

# How to use your HP documentation

English

## This guide

Use this guide to quickly and easily set up and install the software for your new HP LaserJet 1100A Printer•Copier•Scanner. You can find the following information in this guide:

- Hardware setup information (fold-out cover)
- Package contents (fold-out cover)
- Verifying hardware installation
- Installing the software
- Printer components
- Copier/Scanner components
- Printer control panel lights
- Scanner control panel
- Troubleshooting common issues
- Service and support
- FCC compliance
- Acknowledgments
- Warranty

## The online help and online user guide

The online help is a comprehensive source of information, designed to help you learn about the *software* included with your HP LaserJet 1100 printer or your Copier/Scanner for the HP LaserJet 1100. The online help provides step-by-step instructions for the many tasks the software enables you to perform.

The online user guide is a comprehensive source of information, designed to help you learn how to use your HP LaserJet 1100 printer or your Copier/Scanner for the HP LaserJet 1100. The focus of this guide is *hardware*.

### Accessing the online help and user guide

You can access the online help and user guide via the following:

- CD-ROM: Online user guide only.
- Document Assistant: Access from the main screen under **Tools**. (Document Assistant is not available for Windows 3.1x operating systems.)
- LaserJet Document Desktop: Access from the main screen under **Help**.
- Program Group:
  - Windows 9x & NT 4.0: Click **Start, Programs, HP LaserJet 1100**, and then **HP 1100 User Guide** or **Online Help**.
  - Windows 3.1x: From the **Program Manager**, double-click the **HP LaserJet 1100** icon, and then double-click **HP 1100 User Guide** or **Online Help**.

## LaserJet 1100 Tutorial

The LaserJet 1100 Tutorial enables you to quickly learn about the features and benefits of using the copying and scanning functionality of the optional HP LaserJet 1100A Printer•Copier•Scanner.

### Accessing the LaserJet 1100 Tutorial

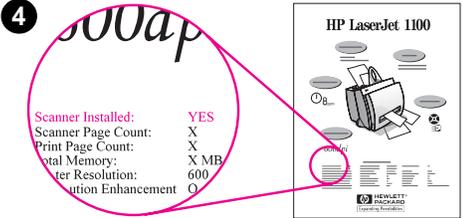
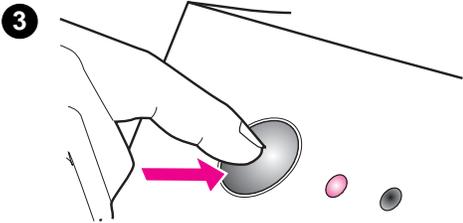
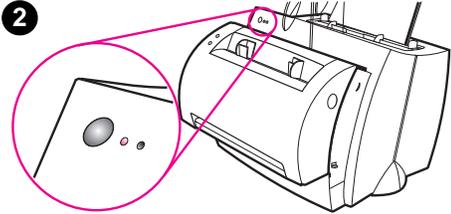
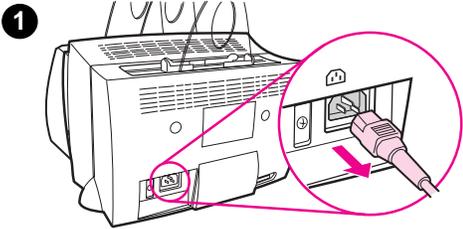
Program Group:

- Windows 9x & NT 4.0: Click **Start, Programs, HP LaserJet 1100**, and then **LaserJet 1100 Tutorial**.
- Windows 3.1x: From the **Program Manager**, double-click the **HP LaserJet 1100** icon, and then double-click **LaserJet 1100 Tutorial**.

## Verifying hardware installation

After completing the installation process, test your HP LaserJet 1100A Printer•Copier•Scanner to ensure it is working correctly.

- 1 Ensure power to the printer is on and that paper is loaded.
- 2 Wait for the printer to get into Ready status (center light illuminated).
- 3 Press and release the **Go** button to print a self-test page.
- 4 If the scanner is correctly installed, the lower left-hand side of the self-test page should read “Scanner Installed: YES.”



