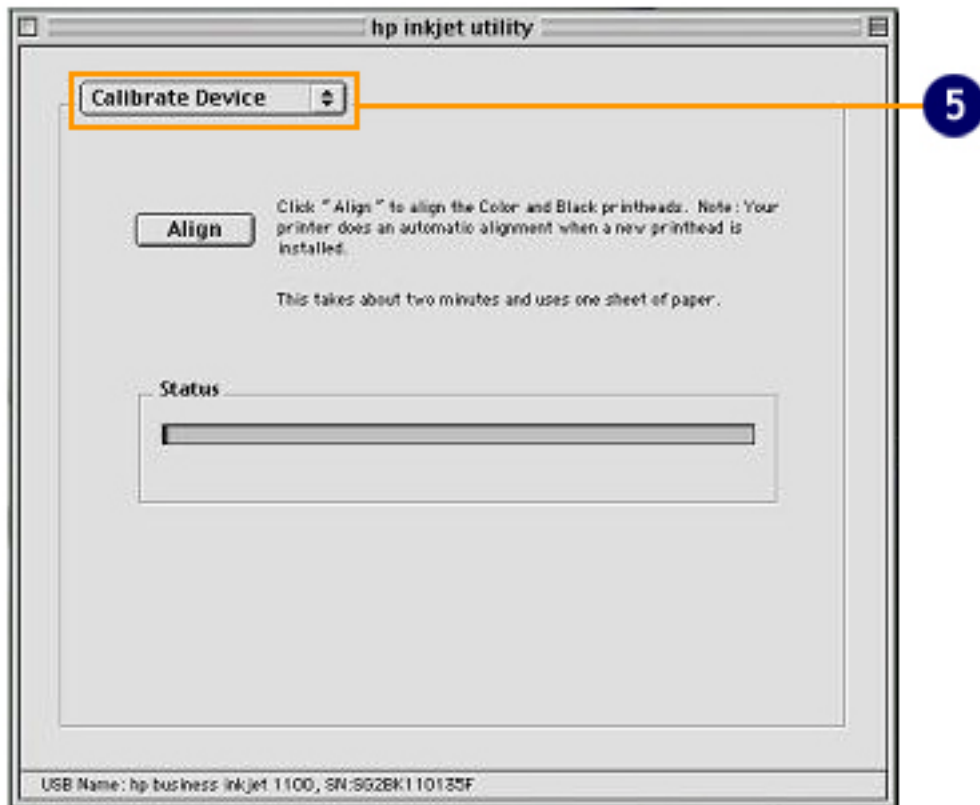
- **Calibrate Color:** Adjusts color to correct problems with tint
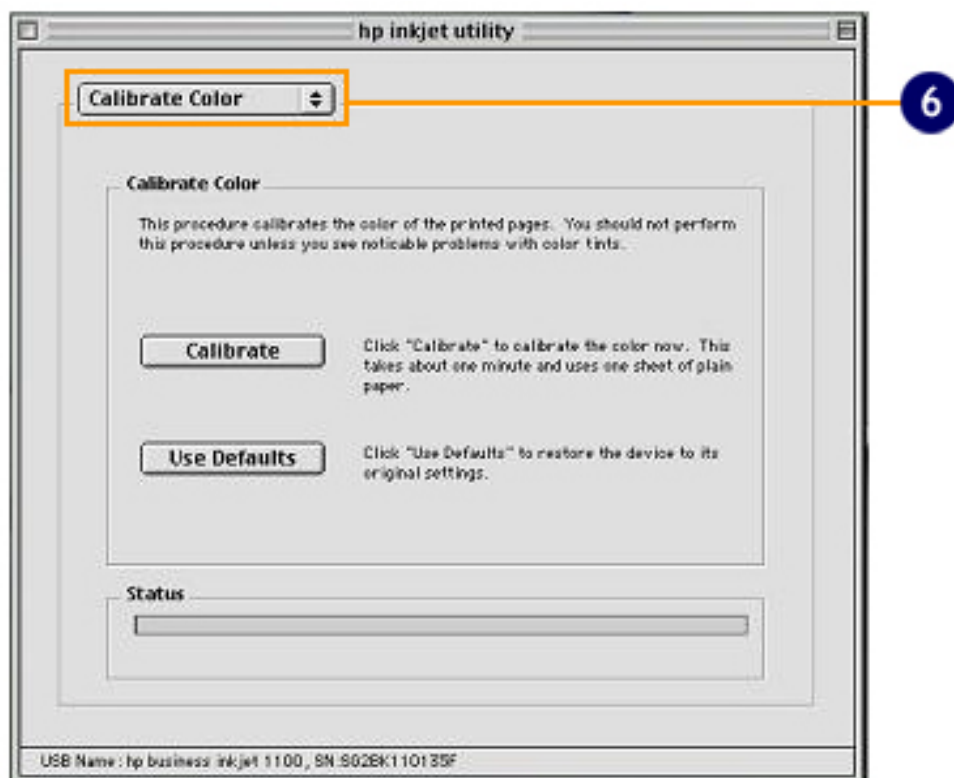
• **Support**: Provides access to the support Web site for the printer and to information about hp products and supplies(http://www.hp.com/support/businessinkjet1100).
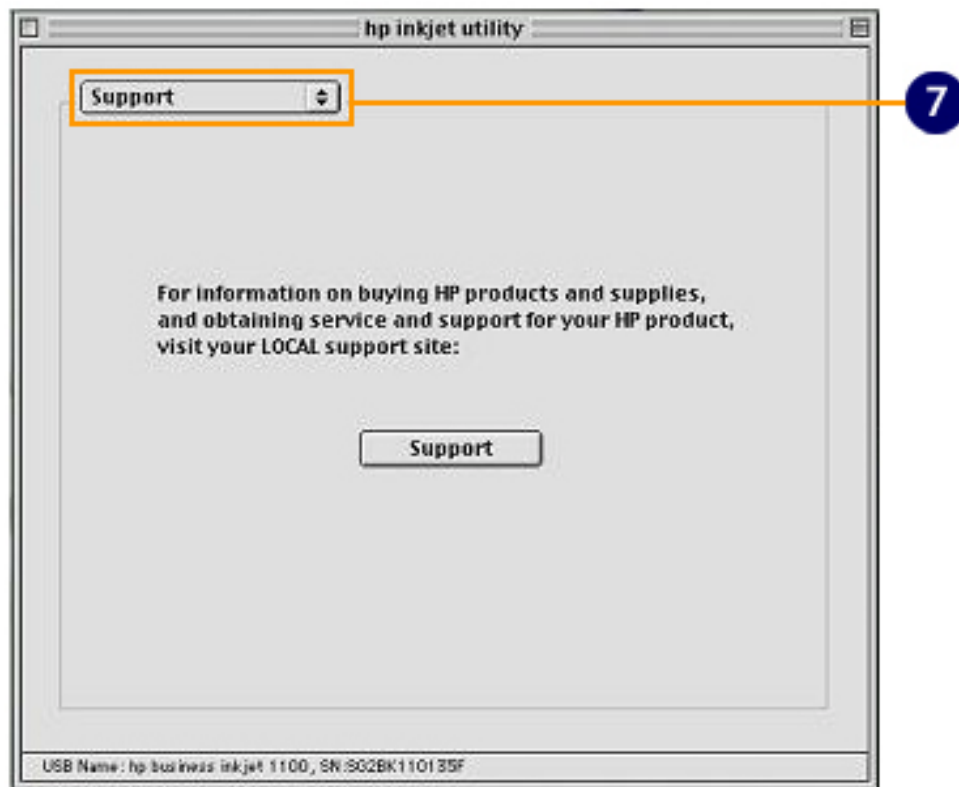
• **Register**: Accesses the hp Web site to register the printer
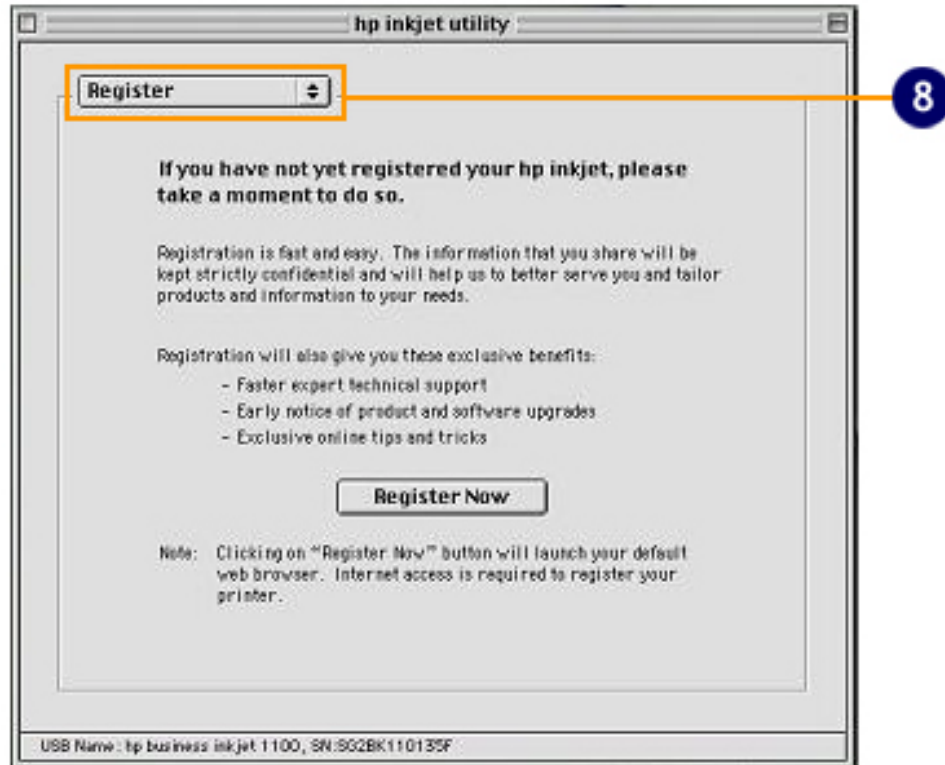
The following options are available for OS X:
- **Paper:** Displays the paper type, paper quality and color selected
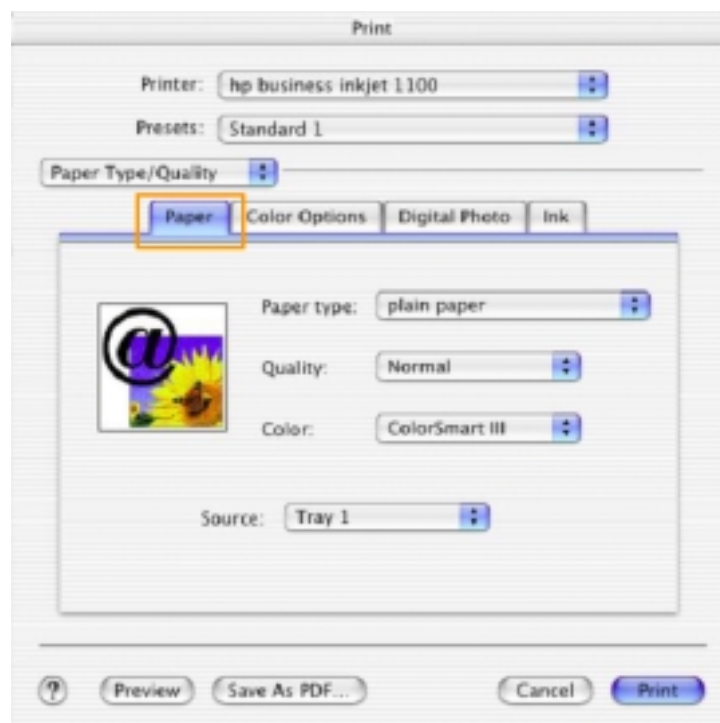
- **Color Options:** Displays the Saturation, Brightness and Color Tone levels
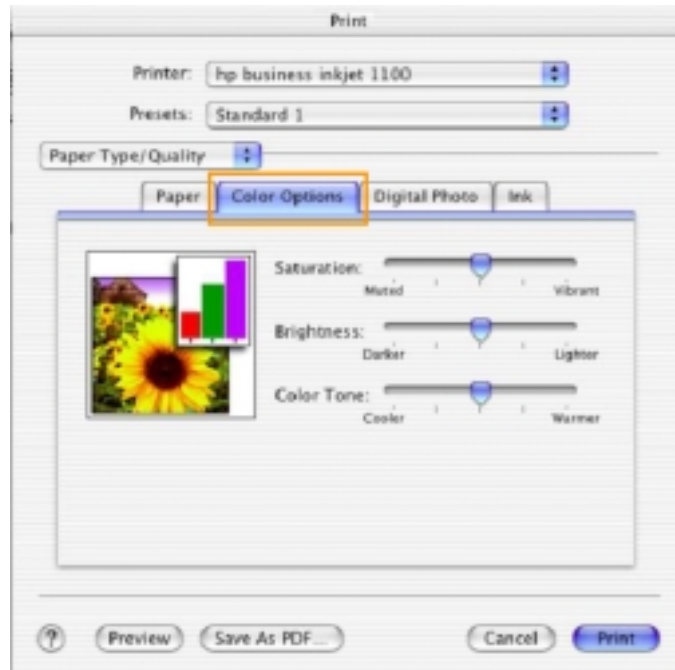
- **Digital Photo - Digital Flash:** Fills in the dark areas of photographs
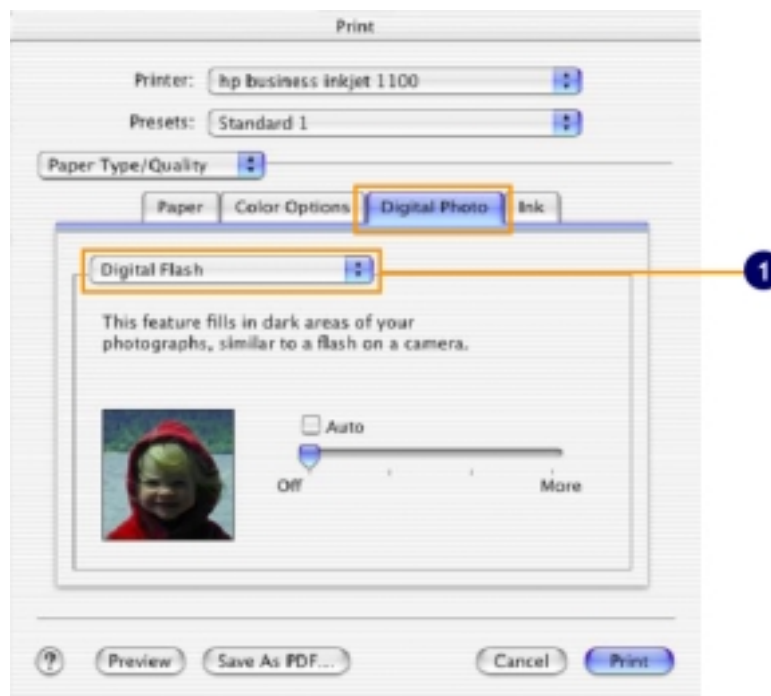
- **Digital Photo - Contrast Enhancement:** Enhances the contrast of photographs

hp confidential
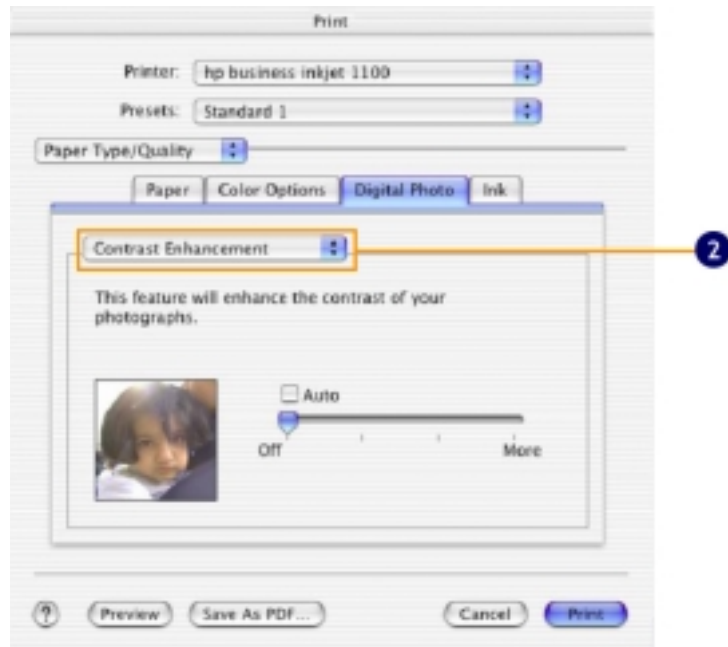
- **Digital Photo - SmartFocus:** Enhances the appearance of low-resolution photographs
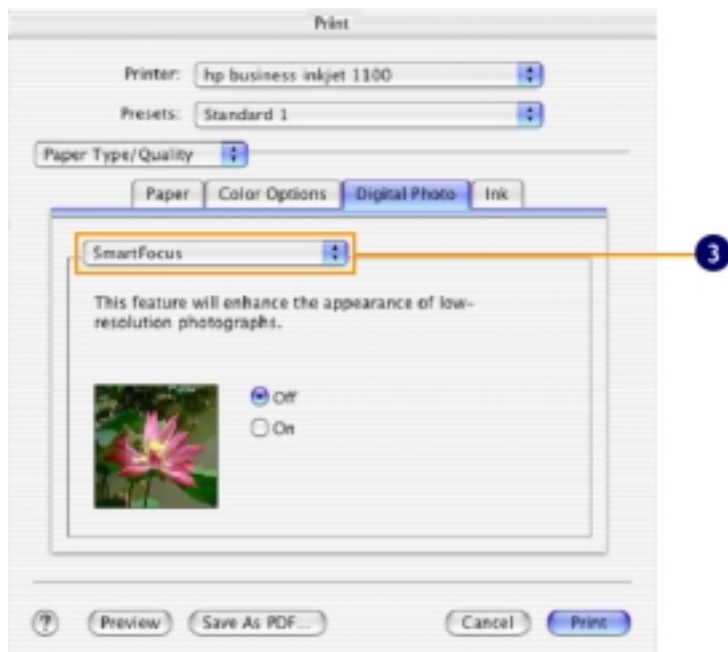
- **Digital Photo - Smoothing:** This feature will smooth or reduce noise in the image
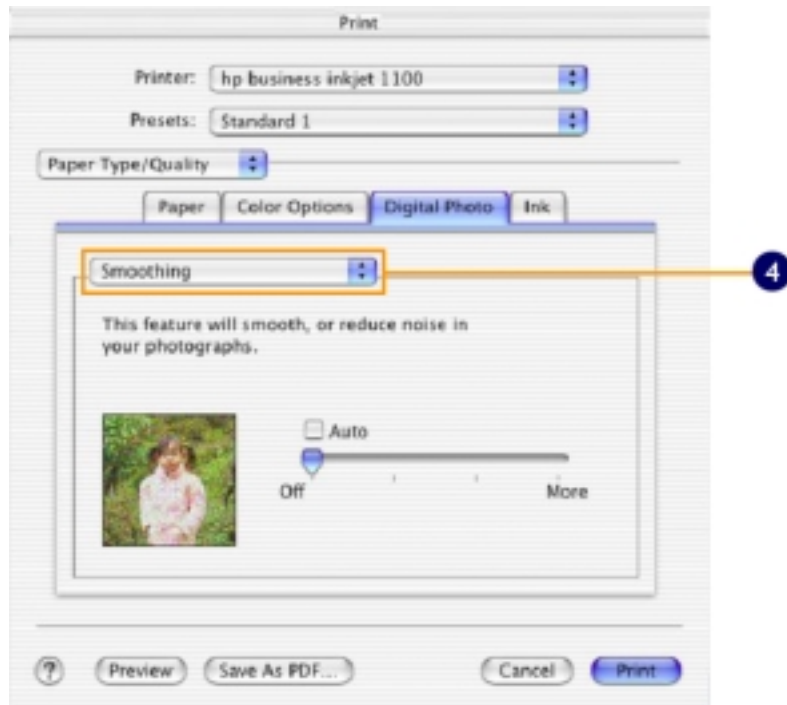
- **Digital Photo - Sharpness:** Enhances the sharpness of the photographs
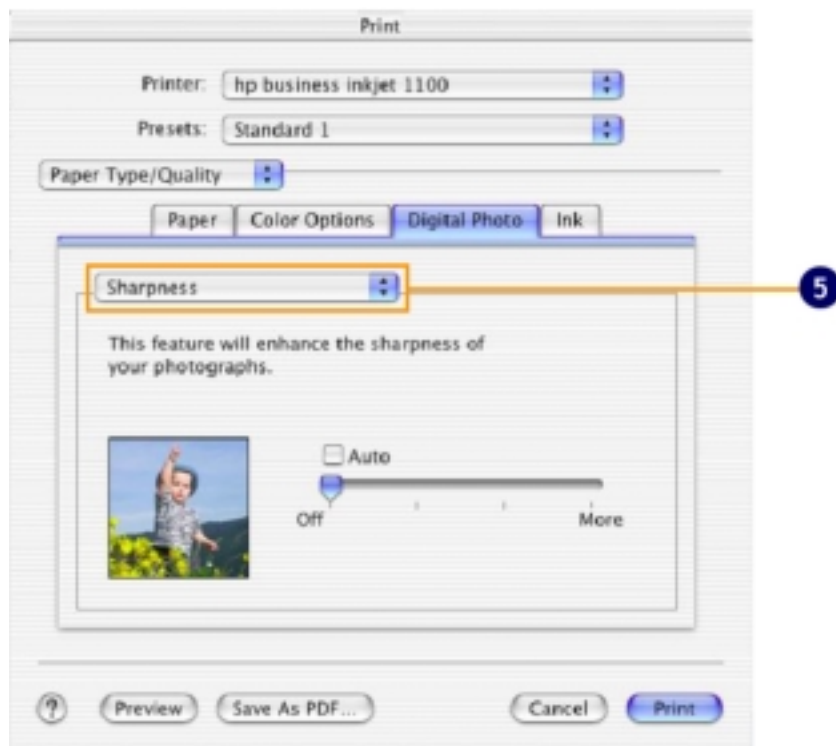
- **Ink:** Displays the ink density, and the dry time required
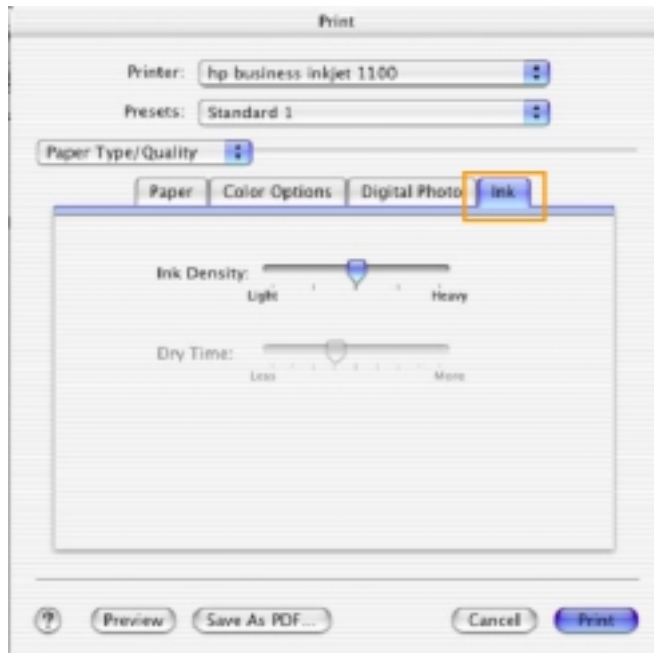
- **Printer Driver Information:** Displays the driver name and the driver version
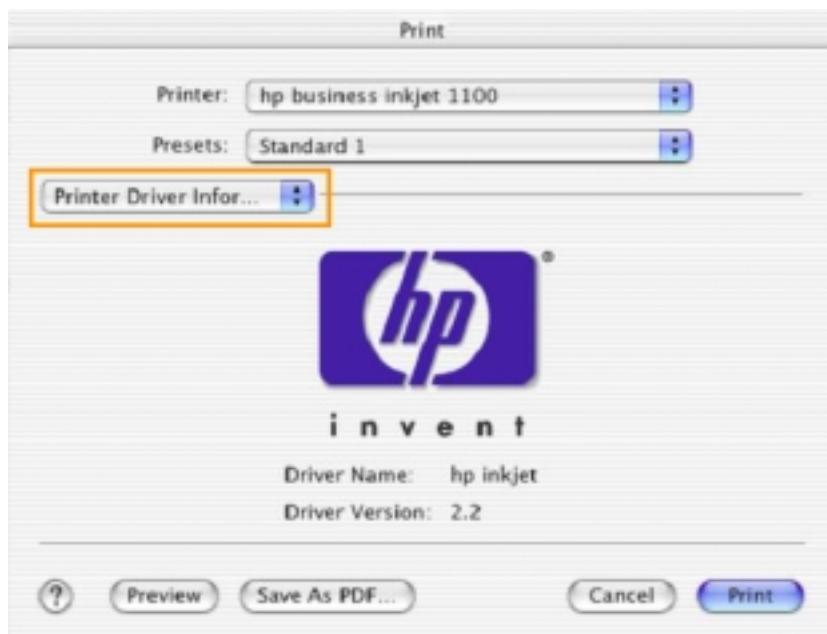
- **Summary:** Summarizes the settings selected for the printer, such as, layout, number of copies and paper type.

hp confidential
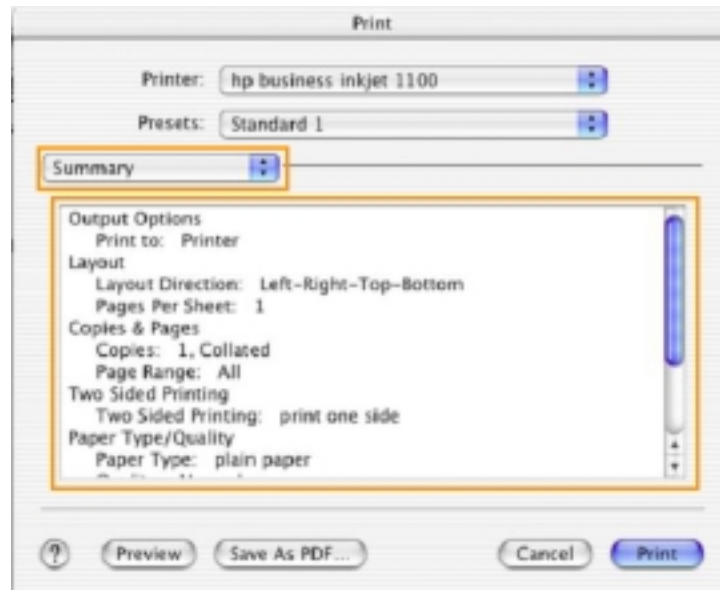
changing default software settings in Macintosh
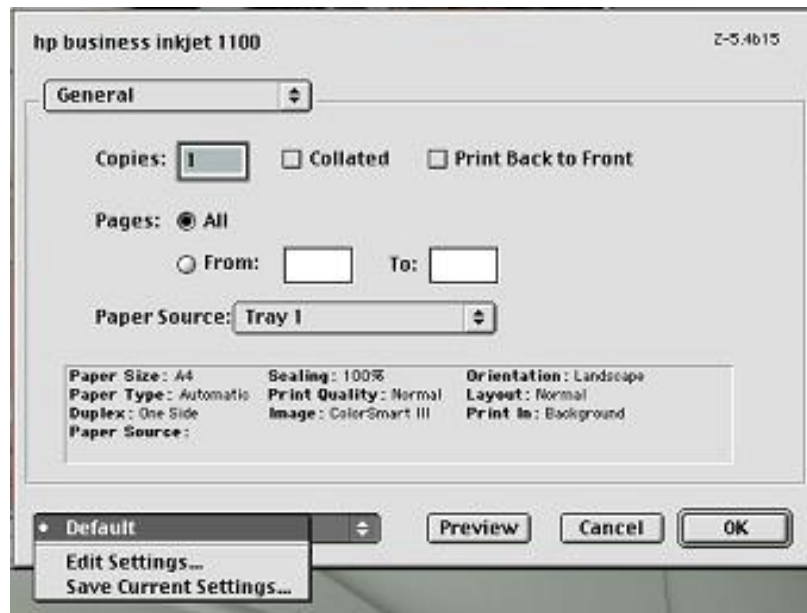
For Macintosh:

