HP Color LaserJet 4500 DN Printer

Getting Started Guide

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Hewlett-Packard Company
11311 Chinden Boulevard
Boise, Idaho 83714 U.S.A.

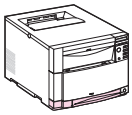
Introduction

Congratulations on your purchase of the HP Color LaserJet 4500 printer.

Note This getting started guide is specific to HP LaserJet 4500 DN printer.

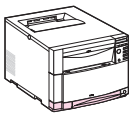
Configurations

This printer is available in three configurations, as described below. An optional printer cabinet is also available.



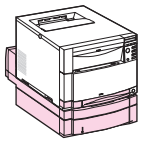
HP Color LaserJet 4500

The HP Color LaserJet 4500 is the base model. It comes standard with 32 MB RAM.



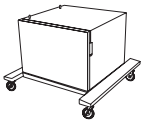
HP Color LaserJet 4500 N

The HP Color LaserJet 4500 N comes standard with 64 MB RAM and an HP JetDirect 600 N print server EIO network card for connecting to a network.



HP Color LaserJet 4500 DN

The HP Color LaserJet 4500 DN comes standard with 64 MB RAM, an HP JetDirect 600 N print server EIO network card for connecting to a network, a duplexer, and a 500-sheet paper feeder.



Printer Cabinet

An HP Color LaserJet 4500 series printer cabinet is available (part number C4235A).

Installation Checklist

This guide will help you set up and configure your new color printer. Each task below includes easy-to-follow instructions.

- ❑ Task 1 Prepare a Location for the Printer 9
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*You do not need to complete these steps if you do not use these features.

For information on solving problems or obtaining additional software, see the following pages:

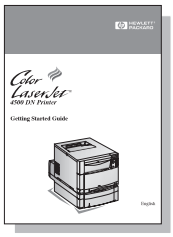
Troubleshooting Checklist 56

Support Information 59

Where to Look for More Information . . .

Several references are available for use with this printer. For additional copies of the guides below, contact HP Parts Direct Ordering at 1-800-227-8164 (U.S.) or contact your HP-authorized dealer. Additional information is available at http://www.hp.com.

Setting Up the Printer



Getting Started Guide

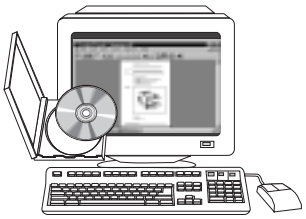
Step-by-step instructions for installing and setting up the printer.

HP JetDirect Print Server Software Installation Guide*

Step-by-step instructions for configuring the HP JetDirect print server. Available for installation on your computer from the CD-ROM that came with the printer.

*Accompanies printers that include an HP JetDirect print server (network card).

Using the Printer



Online User Guide

Detailed information on using and troubleshooting the printer. Available for installation on your computer from the CD-ROM that came with the printer. If you would like a hard copy, print the User Guide using your printer.

Quick Reference Guide

Tips and quick information in a booklet to keep by the printer. See your network administrator for the copy that came with the printer.

Online Help

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

Easy Product Registration

You can now register yourself as an HP LaserJet printer user on the HP Web Registration site at: http://www.hp.com/go/ColorLaserPrinter_register.

Where’s the User Guide?

The user guide for this printer is supplied in online format for viewing on your computer screen. You can install the user guide while you are installing the printer software, or you can install it later. When you install the user guide, both the guide and Adobe™ Acrobat Reader are installed in the HP LaserJet folder.

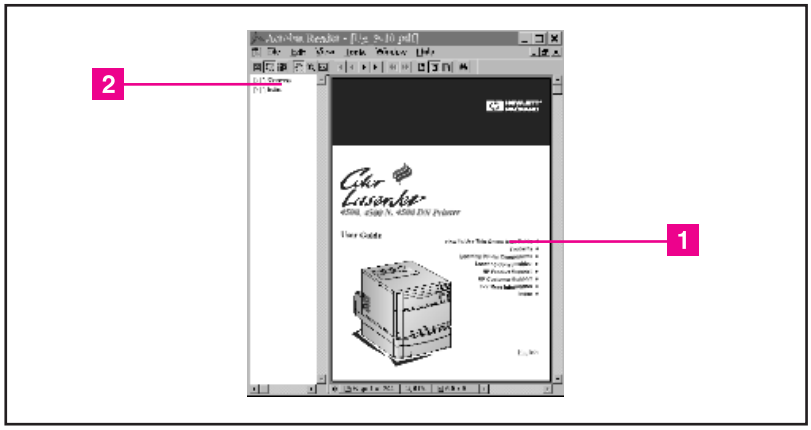
To access the online user guide:

Windows 95 and Windows NT 4.0

On the **Start** menu, click **Programs**, click the **HP LaserJet** folder, and then click the **HP CLJ4500 User Guide.**

Windows 3.1 and Windows NT 3.51

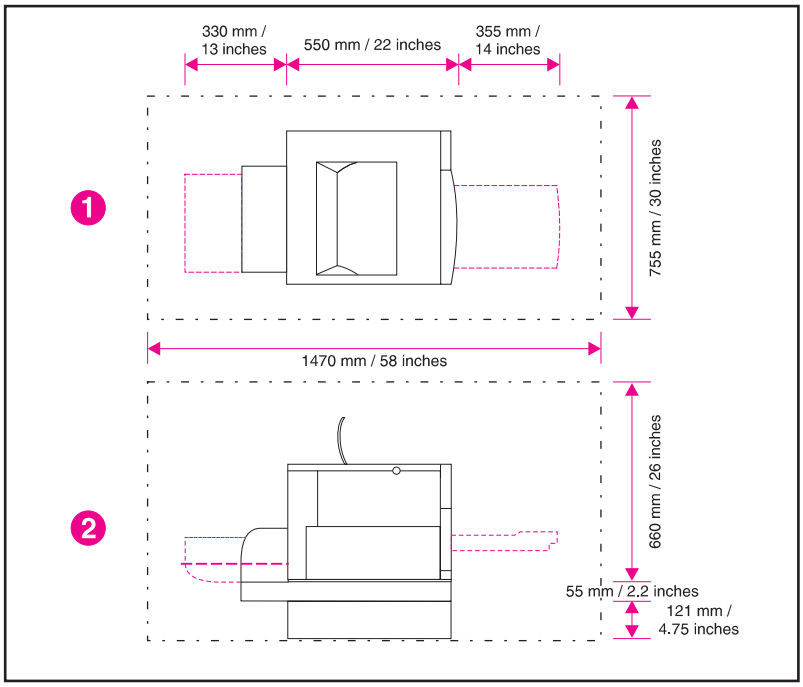
From **Program Manager**, double-click the **HP LaserJet** icon, and then double-click the **HP CLJ4500 User Guide.**



Screen view of the online user guide in Acrobat Reader

For help on using the online user guide, click “How to Use This Online User Guide” (**1**). Or click “Contents” or “Index” in the bookmark column (**2**).

Task 1 Prepare a Location for the Printer



Printer Location

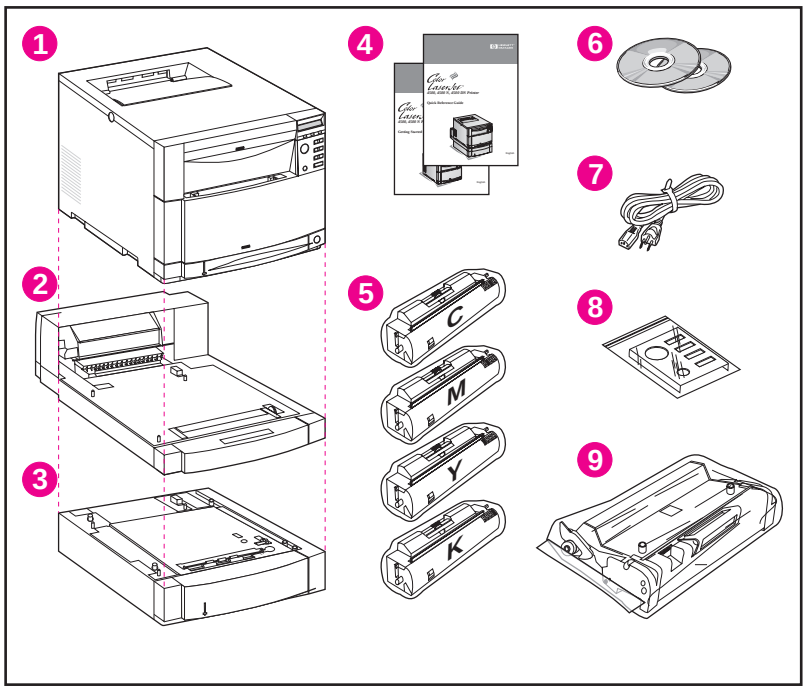
1 Top view of the printer

2 Side view of the printer

The printer requires the following type of location:

- a sturdy, level surface (do not tilt the printer more than 2°) that is large enough to accommodate all four corners of the printer
- space around the printer, as shown above
- a well-ventilated room with no abrupt changes in temperature or humidity
- room temperature 15 to 28° C (59 to 83° F)
- relative humidity 10% to 70%
- no exposure to chemicals or direct sunlight
- line voltage and frequency not varying more than ±10% from the value stated on the printer nameplate (located on the back of the printer)

Task 2 Unpack the Printer



Package Contents

The following items are included with the printer:

1 Printer

2 Duplex Printing Accessory

3 Tray 3 (500-sheet paper feeder)

4 Printer Guides: getting started guide and quick reference guide

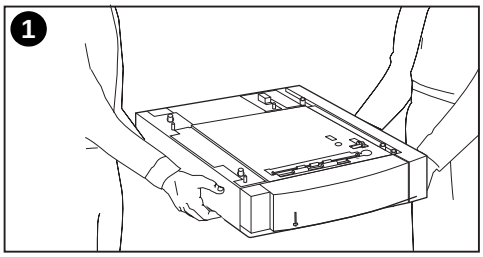
5 Four Toner Cartridges: cyan (C), magenta (M), yellow (Y), and black (K)

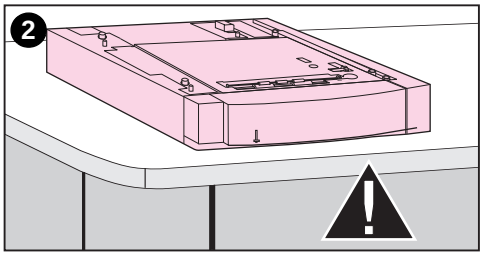
6 Software CD-ROMs: include printer drivers and software, network administrator utilities, the online user guide, and the *HP JetDirect Print Server Software Installation Guide*

7 Power Cord

8 Control Panel Overlay (for non-English language users)

9 Imaging Drum





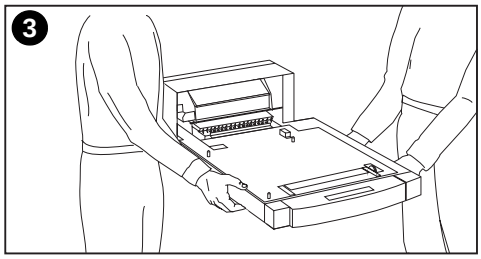
To unpack the printer:

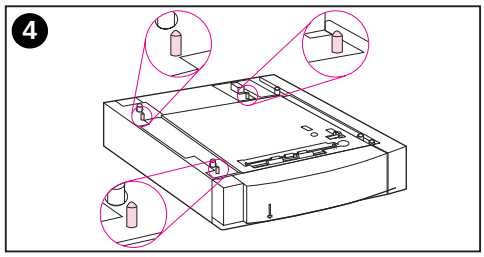
Note
Save all of the packing materials in case you need to repack and transport the printer at a later date.