Scanner Installed: YES  
Scanner Page Count: X  
Print Page Count: X  
Total Memory: X MB  
Printer Resolution: 600  
Image Enhancement: Q

## Installing the software

### General

Before installing the software, verify the following:

- At least 8 MB or more of RAM is installed on your PC (16 MB recommended).
- There is at least 20 MB of free hard disk space on your PC.
- All applications are closed on your PC before beginning installation. (A system reboot may be required after the software is installed.)
  - Windows 9x & NT 4.0: No icons should appear on the taskbar.
  - Windows 3.1x: Press **Alt+Tab**. Only the **Program Manager** should appear.

### Windows<sup>®</sup> 9x & NT<sup>®</sup> 4.0

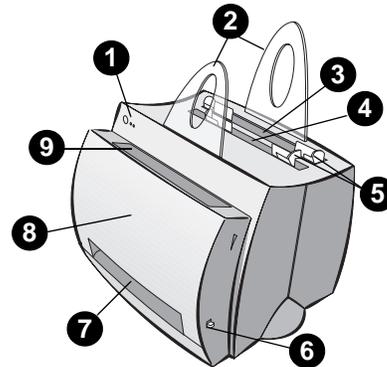
- 1 Insert the CD into the disk drive on your PC. The installation will automatically begin.
  - If the installation does not automatically begin, click **Start**, and then click **Run**. Type **D:\setup** in the command line. If your CD drive is not **D**, type the correct drive letter.
- 2 Follow the instructions on the screen to complete the installation.

### Windows 3.1x

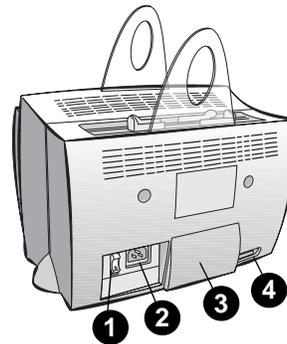
- 1 Insert the CD into the disk drive on your PC.
- 2 In the **Windows Program Manager** screen, pull down the **File** menu and click **Run**.
- 3 Type **D:\setup** in the command line (D=the letter for your CD drive).
- 4 Follow the instructions on the screen to complete the installation.

## Printer components

1. Printer control panel
2. Paper supports
3. Paper input tray
4. Single-sheet paper input tray
5. Paper guides
6. Paper-output lever
7. Straight-through output path
8. Printer door
9. Paper output bin



1. Power switch (220-240 volt only)
2. Power receptacle
3. Memory door
4. Parallel port

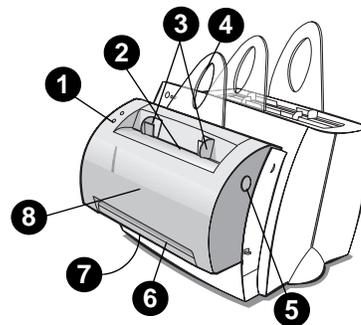


### Note

Printers that require 110-127 volts of power do not have a power switch. Unplug the printer to turn it off.

## Copier/Scanner components

1. Scanner control panel
2. Paper input tray
3. Paper guides
4. Paper support
5. Door release button
6. Paper output path
7. Scanner attachment lever
8. Scanner door

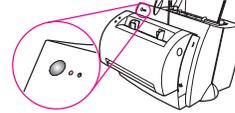


## Printer control panel lights

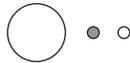
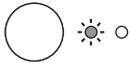
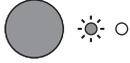
The control panel lights indicate the status of your printer.

### Light status legend

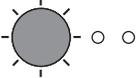
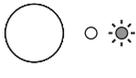
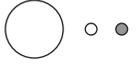
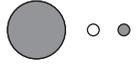
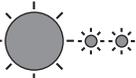
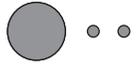
-  Symbol for "light off"
-  Symbol for "light on"
-  Symbol for "light blinking"



### Printer control panel light messages

Light status	Condition of the printer	Description and required action
	<b>PowerSave mode (or the power is disconnected)</b> The printer uses Sleep mode to conserve power.	Pressing the <b>Go</b> button on the printer control panel, or printing, will awaken the printer from PowerSave mode. Check the power cord if the above actions do not generate a response (and the power switch on 220-240 volt printers).
	<b>Ready</b> The printer is ready to print.	No action is necessary; however, if you press and release the <b>Go</b> button on the printer control panel, a self-test page will print.
	<b>Processing</b> The printer is receiving or processing data.	Wait for the job to print.
	<b>Buffered data</b> The printer memory is retaining unprinted data.	Press and release the <b>Go</b> button on the printer control panel to print the remaining data.