You can change printer settings from any application. In the **File** menu, select the **Page Setup** option. The **General** pop-up allows to edit settings, or to save the current settings. Settings created will be displayed in the **Save Settings** pop-up.

embedded Web server

hp confidential
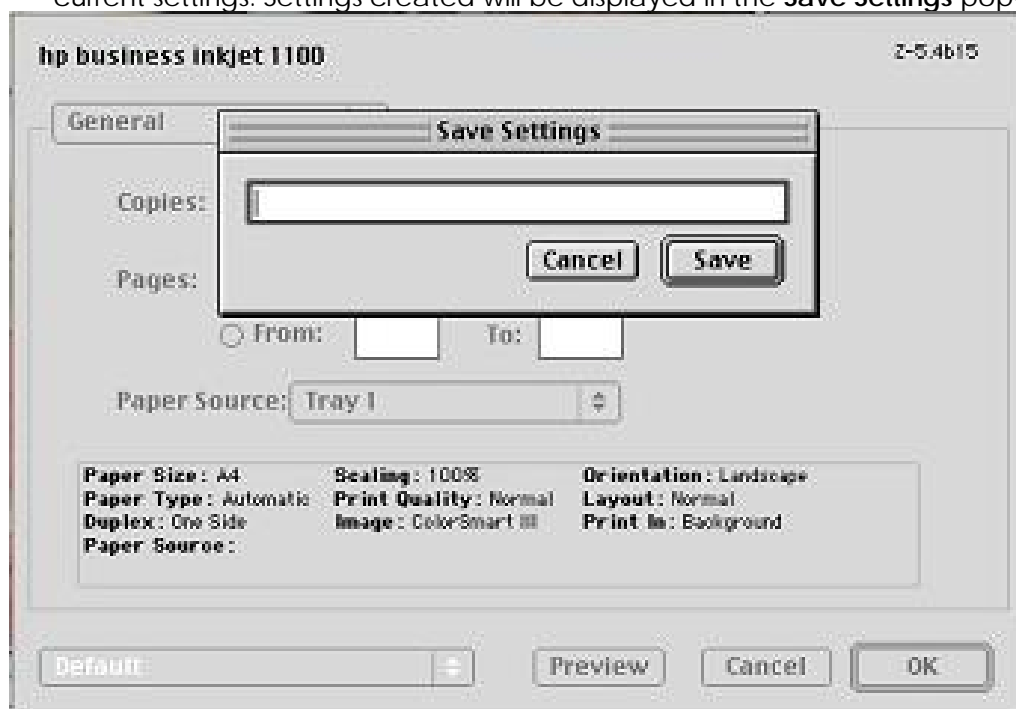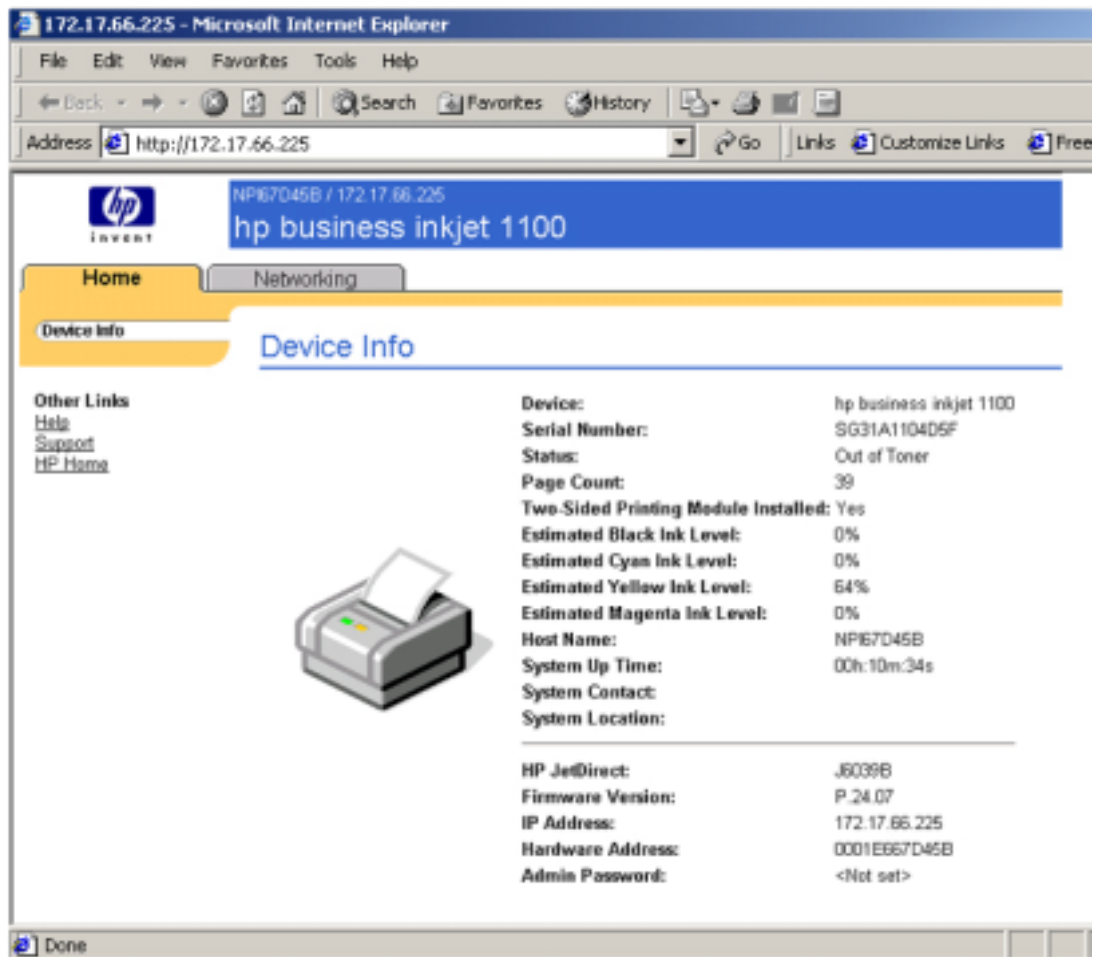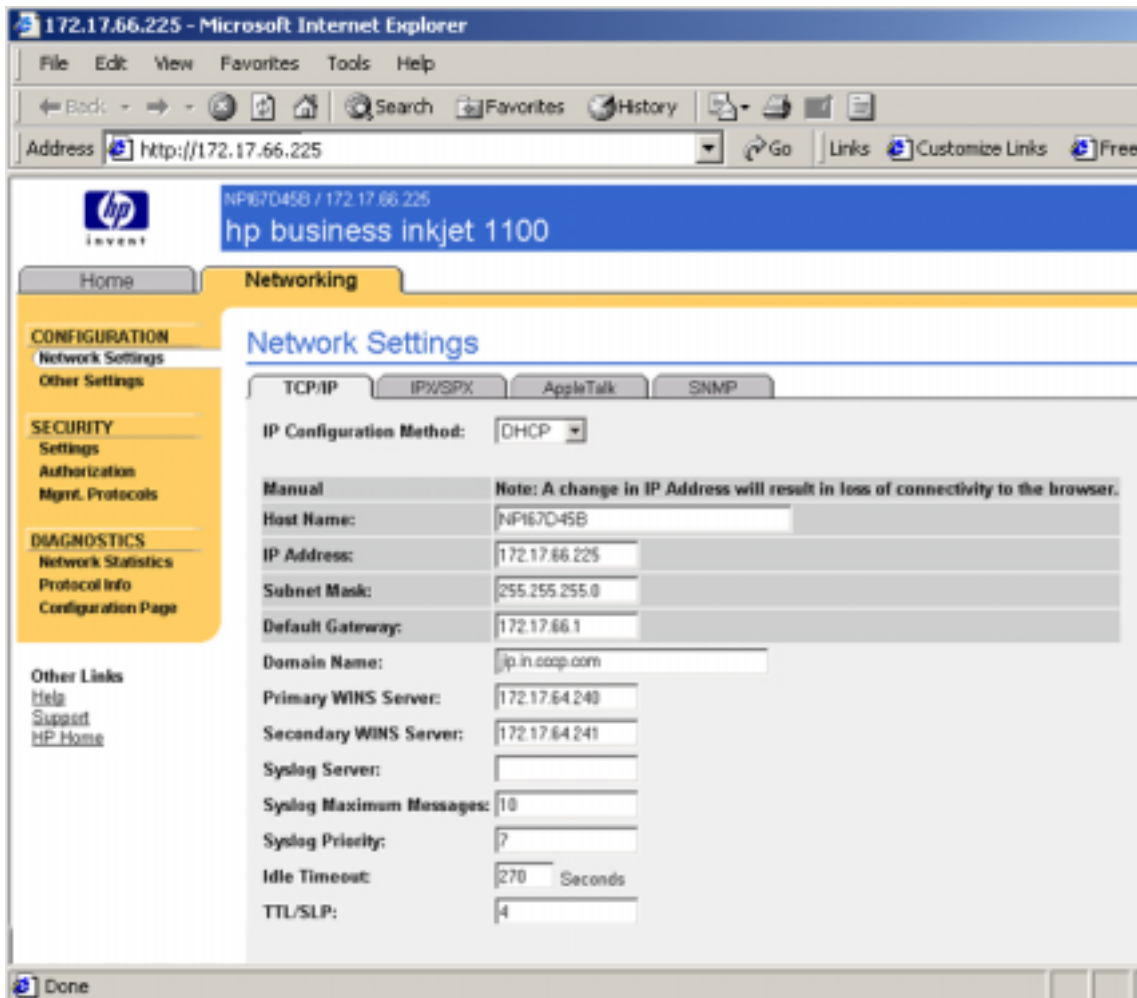
The limited features of EWS (Embedded Web Server) are available only when LIO card is installed on hp business inkjet 1100 series printer. Using a standard Web browser, this remote management tool enables the following tasks:

- Configuring network protocol settings
- Configuring network security settings
- View printer status information
- View supplies status and order new supplies
- View the usage and event log
- Receive notification of printer and supplies events
- Configure the printer and language information
- Perform printer diagnostic and maintenance tasks
- View and change network configuration

To use the embedded Web server, a Web browser is necessary and the printer should be connected to an IP-based network. The embedded Web server cannot be used when the printer is connected directly to a computer.

Gaining access to the embedded Web server

Gain access to the embedded Web server from any supported Web browser. Type the IP address assigned to the printer on the Web browser. For example, if the printer IP address is 123.123.123.123, type http://123.123.123.123 on the Web browser.

If the IP address for the printer is unknown, you can find it listed on the hp JetDirect configuration page. To print this page, press the **Test** button on the print server card.

Embedded Web server pages

The embedded Web server, which contains information about the print server card, consists of the following tabs:
- Home
- Networking

The **Home** tab provides information about the printer, such as its physical location, IP host name and address, hardware address, hp JetDirect print server product number and the amount of time since the hp JetDirect printer server was last turned off and on. Use the **Home** tab to access network configuration, security and diagnostic parameters.

The **Network** tab of the embedded Web server enable configuration of the hp JetDirect card for the printer.

In addition to the embedded Web server, there are 2 more e-services available to the hp business inkjet 1100 series:
- myPrintMileage: myPrintMileage describes the transfer and processing of printer usage information, which includes many fields, such as the number of pages printed in the first input bin, the number of pages printed in the second bin, ink usage, etc.
- hp instant support: hp instant support, which is available only to Windows users, is a Web tool that provides product specific services, troubleshooting tips and information about the printer ink and media usage. hp instant support can be used from the toolbox or the Embedded Web Server.

print a configuration page

Configuration Page

Product Name: hp business inkjet 1100
Product Model Number: C8108A
Product Serial Number: 000000000010
Service ID: 13029
Firmware Version: KRC1006A
Duplexer: Installed
I/O Module: 1284 PASS THRU

(1)

Ink Cartridge Information

| K Ink Level | | | 90% |
Status: OK   HP Part No: HP C4840A
Expiration: 10/01/2005   Selectability No: 10

| C Ink Level | | | 0% |
Status: Replace Soon   HP Part No: HP C4836A
Expiration: 02/12/2005   Selectability No: 11

| M Ink Level | | | 0% |
Status: Replace Soon   HP Part No: HP C4837A
Expiration: 04/09/2007   Selectability No: 11

| Y Ink Level | | | 35% |
Status: OK   HP Part No: HP C4838A
Expiration: 12/09/2004   Selectability No: 11

(2)

Printhead Information

	Cyan	Black	Magenta	Yellow
Color	Cyan	Black	Magenta	Yellow
Status	OK	OK	OK	OK
Installation Date	??/??/????	??/??/????	??/??/????	??/??/????
HP Part No.	HP C4811A	HP C4810A	HP C4812A	HP C4813A
Selectability No.	HP No. 11	HP No. 11	HP No. 11	HP No. 11
Drop Count (KDrop)	2313268	2131973	4876155	4022976

(3)

Printhead Alignment

(4)

A configuration page provides more information about any problem associated with the printer. The configuration page can be printed from the control panel. From a Windows operating system, the configuration page can also be printed from the Toolbox. If an hp Jetdirect print server is installed, a configuration page can be printed from the print server as well.

In addition providing information about any problem with the printer, a configuration page is also printed to verify the working condition of the printer and to diagnose printer-related problems. The configuration page provides information to the user about printer, hardware configuration in terms of installable options, and consumables status. The information that is contained in a configuration page is as follows:

1. Printer Information
   The information provided is as follows:
   - Product name
   - Product model number
   - Product Serial number
   - Service ID
   - Firmware version
   - Duplexer
   - I/O module

2. Ink cartridge Information
   The following information is provided for all the ink cartridges:
   - Ink level
   - Status
   - hp part number
   - Expiration
   - Selectability number
3. Printhead information
   The following information is provided for all the printheads:
   - Color
   - Status
   - Installation date
   - hp part number
   - Selectability number
   - Drop Count (Kdrop)
   - Printhead Alignment
4. Points to check the skew of the page

If the problem cannot be resolved after reviewing the configuration page, call the hp Customer Care Centre. Keep the printer configuration page because it provides information that might be useful to Customer Care Centre in helping troubleshoot a printer problem.

To print a printer configuration page from the control panel, follow these steps:
1. Turn the printer on.
2. Press and hold down the **Resume** button, while holding down the **Power** button.
3. Press the cancel button one time.
4. Release the **Power** button. The printer prints a printer configuration page.

To print a configuration page for the hp Jetdirect print server, follow these steps:
1. Turn the printer power on, and then press the **Test** button on the print server.
2. The printer prints a configuration page for the hp Jetdirect print server.

Check the hp Jetdirect Administrator's Guide on the Starter CD to interpret the information on the configuration page.

print a diagnostic page
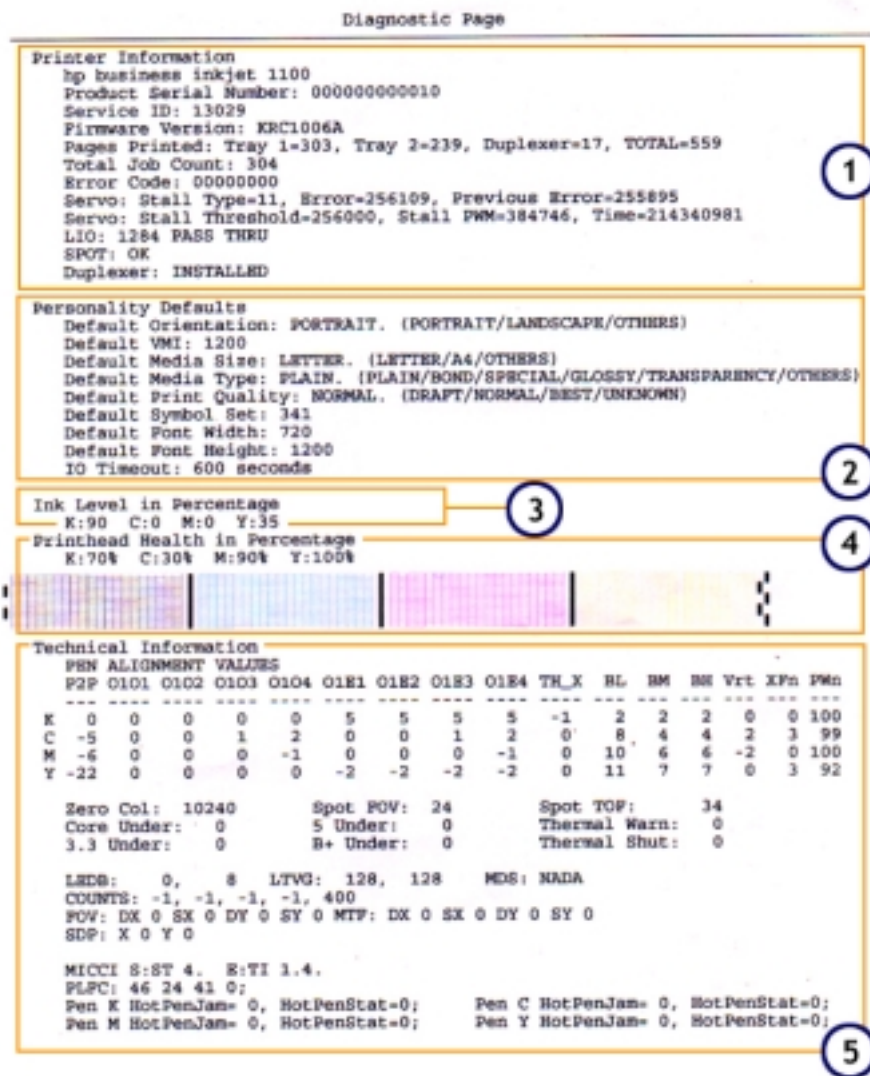
The information contained in a diagnostic page:
1. Printer Information - Some of the printer information contained in this section is as follows:
   - Product name - Displays information about the product name (Model No.)
   - Serial number - Displays information about the unique serial number of the printer

- Service ID - Displays information about the Born-on date

- Firmware Version - Displays information about Firmware version number
- Pages Printed - Displays information on numbers of pages printed

2. Personality Defaults - Some of the printer information contained in this section is as follows:
   - Default Orientation - Displays the default orientation selected for the printer
   - Default Media Size - Displays the default media size selected for the printer
   - Default Media Type - Displays the default media type selected for the printer
   - Default Print Quality - Displays the default print quality mode selected for the printer
3. Ink Level in Percentage - this section display the ink levels in the various ink cartridges.
4. Printhead Health in Percentage - this section display the printhead levels in the various printheads.
5. Technical Information - this section various technical information, such as pen alignment values.

born-on date

Calculation of the Date from the Service ID

Born-on date is used to provide an accurate warranty start date. The date also minimizes the use of manual proof of purchase or the grace period method. When a customer installs the printer driver for the first time, the system date of the customer's machine is downloaded to the printer's FW. This date is not erasable in most cases. This makes the Born-on date as the electronic Proof of Purchase. Born-on date is available on the configuration page as Service ID. HP follows the Service ID format of YYDDD. YY is the actual year or the year since 1990. DDD is the number of days since 1st January or number of days since 1st January while assuming that each month is 30 days.

To calculate the Born-on date from the Service ID:

- The year will be the number obtained by adding 1990 to YY. For example, if YY is 09, then the year will be 09 + 1990 = 1999.
- The month will be the number obtained by dividing DDD by 30. If there is a remainder, add 1 to the result. For example, if DDD is 280, then month is: 280 divided by 30 = 9; add 1 to it (as there was a remainder: 10) to make it 10. Hence, the month is October.
- The date is the remainder of the division of DDD by 30. If there is no remainder, then the date is 30. For example, if DDD is 281, then the date is the remainder or 11.

serial number

Serial No.	M	Y	3	8	7	1	1	0	G	J
Position	1	2	3	4	5	6	7	8	9	10
Meaning	Country		Year	Month	Day	Version	Line	Serial Number		

A serial number is a unique number given to a printer and is available on the configuration page. This number is used to log complaints with the call centres for repair purposes. This number can be used to identify details such as the country where the printer was manufactured, its manufacturing date, and its version number. For example, if the serial number of an hp business inkjet 1100 series is MY387110GJ, then the details of the printer are deciphered as follows:

- **The first 2 letters** refer to the country where the printer was manufactured. Here, MY means Singapore. The following table provides the codes for the various countries:
  - SG - Singapore
  - MY - Malaysia
  - JP - Japan
- **The third letter** refers to year of manufacture of the printer. It equals the last numeral of the year. In this case, the year is 2003.
- **The fourth letter** refers to the month of manufacture of the printer. The numeral refers to the month of the year starting from January. In this case, the month is August. The list of codes for the months is given below:
  - January - 1
  - February - 2
  - March - 3 and so on till September
  - September - 9
  - October - A
  - November - B
  - December - C
- **The fifth letter** refers to the day of manufacture of the printer (base 36; includes 0-9 and A-Z). The numeral refers to the day of the month starting from 1. In this case, it is the 7th of the month. The list of codes for the days is given below:
  - 1 - 1
  - 2 - 2 and so on till 9
  - 9 - 9
  - 10 - A
  - 11 - B and so on till the end of the month
- **The sixth letter** refers to the version number of the printer (base 30; 0-9, and A-Z except A, E, I, O, U and L).
- **The seventh letter** refers to the production line that builds the printer.
- **The digits in the 8, 9 and 10th positions** make up the number of the printer. It will be reset to '001' at midnight (base 30; 0-9, and A-Z except A, E, I, O, U and L).

Note *There are 2 additional characters following this 10-digit number that are not displayed in the configuration page.*

Note *The Serial number is used to log complaint with the call centre for repair purposes.*

setup issues

The following are the symptoms of software setup issues for the hp business inkjet 1100 series:
- Setup does not begin
- Setup takes a long time
- Printer takes a long time to print

Software setup issues

The following table lists the symptoms, causes and solutions for the software setup issues of the printer:

symptom	cause	solution
Setup does not begin	Cause 1: Incompatible operating system	Make sure that computer is running one of these operating systems: Windows 98, NT 4.0, XP or ME. If using a Macintosh, run Mac OS 8.6 or later.
	Cause 2: Computer does not recognize the path typed to the CD	Specify the correct drive letter on the computer.
	Cause 3: Computer cannot recognize the CD in the CD drive	Inspect the CD for damage. The printer driver can be downloaded from http://www.hp.com/support/businessinkjet1100
Setup takes a long time	Low virtual memory	Before installing software on a Windows computer, make sure that all other programs in the **Task Manager** are closed.
Printer takes a long time to print	Cause 1: Incorrect configuration	• Check the computer configuration • Ensure that the computer meets the minimum operating system requirements for the printer
	Cause 2: Inadequate hard disk space in the spool directory	Check the hard disk space. At least 50 MB of hard disk space should be available in the following cases: • To print on 11 x 17 inch or A3 paper • To print graphics-intensive files
	Cause 3: Incorrect configuration of hardware on the PC	Check the port settings. Ensure that the port settings configuration in the computer is set to ECP.

Hardware/firmware setup issues

The following table lists the symptoms, causes and solutions for the hardware/firmware setup issues of the printer:

symptom	cause	solution
Printer does not print properly	Cause 1: Power cord is not secured properly	Make sure the power supply cord is connected securely to the printer. Make sure that the power cord is connected securely between the power supply and a working power outlet.
	Cause 2: Packing tape has not been completely removed	Make sure that all packing tape has been removed from the outside and inside the printer.
	Cause 3: Auto-duplex unit has not been installed	Make sure that the auto-duplex unit has been installed. The printer cannot work properly without the auto-duplex unit installed.

Printer takes a long time to print	Low ink supply	Check the status of the print cartridges • Check the status of the print cartridges from the Toolbox utility. • Replace any print cartridges that are low on ink.
Erratic colour usage by the printer	Incorrect installation of printheads or ink cartridges	• Make sure the printheads and ink cartridges are installed properly. • Make sure that the tape is removed from the printheads. • Make sure that all of the printheads are in their correct, colour-coded slot. • Make sure that all of the ink cartridges are in their correct, colour-coded slot. • Make sure that all of the printheads and ink cartridges are firmly installed into their slots. Press down firmly on each one to ensure proper contact.
Printer does not print	Cause 1: Printhead latch is open	Make sure that the printhead latch is closed properly.
	Cause 2: No paper in the trays	Make sure that the printer is loaded with paper.
All LEDS are on or blinking	Internal error	Make sure no lights are on or blinking except the Power light, which should be on.

ink cartridge insertion issues

The following are the ink cartridge insertion issues for the hp business inkjet 1100 series:

- Ink cartridge is low on ink.
- All four ink cartridges replaced when only one runs out of ink.
- Ink cartridge replaced for the color that is not low on or out of ink.

<table>
<tr><td>Caution</td><td>The warranty does not cover damage to the printer that results from modifying or refilling ink cartridges or from using non-hp ink cartridges.</td></tr>
</table>

To replace the cartridge:

1. Turn the printer power on and lift the printing supplies cover.
2. Remove the ink cartridge that requires replacement by grasping it between the thumb and forefinger and pulling it firmly away from the printer.
3. Insert the new ink cartridge into its own color-coded slot.
4. Press down firmly on the new cartridge to ensure proper contact after installation.
5. Close the printing supplies cover.

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printhead insertion issues

Follow these guidelines before changing a printhead:
- Notice the LEDs to determine which printhead needs to be replaced and do not replace all four printheads when one needs to be replaced.
- Replace only the color of the indicated printhead.
- Check the status of the printheads from the toolbox or the printer control panel. The printhead needs to be replaced when the Printhead light, the Resume light and a color indicator light are on.

To replace a printhead:
1. Turn the printer power on and lift the printing supplies cover.
2. Open the printhead access latch by lifting the latch from the rear. Pull the latch forward and down to release the hook from the carriage lock.
3. Pull the latch up and back to uncover the printheads.
4. Lift the handle of the printhead and use it to pull the printhead straight up and out of its slot.
5. Install the new printhead in the color-coded slot that matches the color of the printhead.
6. Press down firmly on the printhead to ensure proper contact after installation.
7. Close the printhead access latch firmly, ensuring that the hook catches the carriage lock, and close the printing supplies cover. Use some force to close the printhead access latch.
8. Wait while the printer initializes the printheads. Two alignment pages print after initialization.

cleaning the printer

The hp business inkjet 1100 series does not require scheduled maintenance. However, clean the printer to keep it free of dust and debris. Cleaning maintains the printer in peak condition. Cleaning the printer makes diagnosing printer problems easy.