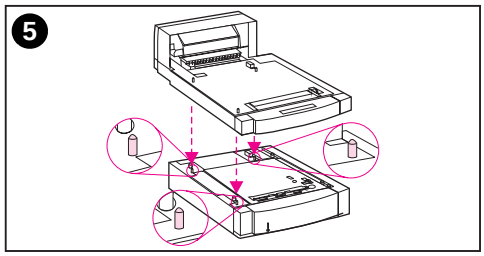
WARNING!
This printer weighs approximately 57 kg (125 lb). The printer weighs 77 kg (169 lb) with Tray 3 and the duplex printing accessory installed. HP recommends using two or more people to move it.

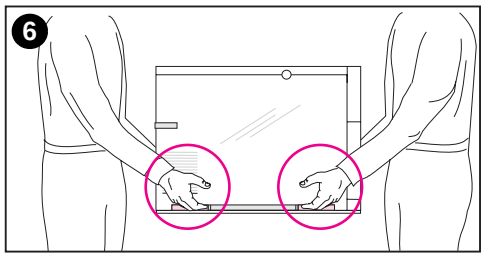
1. Using safe lifting techniques, remove the 500-sheet paper feeder from the box.
2. Place the 500-sheet paper feeder in the prepared location.

CAUTION
The prepared location must be level (not more than a 2° angle), able to support up to 77 kg (169 lb.), and must support all four corners of the 500-sheet paper feeder.









3 Using safe lifting techniques, remove the duplex printing accessory from the box.

Note
For easier assembly during placement, line up the outside, beveled edges of the 500-sheet paper tray, the duplexer, and the printer.

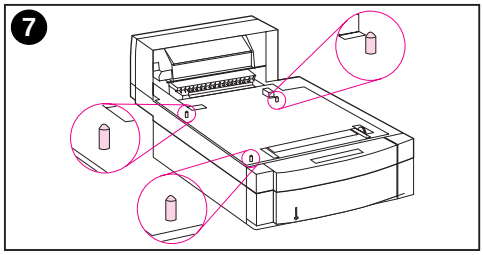
4 Use the guide pins on the 500-sheet paper feeder to align the duplex printing accessory.

CAUTION
Avoid bending the guide pins while lowering the duplex printing accessory.

5 Gently lower the duplex printing accessory onto the 500-sheet feeder.

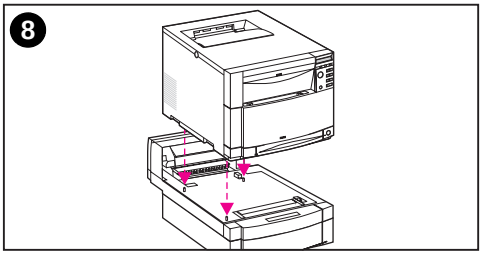
CAUTION
When removing the printer from the box, make sure you lift the printer using the hand holds located on each **side** of the printer. (See the illustration for step 6.) Lifting the printer from the front and rear could seriously damage the printer.

6 Using safe lifting techniques, remove the printer from the box.



7 Use the guide pins on the duplex printing accessory to align the printer.

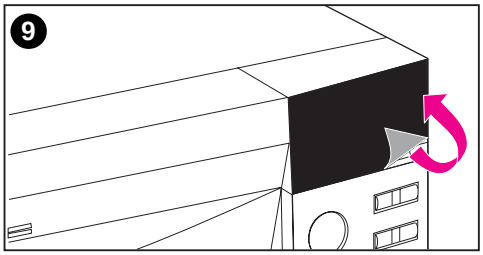
CAUTION
Avoid bending the guide pins while lowering the printer.



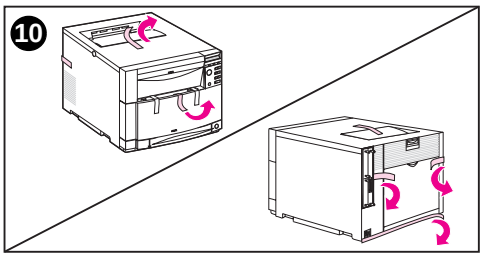
8 Gently lower the printer onto the duplex printing accessory.

9 Remove the protective film from the printer control panel.

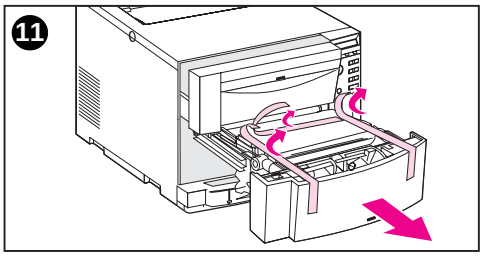
10 Remove all external packing tape from the printer, Tray 3, and the duplex printing accessory.



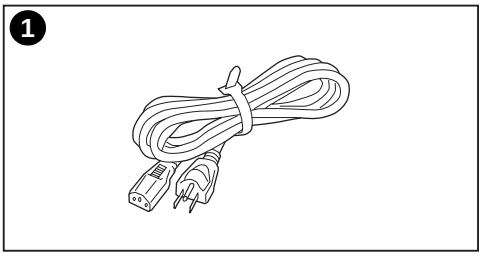
Note
Make sure you remove the tape from the back of the printer.

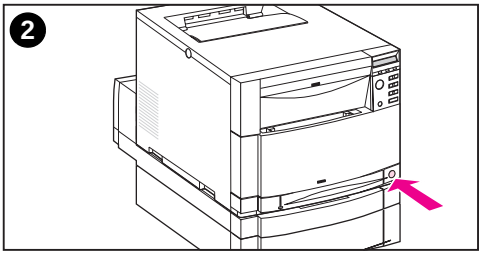


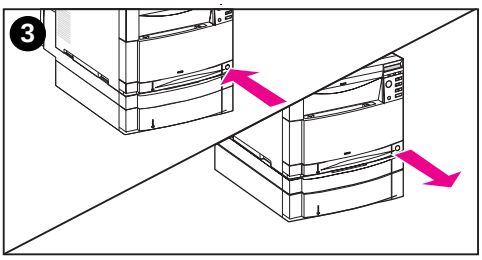
11 Open the middle front drawer and remove the packing tape. Then close the drawer.

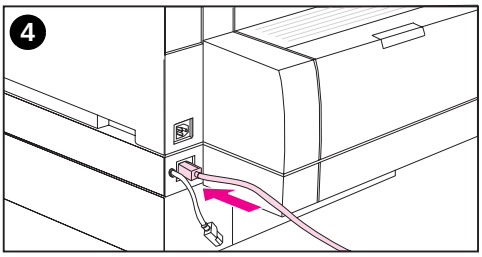


Task 3 Install the Power Cord

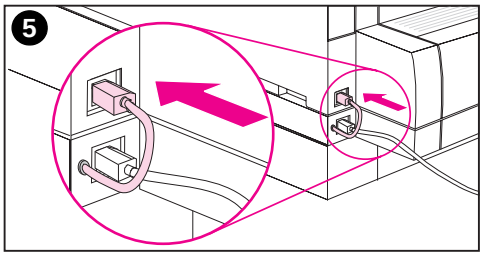


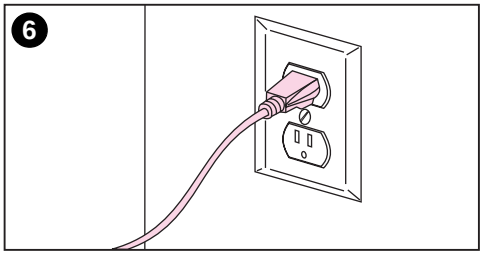






1. Locate the power cord that shipped with the printer.
2. Locate the standby button (power switch) on the front of the printer.
3. The standby button has two positions: in (power on) and out (standby mode—the fans remain on). Make sure that the standby button is out (standby mode).
4. Insert the power cord into the power receptacle on the back side of the duplex printing accessory.

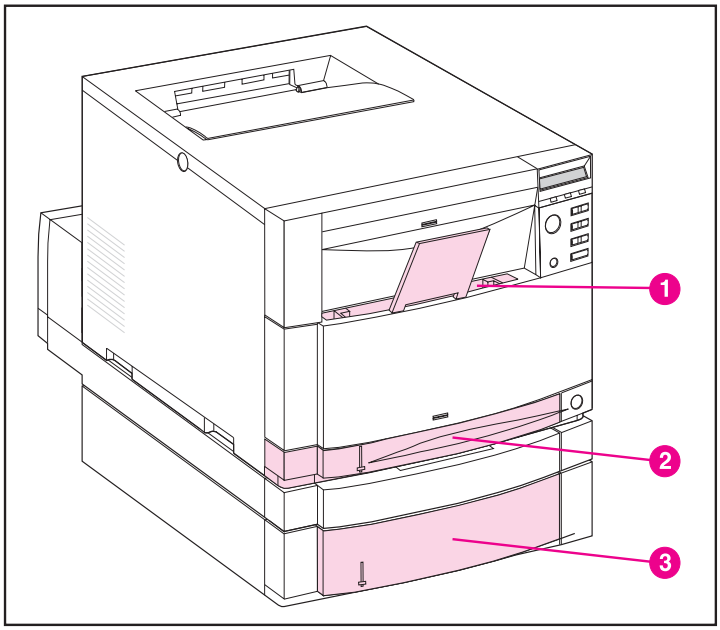




5 Insert the short duplexer power cord on the back of the duplexer into the power receptacle on the back side of the printer.

6 Connect the power cord to a grounded power outlet.

Task 4 Load Media into the Media Trays



Front View

The printer has the following trays:

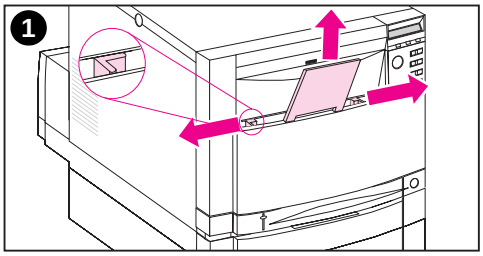
1 Tray 1 (multipurpose tray) with extending paper support

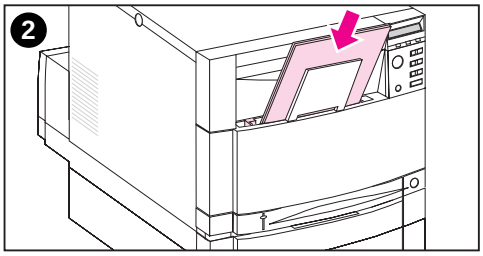
2 Tray 2 (250-sheet tray)

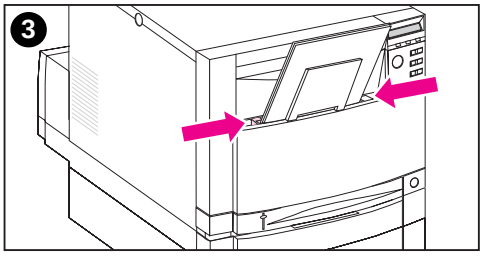
3 Tray 3 (500-sheet tray)

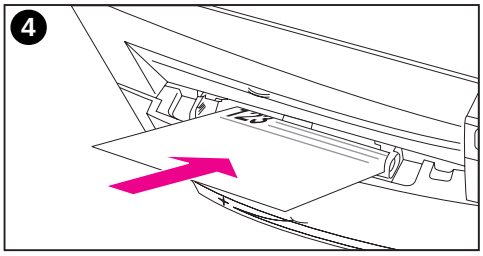
Note The printer control panel can be configured so that the printer draws certain media types from specific trays. This enables you, in the printer driver, to select media by type rather than by tray (source). Selecting media by type helps prevent accidental printing on special or expensive media. For example, if a tray is configured for letterhead, and you specify in the driver to print on plain paper, the printer will not accidentally print on letterhead from the letterhead tray. For more information on using the printer control panel to set the size and type of media for the input trays, see the online user guide.