## Printer control panel light messages (continued)

Light status	Condition of the printer	Description and required action
	<p><b>Manual feed</b> The printer is in manual feed mode.</p>	Check that you have loaded the correct paper, then press and release the <b>Go</b> button on the printer control panel to print. If you do not want to be in manual feed mode, change the setting from your printer properties.
	<p><b>Door open, no toner cartridge, or paper jam</b> The printer is in an error state.</p>	<p>Check the following:</p> <ul style="list-style-type: none"> <li>● The printer door is closed.</li> <li>● The toner cartridge is correctly installed in the printer.</li> <li>● There are no paper jams.</li> </ul>
	<p><b>Paper out</b> The printer is out of paper.</p>	Load paper into the printer.
	<p><b>Memory out</b> The printer ran out of memory in the middle of a print job.</p>	The page being printed may have been too complex for the memory capacity of the printer. Press and release the <b>Go</b> button to print.
	<p><b>Reset/Printer initialization</b> The printer memory is being reset and all previously sent print jobs are being purged. Or, a printer initialization is taking place.</p>	No action is necessary. However, you can reset the printer if you press and hold the <b>Go</b> button for 5 seconds.
	<p><b>Fatal error</b> All lights are on.</p>	<ul style="list-style-type: none"> <li>● Reset the printer.</li> <li>● Turn the printer off and then back on.</li> <li>● Contact HP Support.</li> </ul>

## Scanner control panel

The scanner control panel is comprised of two buttons:

- **Copy:** Press the Copy button to perform a single Quick Copy—your computer does not have to be on.
- **Scan:** Press the Scan button to launch the software. If configured correctly, you can perform the following tasks:
  - Scan to fax
  - Scan to e-mail
  - Store documents electronically
  - Edit text (OCR: Optical Character Recognition)
  - Make multiple and customized copies

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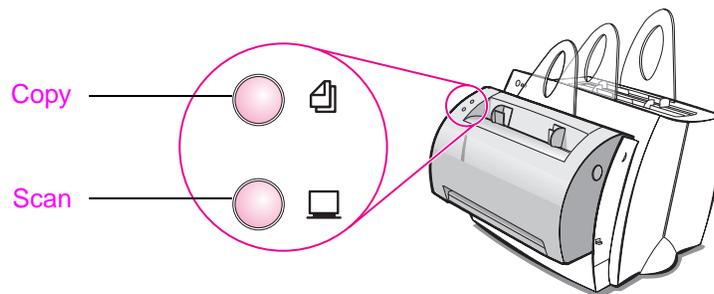
### Note

The PC must be on and the software installed to use the Scan button.

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### Note

To cancel a scan or copy job, press both buttons simultaneously.



## Troubleshooting common issues

### 1 Basic troubleshooting checks:

- Connect power to the printer and print a self-test page by pressing and releasing the **Go** button while the printer is in Ready status. This verifies the power cord is working correctly, power is on, and the toner is correctly installed with the protective tape removed.
- Copy the self-test page by pressing the **Copy** button on the scanner control panel (scanner installed only). This verifies scanner operation.
- Send a print job from a software application on your PC to your HP LaserJet 1100 printer. This verifies the software installation and communication to the printer.
- Press the **Scan** button on the scanner control panel. If the software launches on your PC, this verifies the scanning software installation and verifies communication to the printer.

### 2 If the software installation failed without errors or if you cannot print from the PC, verify the following:

- Verify that all applications are closed.  
Windows 9x: Press **Ctrl+Alt+Del**. All programs except **Systray** and **Explorer** should be closed. If not, close them by selecting one at a time and clicking **End Task**.
- Reinstall the software using the method described in "Installing the software."
- Reboot your PC.