Guidelines for cleaning the printer

The guidelines for cleaning a printer are:
- Use a soft cloth moistened with a mild detergent and water to clean the printer case.
- Use a dry, lint-free cloth to clean the inside of the printer.
- Do not touch the rollers as oil from the skin may result in poor print quality.

Warning *Using other cleaners, such as alcohol or alcohol-based cleaners, might damage the printer.*

Steps to clean the printer

To clean the printer:
1. Turn the printer off.
2. Unplug the power cord.
3. Open the top cover of the printer.
4. Clean dust or dirt from the paper feed guides using a dry, lint-free cloth.

Warning *Avoid reaching too deep into the printer. The adjacent fusing area might be hot.*

5. Close the top cover.
6. Plug in the power cord.
7. Turn on the printer.

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cleaning and maintaining printheads

Checking printheads

If the toolbox is installed in a computer running Windows, check the health of the printheads using the toolbox. Replace the printheads when print quality degrades. Printing a printer configuration page can also check the quality of the printhead. To check the printheads from the toolbox:

- Open the toolbox.
- On the **Information** tab, click **Printhead Health** .
- Check the status of each printhead.

If the status of one or more printheads is listed as **Bad** , replace the printhead.
To check the printheads using a printer configuration page:
Print a printer configuration page by holding down the Power button and pressing the Cancel button once. Release the Power button.

Cleaning printheads

Caution *hp is not responsible for damage to the printer that results from modifying printheads.*

If printed characters are incomplete or if dots or lines are missing from printouts, the printheads might need cleaning. This is a symptom of clogged ink nozzles, which are a result of prolonged exposure to air. Clean the printheads from the toolbox (Windows) or the hp Inkjet Utility (Mac OS).
There are three cleaning levels. Run level 1 cleaning. Run level 2 cleaning if the results of the first cleaning are unsatisfactory. Run level 3 cleaning only if the results of the first and second cleaning are unsatisfactory.

Note *Only clean printheads when necessary; cleaning the printheads uses ink and shortens the life of the printheads.*

To clean printheads from the toolbox:

- Open the toolbox.
- Click the Printer Services tab.
- Click **Clean Printheads** and follow instructions on screen.

To clean printheads from the hp inkjet utility:

- Open the hp inkjet utility.
- Click **Clean** and follow the instructions on screen.

Aligning printheads

To align printheads from the control panel, hold down the Power button and press the Resume button thrice.
To align printheads from the toolbox (Windows):

- Click **Start,** point to **Programs,** point to **hp business inkjet 1100** and click **hp business inkjet 1100 printer toolbox.**
- On the Services tab, click **Align Printheads** and click **Align.**

- When the alignment procedure is complete, click **OK** to close the Align Printheads dialog box.

To align printheads from the hp Inkjet Utility (Mac OS):

- Open the hp inkjet utility and click **Calibrate Device.** An alignment page prints.
- Follow the instructions on screen to select the best-aligned pattern from the printed page.

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troubleshooting usage issues

Use the following troubleshooting checklist:
- Check the printer setup
- Check the computer setup
- Check driver installation and the printers folder
- Print a demo page
- Check the self-diagnostic page

The following table describes the common symptoms, causes and solutions of usage issues:

Symptom	Cause	Solution
Printer takes a long time to print	Cause 1: Incorrect configuration	Solution 1: • Check the computer configuration • Ensure that the computer meets the minimum operating system requirements of the printer
	Cause 2: Inadequate hard disk space in the spool directory	Solution 1: Check the hard disk space. At least 50 MB of hard disk space should be available in the following cases: • To print graphics-intensive files on 11 x 17 inch or A3 paper
	Cause 3: Incorrect configuration of hardware in the PC	Solution 1: Check port settings. Ensure that the port settings configuration in the computer is set to ECP.
	Cause 4: Low ink supply	Solution 1: Check the status of ink cartridges • Check the status of ink cartridges from the toolbox utility • Replace any ink cartridges that are low on ink
Indicator LED blinks amber	Cause 1: Hardware problem	Solution 1: Restart the printer. Turn off the printer, wait for a few seconds and turn it on again. If the message persists, the printer might need servicing. Write down the error code and contact hp.
Indicator LED turns off while the printer is turned on	Cause 1: Unrecoverable error	Solution 1: Turn off the printer, wait for a few seconds and turn it on again.If the message persists, the printer might need online help. Write down the error code and contact hp.

troubleshooting paper-related problem

The following table displays common paper related problems, their causes and solutions:

Symptom	Cause	Solution
Paper feed problems	Cause 1: Print media is jammed in the printer	Solution 1: Check that there is no jam.
	Cause 2: Paper is not loaded correctly	Solution 2: Ensure that the paper width and length adjusters fit snugly against the left and bottom edges of the paper stack. In addition, ensure that the correct paper orientation is selected.
	Cause 3: An incorrect paper type is being used	Solution 3: Some paper types are not suitable for use with the printer. Use a suitable paper type.
Paper tray cannot be inserted	Cause 1: Tray was removed after a power failure or after a jam	Solution 1: With the tray out, turn the printer off and on again. Reinsert the tray.
	Cause 2: The tray is not aligned with the printer	Solution 2: Ensure that the tray is aligned with the printer opening.
Paper is not picked up from a tray	Cause 1: Paper width adjuster is pressed too tightly against the paper stack	Solution 1: Check that the paper width adjuster is snug, but not tight, against the paper stack.
	Cause 2: Paper is curled up	Solution 2: When using photo paper, ensure that it is not curled. Uncurl the paper by gently bending it in the opposite direction of the curl.
	Cause 3: The tray is not inserted completely	Solution 3: Ensure that the tray is completely pushed into the printer.
Paper is not picked up from manual feed units	Cause 1: The paper width adjuster in the front manual feed is pressed too tightly against the paper stack	Solution 1: Check that the paper width adjuster is snug, but not tight, against the paper stack.
	Cause 2: Too much media is loaded in the manual feed units	Solution 2: The front manual feed is designed to hold up to 10 sheets of paper. The rear manual feed is designed to hold a single sheet of media. Use the specified amount of media.
	Cause 3: Paper is wrinkled or bent	Solution 3: Ensure that the paper is not wrinkled or bent. Leaving media in the manual feed units overnight can cause the media to bend. Remove media from the manual feed units after use.
Multiple pages are being picked up	Cause 1: Paper stack is not aligned with the paper guides	Solution 1: Ensure that the stack of paper has been aligned with the right and front guides.
	Cause 2:Paper tray is overloaded	Solution 2: Ensure that the tray has not been overloaded with paper.

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	Cause 3: Attraction due to static electricity	Solution 3:Avoid fanning the stack. Fanning paper can cause static electricity to build up and intensify multiple-pick problems.
	Cause 4:Tray is forcefully inserted causing misplaced sheets	Solution 4: Insert the tray gently.
Paper output problem	Cause 1: The output tray length adjuster is not extended, causing pages to fall off the printer	Solution 1: Ensure that the output tray length adjuster is extended.
	Cause 2: Excess sheets in the output tray	Solution 2: Remove the paper in the output tray.
	Cause 3: Auto-duplex unit is not installed or auto-duplex unit door is down	Solution 3: Reinstall the auto-duplex unit or close the auto-duplex unit door.
Text or graphics at the edges of a page are being cut	Cause 1: Orientation settings might be incorrect	Solution 1: Select the correct orientation for the document.
	Cause 2: Margin settings might be incorrect	Solution 2: Ensure that the margin settings for the document do not exceed the printable area of the printer. Document margins need to match or exceed the minimum margin settings of the printer.

paper jam clearance
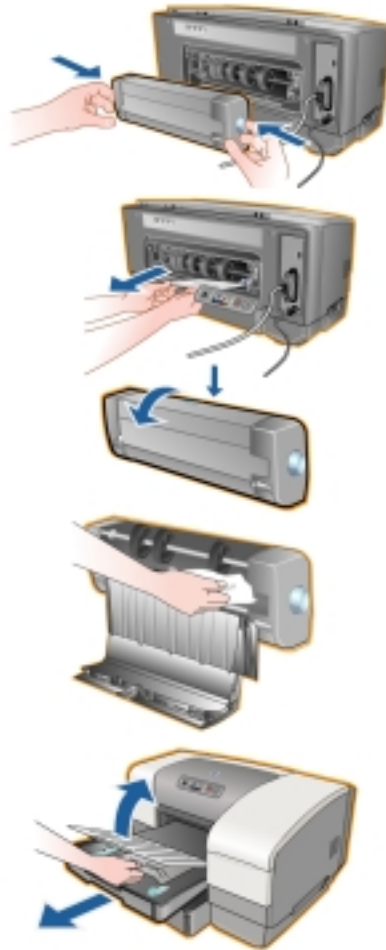
To clear a paper jam:
1. Remove all media from the output tray.
2. Check the auto-duplex unit.
    1. Push the button on either side of the auto-duplex unit and remove the unit.
    2. If the jammed media is inside the printer, grasp it with both hands and pull it out.
    3. If there is no paper jam, push the latch on the top of the auto-duplex unit and lower the auto-duplex cover. If there is a paper jam, carefully remove the jammed media. Close the cover.
    4. Reinsert the auto-duplex unit in the printer.
    5. Go to step 2 if not able to locate the paper jam in the auto-duplex unit.
3. Lift the output tray and check for a paper jam in tray 1.
    1. If the media is jammed in tray 1, pull out tray 1, else, go to step 4.
    2. Pull the paper out.
    3. Lower the output tray and reposition Tray 1.

4. If the paper jam is not yet found and tray 2 is installed, pull out tray 2, else, go to step 5.
    1. If possible, remove the jammed media from tray 2.
    2. If the jammed media is not located by removing tray 2 from the printer, turn off the printer and then remove the power cord.
    3. Lift the printer off tray 2.
    4. Remove the jammed media from the bottom of the printer or from tray 2.
    5. Reposition the printer on top of tray 2.
5. Open the top cover and look inside to ensure there is no paper remaining inside the printer. If there is paper inside the printer, use the steps listed in this step, else, go to step 5.
    1. While lifting the top cover, the carriage should return to its position on the right side of the printer. If the carriage does not return to the right side of the printer, turn the printer off.
    2. Free any wrinkled media and pull the sheet towards you through the top of the printer.
6. After clearing the jam, close all covers, turn on the printer (if it is turned off) and press Resume to continue the print job. The printer continues the print job on the next page. Resend the page or pages that were jammed in the printer.

To prevent a paper jam, follow these guidelines:

- Make sure the printhead latch is properly engaged.
- Make sure nothing is blocking the paper path.
- Do not overload the trays. Tray 1 feeds a single sheet of media at a time. Tray 2 holds up to 300 sheets of media, and Tray 3 holds up to 700 sheets of media. The optional multipurpose tray holds up to 100 sheets of media. Be sure the media does not exceed the maximum stack height as indicated on the labels in each tray.
- Load media properly.
- Do not use media that is damaged, curled, or wrinkled. Do not use media with cutouts or perforations or media that is heavily textured or embossed.
- Avoid media that is too thin, has a slick texture, or "stretches" easily. Such media does not feed properly through the printer.
- Always use media that conforms with that listed in "Media and paper-handling specifications."

troubleshooting print quality related problems

The following table displays common print quality problems, their causes and how to troubleshoot them:

symptom	cause	solution
Blank page printed	Cause 1: Printhead problems	Solution 1: • Check that the tape is removed from the printheads • Check each printhead and remove the plastic film covering the ink nozzles • Clean any excess adhesive from the contact areas of the printhead
	Cause 2: Ink cartridge might be empty	Solution 2: Check and replace the ink cartridge, if needed
	Cause 3: Printer setup problem	Solution 3: In Windows, set this printer as default, and in Mac, set this printer as default in the **Chooser** or **Print Center**
	Cause 4: Media width is not enough	Solution 4: Check that the paper is wide enough for the document • Ensure that the paper width matches page specifications in print settings
	Cause 5: Parallel port problem	Solution 5: If using a parallel cable, ensure that the printer is connected directly to the parallel port. Do not share the port with other devices, such as a Zip drive.
Content on the page is missing or incorrect	Cause 1: Margin settings for the document exceeding the printable area	Solution 1: Ensure that margin settings for the document do not exceed the printable area of the printer.
	Cause 2: Grayscale might be enabled	Solution 2: Check color print settings in the Print Settings box.
Placement of text or graphics is incorrect	Cause 1: Paper size or orientation settings may be incorrect	Solution 1: Ensure that the paper size and page orientation selected in the software application match the settings in the Print Settings dialog box.
	Cause 2: Media might not be loaded correctly	Solution 2: For Tray 1, ensure that the tray contains no more than 150 sheets of media or a stack no thicker than 0.58 inch (15 mm). For Tray 2, ensure it contains no more than 250 sheets of media or a stack no thicker than 0.98 inch (25 mm).
	Cause 3: Margin settings may be wrong	Solution 3: If the text or graphics are cut off at the edges of the page, ensure that the margin settings for the document do not exceed the printable area of the printer.
	Cause 4: Length and width guides do not fit the media stack	Solution 4: Ensure that the width and length guides fit snugly against the left and bottom edges of the media stack.

low or excess use of ink in printouts

The following table displays common problems due to low or excess ink in printouts, their causes and how to troubleshoot them:

symptom	cause	solution
Ink is smearing	Cause 1: The printout did not have time to dry	Solution 1: While printing documents that use a lot of ink, allow the document more time to dry before handling it. This is especially true for transparencies. • Select the Best mode in the printer driver to set a longer dry time for printing transparencies, if the print job is not being attended to personally. • The paper type might be causing smearing. Some types of paper do not accept ink well, which causes the ink to dry slowly and smear.
	Cause 2: Too much ink on the page causes wrinkling	Solution 2: Color documents with rich, blended colors might use excess ink, which wrinkles the page during printing and causes smearing. Try using the **Normal, Fast Normal** or **Draft** print quality setting to reduce ink or use hp premium paper designed for printing vivid color documents.
	Cause 3:Media does not accept ink	Solution 3: Select the right kind of media that accepts ink well.
Ink is not filling the text or graphics completely	Cause 1: Print cartridges have poor contact	Solution 1: Try removing and reinstalling print cartridges. Ensure to snap them firmly into place.
	Cause 2: The print cartridge is out of ink	Solution 2: The print cartridge might be out of ink. Replace the empty print cartridge.
	Cause 3: An incorrect media type is being used	Solution 3: Some media types are not suitable for use with the printer.
Output is faded or dull	Cause 1: Incorrect paper type setting	Solution 1: Select the corresponding media type in the Print Settings dialog box.
	Cause 2: Incorrect print mode selected	Solution 2: Select the **Normal** or **Best** mode in the printer driver.
	Cause 3: Defective or empty ink cartridge	Solution 3: Replace the defective ink cartridge with a new cartridge.

incorrect color printouts

The following table displays common color printout problems, their causes and how to troubleshoot them:

symptom	cause	solution
Wrong colors are printing	Cause 1: The **Print in Grayscale** option is selected in the printer driver	Solution 1: In the application, open the **Printer Properties** dialog box. Click the **Color** tab and ensure that **Print in Grayscale** is not selected.
	Cause 2: The printer might have run out of one or more colors of ink	Solution 2: Check the status of ink cartridges in the toolbox or from the control panel and replace any low-ink or empty ink cartridges.
	Cause 3: Clogged printheads	Solution 3: Clean printheads, open the toolbox, click the **Printer Services** tab and click **Clean Printheads.** For Macintosh, use the control panel.
Bleeding colors in printouts	Cause 1: The print setting is using too much ink	Solution 1: Some paper type settings, such as transparency, and print quality settings, such as Best, require more ink than others do. Choose different print settings in the printer driver. In addition, ensure that the correct paper type is selected in the printer driver.
	Cause 2: An incorrect paper type is used	Solution 2: Some paper types are not suitable for use with the printer.
	Cause 3: Ink cartridges have been tampered with	Solution 3: hp does not guarantee or support refilled ink cartridges. Refilling processes and the use of incompatible inks might disrupt the intricate printing system, potentially resulting in reduced print quality and printer damage.
Colors do not line up properly with each other	Cause 1: Printheads need to be aligned	Solution 1: Improve quality by performing the alignment procedure.
	Cause 2: Graphics in the document are not placed properly	Solution 2: Use the **Zoom** or **Print Preview** feature of the software to check for gaps in the placement of graphics on the page.

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firmware flashing or upgrades

Firmware reflashing is required to upgrade firmware. Firmware reflashing is a continuous process and should not be interrupted until the printer has been switched off.

The flashing process is not available to the end-user because the printer uses MASK ROM. In first 3 months of production Flash ROM is used and after construction of 120000 units, flashing will be done by Mask ROM.

There are two methods for performing Firmware Upgrades. These are:
1. copy /b
2. Using FirmwareDownload utility

To flash the firmware:
1. Press the **Resume** button and 'Hard' power on the printer (plug electric cable on NOT power on from control panel) to set it in reflash mode. The **Resume** and **Power** LED lights will be lighted.
2. Send flash file down via Copy /b method (LPT).
   copy /b firmwarefile.fhx lpt1:
3. Once reflash is done, the printer will power down.

The identification between a MASK ROM and FLASH ROM unit can be done in the following ways from the configuration page:
- The Serial Number of the printer.
- The Firmware version of the printer.

controls
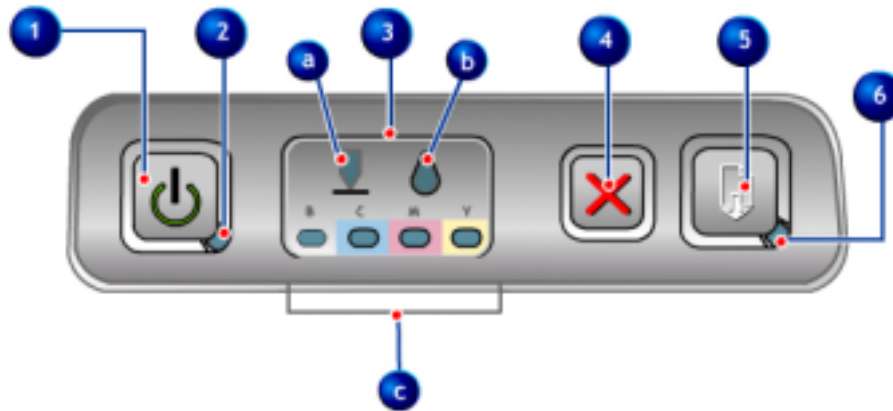
Controls

The parts of the control panel are listed below:

Button/LED	Functions
Power button	Turns the printer on or off
Power LED	Indicates the power status of the printer
Cancel button	Cancels the print job
Resume button	Resumes the print job
Resume LED	Indicates whether the printer needs user intervention or not
Black color LED	Indicates the status of black cartridge and printhead
Cyan color LED	Indicates the status of cyan cartridge and printhead
Magenta color LED	Indicates the status of magenta cartridge and printhead
Yellow color LED	Indicates the status of yellow cartridge and printhead
Printhead LED	Indicates the status of printhead(s)
Ink cartridge LED	Indicates the status of ink cartridge(s)

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driver architecture for windows
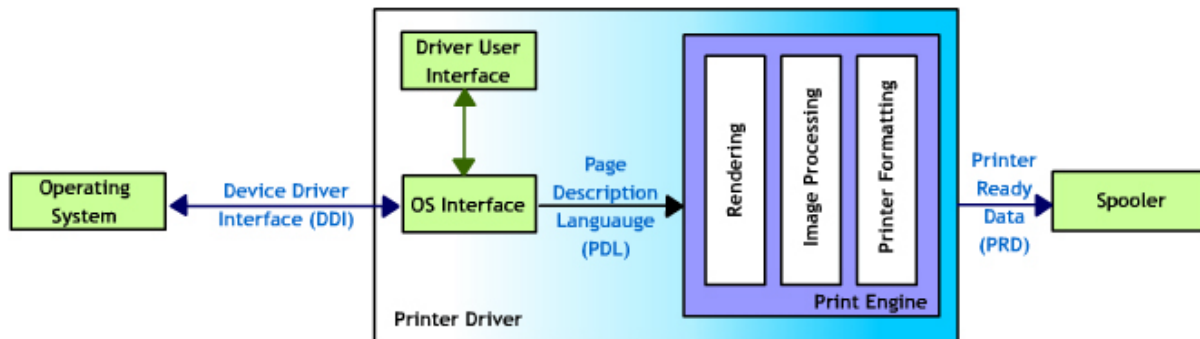
Driver Architecture for Windows

The operating system communicates with the driver by using Device Driver Interface (DDI), and the Printer Driver produces Printer Ready Data (PRD - data that the printer is capable of consuming, e.g. PCL or SCP).

- **Operating System** : Windows 98, Windows ME, Windows NT 4.0, or Windows XP.
- **Printer Driver** : Responsible for the transformation of DDI to PRD.
- **Spooler** : Provides synchronized access to the actual printing device.

Printer Driver is broken into two major components, an OS Interface and a Print Engine.

OS Interface

The printer driver takes as input DDI, and produces an intermediary PDL, which is a common language for greater commonality between Operating Systems in the Print Engine module. The OS Interface is intended to be small in size, and operating system dependent.

Driver User Interface : All Printer Drivers are required to have a User Interface. This includes a setup dialog, and various property sheets that allow various printer settings to be controlled by the end user.

Print Engine

The print engine takes Page Description Language (PDL) as input, and produces Printer Ready Data (PRD). The Print Engine is a 32-bit executable (EXE), and is operating system independent. In addition, incase synchronized access to the printer is required, the Print Engine will be blocked, not the whole Application/OS in the case when EMF spooling is off. Primarily, the Print Engine comprises of:

- **Image Processing** : Applies ink mitigation algorithms to a raster data format, and produces a raster data format. Image processing enhancement includes brightness, contrast, sharpness, smoothness, hp digital photo, and grayscale.
- **Printer Formatting** : Encapsulates raster data into a Printer Ready Data language.
- **Rendering** : The actual rendering engine that renders the DDI drawing commands into a raster data format supported by the Print Engine.

Note   *The driver is based on the Oceania code base.*

Advantages of Using PCL3 GUI

The printer driver follows PCL3 GUI architecture, and its benefits are:
- Reduced set of instructions-less processing time
- Digital Photography
- Different 1st page
- 4800x1200-optimized Dpi
- Sets the presetting of the driver
- Settings for printing photos
- Settings for black and white

There is a pull down menu, which has many options.

installer

Goldstone customization utility is only available with unattended/attended mode option. In other words, the utility only allows the administrator to create a silent customized installer.

The following are the advantages of using Goldstone customization utility:

- Goldstone provides the option of creating unattended installer, which is a timesaving option for administrators working in a corporate environment. The only difference between the original package and the customized package are the language dependent components. The customization utility extracts one of the selected language components from the original installer. This implementation is mainly due to the caching MSI database on the user system after the first time installation. For instance, if the administrator only chooses to have one driver personality and toolbox without other accompanied components, the consequence of extracting these components is that other components such as fonts or driver personalities will never get installed on the user system for subsequent installations.
- Customization utility offers flexibility for changing the settings during runtime. A few items such as port selection, printer naming, printer share name, printer comment and location can be modified during runtime.
- Goldstone Customization Utility is capable of creating virtual ports such as DOT4 and USB installation, which are currently not supported in YBR.
- Goldstone can also be used to install client setup through silent installer as well as setting printer sharing with vending drivers installed.

Goldstone has following advantages:

- Provides a more universal installation that is similar to Windows installations.
- Standardizes installs and uninstalls in Microsoft OS.
- Is expected to replace installers on many hp products to provide a common look and feel across product lines.
- Avoids any dependencies on application installation software's.
  1. Installer advantages
     - Allow multiple drivers to be installed per session for USB port.
     - Roll back Capability
     - Root inf is added to support an easy installation of printers.
     - Installer gets launched automatically at the end of Hardware Wizard setup to install the other software components e.g. Toolbox, user's guide.
  2. Maintenance Mode
     - Goldstone provides maintenance options after the first installation.
     - Maintenance Mode options include:
       - Add an additional printer or printer driver.
       - Modify the existing installation.
       - Remove All.
  3. Uninstallation
     - Scrubber utility is provided to help clean up the system.
     - Best practice: Uninstall -> Reboot -> Scrub
  4. Customization Utility
     - Allows administrator to create customized installation package for deployment in corporate/enterprise environment.

- Customized installer can be launched silently from a batch file. No user interaction is required.
- It provides option to create new network ports in silent installation. No validation of IP address during administration. The IP is validated during installation.
- Roll back silently for any error during installation. No error messages are displayed.

	Goldstone
Benefits	- Uses MSI (similar to Windows installation) - Future standard for many hp products (common look and feel) - Complete uninstall using Add/Remove Programs - Maintenance mode
Limitations	- For goldstone printer needs to be connected to PC during installation - For goldstone reboot is required in some systems after installation - PnP is required for LPT/USB ports

Limitations of Goldstone

- Requires reboot if MSI engine is updated during installation. Some applications might not work.
- Don't uninstall (following an installation) without reboot, if prompted.
- Unable to continue printer software installation without physically connecting the printer. This doesn't apply to Windows NT 4.0
- PnP is required for LPT/USB ports.
- If you wish to install the printer software without connecting the printer, select any other port (not USB or LPT). After installation, associate the printer to an LPT or USB port in the printer properties dialog.
- Unable to do Plug-and-Play installation from Windows to Novell through USB/LPT.
- Unselected components are also present in the customized installer package. But those components would not be installed through silent installer.
- Don't click Cancel when Found New Hardware wizard appears when running set up program on Windows XP.
- Don't turn off the printer or unplug printer cable when printer setup program is running during hardware first installation.
- Unable to create printer using setup program after Plug-and-Play installation on Windows systems.

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I/O

hp business inkjet 1100 series uses Device ID to query for ink level, error status, and printer servicing.