CAUTION Do not use DeskJet (inkjet) transparencies in your printer. The transparencies can become overheated and melt, causing serious damage to your printer. Hewlett-Packard recommends using HP Color LaserJet Transparencies. HP products are designed to work together for optimum printing results.







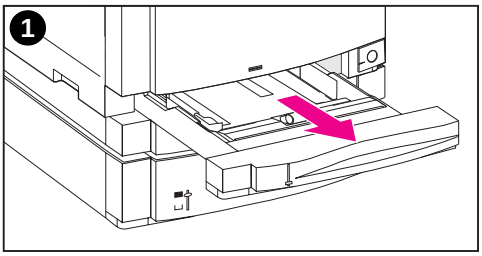


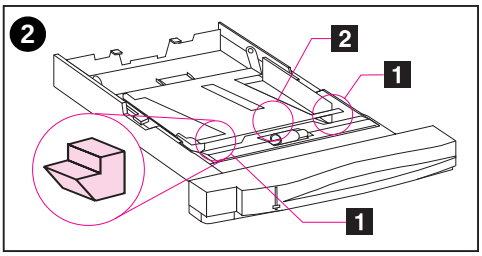
To load Tray 1:

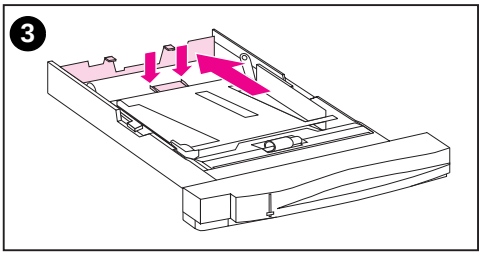
1. Pull up the tray extension and slide the media-width guides all the way open.
2. Load media with the print side (side to be printed on) facing the printer. Load up to 150 sheets of 75 g/m^2 (20 lb) stock. Slide the media in until it sits squarely in the bottom of the tray.
3. Slide the media-width guides in until they hold the media firmly in place without bending it.
4. To load letterhead into Tray 1, load the letterhead with the print side facing the printer and with the top of the letterhead sitting in the bottom of the tray.

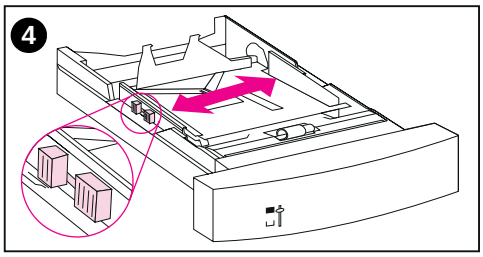
   For duplex (two-sided) printing, load letterhead with the print side facing away from the printer.

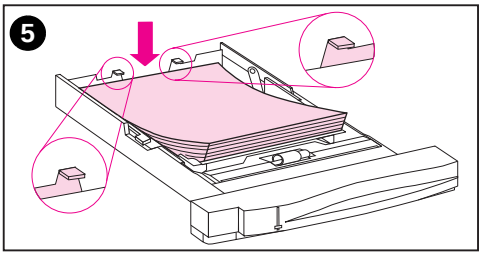
Note
For information on loading envelopes, transparencies, or other media types, see the quick reference guide that comes with the printer.











To load Tray 2:

1 Remove Tray 2 from the printer and place it on a flat surface. Remove the packing tape from the tray.

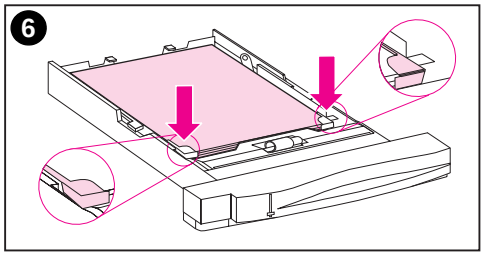
2 Slide out the orange packing spacers from both sides of Tray 2 (**1**). Then press the bottom plate and remove the middle packing spacer (**2**).

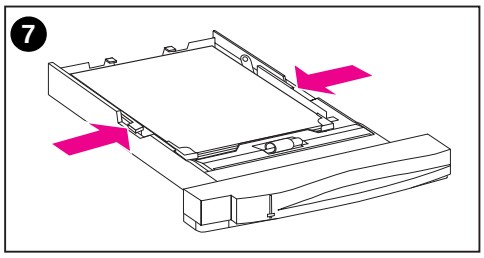
3 Set the rear media-length guide by squeezing the guide adjustment latch and sliding the back of the tray to the length of the media you are loading.

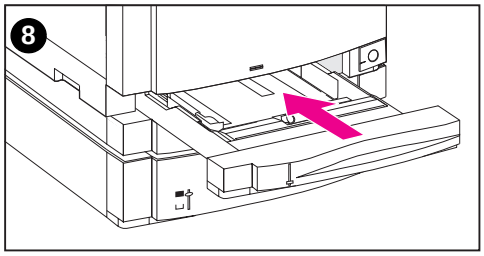
4 Slide the media-width guides all the way open.

5 Load media into Tray 2 with the print side facing down. Load up to 250 sheets of 75 g/m^2 (20-lb) stock. Media capacity may vary with other media types.

CAUTION
Place the media under the Fill tabs. Do not load paper above the Fill tabs. (Fill tabs are displayed and circled in illustration 5.)



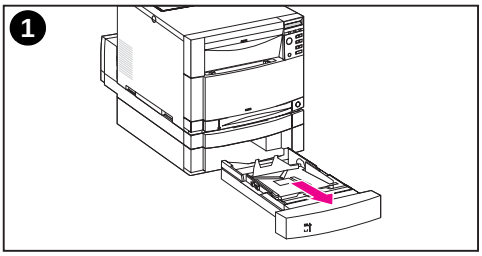


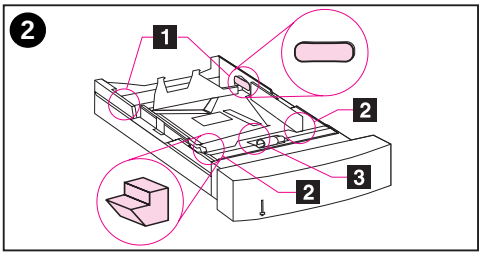


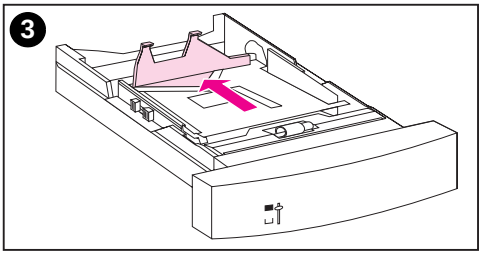
6 Make sure that the media is flat in the tray at all four corners and that the media fits under the metal corner tabs in front. Be careful not to bend the corners of the media. Bent corners will prevent the media from feeding reliably.

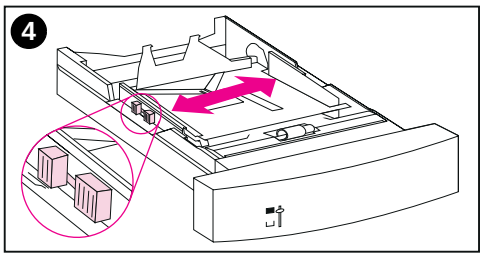
7 Slide the media-width guides in until they hold the media firmly in place without bending it.

8 Insert Tray 2 into the printer.









To load Tray 3:

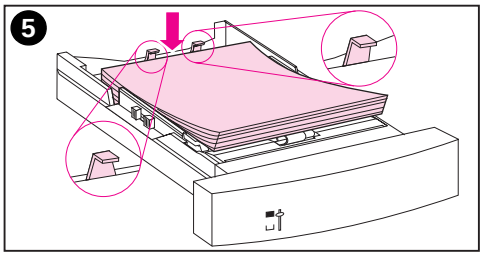
1 Remove the tray (Tray 3) from the 500-sheet paper feeder and remove the packing tape.

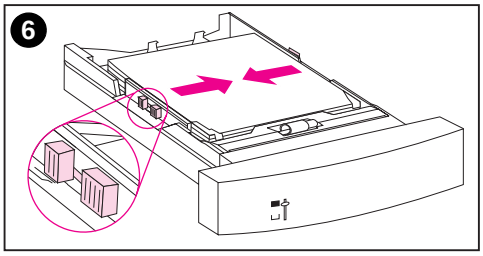
CAUTION
Remove the 2 cardboard packing spacers from the back of Tray 3. If the packing spacers are not removed, paper jams will occur.

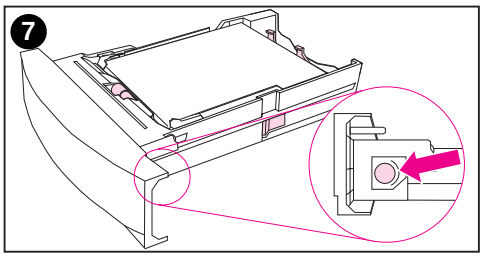
2 Slide out the rear packing spacers from both sides of Tray 3 (**1**). Next slide out the front packing spacers (**2**). Then press the bottom plate and remove the middle packing spacer (**3**).

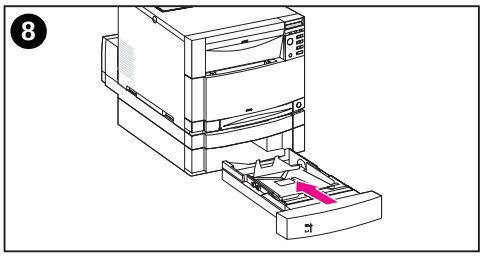
3 Squeeze the guide release latch on the rear media-length guide and slide the guide to fit the media size you are loading.

4 Slide the media-width guides all the way open by squeezing the release latch.









5 Load media into Tray 3. Load up to 500 sheets of 75 g/m^2 (20-lb) stock. Capacity may vary with other media types.

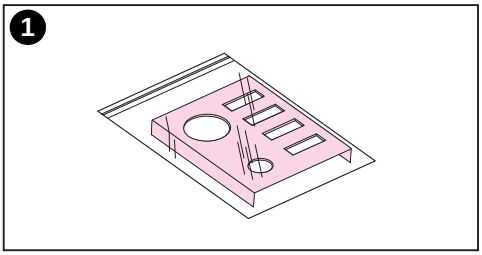
CAUTION
Place the media under the Fill tabs. Do not load paper above the Fill tabs. (Fill tabs are displayed and circled in illustration 5.)

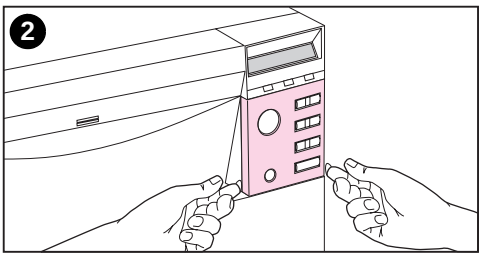
6 Slide the media-width guides in until they hold the media firmly in place without bending the media.

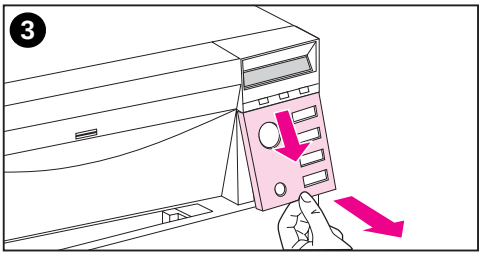
7 Turn the media-size knob on the side of Tray 3 to the size of the media in the tray.

8 Insert Tray 3 into the printer.

Task 5 Set Up the Printer Control Panel (Optional)







You might need to install the control panel overlay or replace the English overlay with one that displays your language. You also might need to configure the control panel to display messages in your language.