**Continued on next page.**

### 3 If the software installation fails in step 2, try installing the software using the following method:

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#### Note

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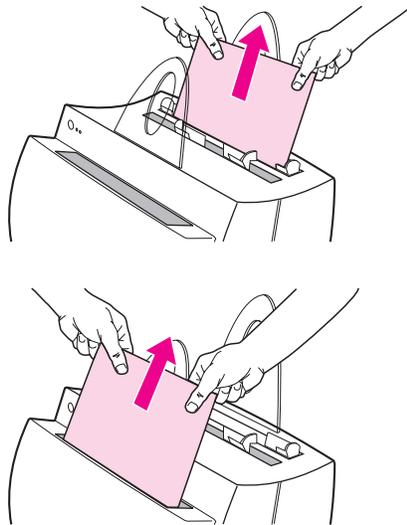
The alternate software installation method will install the printer software only.

- Alternate software installation for Windows 9x & NT 4.0
  - 1 Close all software that is currently open on your PC.
  - 2 Click **Start**, select **Settings**, and then select **Printers**.
  - 3 Double-click **Add Printer**.
  - 4 Windows NT 4.0 only: select appropriate LPT port.
  - 5 Click **Next** until you come to the list of *Printer Manufacturers*.
  - 6 Click **Have Disk**.
  - 7 Enter "**<language>\drivers\OS**"  
**<language> being whatever language you want to select.**
  - 8 Click **Next**, and then click **Next** again.
  - 9 Remove the CD when the installation is complete.
- Alternate software installation for Windows 3.1x
  - 1 Close all software that is currently open on your PC.
  - 2 From the **Program Manager**, open the **Main** group.
  - 3 Open the **Control Panel**, and then open **Printers**.
  - 4 Click **Add**. A list of printers will appear on your screen with **Install Unlisted or Updated Printer** highlighted.
  - 5 Click **Install**.
  - 6 Click **Have Disk**, and then enter "**<language>\drivers\OS**"  
**<language> being whatever language you want to select.**
  - 7 Follow the instructions on your screen to complete the installation.
  - 8 Remove the CD when the installation is complete.

## Clearing printer paper jams

Occasionally, paper can become jammed while printing. Following is a list of some possible causes:

- The media was loaded incorrectly.
- The paper-output lever was adjusted while a job was printing.
- The printer door was opened while a job was printing.
- The media being used does not meet HP specifications.
- The media used was smaller than 76.2 x 127 mm (3 x 5 in.).



### Paper input tray areas

Pull the page from the paper input tray side until it is fully removed.

### Paper output paths

If the page is sticking out of the paper output path, pull it until it is fully removed.

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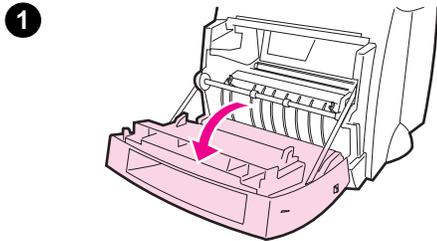
#### Note

Loose toner may remain in the printer after a paper jam. This will clear after a few sheets have printed.

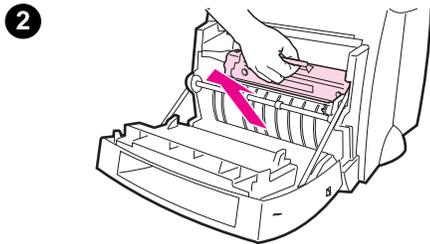
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## Printer paper jams

If the scanner is attached to the printer, it may be necessary to pull the printer to the edge of the work space to enable full extension of the printer door.



- 1 Open the printer door. If the paper can be removed without removing the toner cartridge, go to step 3. Otherwise, continue with step 2.



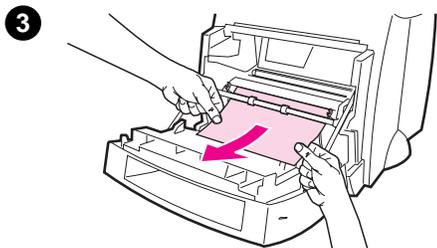
- 2 Remove the toner cartridge and place it aside, covering it with a piece of paper.

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### CAUTION

Paper jams in this area may result in loose toner on the page. If you get any toner on your clothes, wash them in cold water. *Hot water will permanently set the toner into fabric.*

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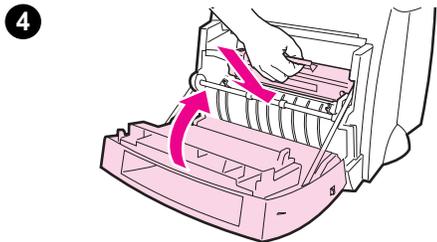


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### CAUTION

To prevent damage to the toner cartridge, do not expose the toner cartridge to light for more than a few minutes. Cover it with a sheet of paper.