Benefits	Limitations
• Consistent status mechanism over different OS - Windows and Macintosh • Simplifies installation and testing • Better IO robustness	• No status updates and myPrintMileage support when printing • 90 sec delay after printer stop printing before message pop-up (system setting) on LPT ports only • Long delay when accessing myPrintMileage information

crew/user-replaceable parts

CREW Parts are the user removable and replaceable components of the printer. The crew parts of the printer are given in the table below:

Part Description	Part Number
COVER LIO SVC	C8124-40045
ASSY. MAIN ACCESS DOOR	C8124-67007
ASSY. ACCESS IDS COVER	C8124-67008
LOCK - CARRIAGE SVC	C8124-40016
ASSY. MAIN PAPER CASSETTE SVC	C8124-67012
ASSY. FRONT, I/P TRAY COVER	C8124-67013
SUPPORT - PAPER CASSETTE	C8124-40041
ASSY. OUTPUT TRAY SVC	C8124-67014
ASSY. 2ND PAPER BIN SVC	C8124-67016
ASSY. PICK ROLLER SVC	C8214-67017
AUTODUPLEXOR SVC	C8214-67022
RUBBER FOOT SVC	C8214-67028
ASSY. POWER MODULE SVC	C8214-67031

repackaging by customer to return to hp

Unplug the printer

Remove ink Supplies	Remove ink Cartridge — Remove Print heads
Remove trays	Remove Input tray — Remove Output tray
Remove installed Accesories	Remove Jet printer 200/Dongle — Remove Auto-duplex unit — Remove Second -Tray
Pack the Printer	Pack main Unit — Pack Input/output tray — Pack Second Tray (Optional)

Prevent turning the printer upside down during transportation
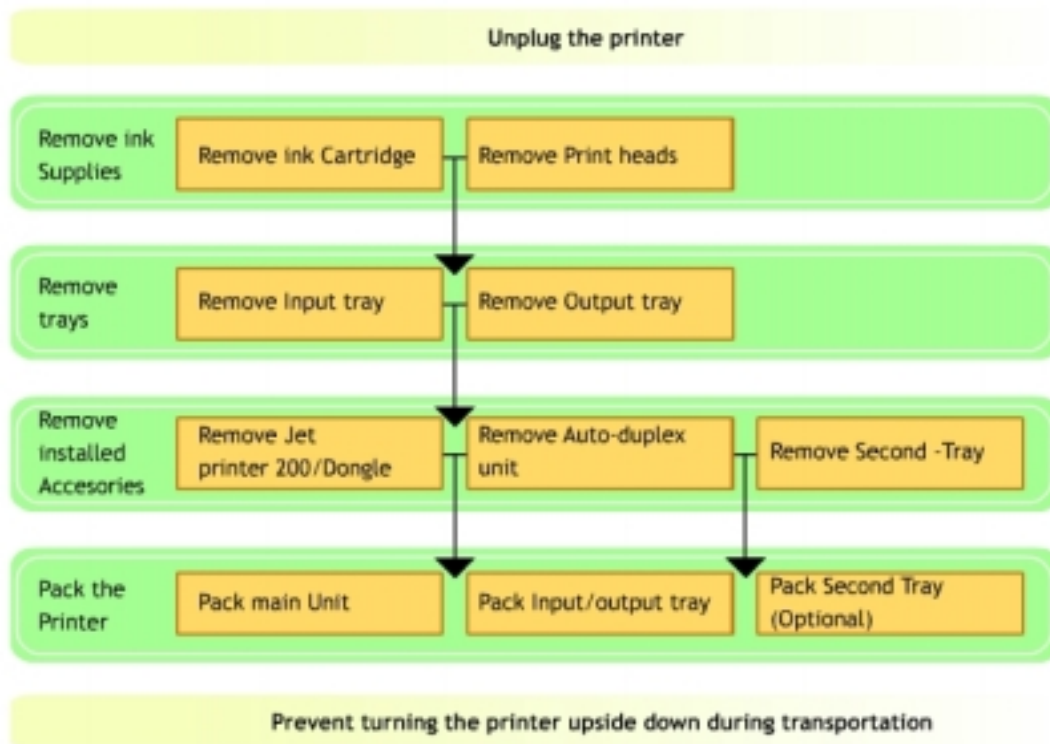
The following are the steps required to remove the components to return to hp:
- Unplug the printer from power and the computer or network.
- Remove the ink cartridges from the printing supplies area.
- Remove the printheads from the printing supplies area.
- Remove the tray2 (if present).
- Remove the tray1 with the output tray.
- Remove the JetDirect card (if present).
- Remove the 1284 dongle (if present).

The following are the steps required to pack the printer to return to hp:
- Pack the printer
- Pack the trays
- Pack auto-duplex unit
- Tape the doors and the pen-latch
- Park carriage to the right and tape carriage to the right side of printer.

Repackaging by hp to return to customer

The requirements for the field replacement unit:

1. Replacement requirements for exchange units
   - Replace covers
   - Replace service station
2. Check accessories presence:
   In case the repaired unit had any accessories or ink supplies installed, they must be returned to the customer.
3. Considerations for transportation:
   1. Ink Tubes: This depends on the method used for transportation. For aerial transportation tubes cannot be full.
   2. Change out wet RIDS
   3. RIDS Tube Support - CORRUGATED SUPPORT - RIDS
   4. Dummy printhead used in carriage to keep pen latch in close position.
   5. Park carriage to right hand side of the printer, tape carriage to right side of printer.
   6. Uncap service station(to uncap service station, power up printer, then pull off power cord without powering down.)

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repackaging kit/courier assist instructions: setup the exchanged unit

Install Accessories	Install Jet printer Card/ Dongle or USB	Install Auto-duplex unit
Install Trays	Install Tray1 with output tray	Install tray2 (optional)
	Power on the printer	
Install Print Supplies	Install Ink Cartridge	Install Printhead
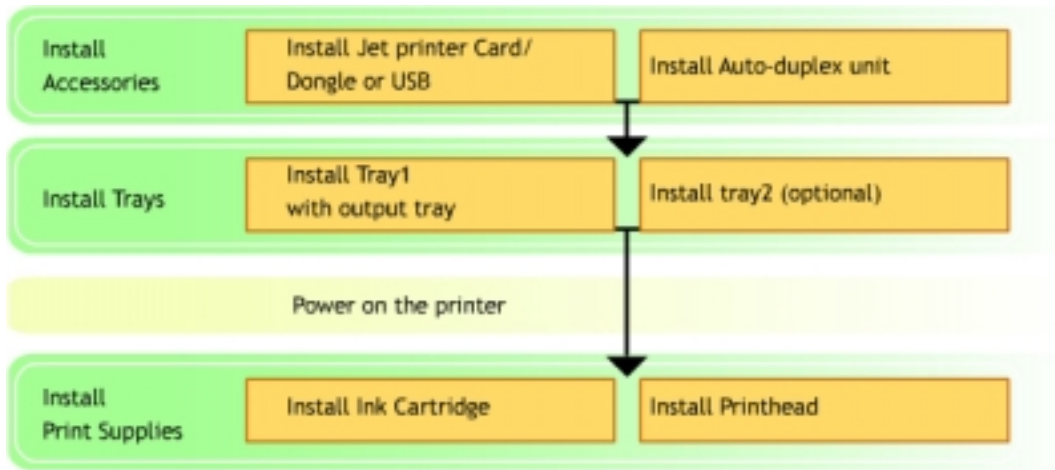
The main steps to setup the exchanged unit are:
- Install trays
- Install printheads
- Install ink cartridges
- Install all required accessories.
- Power on the printer.
- Wait for pen alignment page to print/ print demo page.

specific limitations and resolutions

The following are the known hardware issues -

Issue/Limitation	Why does it happen?	Resolution/Workaround
Printer Initialization takes time/ When powered on the printer takes time to print. The printer takes 5 minutes to initialize.	Printer takes 5 minutes to initialize so that it can: • Set on the turn-on voltage • Align printheads	Please wait for 5 minutes to let the printer initialize.
Carriage stalls when print job is sent.	User may not close pen latch properly and cause a carriage to stop and when the latch crashes onto the main case support.	Close latch properly with instruction found in help file.

The following are the known software issues -

Issue/Limitation	Why does it happen?	Resolution/Workaround
On a network, manual duplex and Print Preview do not work. If there are jobs in the spooler, and someone powers off the printer or pull out the USB/LPT cable, the Toolbox will continue to show ink gauge and "ready" status. 9x - Cached ink levels displayed if the toolbox is started after a print job. No other features available until printer is free again. 9x LPT - Error Status seen only after I/O timeout is seen. 9x LPT - No Alerts are shown for carriage jam or motor stall.	Architectural limitations	Unnecessary

The following are the known firmware issues -

Issue/Limitation	Why does it happen?	Resolution/Workaround
Sensors cannot detect between plain paper and coated paper. Sensors can Detect plain paper, transparencies and photo paper.	Architectural limitations	No Work Around

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product escalation path by region

The following is the product escalation path offered Worldwide:

- Support Flow: End Customer->Call Center->Response Center->Division->
- Escalation Flow: End Customer->Call Center->Response Center->Division->

table of contents

table of figures

print tab page

hp business inkjet 1100 series

cost-effective, high productivity color printer — **1**

high productivity printing
- see results fast with print speeds of up to 23 ppm in black and 20 ppm in color
- create professional business and photo-quality printing with up to 4800-optimized^2 dpi color printing
— **2**

low cost for business
- with four individual ink cartridges, replace only the color that runs out
- long-life printheads may never need replacement
— **3**

flexible features
- automatic two-sided printing with the standard duplexer
- additional 250-sheet paper tray^2 increases total input capacity to 400 sheets
— **4**

[1]up to 4800x1200-optimized dpi color printing on premium photo papers, 1200 x 1200-input dpi.

[2]standard with the HP Business Inkjet 1100dtn printer.

www.hp.com

demo page

```
hp business inkjet 1100

Serial Number: 000000000010
Service ID: 13029
Firmware Version: KRC1006A
Total Engine Page Count: 551
PCL Default Symbol Set: 341
Mfg 0-2:  000000000000
T val: 31
Error Code: 00000000
```

(1)

```
DEMO                = 1     Demo Page
CALIBRATION_PAGE    = 3     Pen Calibration
SELFTEST            = 4     This Report
LAST_ERR            = 6     Most Recent Error Code
LINUS               = 7     Linus Pattern
INFINITE_HS         = 8     Continuous H Pattern
LINUS4X6            = 9     4 X 6 Linus Pattern
TECH MARKETING      = 10    Configuration Page
PAPER_CAL_PAGE      = 11    Paper Cal Data Tables
TECHY_SELFTEST      = 12    NVRAM Contents Plus Constants
COLOR_HS            = 13    Continuous Color H Pattern
NORMAL_PAPER_CAL    = 14    Schedule a paper cal
TECH MARKETING      = 15    Technical Diagnostic Page
SPIT_N_WIPE         = 20    Pen Recovery Level 1
CLEAN_PENS          = 21    Pen Recovery Level 2
SUPER_CLEAN         = 22    Pen Recovery Level 3
UNCAP_SS            = 23    Uncap the pens and pause pen servicing
CAP_SS              = 24    Cap the pens and resume pen servicing
AIR_PURGE_STARTUP   = 25    Purge the Tube
AIR_PURGE_DISABLE   = 28    Disable IDS air purging until power cycle
DUPLEX_DEMO         = 31    Demo page with two sides
MTF_FOV             = 34    SPOT optic part measurements
DOT_COUNT           = 41    Pen Dot Counter Data
PICK MAIN           = 46    Continuous pick paper from main tray w/cleanout
PICK 2ND            = 47    Continuous pick paper from 2nd tray w/cleanout
PICK MAIN DUPLEX    = 48    Continuous pick paper from main tray w/duplexer
PICK 2ND DUPLEX     = 49    Continuous pick paper from 2nd tray w/duplexer
NO_MECH_ON          = 58    Set Data Store NO_MECH to TRUE
NO_MECH_OFF         = 59    Set Data Store NO_MECH to FALSE
SKEW_E_A_1          = 67    Skew Dots for Econofast A size main tray
SKEW_E_A_2          = 68    Skew Dots for Econofast A size 2nd tray
SKEW_N_A_1          = 71    Skew Dots for Normal A size main tray
SKEW_N_A_2          = 72    Skew Dots for Normal A size 2nd tray
NOZZLE_PATTERN      = 84    Print the Pen Nozzle Pattern
PWM TEST            = 90    MFG PWM Test
MFG_PPC             = 91    Pick Paper for PPC
EDD_DIAGNOSTIC      = 92    EDD diagnostic page
MEDIA_SENSE_TEST    = 100   Continuous Media Sense Test
MEDIA_SENSE_CAL     = 101   Media Sense LTVG Calibration
```

(2)

print tab page

Various test pages are used to test the working of the printer. Test pages have keystroke values by which they can be generated. The self-test page has a keystroke value of 4. The keystroke values of the buttons are:

Buttons	Keystroke Value
On pressing the Resume button	1
On pressing the Cancel button	10

Pressing a combination of these buttons can print the required test page. For example, for a keystroke value of 44, press the Cancel button four times and the Resume button four times while keeping the Power button pressed.

The following table provides details of the test page name, its keystroke value and its purpose:

Output Page Name	Purpose	Keystroke Value
DEMO	Checks the printer setup	1
CALIBRATION_PAGE	Checks the color calibration	3
SELF_TEST	Generates a self-test page that contains the keystrokes of other pages	4
LAST_ERR	Most recent Error Code	6
LINUS	Linus Pattern	7
INFINITE_HS	Continuous H Pattern	8
LINUS4X6	4 x 6 linus pattern	9
TECH MARKETING	Configuration Page	10
PAPER_CAL_PAGE	Paper Cal Data Tables	11
TECHY_SELFTEST	NVRAM Contents Plus Constants	12
COLOR_HS	Continuous Color H Pattern	13
NORMAL_PAPER_CAL	Schedule a Paper CAL	14
TECH MARKETING	Technical Diagnostic Page	15
SPIT_N_WIPE	Pen Recovery Level 1	20
CLEAN_PENS	Pen Recovery Level 2	21
SUPER_CLEAN	Pen Recovery Level 3	22
UNCAP_SS	Uncap the pens and pause pen servicing	23
CAP_SS	Cap the pens and resume pen servicing	24
AIR_PURGE_STARTUP	Purge the tube	25
AIR_PURGE_DISABLE	Disable IDS air purging until power cycle	28
DUPLEX_DEMO	Demo page with two sides	31
MTF_FOV	SPOT optic part measurements	34
DOT_COUNT	Pen Dot Counter Data	41
PICK MAIN	Continuous pick paper from main tray w/cleanout	46
PICK 2 ND	Continuous pick paper from 2 nd tray w/cleanout	47
PICK MAIN DUPLEX	Continuous pick paper from main tray w/duplexer	48
PICK 2 ND DUPLEX	Continuous pick paper from 2 nd tray w/ duplexer	49
NO_MECH_ON	Set Data Store NO_MECH to TRUE	58
NO_MECH_OFF	Set Data Store NO_MECH to FALSE	59
SKEW_E_A_1	Skew Dots for Econofast A size main tray	67
SKEW_E_A_2	Skew Dots for Econofast A size 2 nd tray	68
SKEW_N_A_1	Skew Dots for Normal A size main tray	71
SKEW_N_A_2	Skew Dots for Normal A size 2 nd tray	72
NOZZLE_PATTERN	Print the Pen Nozzle Pattern	84
LIOTEST	Execute LIO Test (No Page Printed)	88
PWM TEST	MFG PWM Test	90
MFG_PPC	Pick Paper for PPC	91
EDD_DIAGNOSTIC	EDD diagnostic page	92
MEDIA_SENSE_TEST	Continuous Media Sense Test	100
MEDIA_SENSE_CAL	Media Sense LTVG Calibration	101

configuration page
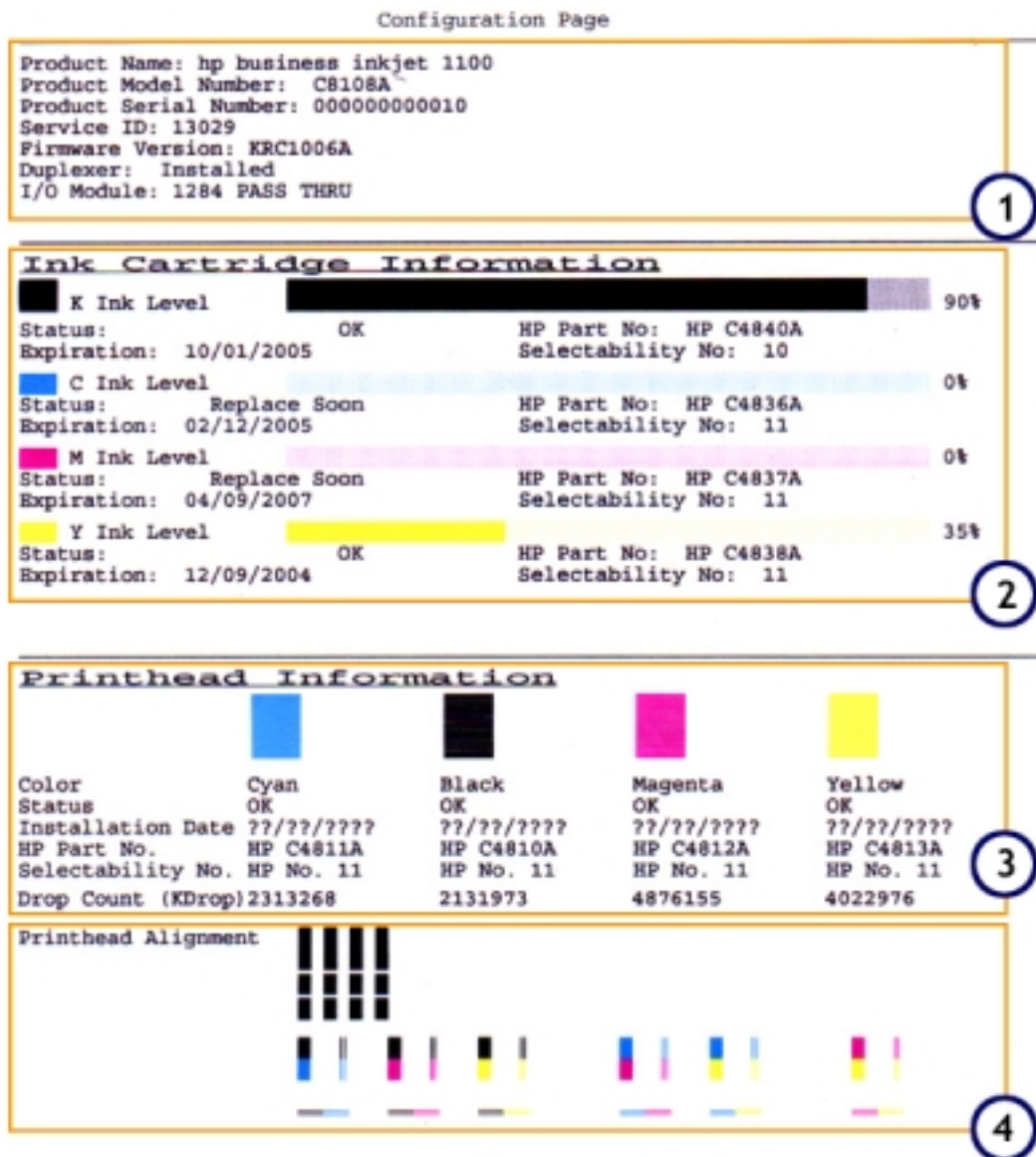
Configuration Page

The configuration page provides information to the user about printer, hardware configuration in terms of installable options, and consumables status.

The configuration page can be obtained from the following ways:

- The configuration page can be printed from the control panel.
- The configuration page can also be printed from the Toolbox in the Windows operating system.

To print a printer configuration page from the control panel, follow these steps:

1. Turn the printer on.
2. Press and hold down:
   - The **Cancel** button one-time

The information that is contained in a configuration page is as follows:

1. Printer Information

The information provided is as follows:
- Product name
- Product model number
- Product serial number
- Service ID
- Firmware version
- Duplexer
- I/O module

2. Ink cartridge Information
   The following information is provided for all the ink cartridges:
   - Ink level
   - Status
   - hp part number
   - Expiration
   - Selectability number

3. Printhead information
   The following information is provided for all the printheads:
   - Color
   - Status
   - Installation date
   - hp part number
   - Selectability number
   - Drop Count (Kdrop)
   - Printhead Alignment

A configuration page provides information related to the printer, such as accessories set up in the printer and status of supplies.
The user is required to print a configuration page so that they have all relevant information of printer ready when he makes a call to hp for assistance.

Note

Firmware version is required to diagnose LED problems.

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serial number

Serial No.	M	Y	3	8	7	1	1	0	G	J
Position	1	2	3	4	5	6	7	8	9	10
Meaning	Country		Year	Month	Day	Version	Line	Serial Number		

Serial Number

A serial number is a unique number given to a printer and is available on the configuration page. This number is used to log complaints with the call centers for repair purposes. This number can be used to identify details such as the country where the printer was manufactured, its manufacturing date, and its version number. For example, if the serial number of an hp business inkjet 1100 series is CN387110GJ, then the details of the printer are deciphered as follows:

- **The first 2 letters** refer to the country where the printer was manufactured. Here, CN means China. The following table provides the codes for the various countries
  - SG - Singapore
  - CN - China
  - MY - Malaysia
- **The third letter** refers to year of manufacture of the printer. It equals the last numeral of the year. In this case, the year is 2003.
- **The fourth letter** refers to the month of manufacture of the printer. The numeral refers to the month of the year starting from January. In this case, the month is August. The list of codes for the months is given below:
  - January - 1
  - February - 2
  - March - 3 and so on till September
  - September - 9
  - October - A
  - November - B
  - December - C
- **The fifth letter** refers to the day of manufacture of the printer (base 36; includes 0-9 and A-Z). The numeral refers to the day of the month starting from 1. In this case, it is the 7th of the month. The list of codes for the days is given below:
  - 1 - 1
  - 2 - 2 and so on till 9
  - 9 - 9
  - 10 - A
  - 11 - B and so on till the end of the month
- **The sixth letter** refers to the version number of the printer (base 30; 0-9, and A-Z except A, E, I, O, U and L).
- **The seventh letter** refers to the production line that builds the printer.
- **The digits in the 8, 9 and 10th positions** make up the number of the printer. It will be reset to '001' at midnight (base 30; 0-9, and A-Z except A, E, I, O, U and L).

Note *There are 2 additional characters following this 10-digit number that are not displayed in the configuration page but is found on the bar code printed on the rear serial label of the printer.*

Note *The Serial number is used to log complaint with the call centre for repair purposes.*

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born-on date

Born-on Date

Born-on date is used to provide an accurate warranty start date. The date also minimizes the use of manual proof of purchase or the grace period method. When a customer installs the printer driver for the first time, the system date of the customer's machine is downloaded to the printer's FW. This date is not erasable in most cases. This makes the Born-on date as the electronic Proof of Purchase. Born-on date is available on the configuration page as Service ID. HP follows the Service ID format of YYDDD. YY is the actual year or the year since 1990. DDD is the number of days since 1st January or number of days since 1st January while assuming that each month is 30 days.

To calculate the Born-on date from the Service ID:

- The year will be the number obtained by adding 1990 to YY. For example, if YY is 09, then the year will be 09 + 1990 = 1999.
- The month will be the number obtained by dividing DDD by 30. If there is a remainder, add 1 to the result. For example, if DDD is 280, then month is: 280 divided by 30 = 9; add 1 to it (as there was a remainder: 10) to make it 10. Hence, the month is October.
- The date is the remainder of the division of DDD by 30. If there is no remainder, then the date is 30. For example, if DDD is 281, then the date is the remainder or 11.

print jet server configuration page

Print jet server configuration page

To print a configuration page for the hp JetDirect print server, follow these steps:
1. Turn the printer power on, and then press the test button on the hp JetDirect print server.
2. The printer prints a configuration page for the hp JetDirect print server.

Note *Check the hp JetDirect Administrator's Guide on the Starter CD to interpret the information on the configuration page.*

The contents of the hp JetDirect Configuration Page are as follows:
1. hp JetDirect Configuration (English - PCL)
   - Status
   - Model Number
   - Hardware Address
   - Firmware Version
   - Port Configuration
   - Auto Negotiation
   - Manufacturing ID
   - Date Manufactured
2. Security Settings
   - Admin Password
   - SNMP Version

- SNMP Set Cmty Name
- Access List

3. Network Statistics
    - Total Packets Received
    - Unicast Packets Received
    - Bad Packets Received
    - Framing Errors Received
    - Total Packets Transmitted
    - Unsendable Packets
    - Transmit Collisions
    - Transmit Late Collisions

4. TCP/IP
    - Status
    - Host Name
    - IP Address
    - Subnet Mask
    - Default gateway
    - Config By
    - DHCP Server
    - TFTP Server
    - Config File
    - Domain Name
    - DNS Server
    - WINS Server
    - Syslog Server
    - Idle Timeout
    - Web JetAdmin URL

5. IPX/SPX
    - Status
    - Node Name
    - Primary Frame Type
    - Network Frame Type

6. AppleTalk
    - Status
    - Name
    - Zone
    - Type 1
    - Type 2
    - Network Number
    - Node Number

Use of the JetDirect Configuration page

The Jet direct configuration page provides the information about the network settings of the printer.
- This configuration page helps in diagnosing any faults in the network settings.
- The protocols used and their status.
- The printer name and the IP address.