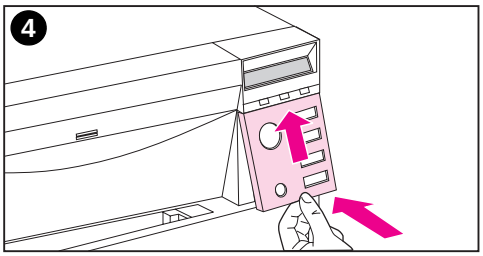
To change or install the control panel overlay:

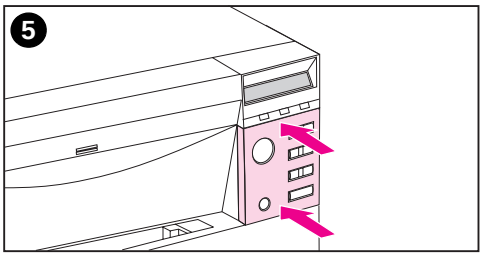
1. Locate the control panel overlay that came in the printer box and remove it from the bag.

   If you are installing an overlay, rather than replacing one, skip to step 4. Otherwise continue to step 2.

2. Gently lift out on both sides of the overlay that is currently installed on the printer.

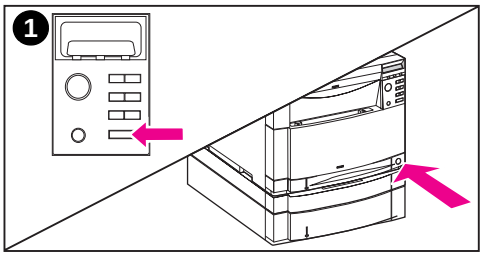
3. Grasp the bottom of the overlay, pull it down, and then lift it out.

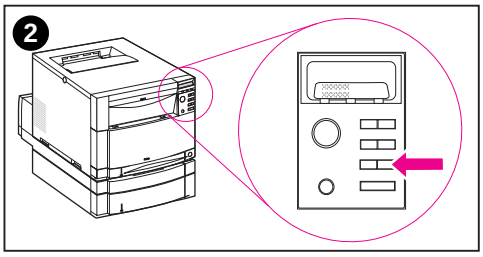


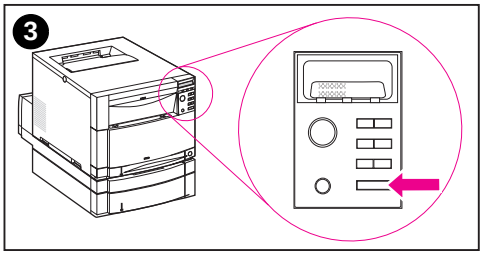


4 To install the new overlay, position it over the control panel and install the top side first. Insert the top tabs on the overlay into the slots on the printer face. Then push the overlay up and push in the bottom.

5 Snap the overlay firmly onto the control panel.





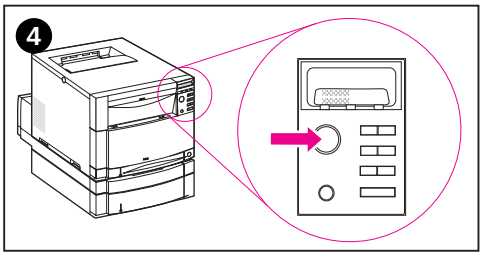


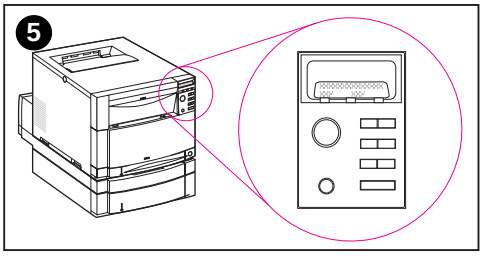
To change the display language:

1 Press and hold the SELECT key on the printer control panel while you turn the printer on by pressing the standby button (power switch). Continue holding SELECT until the control panel displays SELECT LANGUAGE (in English), and then release SELECT.

2 Wait until the control panel displays LANGUAGE=ENGLISH * . Then press the VALUE key repeatedly until your language choice appears.

3 Press SELECT to save your language choice. An asterisk (*) appears next to the language when you select it.





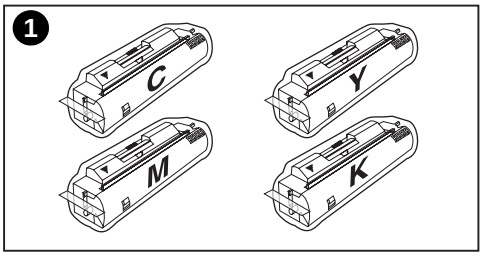
4 Press Go.

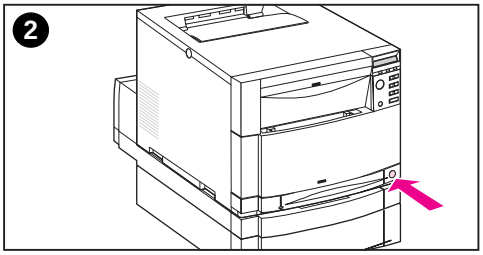
5 After the printer warms up, the control panel displays:
TONER POSITION
CYAN = MISSING

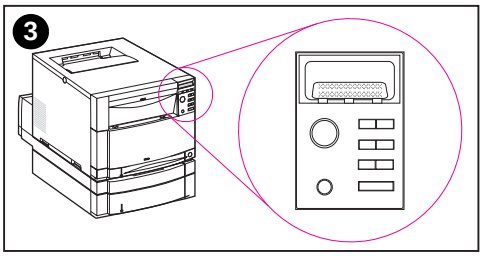
Note
If the control panel does not display the message above in the language you selected, press the printer standby button (power switch) to turn the printer off and then repeat the instructions for changing the display language.

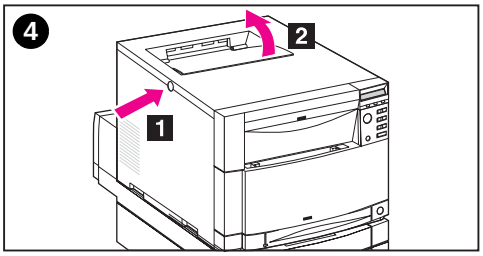
Leave the printer turned on and continue to the next task.

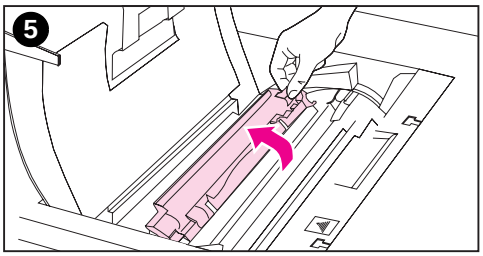
Task 6 Install the Toner Cartridges











1 Locate the toner cartridges packaged in the printer box. The printer uses four different toner colors and has a different toner cartridge for each color: cyan (C), magenta (M), yellow (Y), and black (K).

2 If the printer is not already turned on, turn it on.

3 Wait for the printer to warm up. When it is ready, the control panel displays:

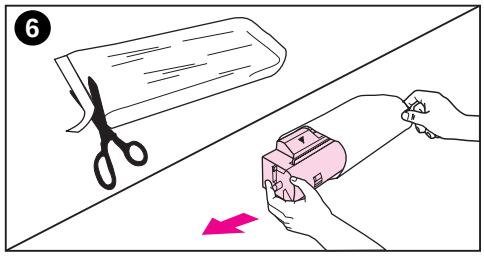
```
TONER POSITION
CYAN = MISSING
```

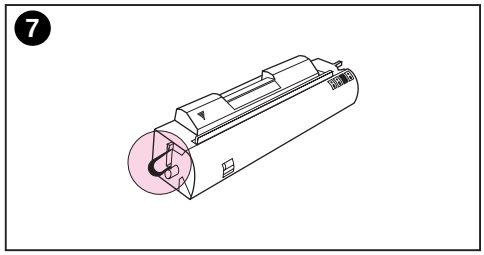
Note

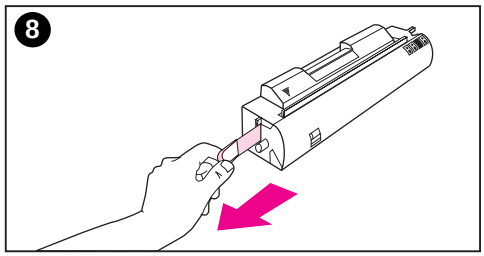
If the “Install Drum” message appears, wait for the “Install Toner Cartridge” message, then proceed with the following instructions.

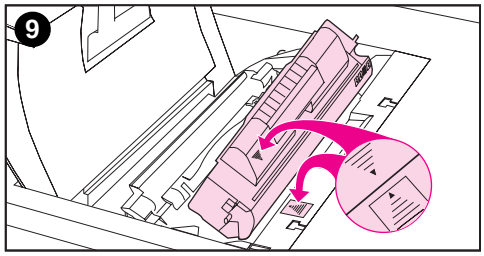
4 Push the dark gray release button on the side of the printer (**1**) and open the printer’s top cover (**2**).

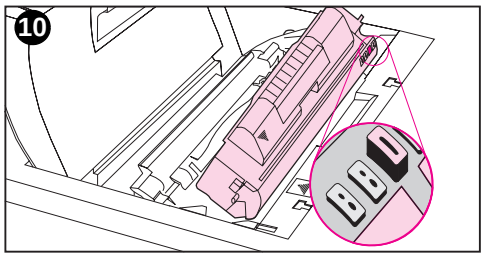
5 The cartridge slot for the cyan toner cartridge is visible. Lift up the flap that partially covers the cartridge slot. The correct toner color is shown on the flap.











6 Remove the cyan toner cartridge from the bag. Gently rotate the toner cartridge from side to side to redistribute the toner.

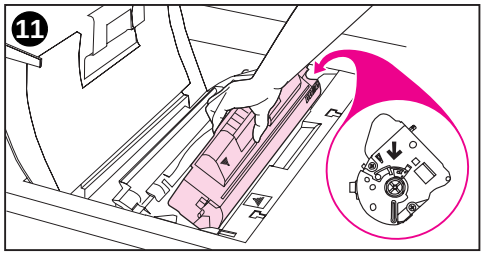
7 Locate the orange tab on the end of the toner cartridge.

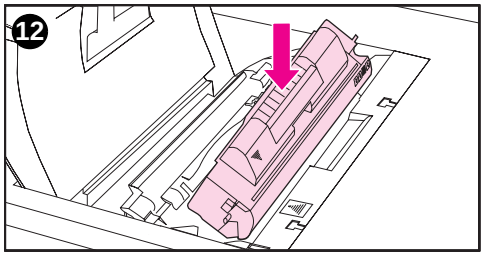
CAUTION
Do not shake the toner cartridge after you have removed the inside tape. Doing so could cause toner to spill.

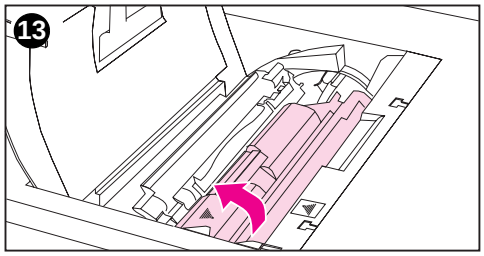
8 Pull the tab firmly to remove the inside sealing tape. (If the tab breaks off, pull on the tape.) Discard the tape.