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- 3 With both hands, grasp the side of the paper that is most visible (this includes the middle), and then carefully pull it free from the printer.

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### Note

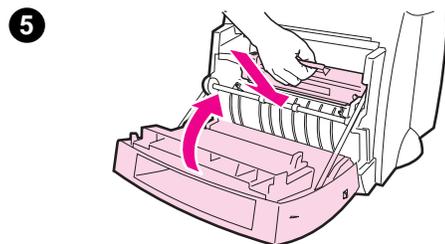
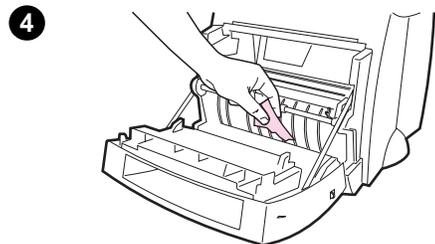
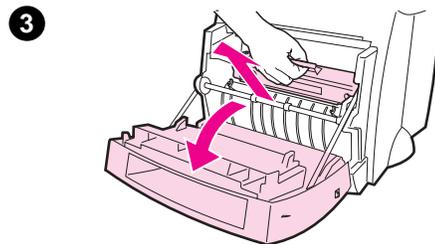
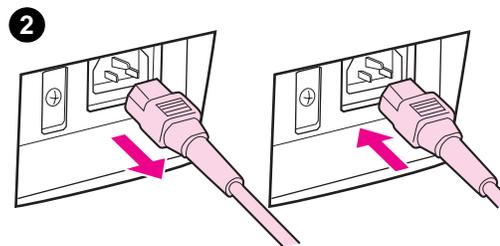
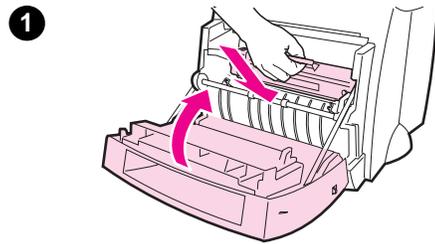
If the paper tears, see “Removing torn pieces of paper from the printer.”

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- 4 After the jammed paper has been removed, replace the toner cartridge and close the printer door.

## Removing torn pieces of paper from the printer

A piece of jammed paper can tear while being removed. Use the following procedure to remove any small pieces of paper left in the printer.



- 1 Make sure the toner cartridge is installed and the printer door is closed.
- 2 Turn the printer off and then back on. As the printer restarts, the rollers will advance the piece(s) of paper.

### Note

To turn the power off, unplug the power cord. Plug the power cord back in to turn the printer on.

- 3 Open the printer door and remove the toner cartridge.
- 4 Remove the piece(s) of paper.
- 5 Reinstall the toner cartridge and close the printer door.

If the paper is still not accessible, repeat steps 1 through 5.

## Clearing Copier/Scanner jams

Occasionally, paper becomes jammed during a scan or copy job. Following is a list of some of the causes:

- The paper input trays are loaded improperly.
- The original is too small or delicate to be correctly fed through the scanner.
- Media that does not meet HP specifications is used.

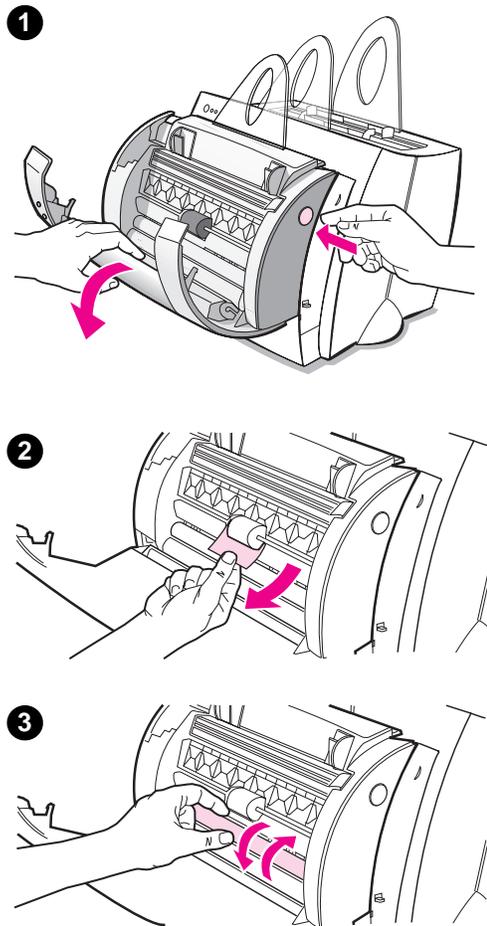
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### Note