align printhead test page

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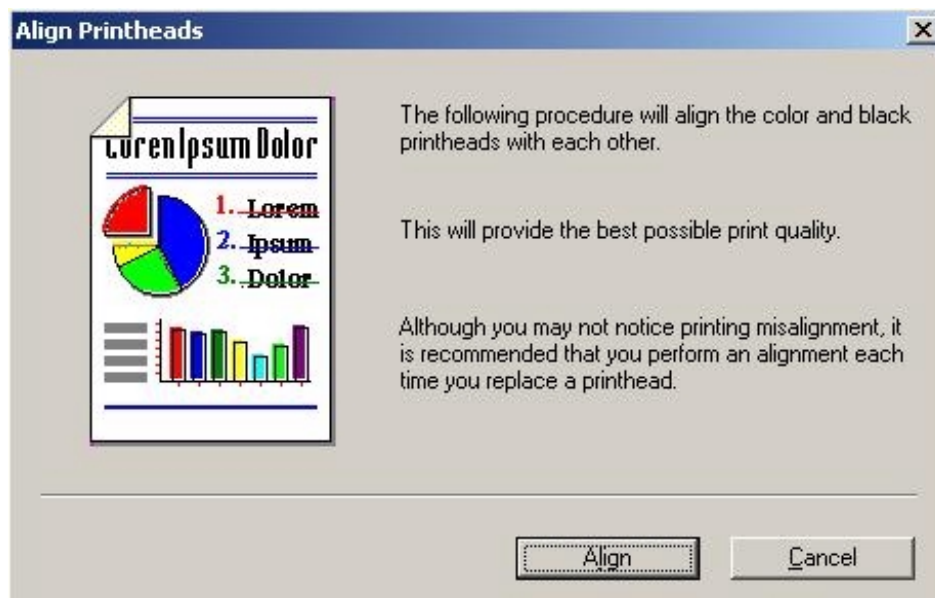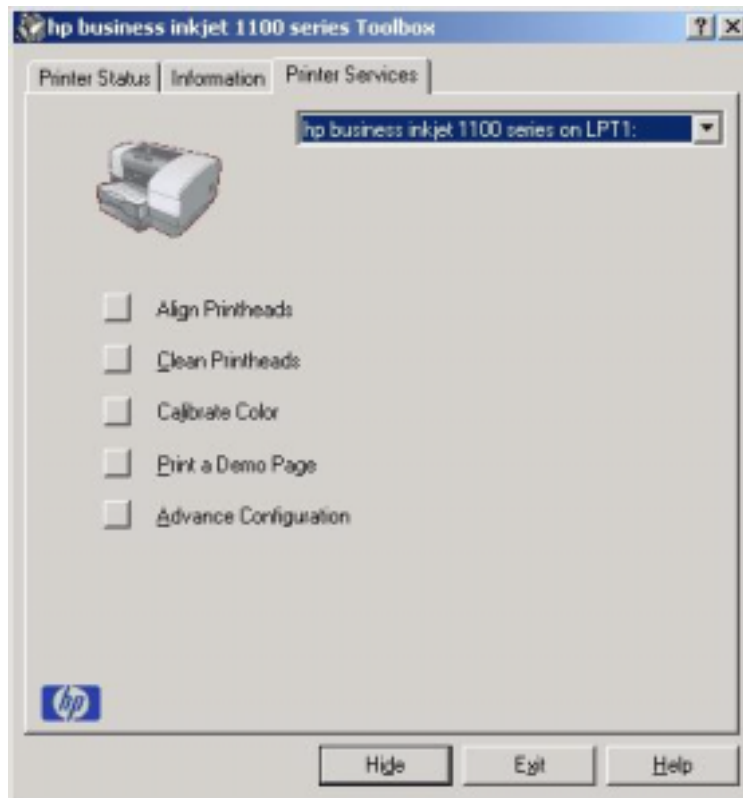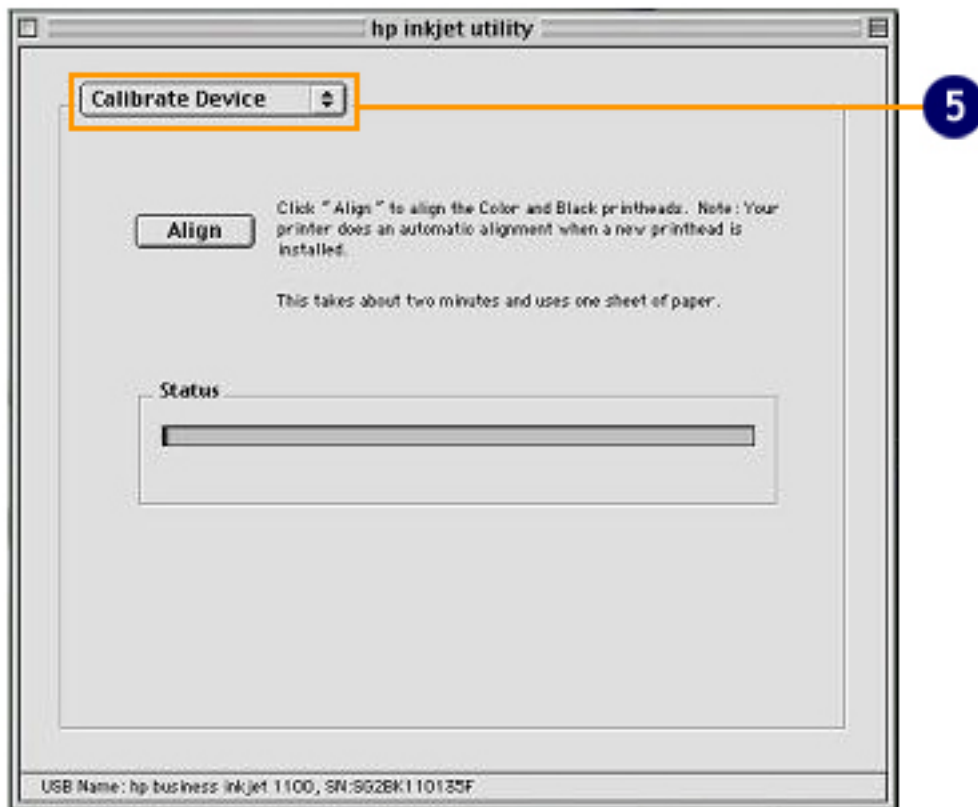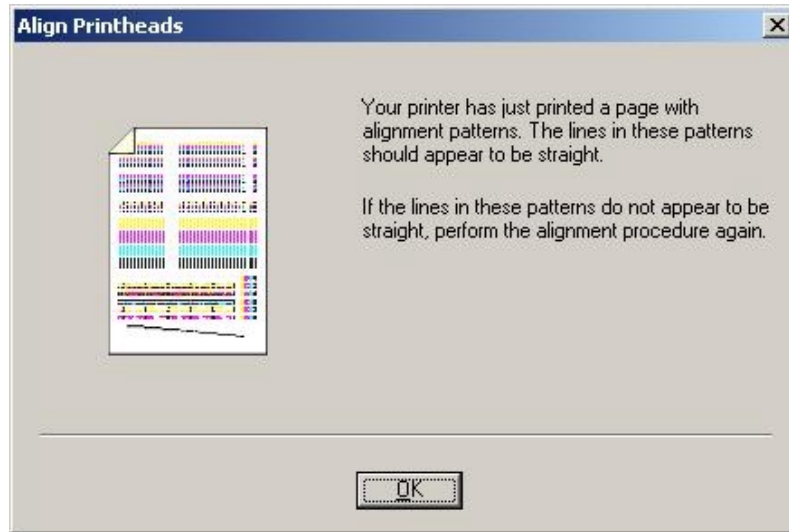
hp inkjet utility (Mac OS)

Aligning printheads

When replacing a printhead, the printer automatically aligns the printheads for the best possible quality. Whenever a printhead is changed, the printer does auto alignment and the alignment pages are printed. However, if the appearance of printed pages indicates that the printheads are misaligned, align them from:
- The control panel
- The toolbox (Windows)
- The hp inkjet Utility (Macintosh)

To align the printheads from the toolbox in Windows:

1. Click **Start** , point to **Programs** , point to **hp business inkjet 1100** and click **hp business inkjet 1100 printer toolbox.**
2. On the **Printer Services** tab, click **Align Printheads** and click **Align.**
3. When the alignment procedure is complete, click **OK** to close **Align Printheads.**

For Mac OS 8.6 and 9.x, the hp Inkjet Utility contains tools to calibrate the printer, clean printheads, print a test page, print a configuration page for the printer, set the tray lock and find web site support information.

To display the **hp Inkjet Utility** : for Mac OS 9.1: Select Applications (Mac OS 9), select Utilities and select hp business inkjet.

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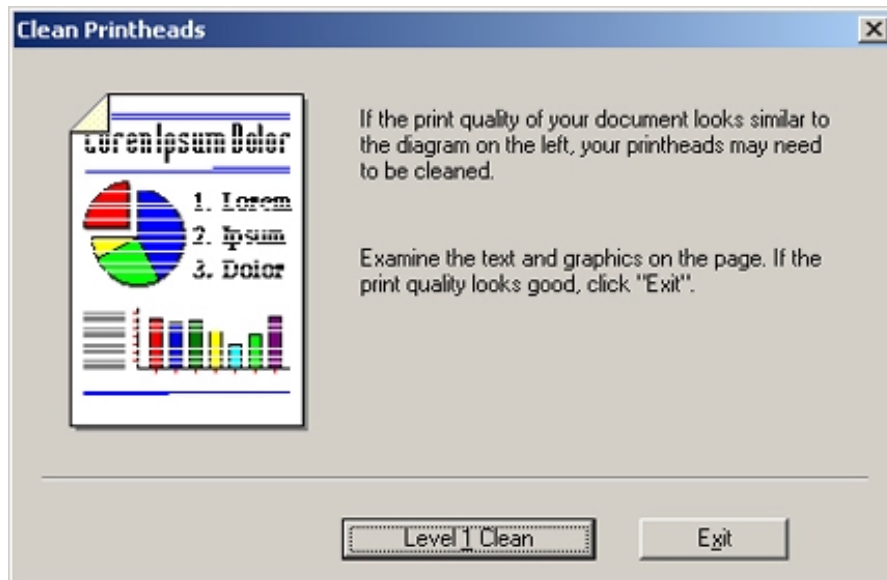
clean printhead

Level 1 Clean
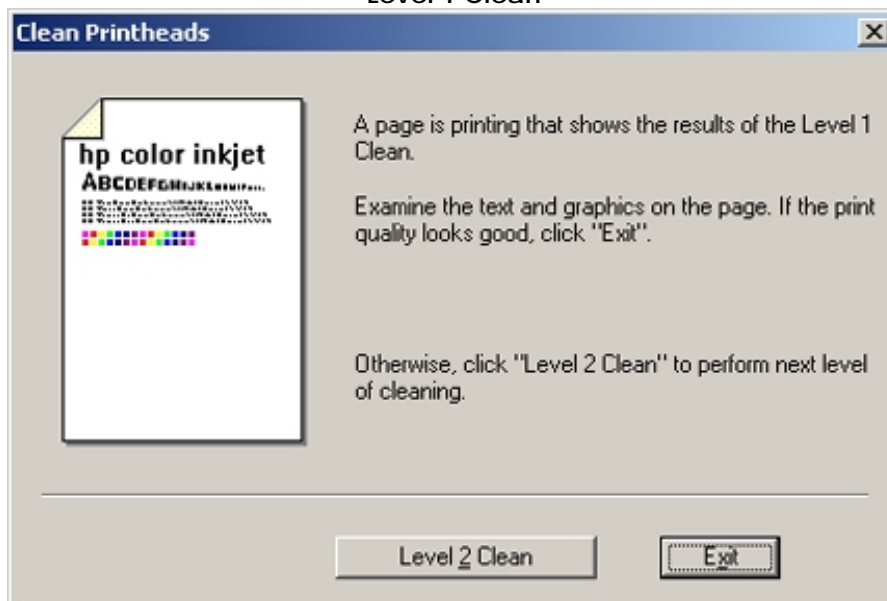
Level 2 Clean

Clean Printheads

On clicking the **Clean Printheads** button in the printer services tab, a dialog box pops up to clean the printhead. There are three levels of cleaning options. The first dialog box prompts level 1 cleaning. If the print quality does not look good, perform a level 2 cleaning. Level 3 cleaning comes with a warning that it consumes a lot of ink. Perform this level of cleaning only if the print quality has not improved after two levels of cleaning.

To clean the printheads from the toolbox in Windows:

1. Click **Start** , point to **Programs** , point to **hp business inkjet 1100** and click **hp business inkjet 1100 printer toolbox.**

---

2. On the **Printer Services** tab, click **Clean Printheads.**
3. Click on the **Level 1** for cleaning the printheads.

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color calibration test page
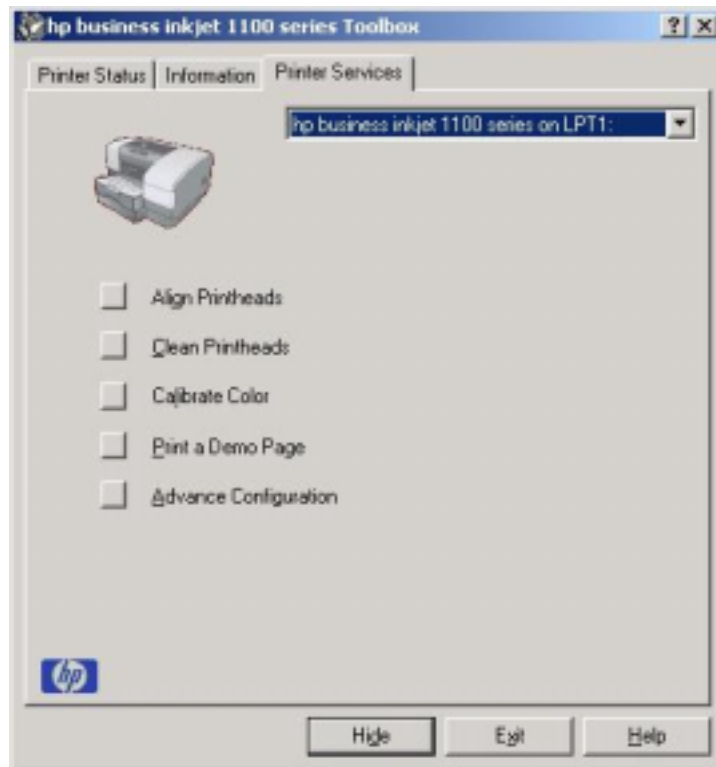
Toolbox - Tab page
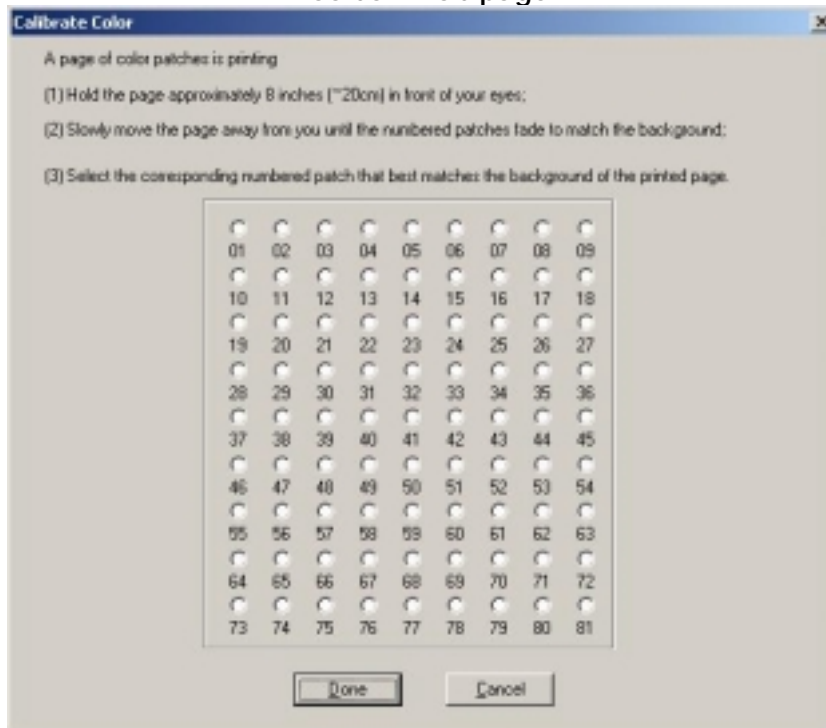
Color Calibration - Tab page
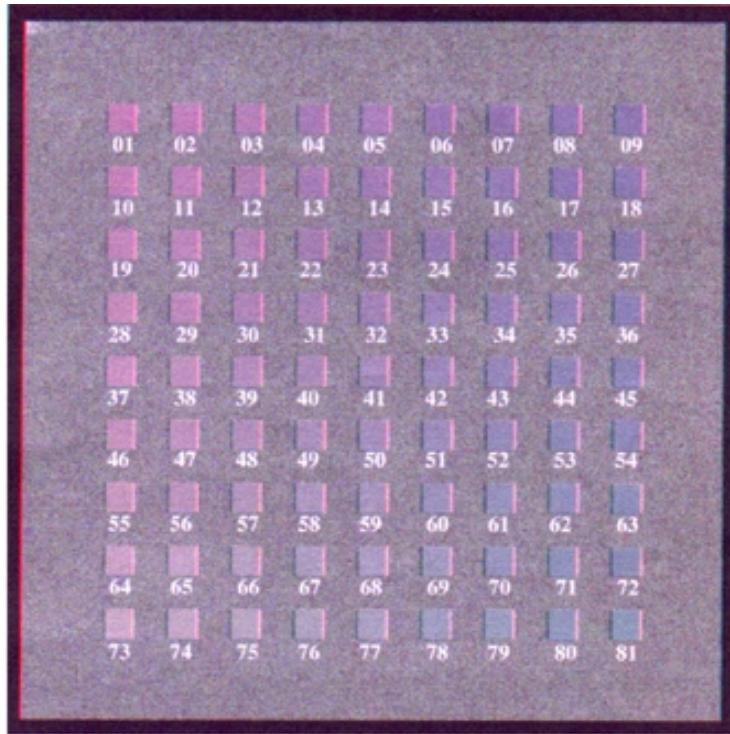
Color Calibration page

Color Calibration

Calibration of color is done manually, as described below, when the appearance of colors is not satisfactory. In Windows color calibration can be done from the toolbox.

To calibrate color from the toolbox:

1. Click **Start** , point to **Programs** , point to **hp business inkjet 1100** and click **hp business inkjet 1100 printer toolbox** .
2. On the **Printer Services** tab, click **Calibrate Color** .
3. In the **Calibrate Color** box click on **Calibrate** , which prints the calibration page.
4. For color calibration the following observation and inputs are required:
    1. Hold the page approximately 8 inches (~20cm) from your eyes.
    2. Slowly move the page away from you until the numbered patches fade to match the background.
    3. Select the background that best matches the background of the printed page.
5. The above observation when completed has to be input into the given dialog box and click on **Done** .

skew test page

C

Skew Test

There are 4 Tap test to print Skew test pages:
- Normal mode from tray 1 or tray 2. The tap test SKEW_N_A_1(71) and SKEW_N_A_2 (72) are applicable for this mode.
- EconoFast mode from tray 1 or tray 2. The tap test SKEW_E_A_1 (67) and SKEW_E_A_2 (68) are applicable for this mode.

To check the skew measurement of the printer, fold the skew test page(lengthwise or widthwise). Interpret the skew from the following:
- If the cross sign on the header area overlaps the cross sign on the footer area, then there is no skew. However, if the two do not match in position then it is a bad skew.

customer service checklist

Before the tear down

Before a tear down or reconfiguration of the printer, a record of the following information is required. (The information is even more important if replacement of the Logic PCA is anticipated).

1. Record the following information:
   - Total page printed
   - Firmware version
2. Print a configuration page:
   - The configuration page describes the current configuration settings (firmware version, model, accessories installed, cartridge and print nozzle head information). The configuration page is required for troubleshooting and any subsequent reinstallation procedures.
   - The customer is also required to have a copy of this page.

Note *You will need the configuration page to check the serial number. (Serial number is found on the serial label pasted on the rear of the printer) of the ROM during the final hardware test or check the rear serial label.*

Once the printer is fixed

1. After the printer is fixed, reprogram it (if required) with the user's customized settings present in the configuration page, which had been printed earlier.
2. After all the customized settings have been reset, reprint a configuration page and validate with the original settings.
3. Ensure that all the customized settings have been reset, before returning the printer to the customer.

exploded view

The following is the list of different parts in the exploded view:

S.No.	Part Name	Part Number	Service Level
1.	ASSY - CRICK MECHANISM SVC	C8124-67003	FRU
2.	ASSY - COVER REAR SVC	C8124-67004	FRU
3.	COVER - FRONT LEFT SVC	C8124-67005	FRU
4.	COVER - FRONT RIGHT SVC	C8124-67006	FRU
5.	ASSY - MAIN ACCESS DOOR	C8124-67007	CREW
6.	ASSY - ACCESS IDS DOOR	C8124-67008	CREW
7.	CASE - MAIN SVC	C8124-67009	FRU
8.	ASSY - MAIN PAPER CASSETTE SVC	C8124-67012	CREW
9.	ASSY - FRONT, I/P TRAY COVER	C8124-67013	CREW
10.	ASSY - OUTPUT TRAY SVC	C8124-67014	CREW
11.	ASSY - 2ND PAPER CASSETTE SVC	C8124-67016	CREW
12.	ASSY - PICK ROLLER SVC	C8124-67017	CREW

13.	ASSY - WINGFRAME, RT SVC	C8124-67018	FRU
14.	ASSY - WINGFRAME, LT SVC	C8124-67019	FRU
15.	ASSY - PUSHER RAIL SVC	C8124-67020	FRU
16.	ASSY - AUTO DUPLEXOR SVC	C8124-67022	CREW
17.	ASSY - CARRIAGE BASE SVC	C8124-67023	V-CODED
18.	ASSY - PEN LATCH W/CG ARM	C8124-67024	FRU
19.	ASSY - SERVICE STATION SVC	C8124-67025	FRU
20.	ASSY - REPLACEABLE IDS SVC	C8124-67026	FRU
21.	ASSY - INK SUPPLY STATION SVC	C8124-67027	FRU
22.	ASSY - ISS INK BASIN SVC	C8125-80015	FRU
23.	RUBBER FOOT SVC	C8214-67028	CREW
24.	PCA - DOOR SENSOR SVC	C8124-67029	FRU
25.	ASSY - PCA LOGIC SVC	C8124-67030	V-CODED
26.	ASSY - POWER MODULE SVC	C8124-67031	CREW
27.	ASSY - CONTROL PANEL	C8124-67032	FRU
28.	COVER - LIO SVC	C8124-40045	CREW
29.	LOCK - CARRIAGE SVC	C8124-40016	CREW
30.	SUPPORT - PAPER CASSETTE SVC	C8124-40041	CREW
31.	ASSY - GUIDE GEAR SVC	C6436-40111	CREW
32.	ENCODER STRIP SVC	C6436-80010	FRU
33.	ASSY - SS SPONGE (SPITTOON)	C6436-80011	FRU
34.	PCA - DUPLEXER INTERCON SVC	C6426-60058	FRU
35.	ASSY - OOP SENSOR SVC		

Note   *FRU - Field Replacement Unit*

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repair flowchart
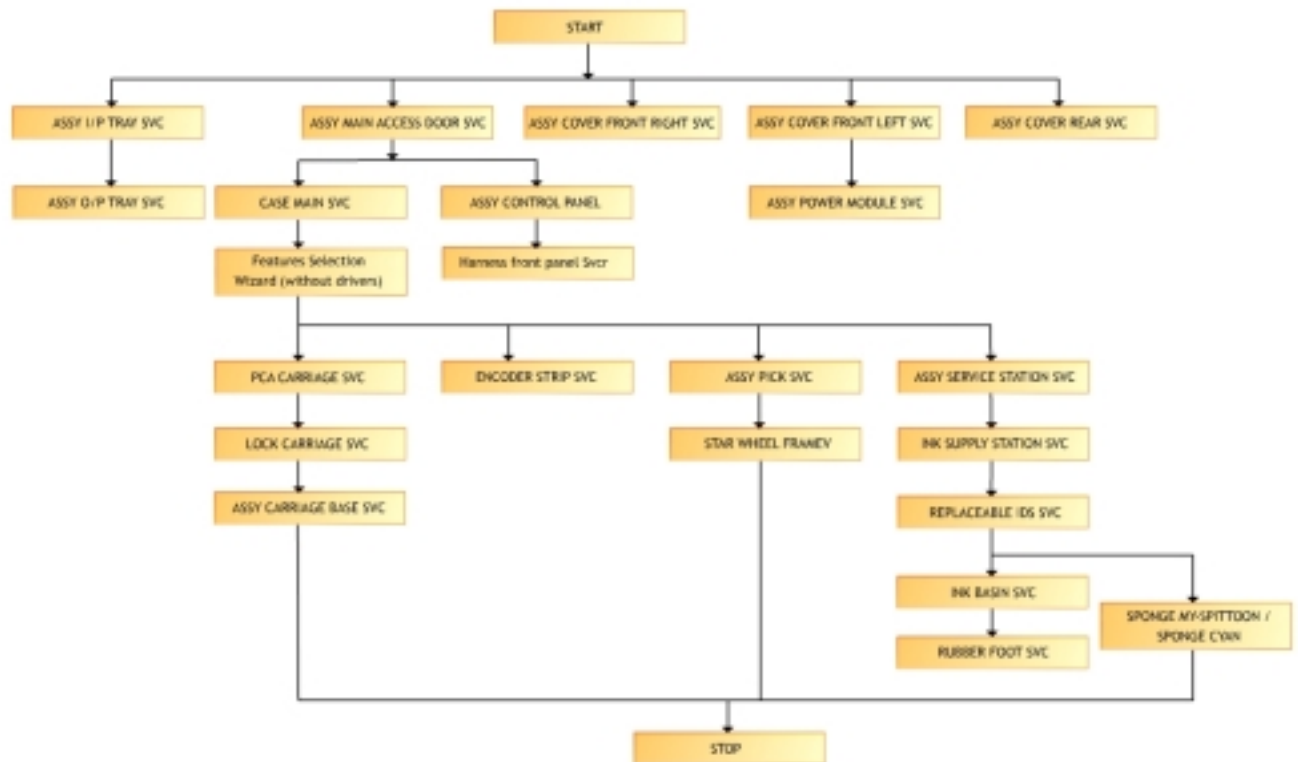
tools for repair

The tools for repair are:
- T-10 screwdriver
- Long T-10 screwdriver
- T-20 screwdriver
- Pincher
- Flat head screwdriver (a small one to be used for removing e-clips)
- Philips heads screwdriver
- Needlenose pliers.

Before you begin to disassemble the printer:
1. Remove paper from the Input Tray.
2. Remove printheads and ink cartridges from the printer.
3. Power off the printer, remove the power cord, and wait for at least 5 seconds before you begin the disassembly process or remove the power cord but do not turn off the printer using the power button (This ensures that the carriage remains unlock for tear down/ repair.).

Note

To prevent ink from becoming encrusted on the printhead nozzles, place each print nozzle head in a paper envelope and then seal it in a plastic bag.

Warning

To avoid electrical shock, completely discharge the capacitors before handling the power supply components. To discharge the capacitors, power off the printer before you unplug the power cord. Wait for at least five seconds before disassembling the printer.

Tips for disassembling the printer:
- Many parts of the printer use plastic snap-fit technology. Use care when removing the parts; excessive force could break the snaps off the parts.
- Use the correct screws while reassembling the printer.

Note

Electrostatic discharge (ESD) from the body can damage the Printer Circuit Assemblies (PCAs). Before removing any PCA, ensure that the work area is static-free, wear ESD dissipative straps, use an ESD mat, or work at an ESD protected workstation.

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crew parts

Details of the different Crew Parts of the printer and the process of their removal:

Part Name	Part Number	Steps of removing the part
ASSY. MAIN ACCESS DOOR	C8124-67007	Lift the cover fully then hit lightly on the lower part of the cover, which will relieve the two catch(s).
ASSY. ACCESS IDS DOOR	C8214-67008	Lift the cover fully then hit lightly on the lower part of the cover, which will relieve the two catch(s).
ASSY. MAIN PAPER CASSETTE SVC	C8214-67012	Pull the tray outward and it comes out easily.
ASSY. FRONT, I/P TRAY COVER	C8214-67013	Press the button on top of the cover and remove from the two catch.
ASSY. OUTPUT TRAY SVC	C8214-67014	Lift the cover to the vertical position and remove the two catch.
ASSY. 2ND PAPER CASSETTE SVC	C8214-67016	Lift the printer from the base. Remove the gear guide. Unlock pick roller at both sides.
ASSY. PICK ROLLER SVC	C8214-67017	Remove the two pick roller locks and the slide the roller out from the metal brackets.
AUTO DUPLEXOR SVC	C8214-67022	Press the two buttons on the side of the auto duplex unit and it come out.
RUBBER FOOT SVC	C8214-67028	Use the T10 screwdriver to remove the rubber foot from the base.
ASSY. POWER MODULE SVC	C8214-67031	Remove the power module connector in the power interface.
COVER LIO SVC	C8124-40045	Pinch the catch on the top of the cover and it comes out.
LOCK - CARRIAGE SVC	C8124-40016	Press the catch on the upper part of the lock and it comes out.
SUPPORT PAPER CASSETTE SVC	C8124-40041	Remove the screw using T10 screwdriver and shifting from the lock on one side brings it out.

non V-coded parts(CREW)

ASSY - MAIN ACCESS DOOR C8124-67007

ASSY - MAIN ACCESS DOOR

To remove ASSY - MAIN ACCESS DOOR:
1. Hold the door vertical and apply some pressure on the two catches.