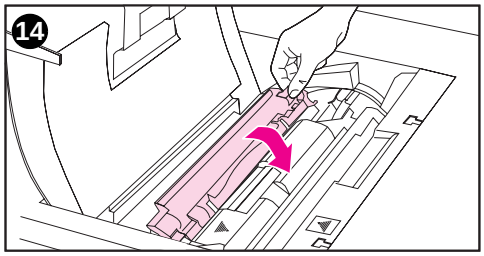
9 Position the toner cartridge over the cartridge slot so that the blue arrow on the toner cartridge points to the blue arrow on the printer.

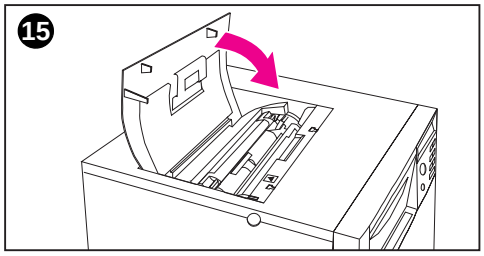
10 Be sure that the tab on the other end of the toner cartridge aligns with the notch on the cartridge slot. If the tab does not fit in the notch when you insert the toner cartridge, the toner is the wrong color for that cartridge slot.











11 Hold the toner cartridge as shown. The arrow on the right (the control panel side of the printer) should point straight down.

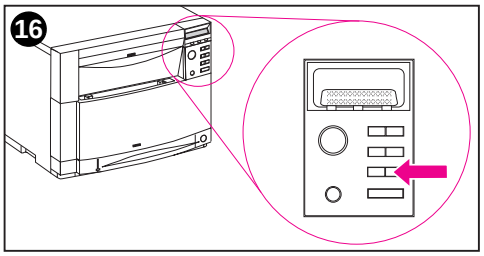
12 Slide the toner cartridge down into the slot until the cartridge stops.

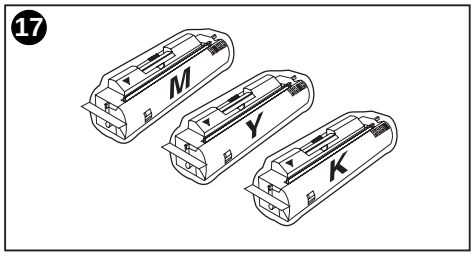
13 Rotate the toner cartridge toward the back of the printer (within the cartridge slot) until the cartridge stops. The cartridge shutter opens to reveal the developer sleeve.

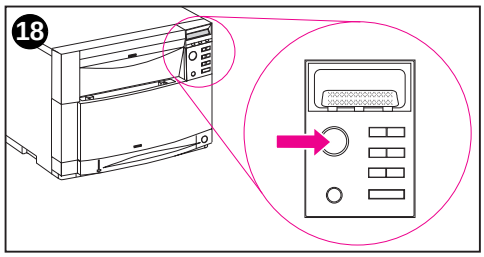
14 Lower the flap to partially cover the toner cartridge.

15 Close the printer's top cover.

Note
You must close the top cover before installing the next toner cartridge.







16 On the printer control panel, press VALUE + once to prepare the printer for the next toner cartridge. When the printer is ready, the control panel displays:
`TONER POSITION:`
(color) `= MISSING`

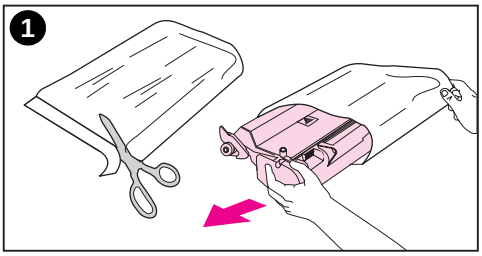
17 Install the other three toner cartridges by repeating steps 4 through 16. Install them in the following order:
1. magenta (M)
2. yellow (Y)
3. black (K)

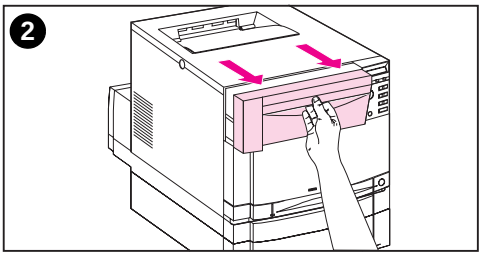
18 After installing the fourth toner cartridge and closing the toner door, press GO.

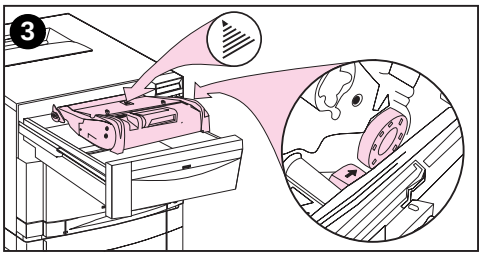
CAUTION
If you need to ship the printer in the future, remove the toner cartridges and imaging drum before shipping.

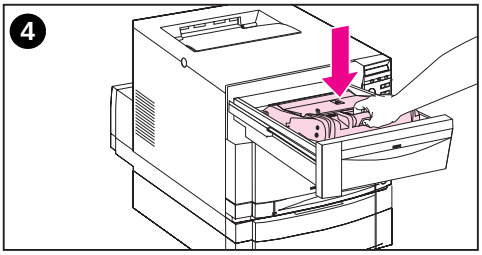
Leave the printer turned on and continue to the next task.

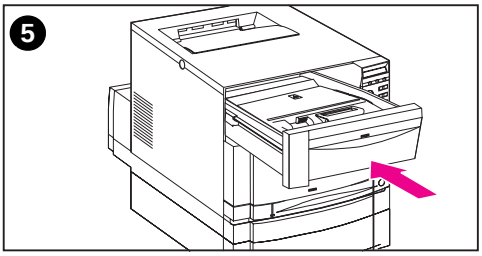
Task 7 Install the Imaging Drum











1 Locate the imaging drum package that came with the printer. Remove the imaging drum from the bag.

CAUTION
Avoid exposing the imaging drum to direct light. Exposure to light for more than 15 seconds can seriously damage the imaging drum.

2 On the printer, pull open the front upper drawer until it stops.

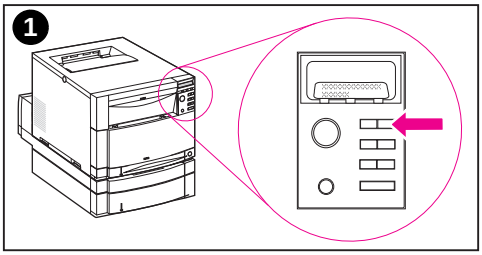
3 Align the imaging drum over the open drawer so that the arrow on top points to the rear of the printer, and the blue end cap on the side slides into the slot identified with the blue arrow.

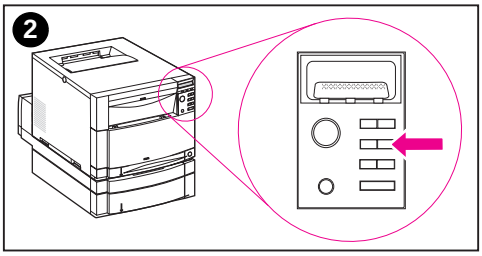
4 Slide the imaging drum down into place.

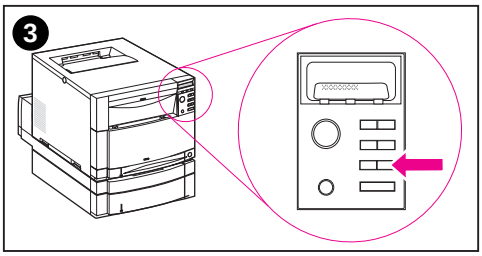
5 Push the front upper drawer shut. Wait while the printer runs an internal color calibration. The calibration takes a few minutes. When the printer is ready, the control panel displays READY.

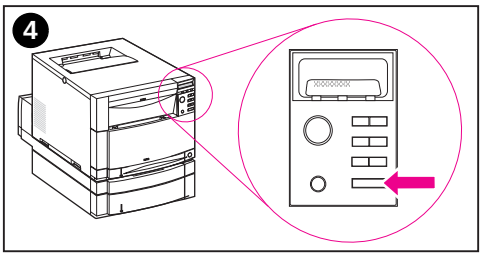
CAUTION
If you need to ship the printer in the future, remove the toner cartridges and imaging drum before shipping.

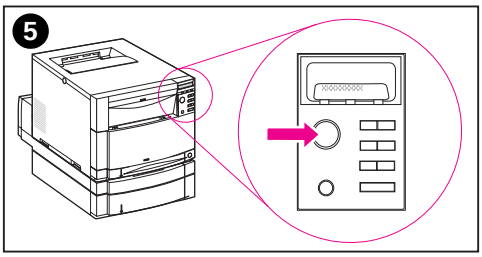
Task 8 Set PowerSave and Test Printer Operation











PowerSave reduces power consumption when the printer is not in use. The factory default setting for PowerSave is on, and the time setting is one hour. The instructions below explain how to change the time setting and how to turn PowerSave off.

To set PowerSave:

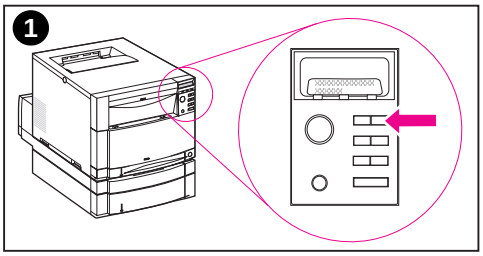
1 Press MENU on the control panel until CONFIGURATION MENU appears on the control panel display.

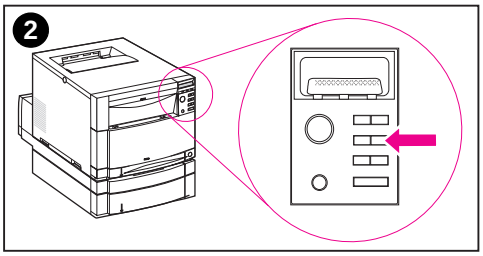
2 Press ITEM until POWERSAVE=2 HR * appears.

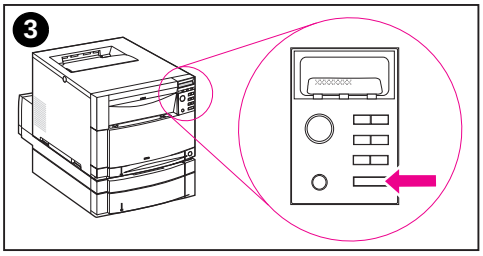
3 Press VALUE + or VALUE – to display other time-setting choices between 1 minute and 8 hours, or off.

4 Press SELECT to save your choice. An asterisk (*) appears beside your saved choice.

5 Press GO. The control panel displays READY .







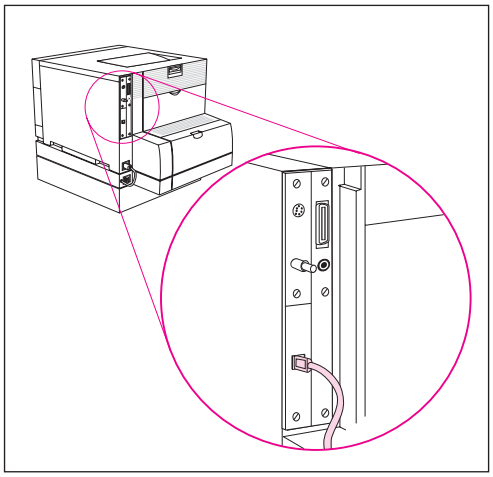
To test printer operation:

Print a configuration page to ensure the printer is working properly.

1. Press MENU on the control panel until `INFORMATION MENU` appears on the control panel display.
2. Press ITEM until `PRINT CONFIGURATION` appears.
3. Press SELECT to print a configuration page.
4. After about 30 seconds, the configuration page prints. If it does not print, see the “Troubleshooting Checklist” in this book.