Small or delicate originals, such as business cards or newsprint, may require a carrier sheet to correctly feed through the Copier/Scanner. You can make a carrier sheet by simply taping the leading edge of the original to a standard sheet of paper.

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A message will appear on your computer screen informing you of an error.



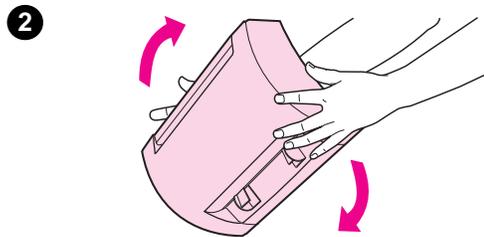
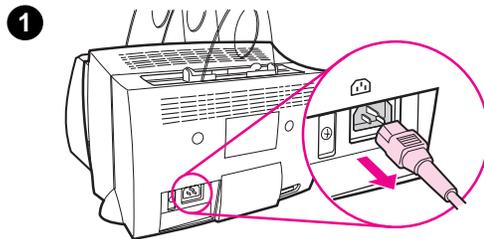
- 1 Open the scanner door.
- 2 Locate and grasp the original on the top or bottom side, whichever side sticks out farther, and then pull gently and steadily.
- 3 If necessary, roll the white wheel in the opposite direction you are pulling the original. For example, if you are pulling the original from the bottom, roll the wheel up.

If the jammed original is not visible, see “Clearing hard-to-reach jams.”

## Clearing hard-to-reach jams

### CAUTION

To prevent damaging your printer and/or scanner, unplug the power cord before removing the scanner.



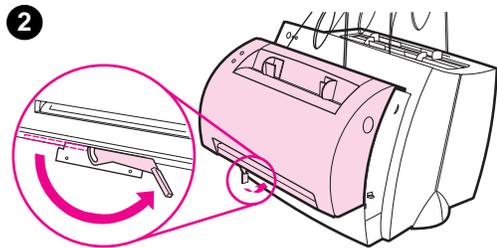
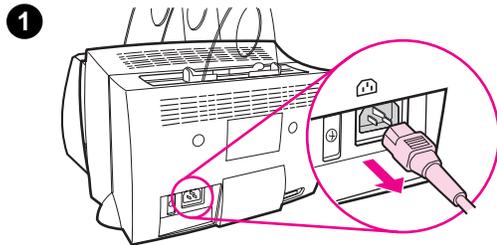
- 1 Unplug the printer, and then remove the scanner from the printer. See "Removing the scanner."
- 2 Rotate the scanner so the top is facing toward the ground.
- 3 Gently shake the scanner until the original falls out the top.

### Note

Try using a carrier sheet to scan the original.

## Removing the scanner

To remove the scanner from the printer, follow the instructions below:



- 1 Unplug the power-cord from the printer.
- 2 Move the scanner lever, located under the scanner, from left to right to disengage the connector.
- 3 Grasp the scanner on each side, **rotate the bottom portion away from the printer**, and then lift the entire scanner up and clear from the printer.

## Service and support

### English

**World Wide Web URL:** <http://www.hp.com/support/lj1100>

**Support phone:**

USA, Canada, and the Caribbean: (1) (208) 323-2551

**HP FIRST:** (1) (800) 333-1917

## FCC compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Reference Appendix A of the User Guide (online or hard copy version) for the Regulatory Compliance statements, including the FCC compliance declaration.

## Acknowledgments

Windows and Windows NT are U.S. registered trademarks of Microsoft corporation.

## Warranty

You can find detailed warranty information in the HP LaserJet 1100 Online User Guide.