ASSY - ACCESS IDS DOOR C8124-67008

ASSY - ACCESS IDS DOOR

To remove ASSY - ACCESS IDS DOOR:

1. Hold the door vertical and apply some pressure on the two catches.

ASSY - MAIN PAPER CASSETTE SVC C8124-67012

ASSY - MAIN PAPER CASSETTE SVC

To remove ASSY - MAIN PAPER CASSETTE SVC:

1. Hold the MAIN PAPER CASSETTE and pull it out from the printer.

ASSY - FRONT, I/P TRAY COVER C8124-67013
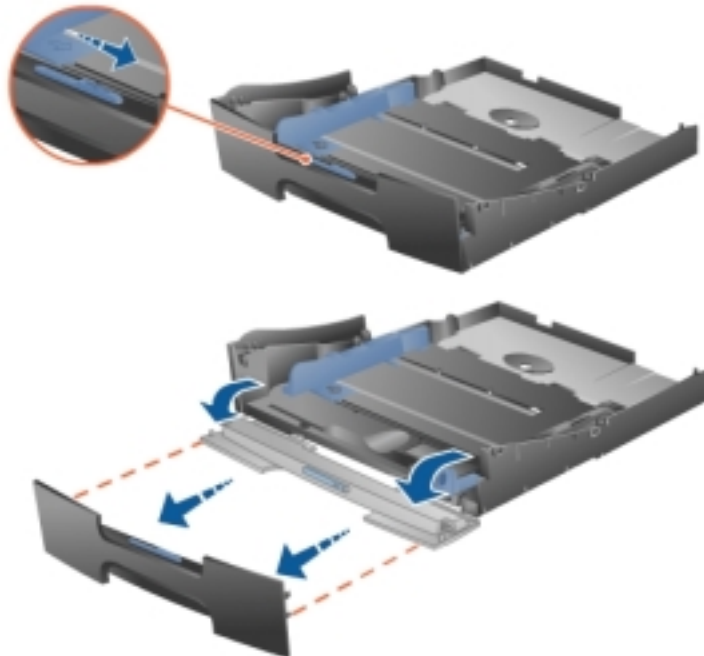
ASSY - FRONT, I/P TRAY COVER

To remove ASSY - FRONT, I/P TRAY COVER:

1. Shift the button on the input tray cover so that it opens.
2. Detach cover from two catches.

ASSY - OUTPUT TRAY SVC C8124-67014
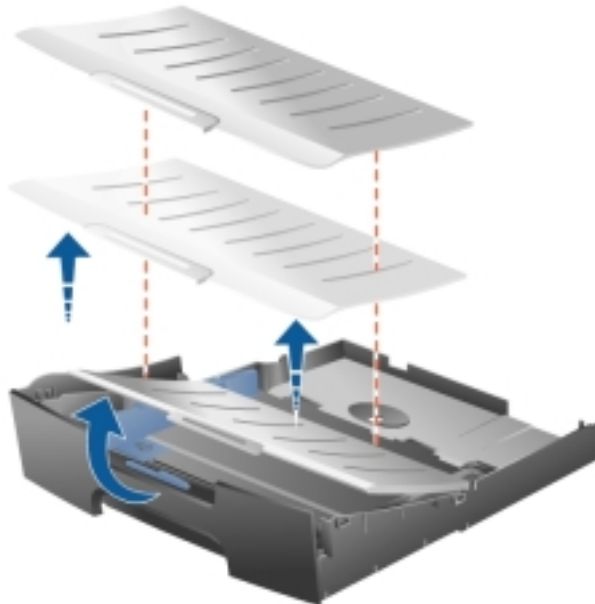
ASSY - OUTPUT TRAY SVC

To remove ASSY - OUTPUT TRAY SVC:
1. Hold the cover in vertical position and pull out.

ASSY - 2ND PAPER CASSETTE SVC C8124-67016
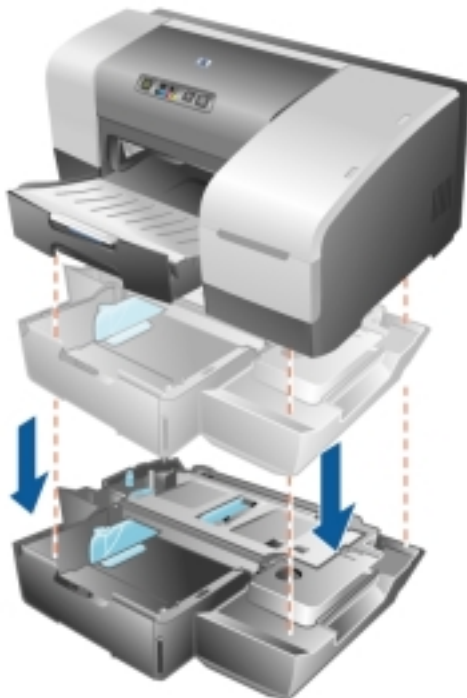
ASSY - 2ND PAPER CASSETTE SVC

To remove ASSY - 2ND PAPER CASSETTE SVC:
1. Hold the ASSY - 2ND PAPER CASSETTE and pull it out from the printer.

ASSY - PICK ROLLER SVC C8124-67017
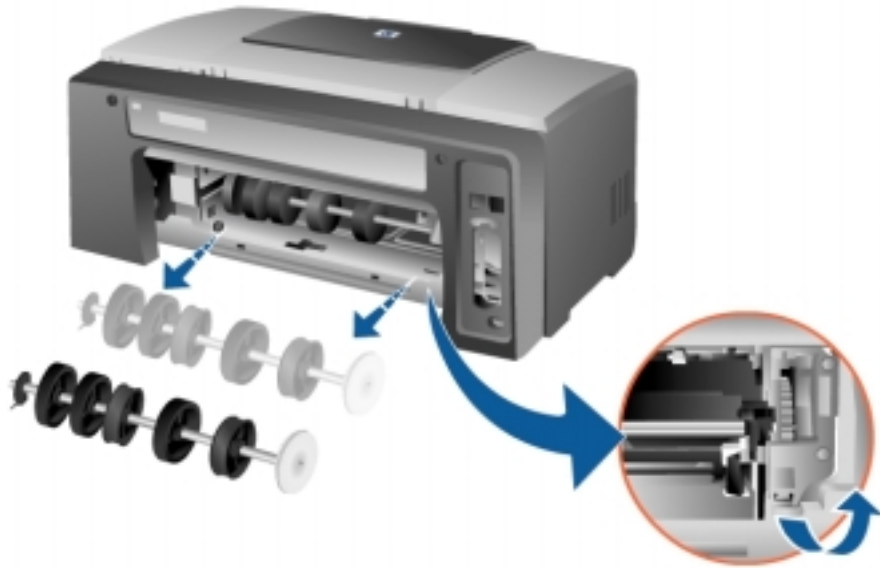
ASSY - PICK ROLLER SVC

To remove PICK ROLLER SVC:
1. Remove DUPLEXER SVC.
2. Remove GEAR GUIDE.

There is no need to remove any case parts to remove ASSY - PICK ROLLER SVC.

ASSY - AUTO DUPLEXOR SVC C8124-67022
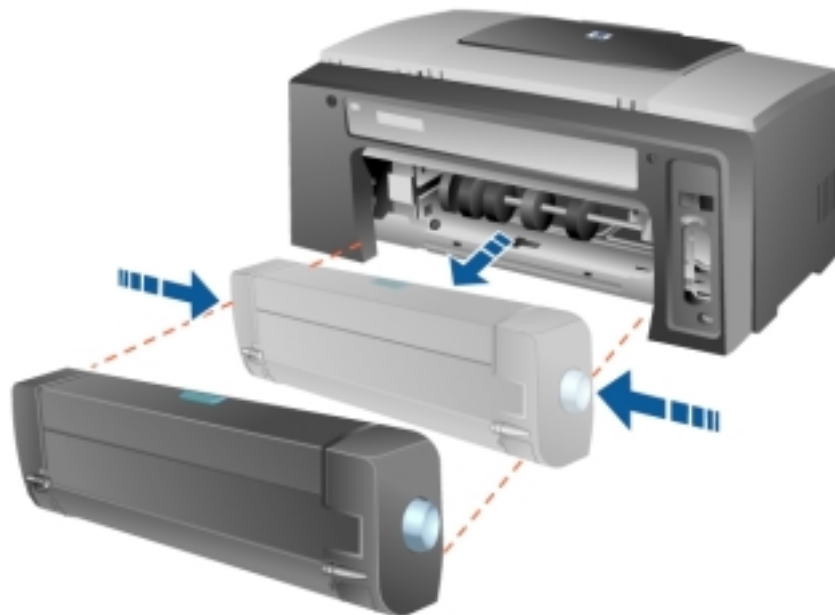
ASSY - AUTO DUPLEXOR SVC

To remove DUPLEXOR SVC:
1. Push the two buttons on the side of the unit and remove.

RUBBER FOOT SVC C8214-67028

RUBBER FOOT SVC

To remove RUBBER FOOT SVC:
1. Present in the base of the printer.
2. Use the T-10 screwdriver to unscrew each screw on each rubber foot.

ASSY - POWER MODULE SVC C8124-67031
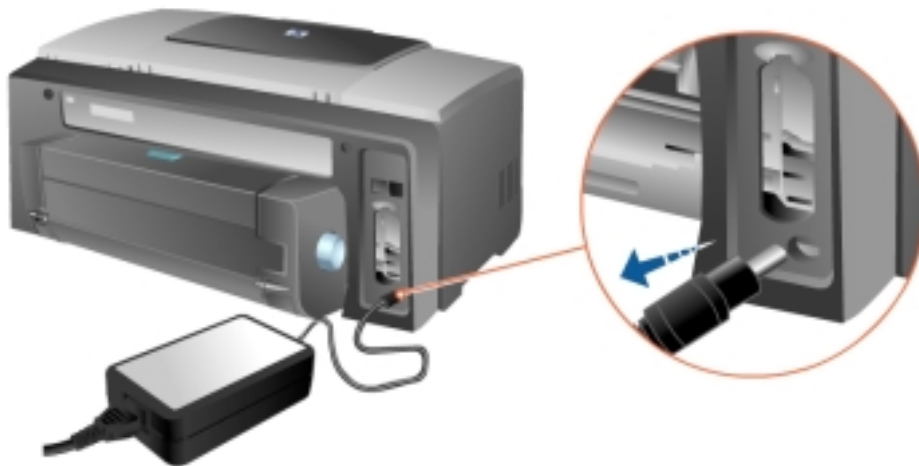
ASSY - POWER MODULE SVC

To remove ASSY - POWER MODULE SVC:
1. Remove from the power connector on the rear of the printer.

COVER - LIO SVC C8124-40045
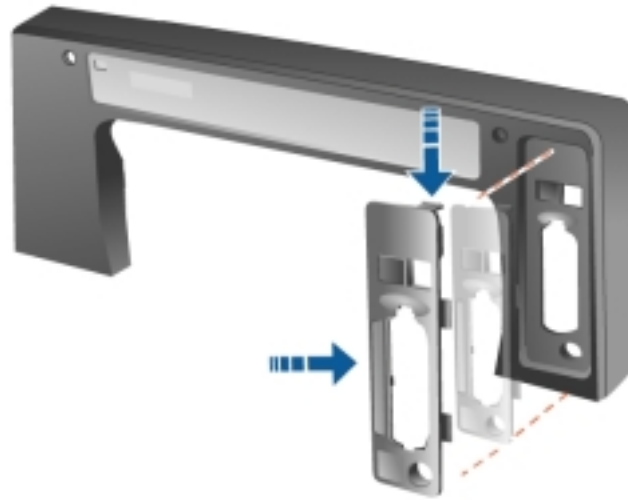
COVER - LIO SVC

To remove COVER - LIO SVC:
1. Release the cover from the catch (Located in the rear cover of the printer).

LOCK - CARRIAGE SVC C8124-40016
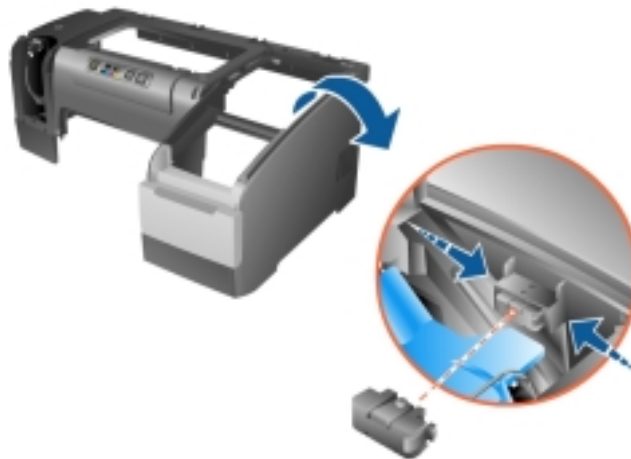
LOCK - CARRIAGE SVC

To remove LOCK - CARRIAGE SVC:
1. Release the two catch and remove.

SUPPORT – PAPER CASSETTE SVC C8124-40041
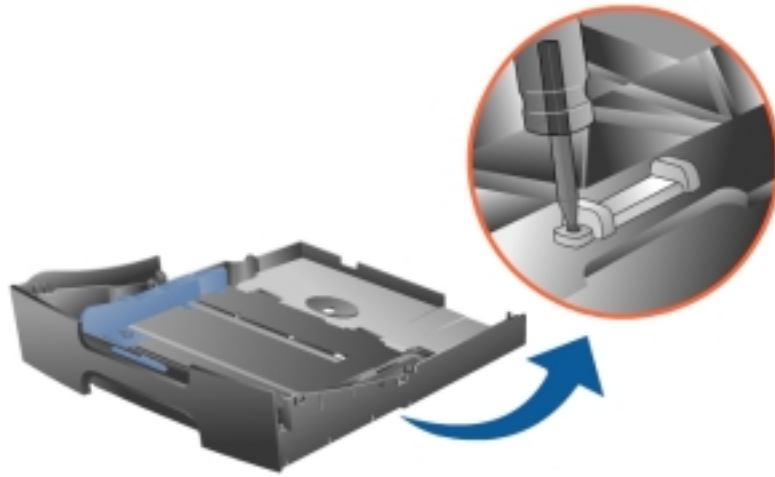
SUPPORT – PAPER CASSETTE SVC

To remove SUPPORT – PAPER CASSETTE SVC:
1. This unit is present under the input tray1.
2. Unscrew the screw using a T-10 screwdriver and remove.

non V-coded parts(FRU)

ASSY - COVER REAR SVC C8124-67004
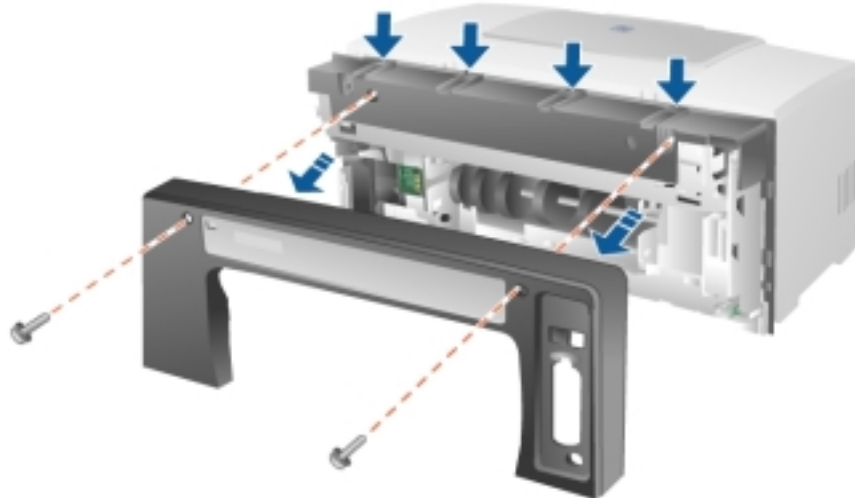
ASSY - COVER REAR SVC

First remove the following:
1. DUPLEXOR SVC

To remove ASSY - COVER REAR SVC:
1. First remove duplexor and then unscrew two screws using the T-20 screwdriver.
2. Release the 4 catches on top.

COVER - FRONT LEFT SVC C8124-67005

COVER - FRONT LEFT SVC

To remove COVER - FRONT LEFT SVC:
1. Just have to remove the cover, rest of printer parts need not be removed to enable removal of Front Left cover.
2. Release the four catches inside the cover.
3. Slide the cover upwards.

COVER - FRONT RIGHT SVC C8124-67006

COVER - FRONT RIGHT SVC

To remove COVER - FRONT RIGHT SVC:
1. Lift IDS door (no need to remove IDS door), then stick a long tool (screwdriver) into the hole on the left side of Front Right Cover. The pull forward using the tool. Cover will snap out of position.

CASE - MAIN SVC C8124-67009
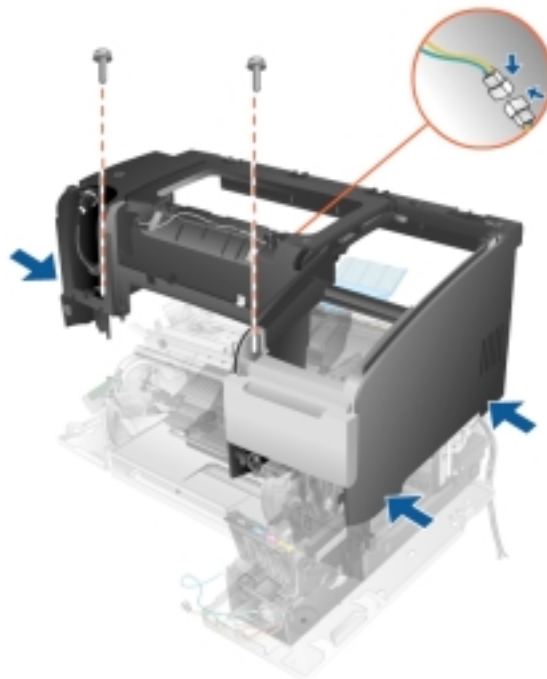
CASE - MAIN SVC

First remove the following:
1. DUPLEXER SVC

2.   ASSY - MAIN ACCESS DOOR
3.   ASSY - ACCESS IDS DOOR
4.   ASSY - COVER REAR SVC
5.   COVER - FRONT LEFT SVC
6.   COVER - FRONT RIGHT SVC

To remove CASE - MAIN SVC:

1.   Unscrew the two screws at the bottom using the T-20 screwdriver.
2.   Release the four catches in the bottom and four in front of the printer.
3.   Release the one connector attached to the PCA board before removing the cover.

ASSY - WINGFRAME, RT and LT SVC C8124-67018 and C8124-67019
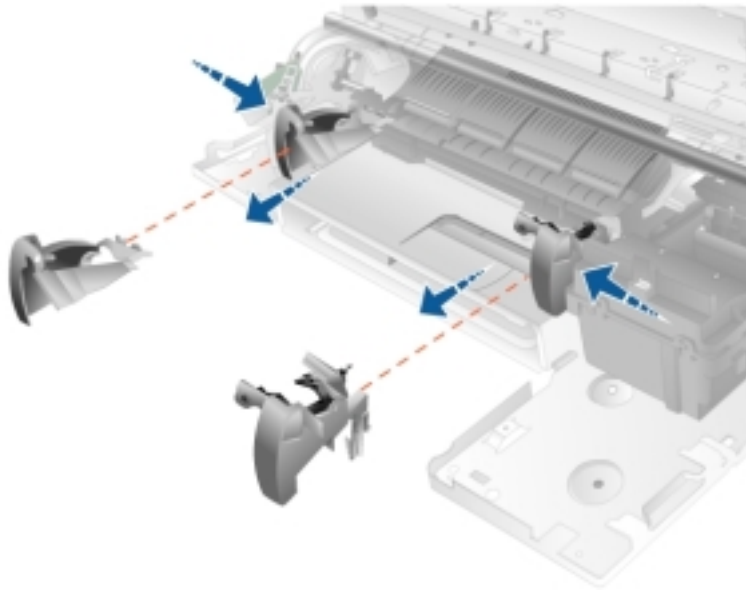
ASSY - WINGFRAME, RT and LT SVC

First remove the following:

1.   ASSY - MAIN ACCESS DOOR
2.   ASSY - ACCESS IDS DOOR
3.   ASSY - COVER REAR SVC
4.   ASSY - CONTROL PANEL
5.   COVER - FRONT LEFT SVC
6.   CASE - MAIN SVC
7.   FLOOR OUTPUT SVC
8.   ASSY - SERVICE STATION SVC

To remove ASSY - WINGFRAME, RT and LT SVC:

1.   Release the two catches on the wingframe attached to the metal bracket of base printer.

Remove ASSY - WINGFRAME, RT and LT SVC after removing ASSY - SERVICE STATION SVC for disassembly. Replace ASSY - WINGFRAME, RT and LT SVC before ASSY - SERVICE STATION SVC for re-assembly.

ASSY - PUSHER RAIL SVC C8124-67020
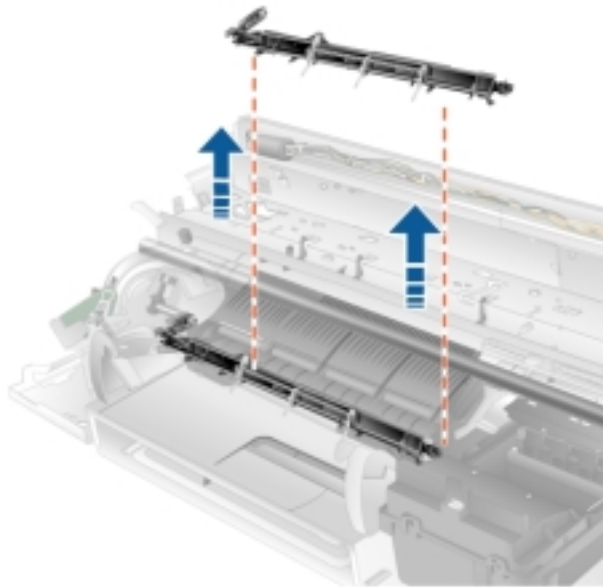
ASSY - PUSHER RAIL SVC

First remove the following:
1. DUPLEXER SVC
2. ASSY - MAIN ACCESS DOOR
3. ASSY - ACCESS IDS DOOR
4. ASSY - COVER REAR SVC
5. ASSY - CONTROL PANEL
6. COVER - FRONT LEFT SVC
7. COVER - FRONT RIGHT SVC
8. CASE - MAIN SVC
9. FLOOR OUTPUT SVC
10. ASSY - WINGFRAME, RT and LT SVC

To remove ASSY - PUSHER RAIL SVC:
1. Detach the camshaft (attached perpendicularly to the right end of the rail) from rail, then remove the pusher rail.

ASSY - PEN LATCH W/CG ARM C8124-67024
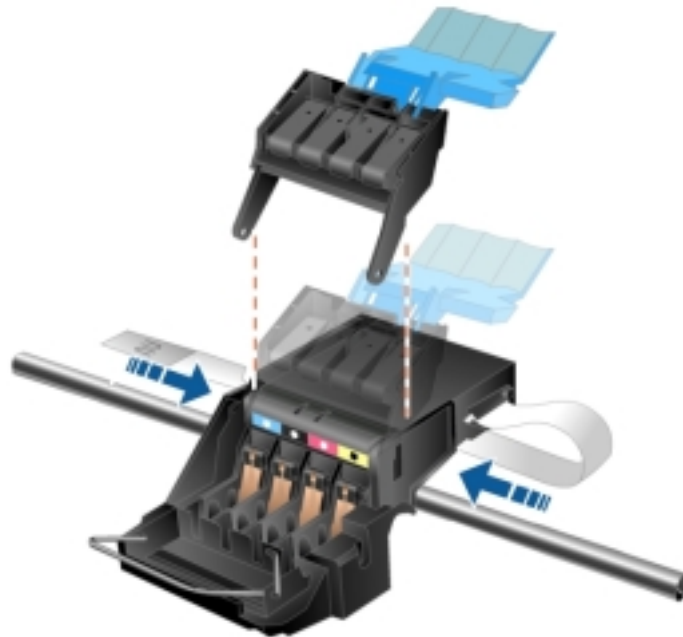
ASSY - PEN LATCH W/CG ARM

To remove ASSY - PEN LATCH W/CG ARM:

1. Open either the main access door or IDS door and then unsnap 2 locks on the pen latch from the carriage.

ASSY - SERVICE STATION SVC C8124-67025
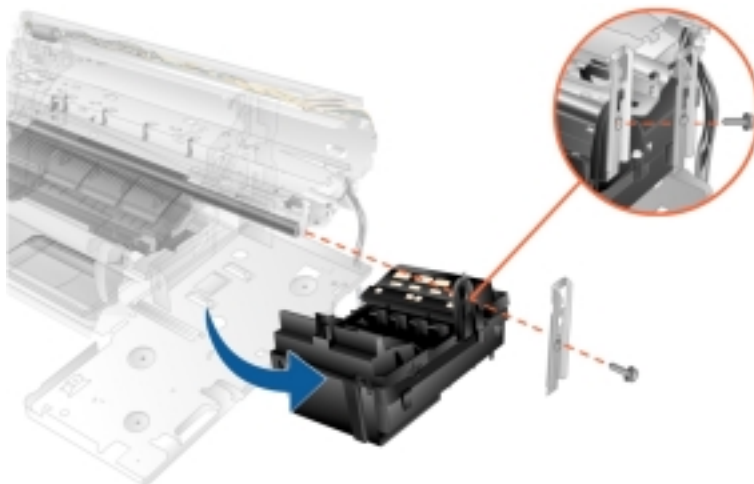
ASSY - SERVICE STATION SVC

First remove the following:

1. DUPLEXER SVC
2. ASSY - MAIN ACCESS DOOR
3. ASSY - ACCESS IDS DOOR
4. ASSY - COVER REAR SVC
5. ASSY - CONTROL PANEL
6. COVER - FRONT LEFT SVC
7. COVER - FRONT RIGHT SVC
8. CASE - MAIN SVC

To remove ASSY - SERVICE STATION SVC:
1. Unscrew one screw attached to the carriage shaft use T-10 screwdriver.
2. Detach the two connectors
3. Slide the service station out from under the carriage base, without having to remove ISS or RIDS.

ASSY - REPLACEABLE IDS SVC C8124-67026
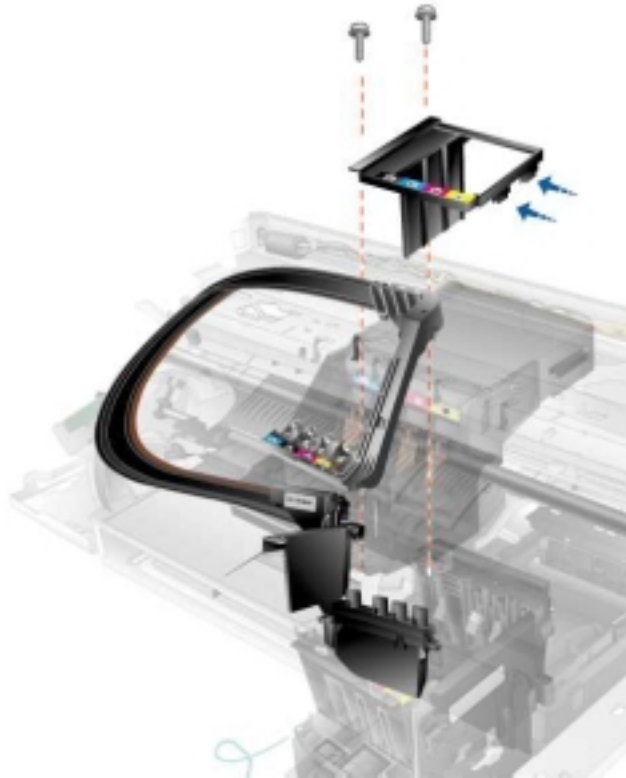
ASSY - REPLACEABLE IDS SVC

First remove the following:
1. DUPLEXER SVC
2. ASSY - MAIN ACCESS DOOR
3. ASSY - ACCESS IDS DOOR
4. ASSY - COVER REAR SVC
5. ASSY - CONTROL PANEL
6. COVER - FRONT LEFT SVC
7. COVER - FRONT RIGHT SVC
8. CASE - MAIN SVC

To remove ASSY - REPLACEABLE IDS SVC:
1. Unscrew the 2 screws attaching RIDS to ISS using T-10 screwdriver.
2. Unscrew 1 screw on RIDS attached to carriage using T-10 screwdriver.