Leave the printer turned on and continue to the next task.

Task 9 Connect the Printer to the Network (Optional)



RJ-45 (10Base-T or 10/100Base-TX) connection

The HP Color LaserJet 4500 DN printer comes with the HP JetDirect J3113A print server, which supports RJ-45 (unshielded twisted pair) for 10Base-T or 100Base-TX networks.

To connect to a 10Base-T or 10/100Base-TX network:

Plug the connector of your unshielded twisted-pair cable into the RJ-45 port. The other end of the cable should be attached to the network.

Task 10 Lock the Printer Control Panel (Optional)

You can prevent users from changing printer control panel settings by establishing a password and locking the printer control panel. The control panel offers multiple levels of security. You can lock certain control panel menus, allowing users to change the rest of the menus, or you can lock all of the menus—and you can even lock the CANCEL JOB key. When the printer control panel is locked, unauthorized users who try to change settings at the control panel receive the following message:

```
ACCESS DENIED
MENUS LOCKED
```

Levels of Security

Lock Setting	Control Panel Items Locked	
0 = None	No items are locked.	
1 = Minimum	Configuration Menu I/O Menu	Calibration Menu Resets Menu
2 = Moderate	Configuration Menu I/O Menu Calibration Menu	Resets Menu Paper Handling Menu
3 = Maximum	Configuration Menu I/O Menu Calibration Menu Resets Menu	Paper Handling Menu Information Menu Printing Menu CANCEL JOB key

Use HP JetAdmin software, HP LaserJet Utility for Macintosh, or an ASCII escape sequence to perform this procedure. HP software, which comes on the software CD-ROM, is easier to use than an ASCII escape sequence. For instructions on locking the control panel by using either HP JetAdmin software or the HP LaserJet Utility for Macintosh, access the online Help for that software.

Using an ASCII PJL Escape Sequence to Set Network Security

If you decide to use the ASCII escape sequence, you must use an MS-DOS® or Windows ASCII editor to create the commands. The commands must also be sent to the printer by using a DOS COPY command or an ASCII file downloader utility.

Note In the following examples, EC represents the escape character. For more information on using escape characters, see the *PJL Technical Reference Manual*. For a copy of this manual, contact your HP-authorized dealer.

- To lock or unlock the printer control panel if a password has not been set, send the following ASCII sequence to the printer:

```
EC%-12345X@PJL JOB
@PJL DEFAULT CPLOCK=NONE (or MINIMUM, MODERATE, or
   MAXIMUM)
@PJL EOJ
EC%-12345X
```

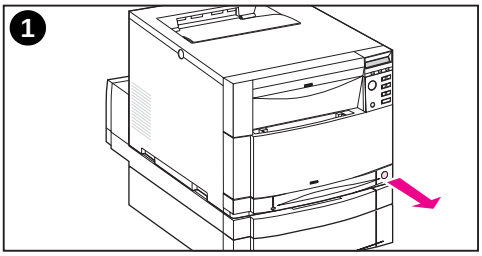
- To set the password, send the following ASCII sequence to the printer:

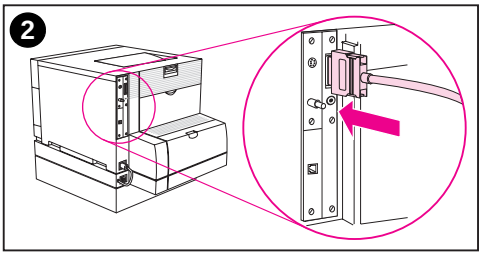
```
EC%-12345X@PJL JOB
@PJL DEFAULT PASSWORD=[numeric password (0 to
   65535)]
@PJL EOJ
EC%-12345X
```

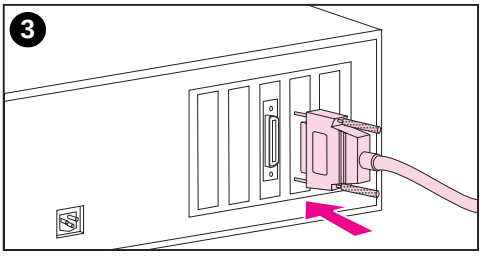
- To lock or unlock the control panel if the password has been set, send the following ASCII sequence to the printer:

```
EC%-12345X@PJL JOB PASSWORD=(numeric password)
@PJL DEFAULT CPLOCK=NONE (or MINIMUM, MODERATE, or
   MAXIMUM)
@PJL EOJ
EC%-12345X
```

Task 11 Connect a Parallel Cable (Optional)



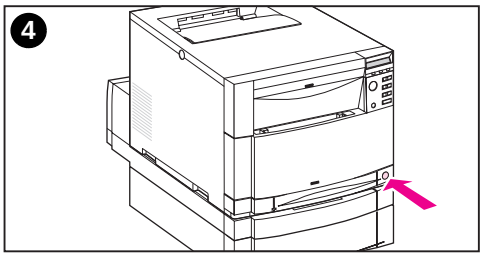




The printer can connect to the computer with a bidirectional parallel cable (IEEE-1284 compliant) with a “C-size” connector to the printer and a “B-size” connector to the computer. HP recommends the parallel cable length to be no longer than 10 meters (30 ft) in length. The cable (HP part number C2946A) is included with the HP Color LaserJet 4500 printer. It must be purchased separately for the HP Color LaserJet 4500 N and 4500 DN printer.

To connect a parallel cable:

1. Press the printer standby button (power switch) to turn the printer to standby mode, and turn off the computer to which you are connecting the parallel cable.
2. Plug the parallel cable into the printer’s parallel port until it snaps into place.
3. Plug the other end of the parallel cable into the computer. Tighten down the screws on the parallel cable to secure the cable to the computer.



4 Turn the computer on and then turn the printer on.

Note

Your system will sense the printer if it is Plug and Play compatible. Follow the directions on your screen. To install the complete software package, cancel Plug and Play and continue to the next task.

Continue to the next page for instructions on verifying communication between the computer and the printer.

To verify communication when using a parallel cable:

1 At the computer, at the DOS prompt (root directory), type `DIR>LPT1` and press ENTER.

Note If you are using a UNIX® operating system, use the equivalent commands.

2 At the printer, if the Data light on the control panel stays on for more than a minute, press GO. Otherwise, continue to step 3.

3 If a directory list prints, printer setup is complete. Now you can install the software to work with the new HP Color LaserJet 4500 printer.
– OR –
If an error message appears in the printer control panel display, see the troubleshooting section in the printer's online user guide for information.
– OR –
If the printer neither prints the directory list nor displays an error message on the control panel, check to see that all the power cables are plugged in and that all the cables connecting the printer to the computer are securely fastened. Remove any print sharing device or port security device which may be connected between the computer and printer.

Task 12 Prepare to Use Software

Before you or other users can print to the printer, the software (printer drivers and optional printing utilities) must be installed on any computer printing to the printer. The software is on the CD-ROM that is included in the box with the printer. This section provides overviews of the CD-ROM software and the installation procedures for the following types of printer users:

- single user whose IBM-compatible computer is directly connected to the printer by a parallel cable
- single user whose Macintosh-compatible computer is directly connected to the printer by a LocalTalk or Ethernet cable (for EtherTalk)
- network administrator who is installing the printer on a network for network clients

CD-ROM Software Overview

The CD-ROM includes software designed for end users who are operating in the following environments:

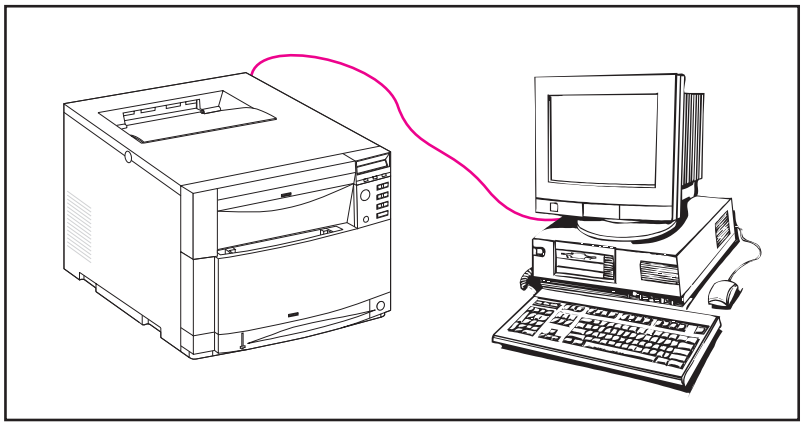
- Windows 3.1x
- Windows 9x
- Windows NT 3.51
- Windows NT 4.0
- IBM OS/2
- Macintosh System 7 or later (appears only in a Macintosh environment)

The CD-ROM also includes software for network administrators who are using the following network operating systems.

- Novell NetWare 3.x or 4.x (Windows 3.1x or Windows 95)
- Windows 9x
- Windows NT 3.51
- Windows NT 4.0
- AppleTalk (EtherTalk and LocalTalk)

Software Installation Overview for IBM-Compatible Single Users

Read this overview if you are a single user whose IBM-compatible computer is the only one connected to the printer and the computer is connected to the printer by a parallel cable (IEEE-1284 compliant) with a “C-size” connector.



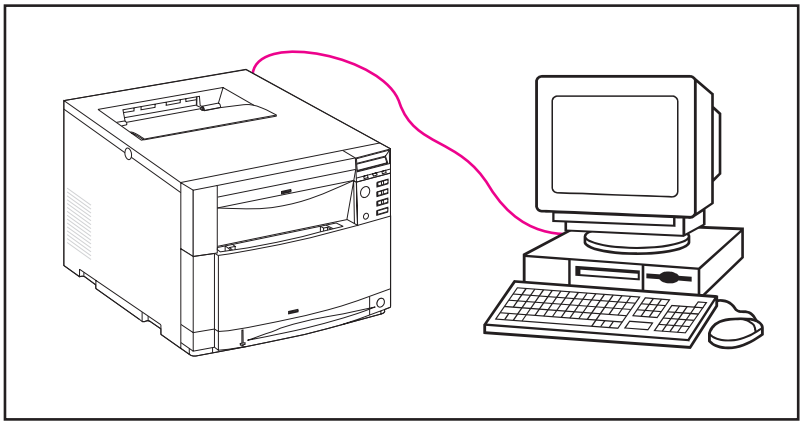
Install the software and the online user guide (optional) on the computer that is connected to the printer. For instructions, see Task 13, “Install the Software”.

Once the software is installed, installation is complete—unless you need to select a different printer port for the printer driver. If you need to select a different port for the printer, see Task 17, “Connect to the Printer”. Once you have selected the correct port for the driver, installation is complete.

On all computers that print to the printer, configure the printer driver to show that the 500-sheet paper feeder and duplex printing accessory are installed. (For instructions, see the online Help for the printer driver.)

Software Installation Overview for Macintosh Single Users

Read this overview if you are a single user whose Macintosh computer is the only one connected to the printer and the computer is connected to the printer by a LocalTalk or EtherTalk cable.

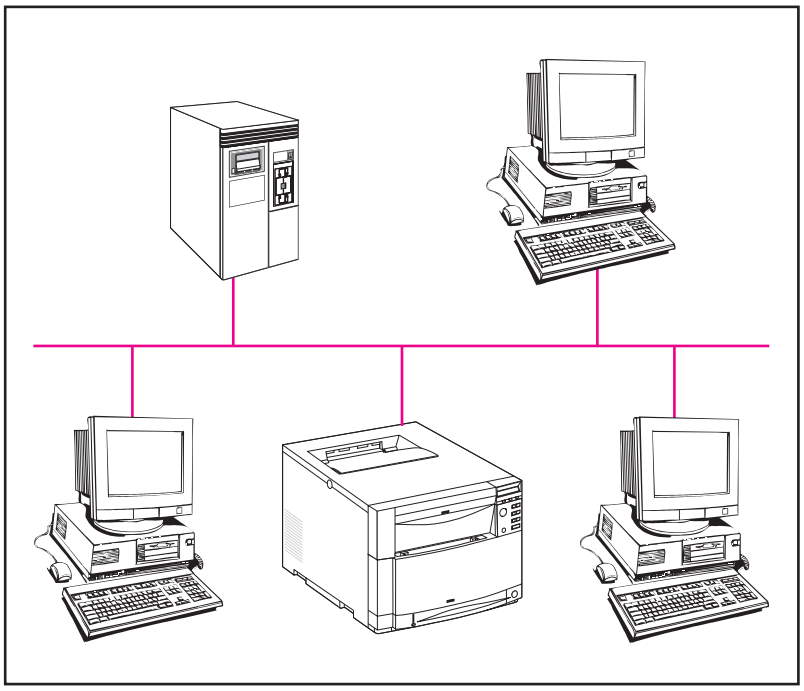


1. Set up the AppleTalk (or Network) Chooser for either an EtherTalk connection or a LocalTalk (Printer Port) connection.
2. Install the software and the online user guide (optional) on the computer that is connected to the printer. For instructions, see the Macintosh section in Task 13, “Install the Software”.
3. In the **Chooser**, configure a printer driver for the new printer PPD. For instructions, see the *HP LaserJet Printing Guide for Macintosh, v. 2.5*, an online Help file located in the HP LaserJet folder that is installed on the hard disk.

On all computers that print to the printer, configure the printer driver to show that the 500-sheet paper feeder and duplex printing accessory are installed. (For instructions, see the online Help for the printer driver.)

Software Installation Overview for Network Administrators

Read this overview if you are a network administrator who is installing the printer on a network for network clients.



1. Depending on the network environment, install the software and the online user guide (optional) on either your network administrator's workstation or on the network server. For instructions, see Task 13, "Install the Software".
2. If the printer was not configured for the network when it was set up, use HP JetAdmin software to remotely configure the printer on the network. In an AppleTalk environment, you have the option of assigning a name and a network zone to the printer. For instructions, see Task 14, "Configure the Printer on the Network".

3. Distribute the installation software to each network client. You can pass around the CD-ROM, or you can place disk images of the installation software onto a network directory or onto diskettes. For instructions, see Task 15, “Distribute the Software to Network Clients”.
4. Install the software onto client workstations. For instructions, see Task 16, “Install the Software for Network Clients”.
5. Users connect their workstations to the printer by either selecting the new port to which the printer is connected (Windows) or by configuring a driver with the new PPD in the **Chooser** (Macintosh). For instructions, see Task 17, “Connect to the Printer”.

On all computers that print to the printer, configure the printer driver to show that the 500-sheet paper feeder and duplex printing accessory are installed. (For instructions, see the online Help for the printer driver.)

Task 13 Install the Software

These installation instructions are for single users and network administrators. Procedures for installing the software vary according to your operating system and network environment. Use the instructions below that best match your operating system and network environment.

Windows

The setup software detects both the version of Windows that you are running and the language that is selected in your operating system. The setup software then installs printer drivers and software that are appropriate for your system.

- For Single users install the software on the computer that is connected to the printer.
- For Novell NetWare networks, install the software on the network administrator's workstation. In a shared Windows network environment, install the software twice—once to install shared files onto the Windows directory on the network, and once to install the printing system onto each workstation.
- For Windows NT networks with a client server, install the software on the server.

1. **Single User:** Log onto the computer that is connected to the printer.

   Network Administrator: Depending on your environment, log onto the network administrator's workstation or onto the server with Supervisor or Admin privileges.
2. Close all applications. Turn off virus checkers and TSR programs. After installation, these programs can be turned back on.

3 Insert the *HP Color LaserJet 4500 Printing System and Documentation* CD-ROM that contains your language into the CD-ROM drive.

4 In Windows 3.1 or Windows NT 3.51, click **Run** from the **File** menu in Program Manager. In Windows 9x or Windows NT 4.0, if AutoPlay is bypassed, click **Start**, and then click **Run**.

5 Type `D:\SETUP.EXE` in the box. (This assumes that your CD-ROM drive is the D:\ drive and that AutoPlay did not automatically start the installer program.)

6 Click **OK** to run the installer program.

7 To install software for the language and version of Windows you are installing from, click the **Next** button. To install software in another language, click **Cancel.** Then exit Setup and browse the CD-ROM directory structure to find the path for the language you want to install. For example, if you want to install software for Windows 95 in Spanish, the path is:
`D:\image\win95\sp\setup\disk1\setup.exe.`
(where “sp” refers to Spanish).

8 Follow the instructions on the screen. To install software for Windows on a Novell network, a Windows NT network, or a peer-to-peer network, choose **Custom**. Then verify that HP JetAdmin is selected (checked) in the list of software components to install. If you are installing the software on a single user’s computer, click **Typical** or **Custom**.

Note When you install the software on a network that uses a shared version of Windows, you must install the software twice. During the first installation, install files on the shared Windows directory. Once the installation is complete, run the installation software again, and choose **Typical** or **Custom** to install the software onto the workstation you are installing from.

Windows Installation Options on the CD-ROM	
Typical	**Custom**
Installs: • Printing system Readme file • Printer drivers and associated Readme files • Uninstaller **Optional:** • Online user guide	**Installs user-selected options:** • Printing system Readme file • Printer drivers and associated Readme files • Uninstaller • Online user guide • HP FontSmart utility • HP JetAdmin software

9 **Single User:** When you are prompted to choose a port for the printer, select the **Local Port** option:

- **Use an Existing Port** – select the port you wish to use.
- **Add a Port** – select either Local Port or Network Port.
- **Connect to a Shared Network Printer** – browse the directory structure to locate the path and name of the shared network printer.

After selecting a port, choose **LPT1**.

Network Administrator: This is where you define the printer port to use for this printer.

- **Use an Existing Port** – select the port you wish to use.
- **Add a Port** – select either Local Port or Network Port.
- **Connect to a Shared Network Printer** – browse the directory structure to locate the path and name of the shared network printer.

After selecting a port, choose **LPT1**.

Note If you chose to install the online user guide, the Adobe Acrobat Reader may be installed as part of the setup.

Network Administrator: If you are installing the online user guide on a network, install it on a public drive that all network clients can access.

10 Follow the instructions on the screen to install the online user guide (optional).

Single User: Once the installer has installed the chosen software and you have restarted Windows, the software installation is complete.

Network Administrator: After installing the chosen software, configure the printer on the network. See Task 14, “Configure the Printer on the Network”.

IBM OS/2 Warp Server Networks

For IBM OS/2 warp server networks, use HP Web JetAdmin to configure the printer with network parameters. HP Web JetAdmin requires a Microsoft Windows NT host on the network. To download the latest version of HP Web JetAdmin, visit HP Customer Care online at www.hp.com/support/net_printing.

Macintosh

On a Macintosh-compatible computer, the installation procedures are the same for a network administrator, a network client, and a single user. Install the software on any computer that will be printing to the printer.

Note If the computer is connected to the printer by a LocalTalk (Printer Port) or EtherTalk connection, the AppleTalk (or Network) Chooser must be configured for the correct connection to communicate with the printer.

The Macintosh partition on the CD-ROM contains an installer program for each available language. Find the language that is appropriate for your operating system, and then use the installer program for that language.

Task 14 Configure the Printer on the Network

Before using the printer on the network, it must be configured with network parameters. If the printer installation utility did not do this, use a network printer management utility such as HP JetAdmin. HP JetAdmin for Windows is located on the Printing System and Documentation CD-ROM in the “jetadmin” directory. Or, you can download the latest version of HP JetAdmin or HP Web JetAdmin from HP Customer Care Online at http://www.hp.com/support/net_printing.

For more information on HP JetAdmin, see the *HP JetDirect Print Server Software Installation Guide*.

Task 15 Distribute the Software to Network Clients

Before a network client can print to the printer, the printing system software must be installed on the client's workstation. Rather than distributing the CD-ROM to each client, you can place disk images of the installation software onto a public directory. The software's **Disk Copy** option lets you copy disk images only for Windows operating systems to a designated directory.

To create disk images with Disk Copy:

1. Insert the "HP Color LaserJet 4500 Printing System and Documentation" CD-ROM that contains your language into the CD-ROM drive.
2. In Windows 3.1x or Windows NT 3.51, click **Run** from the **File** menu in Program Manager.
3. In Windows 9x or Windows NT 4.0, click **Start**, and then click **Run**.
4. Type `D:\SETUP.EXE` in the box. (This assumes that your CD-ROM drive is the D:\ drive.)
5. Click **OK**.
6. Click **Next**. The Software License screen will appear. Click **Yes** if you agree to the terms.
7. When you are prompted to choose the method of installation, click **Disk Copy**.
8. Select the language and operating system versions for which you want to create disk images, and then choose the drivers package you want included in the disk images.
9. Click **Browse** to assign a path to the drive and directory where you want to copy the disk images.
10. Click **Next** and then follow the instructions on the screen.

You also can use a file management tool such as Windows File Manager or XCOPY to copy disk images. If you use an application or utility other than Disk Copy, browse the Image directory on the CD-ROM to determine the location of the disk images. For example, if you want to copy disk images for Windows 9x in Spanish, the path on the CD-ROM is: `D:\image\win95\sp\<driver>\disk1` (where `<driver>` is the driver you are using such as PCL or PS).

Task 16 Install the Software for Network Clients

Before a client can print to the printer, the printing system software must be installed on the client's workstation. Procedures for installing the software vary, depending on the operating system you are using. Use the instructions below that apply to your operating system.

Windows

The procedures for installing end-user software on client workstations are similar to the installation procedures for network administrators. Install the end-user software on client workstations by running SETUP.EXE from the root directory of the CD-ROM or from the disk 1 directory of disk images.

- To install end-user software, click **Typical** or **Custom**.

Windows Installation Options on the CD-ROM	
Typical	**Custom**
Installs: • Printing system Readme file • Printer drivers and associated Readme files • Uninstaller **Optional:** • Online user guide	**Installs user-selected options:** • Printing system Readme file • Printer drivers and associated Readme files • Uninstaller • Online user guide • HP FontSmart utility • HP JetAdmin software

Note

To install the end-user software onto a Windows NT workstation, you must have ADMINISTRATOR PRIVILEGES on that workstation.

- Do not install the PCL driver or PostScript™ driver(s) onto Windows NT workstations when you install other end-user software. Clear the PCL and PostScript Driver check boxes in the Components list during the Custom Install. The driver(s) will be installed from the server when you connect to the network printer in Task 17, "Connect to the Printer".
- Do not install the HP JetAdmin software on client workstations that are on a Novell NetWare network or Windows NT network. If the check box for HP JetAdmin is selected when you choose the custom installation, click the HP JetAdmin utility check box to clear it.

- Do not install the online user guide on the client's workstation if you installed it on a public drive.
- Users of a shared network version of Windows can install only those software components that the network administrator installed during the network administrator installation. For example, if the network administrator did not install the HP FontSmart utility, then the HP FontSmart utility will not install on client workstations.
- For a minimal install (driver only) on a Windows 3.1 or Windows 9x workstation, install using the operating system. Using the operating system installs only the Original Equipment Manufacturer (OEM) driver. For a minimal install in Windows 9x, use the Add Printer Wizard. In Windows 3.1, use the Printers icon in the Control Panel.
- On a peer-to-peer network, all users who want access to the network printer may need to install the HP JetAdmin software on their workstations. For more information, see the chapters on peer-to-peer networks in the *HP JetDirect Print Server Software Installation Guide*.