ASSY - INK SUPPLY STATION SVC C8124-67027
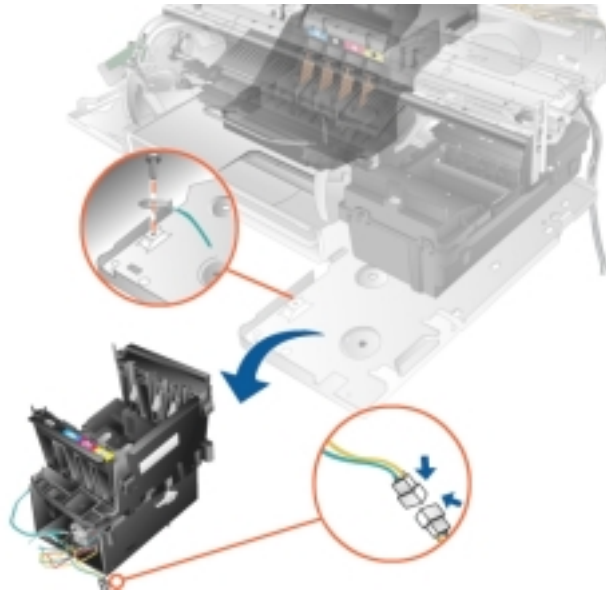
ASSY - INK SUPPLY STATION SVC

First remove the following:
1. DUPLEXER SVC
2. ASSY - MAIN ACCESS DOOR
3. ASSY - ACCESS IDS DOOR
4. ASSY - COVER REAR SVC
5. ASSY - CONTROL PANEL
6. COVER - FRONT LEFT SVC
7. COVER - FRONT RIGHT SVC
8. CASE - MAIN SVC

To remove ASSY - INK SUPPLY STATION SVC:
1. Unscrew the screw and the ground wire on the left of the ink supply station.
2. Move the station to the left to release it of the base attachment.
3. Remove the 2 connectors near the ISS motor.

PCA - DOOR SENSOR SVC C8124-67029
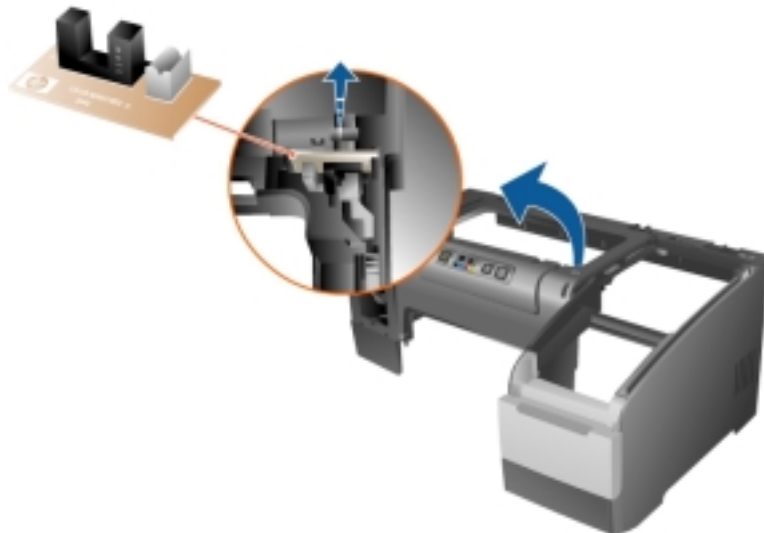
PCA - DOOR SENSOR SVC

First remove the following:
1. DUPLEXER SVC
2. ASSY - MAIN ACCESS DOOR
3. ASSY - ACCESS IDS DOOR
4. ASSY - COVER REAR SVC
5. COVER - FRONT LEFT SVC
6. CASE - MAIN SVC

To remove PCA - DOOR SENSOR SVC:
1. Found on the main case svc.
2. Slide the PCA out from the catch.
3. Disconnect the connector.

ASSY – CONTROL PANEL C8124-67032
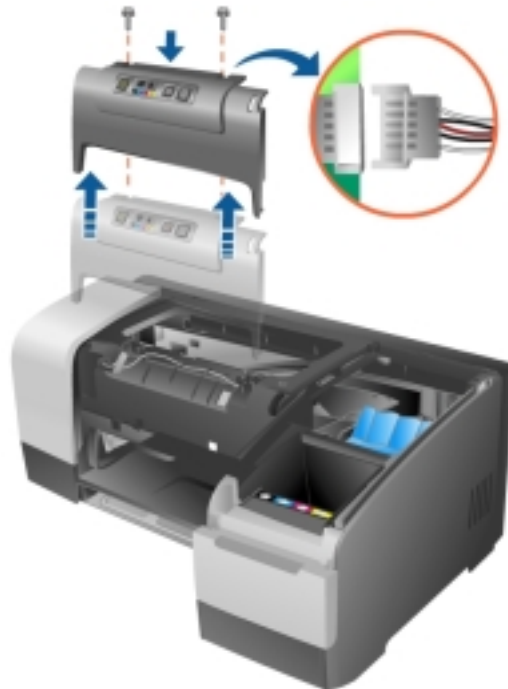
ASSY – CONTROL PANEL

First remove the following:
1. ASSY – MAIN ACCESS DOOR

To remove ASSY CONTROL PANEL:
1. Unscrew the two screws at the top using the T-10 screwdriver and slide the control panel upwards to reach for the connector underneath to detach connector.
2. Release the connector attached to the control panel.
3. Release the two latches at the bottom and three on the top and push upwards.

ENCODER STRIP SVC C6436-80010
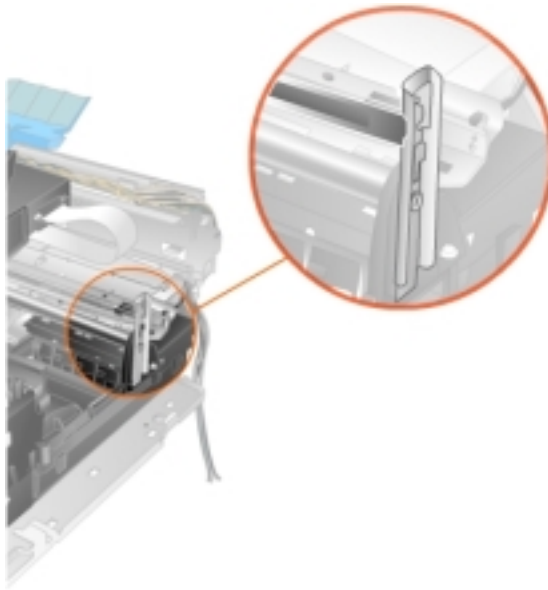
ENCODER STRIP SVC

To remove Encoder Strip:
1. Release the strip above the carriage system from both ends.

ASSY – SS SPONGE (SPITTOON) C6436-80011
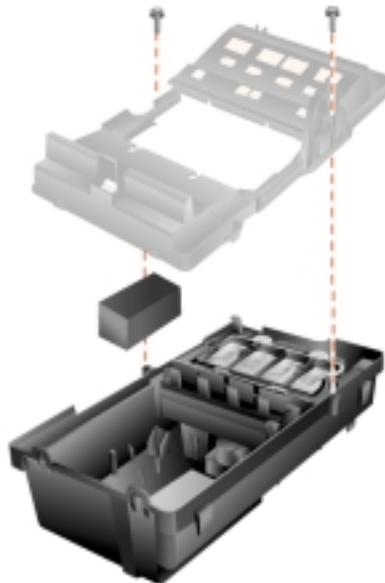
ASSY - SS SPONGE SPITTOON

To remove ASSY - SS SPONGE (SPITTOON):
1. Unscrew two screw attached to the service station when removed use T-10 screwdriver.
2. Remove the sponge from the ink basin.

PCA – DUPLEXER INTERCON SVC C6426-60058

PCA – DUPLEXER INTERCON SVC

First remove the following:
1. DUPLEXER SVC

To remove PCA – DUPLEXER INTERCON SVC:
1. Unscrew the screw using the T-10 screwdriver.
2. Remove the connector.

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troubleshooting strategy

Completing the Quick Checkup

Troubleshooting hardware problems requires the printer to be present to confirm or further diagnose the problem before repair.

Before troubleshooting hardware problems, a Quick Checkup is required. Only replace one part or assembly at a time to isolate the printer problem.

Troubleshooting Tools

- Digital Multimeter
- Cotton swabs and a cotton cloth
- TORX screwdriver with T-08 and T-10 screw bits or T-08 and T-10 TORX screwdrivers. A magnetized screwdriver tip is helpful.
- Small flathead screwdriver
- Electrostatic Discharge (ESD) workstation or ESD dissipative straps (either heel straps or wrist straps).
- T-20 screwdriver
- Pincher
- Flat head screwdriver (a small one to be used for removing e-clips)
- Philips heads screwdriver
- Needlenose pliers

Diagnostic Tools

- Final test Utility file (exe diagnostic file)
- Line Feed calibration exe file
- Pen to Paper Calibration tool
- Diagnostic Page

quick checkup
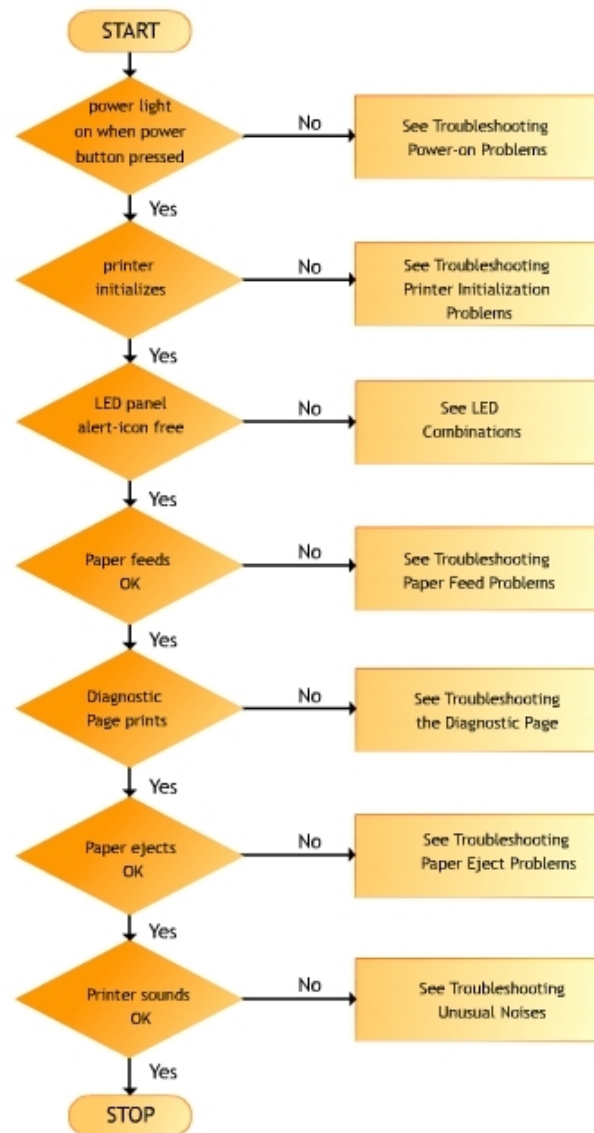
Check the ink cartridge and printheads

- Plug in the Power cord / module.
- Power on the Printer
- Check status of the control panel LED's. Note any flashing LED's and note the ink level LED's for each supply.
- Open the front access door. The carriage should no longer be locked in its home position. Disengage the carriage latch to the up position to gain access to the printheads.
- Ensure all tape has been removed from the printheads and that the printheads and ink cartridges are properly installed.
- Check the Printer
- Pull out the main paper cassette and inspect for jammed media. The first attempt to remove jammed media should be from the rear of the unit after

removing the auto-duplex unit. Only after attempting to remove media from the rear of the unit, try to remove media from the front of the unit. Reinstall main paper cassette and auto-duplex unit when done.

- Examine the encoder strip carefully for wear and tear, dirt, dust or ink residue.

Check Diagnostic Page

- Set the width and length adjusters and properly load the media.
- Close the main access and IDS doors.
- Ensure that the main paper cassette is properly secured in the printer.
- Power on the printer
- Print a Configuration Page (Tap Test 15).
- Watch the printer for smooth paper feed.
- Examine the Configuration Page. Several performance aspects can be observed from printing the Configuration Page, including ink level and status of each supply, individual printhead health and status, printer serial number, service ID, firmware revision,and accessories installed.

If you successfully printed a Configuration Page, and did not observe any abnormalities, then the printer is probably okay. If a problem still exists, refer to the Troubleshooting Hardware Problem Tree.

troubleshooting using LED

S. No.	Description	Explanation and Action Recommended
1	No lights are on	The printer is off. Press the Power button
2	The Power light is on	The printer is ready. No action is required
3	The Power light blinks	The printer is turning on and off or processing a print job; or a print job has been cancelled. • No action is required
4	The Power light is on and the Resume light blinks	The printer is out of paper. • Load paper and press the Resume button. The printer is in the manual duplex mode and is waiting for the ink to dry so that the pages can be flipped over and reloaded. • Reload the stack into the printer and press the Resume button. The printer is waiting for the ink to dry. • Wait for the ink to dry, the Resume light will stop blinking. The printer has printed a banner, which needs to be removed from the printer. Press the Resume button to remove the banner from the printer • The auto-duplex unit is not installed. The printer cannot print without this unit. Install the auto-duplex unit and press the Resume button
5	The Power and Resume lights blink	The print media is jammed in the printer. • Remove Jammed media from auto-duplexor or clear the jam by removing trays. • After clearing the jam, press the Resume button to continue the print job.
6	The Power light blinks and the Resume light is on	One or more covers on the printer are open. • Close any open covers • Ensure that the auto-duplex unit is correctly installed. A printer error has occurred. Turn the printer off and then on again. • A printer error has occurred. Turn the printer off and then on again.
7	The Power light blinks and the Printhead and Resume lights are on	The printhead latch is not secured. • Open the printing supplies cover and secure the printhead latch
8	The Printhead light, a Color Indicator light and the Resume light are on	One or more printheads need attention. • Reinstall the printheads and try to print • Try cleaning printhead contacts • If the error persists, replace the indicated printhead or printheads
9	The Ink Cartridge light, a Color Indicator light and the Resume light are on	One or more ink cartridges need attention. • Reinstall the ink cartridges and try to print • If the error persists, replace the indicated ink cartridge or cartridges
10	The Ink Cartridge light blinks, a Color Indicator light is on and the Resume light blinks	An ink cartridge is low on ink and needs to be replaced soon. • Press the Resume button to continue printing

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11	The Ink Cartridge light blinks and a Color Indicator and the Resume lights are on	An ink cartridge is out of ink and must be replaced before you can continue printing. • Replace the indicated ink cartridge
12	The Ink Cartridge light is on and a Color Indicator light and the Resume light blink	A non-hp cartridge is installed. If you choose to use a non-hp ink cartridge, press and hold down the Resume button and the Cancel button simultaneously until all lights, except the Power light, turn off
13	The Printhead light and a Color indicator light are on	The printer detects a faulty printhead. • Replace the indicated printhead
14	The Ink Cartridge light and a Color Indicator light are on	The printer detects a faulty ink cartridge. • Replace the indicated ink cartridge
15	The Printhead light and a Color Indicator light blink alternately with an Ink Cartridge light and a Color Indicator light; and the Resume light is on	The printer detects a faulty ink cartridge and printhead. • Replace the indicated printheads and ink cartridges
16	The Power, Printhead, Ink Cartridge and Resume lights blink	Multiple printer errors have occurred. • Turn the printer off and then on again

The printer contains the following LEDs :
1. Power light
2. Color indicator lights
3. Printhead Indicator lights
4. Ink cartridge light
5. Resume light

The Control Panel LED pattern table contains a listing of:
- Event to which the LED corresponds
- The LED's as lit on the Control Panel

troubleshooting initialization

Carriage does not move out of home position

1. Check the service station for movement.
2. If the service station is not moving, check the service station wiring harness and encoder wheel.
3. In addition, check the main PCA, encoder strip and carriage PCA.

Carriage assembly moves out of home position, but control panel indicates bad printheads

1. Open and close the front access door.
2. Power cycle the printer.
3. If the control panel still indicates the printheads are bad, remove and reinstall the printheads. Close the door and check for functionality.
4. If the problem is still not resolved, remove the printheads and clean the contacts on the print cradle with a dry cotton swab.
5. Clean the contacts on the printheads with a dry, lint-free cloth. To prevent damage to the electrical contacts, wipe the contacts only once. Do not wipe the printhead ink nozzles.
6. Reinstall the printheads.
7. Close the doors and check for functionality.

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troubleshooting paper feed problems

```
                    ┌──────────┐
                    │  START   │
                    └────┬─────┘
                         │
                         ▼
              ┌─────────────────────┐
              │   Put plain paper    │
              │    in the Main       │
              │  Paper Cassette      │
              └──────────┬──────────┘
                         │
                         ▼
                    ╱─────────╲              ┌──────────────────────────┐
                  ╱  Printer pulls ╲   No    │ Logic  PCA or Pick Roller │
                 ◀   paper in       ────────▶│    Assembly faulty;       │
                  ╲               ╱          │  or Pick roller is dirty  │
                    ╲─────────╱              └────────────┬─────────────┘
                         │ Yes                             │
                         ▼                                 │
                    ╱─────────╲              ┌──────────────────────────┐
                  ╱   Access     ╲    No     │   Wing frame or Pusher    │
                 ◀  doors closed  ────────▶  │  Pail Assembly is faulty  │
                  ╲             ╱            └──────────────────────────┘
                    ╲─────────╱
                         │ Yes
                         ▼
                    ┌──────────┐
                    │   STOP   │◀──────────────────────────┘
                    └──────────┘
```
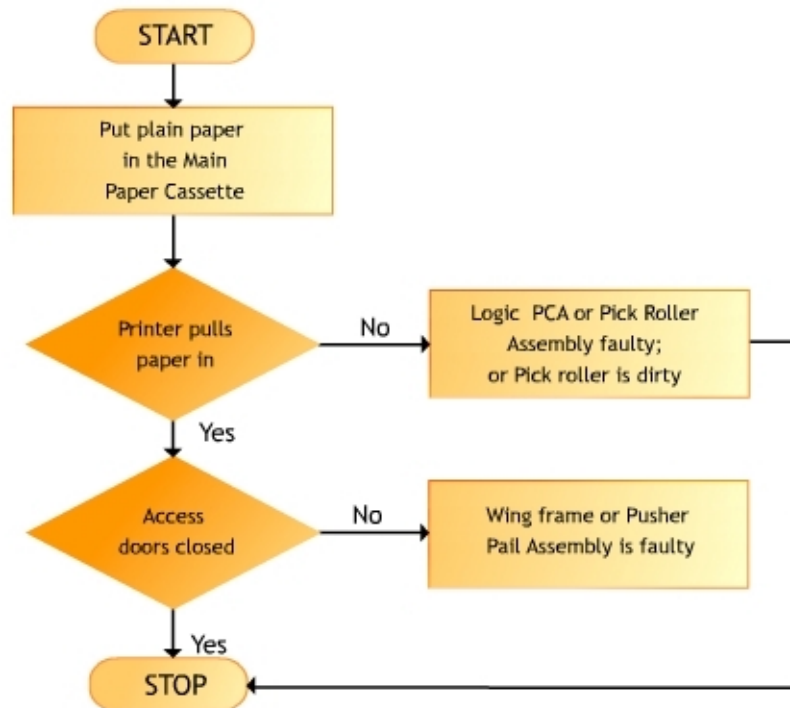
Special Media does not Pull In

The following problems can occur with special media such as photo or glossy paper:

- Media is curled. Uncurl and flatten media as much as possible by physically curling it in the opposite direction.
- Too many envelopes are in Envelope Feed. The Envelope Feed only supports one envelope at a time.

Paper does not Pull In

If the printer is not picking the paper:

- Check left width adjuster. If left width adjuster is pressed too tightly against paper stack, loosen it slightly.
- Check paper stack height. Reduce paper stack height to level indicated by yellow sticker on right wall of input tray.
- Pick roller is coated with paper dirt after prolonged use or frequent use of recycled paper.

Paper does not Eject Properly

- Replace the left and right wing frames.
- Replace the pusher rail assembly.

troubleshooting two sided printing problems

Causes	Solutions
Paper jam occurred inside the two-sided printing module	1. Remove the paper from the paper tray. 2. Press the Resume button on the front of the printer. 3. If jam is not cleared, turn off the printer. 4. Detach and remove the two-sided printing module from the printer. 5. Remove any paper jam from inside the printer. 6. Press the top button on the two-sided printing module and lower the access door. 7. Remove any paper from inside the module and close the access door. 8. Push the module into the printer until it snaps into place. 9. Turn on the printer and reprint the document.
Option for two-sided printing cannot be selected	An unsupported paper type or size may be selected in the Setup tab. Media that can be used in the two-sided printing module includes: • hp plain paper • hp bright white inkjet paper • hp premium inkjet heavyweight paper • hp felt-textured greeting card paper • hp professional brochure paper, glossy or matte • hp photo quality inkjet paper, semi-gloss or matte
Paper size changes when the two-sided printing option is selected	The two-sided printing module does not support the paper size currently selected in the Setup tab. The duplex unit supports the following media sizes: • Letter • A4 • B5 • Executive • 5 by 8 inches • ISO A5
Binding margin is in the wrong place	The incorrect paper orientation was chosen on the Feature tab of the Printer Properties dialog box. • Select Book for binding along the side • Select Tablet for binding along the top
Only one side of the page prints when the two-sided printing option is selected	• Print the document using the manual two-sided printing feature. • Activate auto-duplex unit from driver properties settings. • Use a media type supported by the two-sided printing module. • Use a media size supported by the two-sided printing module.

troubleshooting blank pages

Reason	Solutions
Page corresponds to blank page in document	Check for paper jam and continue to print rest of document.
The protective tape is still on the printheads	Each new printhead is packaged with protective plastic tape covering the ink nozzles. Check each printhead and remove tape if necessary.
Ink cartridge is out of ink	Check the LEDs on the control panel or open the hp Toolbox and check the ink indicator and the color LEDs for ink level information.
Printheads are dirty or clogged	Whenever print quality deteriorates, it is a good idea to clean the printheads. If printhead problems persist after cleaning, replace the printheads.
Print settings are not correct	Make sure the hp business inkjet 1100 series is selected as the current or default printer.
Printer is sharing a port with another device	Discontinue sharing the port.

troubleshooting using technical diagnostic page

Diagnostic Page

Printer Information
hp business inkjet 1100
Product Serial Number: 000000000010
Service ID: 13029
Firmware Version: KRC1006A
Pages Printed: Tray 1=303, Tray 2=239, Duplexer=17, TOTAL=559
Total Job Count: 304
Error Code: 00000000
Servo: Stall Type=11, Error=256109, Previous Error=255895
Servo: Stall Threshold=256000, Stall PWM=384746, Time=214340981
LIO: 1284 PASS THRU
SPOT: OK
Duplexer: INSTALLED

①

Personality Defaults
Default Orientation: PORTRAIT. (PORTRAIT/LANDSCAPE/OTHERS)
Default VMI: 1200
Default Media Size: LETTER. (LETTER/A4/OTHERS)
Default Media Type: PLAIN. (PLAIN/BOND/SPECIAL/GLOSSY/TRANSPARENCY/OTHERS)
Default Print Quality: NORMAL. (DRAFT/NORMAL/BEST/UNKNOWN)
Default Symbol Set: 341
Default Font Width: 720
Default Font Height: 1200
IO Timeout: 600 seconds

②

Ink Level in Percentage
K:90 C:0 M:0 Y:35

③

Printhead Health in Percentage
K:70% C:30% M:90% Y:100%

④

Technical Information
PEN ALIGNMENT VALUES

	P2P	O1O1	O1O2	O1O3	O1O4	O1H1	O1H2	O1H3	O1H4	TH_X	BL	BM	BH	Vrt	XFn	PWn
K	0	0	0	0	0	5	5	5	5	-1	2	2	2	0	0	100
C	-5	0	0	1	2	0	0	1	2	0	8	4	4	2	3	99
M	-6	0	0	0	-1	0	0	0	-1	0	10	6	6	-2	0	100
Y	-22	0	0	0	0	-2	-2	-2	-2	0	11	7	7	0	3	92

Zero Col: 10240   Spot POV: 24   Spot TOF: 34
Core Under: 0   5 Under: 0   Thermal Warn: 0
3.3 Under: 0   B+ Under: 0   Thermal Shut: 0

LHDB: 0,   8   LTVG: 128,   128   MDS: NADA
COUNTS: -1, -1, -1, -1, 400
POV: DX 0 SX 0 DY 0 SY 0 MTF: DX 0 SX 0 DY 0 SY 0
SDP: X 0 Y 0

MICCI S:ST 4. H:TI 1.4.
PLFC: 46 24 41 0;
Pen K HotPenJam= 0, HotPenStat=0;   Pen C HotPenJam= 0, HotPenStat=0;
Pen M HotPenJam= 0, HotPenStat=0;   Pen Y HotPenJam= 0, HotPenStat=0;

⑤

The Technical Diagnostic Page provides greater detail than the Diagnostic Page. If greater detail is needed concerning certain system components, print and analyze the Technical Diagnostic Page.
Print the Technical Diagnostic Page for:
1. Want to collect information about the unit
   - Serial number
   - Service ID

- Firmware version
- Total Engine Page Count
- Last Error Code (from firmware)
- Real Time Clock status and current value
- LIO status
- Spot detector status
- Duplexer status
- Individual ink levels

2. Want to check the status of the printhead acumen values
   - For each printhead, 85 acumen field values are given.
   - A detailed description of each field will not be provided, however certain fields will be referenced in specific troubleshooting processes.

3. Want to check the status of the ink cartridge acumen values
   - For each ink cartridge, 69 acumen field values are given.

troubleshooting poor print quality

Faded or dull colors

Causes	Solution
Wrong media selected by Automatic Media Detection	Override the automatic selection by selecting the specific media type manually in the printer preferences paper type setting
Draft mode selected	The draft options uses less ink and prints at a faster rate. Use it for printing drafts. To achieve better-colored printouts, select Normal or Best print modes.
Paper type print settings incorrect	When printing on transparencies or other special media, select the corresponding media type in hp's print settings dialog box.
Incorrect media type	Some paper types are not suitable for use with the hp business inkjet 1100 series. See the technical specifications.
Printheads are clogged	Whenever print quality deteriorates, it is a good idea to perform the cleaning procedure, and then print a Diagnostic Page. If cleaning the printheads did not solve the problem, replace the ink cartridge with a new one. However, if the ink cartridges were recently replaced, the printhead is probably bad.
None of the above solutions work?	The problem is likely caused by a failure in the printer or computer system.