OS/2

For installation instructions, see the installation Readme.hp file in the OS/2 folder on the software CD-ROM.

Macintosh

The Macintosh partition contains an installer program for each language. Find the language that is appropriate for your operating system and then use the installer program for that language.

Task 17 Connect to the Printer

These installation instructions are for single users and network administrators. After installing the end-user software on a client workstation, connect the printer drivers to the proper printer port. This enables the client to print to the printer. The procedures for connecting to a port vary, depending on your operating system. Use the instructions below that apply to your operating system.

Windows 3.1 and Windows 9x

- In Windows 3.1, open the **Printers** icon in the Control Panel, and then use the **Connect** button to connect the printer driver to the correct port. If the port is not visible in the **Ports** list, click the **Network** button and complete the Connect To Network dialog box.
- In Windows 95, select the printer in the **Printers** folder, and then open **Properties** from the **File** menu. Select the correct port from the **Details** tab. If the port is not present, click the **Add Port** button and complete the **Add Port** dialog box.

Windows NT 3.51 and Windows NT 4.0

Note To connect to the network printer on a Windows NT workstation, you must have ADMINISTRATOR PRIVILEGES on that workstation.

When you connect to the network printer on a Windows NT workstation, the printer driver gets installed from the server. If the operating system is unable to install the driver from the server, you can install the driver from the CD-ROM. If you are prompted for the driver, browse for **printer.inf** (Windows NT 3.51) or **ntprint.inf** (Windows NT 4.0) in the following subdirectory:
`D:\image\<OS>\<language>\<driver>\disk1`
(where `<OS>` is your operating system, `<language>` is the language you are using, and `<driver>` is the driver you are using such as PCL or PS).

- In Windows NT 3.51, use **Connect to Printer** in the **Printer** menu. Under **Shared Printers**, double-click on the printer's network name and then follow the instructions on the screen.
- In Windows NT 4.0, use the **Add Printer Wizard** in the **Printers** folder to connect to a network printer.

Macintosh

For instructions on configuring the printer in the **Chooser**, see the *HP LaserJet Printing Guide for Macintosh, v. 2.5*, in the HP LaserJet folder that is installed on the system hard disk.

Troubleshooting Checklist

Problem or Error Message	Solution
The control panel display is blank.	Make sure the printer's power switch is on.
	The printer may be in PowerSave mode. Press Go to check.
	Make sure all power cables are securely attached and plugged into a grounded power outlet. Verify that the short cable on the back of the duplexer is connected to the printer and that the power cord is connected correctly between the duplexer and the outlet.
The control panel displays OFFLINE.	Press Go.
Cannot print from the computer using a parallel cable.	The cable might be bad or installed incorrectly, or might be too long. Remove the cable and reconnect it, making sure it is securely connected. Try another bidirectional parallel cable (IEEE-1284 compliant) with a "C-size" connector under 10 m (30 ft) in length. Replace the cable with an HP C2946A cable or equivalent. The wrong port may be selected or rerouted. Check the MODE statement in the AUTOEXEC.BAT file. There may be a bad port on the computer or printer. Try using a different port, or, if possible, a different computer or printer to help isolate the problem.
Cannot print using a sharing device.	Try to isolate the cause of the problem. Test the printer using a cable connected directly from the computer to the printer. Contact the sharing device vendor for troubleshooting steps.
Random "garbage" characters are printing.	The interface cable may be bad or loose. Check the cable and connection. If you are using a bidirectional parallel cable (IEEE 1284 compliant) with a "C" connector, make sure it is not longer than 10 m (30 ft).
Control panel displays 13.X PAPER JAM.	Paper may be jammed in one of several locations. Clear all jams according to instructions in the quick reference guide. Make sure packing spacers are removed from the tray.
Control panel displays an error message.	Turn the printer off and back on. If the message does not clear, see the online user guide.
Cannot find the printer in the network – OR – The HP JetDirect configuration page indicates an "I/O CARD NOT READY" message.	Verify cabling connections. Ensure your configuration parameters are correct. See the troubleshooting section in the *HP JetDirect Print Server Software Installation Guide*.

For more messages and solutions, see the chapter called "Solving Problems with the Printer" in the online user guide.

Communicating With an Optional HP JetDirect Print Server

If the printer contains an optional HP JetDirect print server, and you cannot communicate with the printer over the network, verify the operation of the print server. Print an HP JetDirect configuration page. If the message “I/O CARD READY” does not appear on the configuration page, see the troubleshooting section of the *HP JetDirect Print Server Software Installation Guide*.

HP JetDirect 10/100TX print server

If the printer contains an optional HP JetDirect 10/100TX print server, check to see that the print server was able to link to the network:

- Check the link-speed indicators (10 or 100) on the print server. If both are off, the print server failed to link to the network.
- Check the HP JetDirect configuration page. The message “LOSS OF CARRIER ERROR” indicates that the print server failed to link to the network. If the print server failed to link, verify that all cables are correctly connected. If all cables are correctly connected and the print server still fails to link, follow the steps below to reconfigure the print server:

  1 Turn off the printer and remove the HP JetDirect 10/100TX print server.

  2 Use jumpers P1, P2, and P3 to manually configure the print server for either 10 or 100 Mbps (megabits per second) link speed, and Full- or Half-duplex operation according to the table below:

Print Server Operation	Jumper P1	Jumper P2	Jumper P3
Autonegotiation Enabled	AUTO	—	—
100 Half-duplex	(not AUTO)	100	H
100 Full-duplex	(not AUTO)	100	(not H)
10 Half-duplex	(not AUTO)	(not 100)	H
10 Full-duplex	(not AUTO)	(not 100)	(not H)

3. Reinstall the print server.
4. Verify that the configuration of the connecting network device (such as a 10/100TX network switch) matches. For example, to set the print server for 100TX Full-duplex operation, the port on the network switch must also be set for 100TX Full-duplex operation.
5. Turn the printer on and check the print server operation. If the print server fails to link, contact a local HP-authorized dealer or service representative.

Support Information

HP Support

Online Services: for 24-hour access to information over your modem, we suggest these services:	**World Wide Web URL**—Printer drivers, updated HP software, plus product and support information may be obtained from the following URLs**:** in the U.S. http://www.hp.com in Europe http://www2.hp.com Printer drivers may be obtained from the following sites: in Japan ftp://www.jpn.hp.com/drivers/ in Korea http://www.hp.co.kr in Taiwan http://www.hp.com.tw or the local driver website http://www.dds.com.tw	
Obtaining software utilities and electronic information for U.S. and Canada:	**Phone:** (1) (661) 257-5565 **Fax:** (1) (661) 257-6995	**Mail:** Hewlett-Packard Distribution P.O. Box 907 Santa Clarita, CA 91320-9007 U.S.A.
For Asia-Pacific countries:	Contact Mentor Media at (65) 740-4477 (Hong Kong, Indonesia, Philippines, Malaysia, or Singapore). For Korea, call (82) (2) 3270-0805 or (82) (2) 3270-0893.	
For Australia, New Zealand, and India:	For Australia and New Zealand, call (61) (2) 565-6099. For India, call (91) (11) 682-6035.	
For European English:	For U.K., call (44) (142) 986-5511. For Ireland and outside U.K., call (44) (142) 986-5511.	

HP Support (continued)

HP direct ordering for accessories or supplies:	Call 1-800-538-8787 (U.S.) or 1-800-387-3154 (Canada).
HP Support Assistant compact disc:	This support tool offers a comprehensive online information system designed to provide technical and product information on HP products. To subscribe to this quarterly service in the U.S. or Canada, call 1-800-457-1762. In Hong Kong, Indonesia, Malaysia, or Singapore, call Fulfill Plus at (65) 740-4477.
HP Service Information:	To locate HP-authorized Dealers, call 1-800-243-9816 (U.S.) or 1-800-387-3867 (Canada)
HP Service Agreements:	Call 1-800-835-4747 (U.S.) or 1-800-268-1221 (Canada). Extended Service 1-800-446-0522

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

Australia	+61 (0) 3 9272 2627	Malaysia	+60 (0) 3 298 2478
Canada	1-800-333-1917	New Zealand	+64 (0) 09 356 6642
China	+86 (0) 10 6505 5280	Philippines	+65 275 7251
Hong Kong	852-2506-2422	Singapore	+65 275 7251
India	+91 (0) 11 682 6031	Taiwan	(886) (2) 719-5589
Indonesia	+62 (0) 21 352 2044	Thailand	+66 (0) 2 661 3511
Japan	+81 (0) 3 3335 8622	United States	1-800-333-1917
Korea	+82 (0) 02 769 0543		

Customer Support Options Worldwide

In addition to the phone numbers listed below, the online user guide contains worldwide sales and service addresses and phone numbers for countries not listed here.

Customer Support Worldwide

Customer Support and Product Repair Assistance for the U.S. and Canada:	Call 1-208-323-2551 Monday through Friday from 6 am to 6 pm (Mountain Time) free of charge during the warranty period. However, your standard long-distance phone charges still apply. Have your system nearby and your serial number ready when calling. If you know your printer needs repair, call 1-800-243-9816 to locate your nearest HP-authorized service provider, or call 1-208-223-2551 for HP centralized service dispatch. Post-warranty telephone assistance is available to answer your product questions. Call 1-900-555-1500 ($2.50* per minute, U.S. only) or call 1-800-999-1148 ($25* per call, Visa or MasterCard, U.S. and Canada) Monday through Friday from 6 am to 6 pm (Mountain Time). *Charges begin only when you connect with a support technician. *Prices subject to change.*

European Customer Support Center Language and In-Country Options Available

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

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

English	Ireland:	(353) (1) 662-5525	**German**	Germany	(49) (180) 525-8143
	U.K.:	(44) (171) 512-5202		Austria:	(43) (1) 0660-6386
	International:	(44) (171) 512-5202	**Norwegian**	Norway:	(47) 2211-6299
Dutch	Belgium:	(32) (2) 626-8806	**Danish**	Denmark:	(45) 3929-4099
	Netherlands:	(31) (20) 606-8751	**Finnish**	Finland:	(358) (9) 0203-47288
French	France:	(33) (01) 43-62-3434	**Swedish**	Sweden:	(46) (8) 619-2170
	Belgium:	(32) (2) 626-8807	**Italian**	Italy:	(39) (2) 264-10350
	Switzerland:	(41) (84) 880-1111	**Spanish**	Spain:	(34) (90) 232-1123
			Portuguese	Portugal:	(351) (1) 441-7199

Customer Support Worldwide (continued)

In-country support numbers: If you require support after your warranty has expired, additional product repair services, or if your country is not listed below, refer to the Worldwide Sales and Service Offices section in the online user guide.

Argentina	787-8080	Japan	(81) (3) 3335-8333
Australia	(61) (3) 272-8000	Malaysia	(60) (3) 295-2566
Brazil	022-829-6612	Mexico (Mexico City)	01 800-22147
Canada	(1) (208) 323-2551	Mexico (outside Mexico City)	01 800-90529
China	(86) (10) 65053888-5959	New Zealand	(64) (9) 356-6640
Chile	800-360999	Philippines	(63) (2) 894-1451
Czech Republic	(420) (2) 471-7321	Poland	(48) (22) 37-5065
Greece	(30) (1) 689-6411	Portugal	(351) (1) 301-7330
Hong Kong	(852) 800-96-7729	Russia	(7) (95) 923-5001
Hungary	(36) (1) 343-0310	Singapore	(65) 272-5300
India	(91) (11) 682-6035	Taiwan	(886) (02) 717-0055
	(91) (11) 682-6069	Thailand	+66 (0) 2 661-4011
Indonesia	(62) (21) 350-3408	Turkey	(90) (1) 224-5925
Korea	(82) (2) 3270-0700		
Korea (outside Seoul)	(82) (080) 999-0700		