Bleeding colors

Causes	Solution
Wrong media selected by Automatic Media Detection	Override the automatic selection by selecting the specific media type manually in the printer preferences paper type setting
Print setting uses too much ink	Some paper type settings (such as transparency) and print quality settings (such as Best) require more ink than others. Choose different print settings in the print settings dialog box. Also, make sure the correct media type is selected in the print settings dialog box.
Media loaded incorrectly	Make sure the paper width and length adjusters fit snugly against the left and bottom edges of the paper stack. If paper is skewed, the media sensor may mistakenly detect a transparency and print your document using too much ink. Disable the media sensor if this problem persists.
Incorrect media type selected	Some paper types are not suitable for use with the hp business inkjet 1100 series. Refer to the technical specification for suitable media.
Refilled ink cartridges being used	Refilling ink cartridges is not recommended.
None of the above solutions work?	The problem is likely caused by a failure in the printer or computer system.

Caution	*The ink in the ink cartridges has been carefully formulated by hp to ensure superior print quality and compatibility with the printer. Damage to the printer, printheads or the ink cartridge resulting from modifying the ink cartridge is not the responsibility of hp.*

Ink smears

Causes	Solution
Printout didn't have time to dry	When printing documents that use a lot of ink, allow the document more time to dry before handling it. This is especially true for transparencies. If you are not attending to the print job, select Best mode in the printer software to set a longer dry time for print transparencies.
Paper type causing smearing	Some types of paper do not accept ink as well as other papers. This may cause the ink to dry more slowly and result in smearing.
Media is not loaded correctly	Make sure the paper width and length adjusters fit snugly against the left and bottom edges of the paper stack. If paper is skewed, the media sensor may be mistakenly detected a transparency and print the document using too much ink. Disable the media sensor if the problem persists.
Page is wrinkling with too much ink	Color documents with rich, blended colors can use excessive ink, which wrinkles the page during printing and causes smearing. Try using the Normal or Draft modes to reduce the amount of ink, or use hp Premium Paper that is designed for printing vivid color document.
Under printing problems	If black text or black-colored fill has a colored shadow, you may have an under printing problem. Align the printheads to resolve this problem

Incomplete text

Causes	Solution
Printheads have poor contact	Try removing, then reinstalling the printheads, making sure to snap them firmly into place.
Ink cartridges are out of ink	An ink cartridge may be out of ink. Replace the empty cartridge.
Paper type being used is not suitable	Some paper types are not suitable for use with the hp business inkjet 1100 series. Refer to the technical specification for recommended paper types.
None of the above solutions work?	Try printing with the Best print quality mode.

Jagged text

Causes	Solution
Wrong type of font selected	Some software programs offer custom fonts that have jagged edges when enlarged or printed. By using TrueType fonts you can ensure that the printer is able to print smooth fonts. When selecting a font, look for the TrueType icon.
Printing bitmap text	If you are trying to print a bitmap image of text, it may have jagged edges when skewed, enlarged or printed. By using TrueType fonts you can ensure that the printer is able to print smooth fonts. When selecting a font, look for the TrueType icon.
Unsuitable media being used	Paper that is heavily textured or does not accept ink well can cause graphics and text to print poorly.
None of the above solutions work?	The problem is likely caused by a failure in the printer or computer system.

troubleshooting a short ink cartridge / printhead life

Possible Causes	Solution
Higher coverage rate than listed in the specifications	Heavy concentrations of ink significantly reduce the number of pages an ink cartridge or printhead can handle.
Pages contain graphics	Printing graphics requires much more ink than printing text. Whenever possible, print draft copies without the graphics.
Selected print mode	Best and Normal print modes use more ink than does Draft mode. To maximize ink cartridge and printhead life, print drafts of documents in Draft mode.
Ink cartridge or printhead has passed the expiration date	The ink cartridge or printhead has passed its shelf life. Replace the ink cartridge or printhead. Use a FIFO inventory process to avoid having expired ink cartridges or printheads in stock.
Printer is unplugged with the printheads out of the Home position	If you unplug the power cord to turn off the printer, the carriage may not return to the Home position. Always power off the printer by pressing the Power button. This returns the printheads to the Home position where the service station caps the printhead nozzles to minimize ink drying.
Printheads may need to be cleaned	Clean the printheads by running the cleaning routine. If print quality is not restored, replace the printheads.
Excessive use of the printhead cleaning routine	Cleaning printheads by running the cleaning routine consumes some ink. Avoid excessive use of the cleaning routine.
Printhead stored improperly	Open printheads must be stored in the printer or in a printheads storage container.
Refilled ink cartridge	hp does not recommend or guarantee the print quality or life of refilled ink cartridges. Replace the ink cartridge with a new hp ink cartridge.
Incorrect estimate of pages printed with the ink cartridge	It is very easy to underestimate the number of pages printed. When counting pages per cartridge, be sure to count drafts that are thrown away.
Faulty printhead	Replace the printhead. If a pattern of faulty printhead develops, the printer may be causing the printheads to fail. In this case, troubleshoot the manifold for problems.
Printer hardware problem	The Service Station may be faulty, or some fault in the printer may be damaging the printheads. If the problem re-occurs, replace the Service Station assembly and verify the problem is resolved.

troubleshooting unexpected results

Text or graphics cut off

Possible Causes	Solution
Wrong page orientation setting	The page orientation selected might not be correct for the document being printed.
Wrong margin setting	Make sure the margin settings for the document do not exceed the printable area of the printer.
Content doesn't fit on page	Content that is cut off might be outside the printable area or the size of the document you are printing is larger than the paper size in the main tray.
Media is not loaded correctly	Make sure the width and length adjusters fit snugly against the left and bottom edges of the paper stack.Also, some media types are not suitable for use with the hp business inkjet 1100 series. Refer to the technical specifications for recommended media types.
None of the above solutions work?	This problem is likely caused by a failure in the printer or computer system.

Meaningless characters printed

Possible Causes	Solution
Poor cable connection	A common cause for nonsense characters is a poor cable connection between the printer and computer. To check the printer cable: 1. Disconnect the cable from the printer and power on your printer. 2. If your printer powers on, try connecting the printer to the computer using a different cable. 3. If this does not work, reboot the system. Or, try connecting your printer to another system.
System needs to be restarted	Turn off the printer and the computer for a few seconds, and then turn them back on. Try printing again.
Wrong printer selected	Check to make sure the hp business inkjet 1100 series is selected as the current or default printer.
Document file is damaged	This happens occasionally. If you can print other documents from the same software package, try to print using a backup copy of your document.
Conflicts with port-sharing devices	A probable cause for this problem is conflicts between the printer and other port-sharing devices such as ZIP drives and other printers. Do no share the port with another device; or disable bi-directional support and try again. To disable bi-directional support: 1. Open the Properties Dialog box and select the Ports tab. 2. Uncheck Enable bi-directional support.
None of the above solutions work?	This problem is likely caused by a failure in the printer or computer system.

Wrong fonts printing

Possible Causes	Solution
Fonts not used correctly in the document	Make sure the font chosen you correctly apply. For example, in a paint program, place the words in the desired size; don't enlarge by dragging and sizing.

Font is not available on the computer	The fonts used in the document might not match the fonts currently available in your Windows system, or the type of font(s) used is designed not to be printed. See if the font that is printing incorrectly is available in your software program's font selection box and if it is a TrueType font.
Wrong Printer is selected	Check to make sure the hp business inkjet 1100 series is selected as the default or current printer.
None of the above solutions work?	This problem is likely caused by a failure in the printer or computer system.

Wrong colors printing

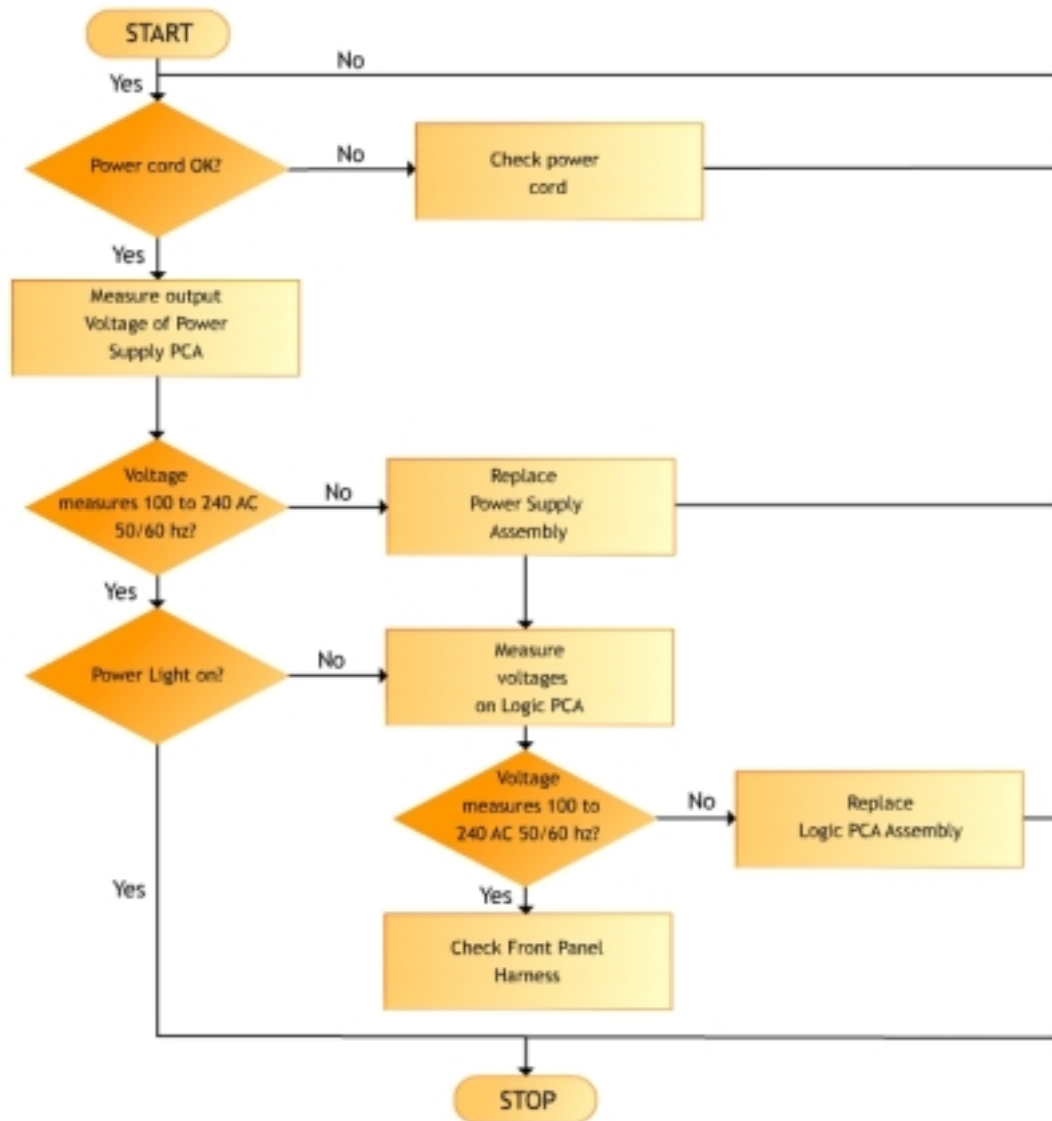| Possible Causes	Solution
Colors are completely different	When colors are completely wrong (for example, when gray prints as blue or yellow), a color cartridge might be out of ink. Print a Diagnostic Page to check the colors, followed by a cleaning procedure.
Colors are gray or in the wrong shade	If colors are printing in shades of gray, Print in Grayscale is probably selected in the print settings dialog box. For color printing, select the Color tab and uncheck Print in Grayscale.If the hue or tone of the color is shifted, the wrong setting might be selected in the print settings dialog box. Select Color and make sure the color sliders are centered.
Color shifts during print job	If colors appear inconsistent on a page or within a print job, make sure that Transparency paper type is not selected in the printer settings dialog box.
Incorrect media type selected	Paper that is colored causes a mismatch in the printout. Try printing on plain white paper.
Recent changes to printer settings for HPA driver	While setting the printer driver, click the Color tab changes the color of the active document. This is a known operating system problem. To fix this problem, do to the Control Panel and adjust the display settings to greater than 256 colors.
None of the above solutions work?	This problem is likely caused by a failure in the printer or computer system.

hp confidential

troubleshooting printout problems

Symptom	Cause	Solution
Blank page is printed	Check the printheads for tape	Make sure the printhead protective tape from each ink nozzle has been removed.
	Check the printer setup	Make sure the printer is selected as the current or default printer.
	Check the parallel port on the computer (Windows only)	If a parallel interface is being used make sure the printer is connected directly to the parallel port. Do not share the port with other devices, such as a Zip drive.
Placement of the text or graphics is wrong	Make sure the media size or orientation settings are correct	Make sure the media size and page orientation selected in the software application match the settings in the printer driver.
	Make sure the media is loaded correctly	If everything on the page is slanted or skewed, check the following: • Make sure the media width and length guides fit snugly but gently against the edges of the stack. • In the Tray 1, make sure that no more than 150 sheets of media are loaded in the tray. • For Tray 2(optional), make sure that no more than 250 sheets of media are loaded in the tray.
	Make sure the margin settings are correct	If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of the printer.
Text or graphics are cut off at the edges of a page	Make sure the orientation settings are correct	The page orientation selected might not be correct for the document being printing.
	Make sure the margin settings are correct	If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of the printer. The document margins must match or exceed a margin setting of 4 mm (0.13 inch).
	Make sure the content fits on the page	Content that is cut off might be outside the printable area. Or, the size of the document you are printing is larger than the media size in the main tray. Check if the layout of the document you are trying to print will fit on a media size supported by the printer, and then load the correct media size. Make sure to select the correct page orientation.
	Make sure the media is loaded correctly	Make sure the media width and length guides fit snugly but gently against the edges of the stack. Also, make sure that the correct page orientation is selected.
	The software application cannot interpret print settings properly	On the Starter CD, check the readme file for known software conflicts. Otherwise, check the software application manual, or contact the software manufacturer for more specific help for this problem.

The wrong fonts are printed	Make sure that fonts are used correctly in the document	Make sure the correct fonts are applied in the document. For example, in a graphics application, place the words in the desired size; do not enlarge by dragging and sizing.
	Make sure the font is available in the computer	The fonts used in the document might not match the fonts currently available in the computer or the types of font used are not supported for printing. Make sure the font is available in the software application font selection box, and make sure it is a TrueType font. TrueType is a technology that can create fonts of any sizes from a basic font outline. TrueType fonts are scalable. They can be scaled at any time for use on the computer screen or the printer. This is the standard font-scaling technology in Windows.
	The wrong printer driver is selected	Make sure the printer is selected as the current or default printer. For information about setting the default printer, see the online Help for the computer's operating system.
	The software application is conflicting with the printer	The problem is likely a conflict related to the software application being used. Contact the manufacturer of your software for help. On the Starter CD, see the readme file for a list of known conflicts with popular software applications.
Text is jagged at the edges	Make sure the correct type of font has been chosen	Some software applications offer custom fonts or use bitmap images of text that have jagged edges when skewed, enlarged, or printed. By using TrueType fonts, you can ensure that the printer is able to print smooth fonts. When selecting a font, look for the TrueType icon.
	An incorrect media type is being used	This printer is designed to work well with most office paper types or quality 25 percent cotton bond paper. Because it uses ink to produce an image, media that accepts ink well produces the best results. Media that is heavily textured or does not accept ink well can cause graphics and text to print poorly. It is best to test a variety of media types before buying large quantities. Find a media type that works well and is easy to purchase. hp Inkjet media are designed for the best quality results. To determine if the media type is the cause of the problem, try printing the same document on a type of media that has previously worked well with the printer.
	The software application is conflicting with the printer	The problem is likely a conflict related to the software application being used. Contact the manufacturer of the software for help. On the starter CD, see the readme file for a list of known conflicts with popular software applications.
The printout is incorrect or part of it is missing	The margin settings might be wrong	The document margins must match or exceed a margin setting of 4 mm (0.13 inch).

	Color print settings might be wrong	The grayscale printing option is probably selected in the printer driver. **Windows** : In the printer driver, check that the color option is not set to print in black and white or grayscale. From the software application, on the File menu, click Print, and then click Setup or Properties. Make sure the Grayscale option is not selected. **Macintosh OS 8.6 to Mac OS 9.2.2** : On the main pop-up menu in the Print dialog box, select Color Matching. Make sure the Black and White or Grayscale options are not selected on the Print Color pop-up menu. **Macintosh OS X** : On the main pop-up menu in the Print dialog box, select hp Image Quality. Make sure the Print Color, as Gray option is not selected.
	The wrong printer driver is selected	Make sure the printer is selected as the current or default printer. For information about setting the default printer, see the online help for your computer's operating system.
Meaningless characters are printed	A cable connection is poor	A common cause for nonsense characters is a poor cable connection between the printer and computer. Make sure the cable connection at both ends is good and that the cable is securely fastened.
	The system needs to be restarted	Turn off the computer. Press and hold (power button) to turn off the printer for a few seconds. Turn them both back on, and then try printing again.
	The wrong printer driver is selected	Make sure the printer is selected as the current or default printer. For information about setting the default printer, see the online Help for the computer's operating system.
	The document file is damaged	Occasionally, a document file can become damaged. If other documents from the same software application are printing, try to print using a backup copy of the document, if available.
	Printout is slanted or skewed	If media is twisting as it feeds or margins appear crooked, the media guides might not be pressed snugly but gently against the stack. Both the media length and width guides must be gently pressed against the stack.

troubleshooting power-on problems

Symptom	Cause	Solution
The printer is not responding	Check the printer control panel for LED error messages	Make sure the ink cartridges, printheads, and print media are loaded correctly. Also make sure that the printer cable is firmly connected from the printer to the computer and that the power cord is connected from the printer to the power receptacle.
	Check the printer setup	Ensure that the correct port (LPTx, where "x" is the port number) is selected and that the printer is connected directly to the computer. If the printer is connected to a switch box, complete one of the following tasks, and then try printing again: • Make sure that the correct switch has been selected. • Connect the printer directly to the computer without the switch box.

	Check the power	• If the printer is turned on, make sure the printer is selected as the current or default printer. For information about setting the default printer, see the online Help for the computer's operating system. • If the printer is not turned on, press (**power button**) on the printer. After a brief printer startup, a steady green light (the Ready light) on the power button LED should be glowing.
		Note *When the print job is executed and the printer is off an alert message should appear on the computer screen. If the message does not come on the screen then the printer setup might be incorrect. Uninstall the printer software by running the uninstaller program in the printer's program group or the Add/Remove Programs utility (Windows) or by selecting the uninstall option in the Installer (Mac OS). Then reinstall the printer software.*
The printer Ready light turns off while the printer is turned on	The printer is offline	Press **Resume** button on the printer. The printer resumes printing the current job or returns to the READY state.
The printer shuts down unexpectedly	Check the power	Make sure the power cord is connected firmly to the printer and to a working power receptacle, and that the printer is turned on. The Ready light on the control panel should be green. Press and hold (power button) to turn off the printer, and then turn it on again.
Nothing is printed	Be patient	Complex documents that contain many fonts, graphics, and color photos take longer to begin printing. The Ready light blinks when the printer is processing information to be printed.
	Check the power	Make sure the power cord is connected firmly to the printer and to a working outlet, and that the printer is turned on. The Ready light should be green. Press and hold (power button) to turn off the printer, and then turn it on again.
	Check the interface cable	Make sure the interface cable (USB, parallel, or network) is connected properly.
	Check the print media	Make sure media is loaded correctly in the tray and that the print media is not jammed in the printer.
	Try printing a demo page	Power on the printer and pressing the **Power** on button press the **Resume** button once and then release the **Power** button.
	Check the printer setup	Make sure the printer is selected as the current or default printer. Also, if the computer is running Windows, make sure that Pause Printing is not selected. Click Start, point to Settings, and then click Printers (Windows 98, Windows Millennium Edition, Windows NT 4.0, and Windows 2000). -Or- Click Start, and then click Printers and Faxes (Windows XP). Right-click the printer icon to be checked, and then make sure that Pause Printing is not selected.

	The print to file option is selected in the printer driver	If Print to File is selected in the printer driver, the print job will not print. • **Windows** : In the printer driver, check that the Print to File option is not selected. From the software application, on the File menu, click Print. Make sure the Print to File option is not selected. • **Macintosh** : On the main pop-up menu in the Print dialog box, make sure the Print to file option is not selected.
	Check the network setup	Make sure that your printer is properly set up in the network environment.
Printer takes a long time to print a job	Check the system configuration	Make sure the computer meets the designated system requirements. Although the printer is designed to function with a computer that meets the minimum system requirements, printer performance is optimized with a computer that meets the recommended system requirements.
	Make sure the computer has sufficient hard-disk space	If graphics-intensive files are being printed, make sure enough hard-disk space is available in the computer.
	Make sure the port setting configuration in the computer is set to ECP (Windows 98 only)	See the computer's manual for information on how to change the port setting, or contact the computer manufacturer.
	Make sure the computer has enough resources available (Windows only)	If less than 80 percent of the computer resources are available, printing could be significantly slower. To make more computer resources available, close all unused applications and resend the print job. If necessary, restart the system, and then resend the print job.

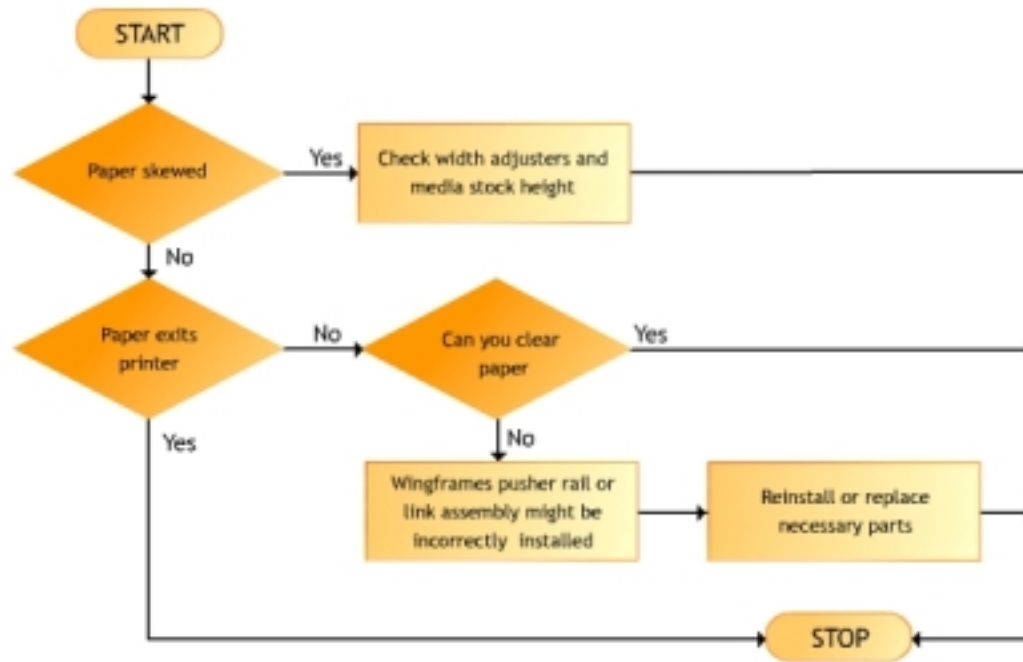**Power on problems with the printer**

troubleshooting print media problems

```
                    ┌─────────┐
                    │  START  │
                    └─────────┘
                         │
                         ▼
                    ◇ Paper Jam ◇ ──────────▶ ┌──────────────────────────┐
                         │                     │ Clear paper jam from     │
                         │ No                  │ auto duplex unit or from │
                         │                     │ the front of the printer.│
                         ▼                     └──────────────────────────┘
                    ◇  Paper   ◇ ─────────────▶ ┌──────────────────────────┐
                    ◇ No Pick  ◇                │ Check the width adjusters│
                         │                      │ and the paper stack      │
                         │ No                   │ height                   │
                         ▼                      └──────────────────────────┘
                    ◇ Multiple ◇ ─────────────▶ ┌──────────────────────────┐
                    ◇   Pick   ◇                │ Check for dirt or damage │
                         │                      │ on the peck roller and   │
                         │ No                   │ also whether the width   │
                         │                      │ and length adjusters are │
                         ▼                      │ properly placed.         │
                    ◇  Skew    ◇ ─────────────▶ └──────────────────────────┘
                    ◇ Problem  ◇                ┌──────────────────────────┐
                         │                      │ Check the width and      │
                         │ No                   │ length adjusters are      │
                         │                      │ properly placed and the  │
                         ▼                      │ main paper cassette is   │
                    ◇Test Paper◇ ─────────────▶ │ properl installed.       │
                    ◇   path   ◇                └──────────────────────────┘
                         │                      ┌──────────────────────────┐
                         │ No                   │ Check for any mechanical │
                         ▼                      │ error in the paper path. │
                    ┌─────────┐                 └──────────────────────────┘
                    │  STOP   │
                    └─────────┘
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Symptom	Solution
Paper Jam	Pull out the main paper cassette and inspect for jammed media. The first attempt to remove jammed media should be from the rear of the unit after removing the auto-duplex unit. Only after attempting to remove media from the rear of the unit, try to remove media from the front of the unit. Reinstall main paper cassette and auto-duplex unit when done.
Printer does not pick up the paper	If the printer is not picking the paper: 1. Check left width adjuster. If left width adjuster is pressed too tightly against paper stack, loosen it slightly. 2. Check paper stack height. Reduce paper stack height to level indicated by yellow sticker on right wall of input tray.
Multiple Pick	Do not use recycled paper or media type not supported by the printer.

Skew problem	Paper Skew most frequently occurs when the width adjusters are not flush against the paper or excessive force is used to install the main paper cassette. Check for: 1. Main Paper Cassette is properly installed. 2. Ensure only approved paper types are used. 3. Paper stack fits snugly against the right and front walls. 4. Length and width adjusters are firmly against the paper stack. 5. Check for excessive paper stack height. 6. Printing from the tray2. Try printing from the tray1 using the paper guides to help eliminate the problem.
Test paper path can test all but skew	Use skew test page to test for skew.

troubleshooting paper eject problems

Symptom	Cause	Solution
Paper Skew	Paper Skew most frequently occurs when the width adjusters are not flush against the paper or excessive force is used to install the main paper cassette.	1. Main Paper Cassette is properly installed. 2. Ensure only approved paper types are used. 3. Paper stack fits snugly against the right and front walls. 4. Length and width adjusters are firmly against the paper stack. 5. Check for excessive paper stack height. 6. Printing from the tray2. Try printing from the tray1 using the paper guides to help eliminate the problem.
Paper out	Paper does not exit the printer properly	1. Wingframe may be incorrectly installed or damaged. 2. Pusher rail assembly may be incorrectly installed or damaged. 3. Clean the output floor assembly to make room for exiting paper.

Paper eject problems with the printer

troubleshooting unusual noises

Symptom	Cause	Solution
Noise from the right side of the Printer	Faulty Service Station Assembly	If the right side of the printer is making unusual noises, the Service Station Assembly or one of its parts may be faulty.
Noise from the left side of the Printer	Faulty Paper Motor	If the left side of the printer is making unusual noises, the Paper Motor may be faulty.
Noise from the rollers	Faulty pick feed roller assembly	The Drive Shaft/Pivot Assembly and the Up/Rear Paper Guide Assembly have rollers responsible for feeding the paper in to the printer. Faulty rollers cause unusual noises.
Noise from the carriage	Dirt on carriage shaft and sliders	Check the Carriage Shaft for dirt particles. To check the sliders on the Carriage, you must remove the Carriage.

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