HP
LaserJet 6L
& Companion

Printing Solution
User's Guide

HEWLETT PACKARD®

Quickstart
6 steps
See back

Take a look at all HP Support has to offer!

Thank you for your purchase. Along with your product, you receive a variety of support services from Hewlett-Packard and our support partners designed to give you the results you need, quickly and professionally.

Online Services: for 24-hour access to information over your modem, we suggest these services.	**World Wide Web URL**—Printer drivers, updated HP printer software, and product and support information may be obtained from http://www.hp.com, or in Europe from http://www2.hp.com. In Japan printer drivers may be obtained from ftp://www.jpn.hp.com/drivers/. Korea: www.hp.co.kr. Taiwan: www.hp.com.tw, with a local driver website of www.dds.com.tw.
	HP Bulletin Board Service—Our electronic download service provides convenient access to HP printer drivers, updated HP printer software, product information, and troubleshooting hints. Dial (208) 344-1691 (U.S. and Canada) and set your communication software to N,8,1. European Bulletin Board Service numbers are listed at http://www2.hp.com. Taiwan: (886-2) 923-3233. Korea: HITEL or CHOLIAN (Go HPK). Australia: (613) 9890 0276. New Zealand: (649) 356-3660.
	America OnLine—(**America OnLine/Bertelsmann** available in France, Germany, and UK)—Printer drivers, updated HP printer software, and support documentation are available to help you answer your HP product questions. Use Keyword HP to start your tour.
	CompuServe—Printer drivers, updated HP printer software, and interactive sharing of technical information with other members are available on CompuServe's HP User's forums (GO HP), or call (800) 524-3388 and ask for representative #51. (CompuServe is also available in the UK, France, Belgium, Switzerland, Germany, and Austria.)
Obtaining Software Utilities and Electronic Information: U.S. and Canada	Phone: (970) 339-7009 Mail: Hewlett-Packard Fax: (970) 330-7655 P.O. Box 1754 Greeley, CO 80632 USA
Asia-Pacific Countries/Regions	Fulfill Plus (65) 740-4477 (Singapore, Malaysia, Indonesia, Hong Kong SAR).
Australia/New Zealand	Call (612) 565-6099.
HP Direct Ordering for Accessories and Supplies	Call (800) 446-0522 (U.S.) or (800) 387-8164 (Canada).
HP Support Assistant CD-ROM	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 (800) 457-1762. Fulfill Plus, (65) 740-4477 (Singapore, Malaysia, Indonesia, Hong Kong SAR).
HP Service Information	To locate HP-authorized dealers, call (800) 243-9816 (U.S.); (800) 387-3867 (Canada).
HP Service Agreements	Call (800) 446-0522 (U.S.); (800) 268-1221 (Canada).

HP FIRST: HP FIRST Fax will deliver detailed troubleshooting information on common software applications 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	(03) 9272-2627	Korea	(02) 769-0543
Austria	0660-8128	Malaysia	(03) 298-2478
Belgium (Dutch)	0800-1-1906	Netherlands	0800-22-2420
Belgium (French)	0800-1-7043	New Zealand	(09) 356 6642
Canada	(800) 333-1917	Norway	800-11319
China	(86 10) 6505 5280	Philippines	(65) 291-7951
Denmark	800-10453	Singapore	(65) 275-7251
English outside of UK	(31 20) 681-5792	Spain	900-993123
Finland	9800-13134	Sweden	020-795743
France	05-905900	Switzerland (German)	0800 55-1527
Germany	0130-810061	Switzerland (French)	0800 55-1526
Hong Kong SAR	(852) 2506-2422	Taiwan	02-719-5589
India	(011) 622-6420	Thailand	(02) 661-3511
Indonesia	(21) 352-2044	United Kingdom	0800-960271
Italy	1678-59020	United States	(800) 333-1917
Japan	(81 3) 3335-8622		

Customer Support Options Worldwide

In addition to the phone numbers listed below, appendix B, "Warranty and Support Information" contains worldwide sales and service addresses and phone numbers for countries/regions not listed here.

U.S. and Canada: **Customer Support & Product Repair Assistance** **(Please refer to the warranty chapter of this manual for additional product repair information.)**	Call (208) 323-2551 Mon-Fri 6 am to 10 pm and Saturday 9 am to 4 pm (Mountain Time) *free of charge during the Warranty Period; however, your standard long-distance phone charges still apply.* Please have your serial number ready when calling.
	Post-warranty telephone assistance is available to answer your product questions. Call (900) 555-1500 ($2.50* per minute, U.S. only), or call (800) 999-1148 ($25* per call, Visa or MasterCard, U.S. and Canada) Mon-Fri 7 am to 6 pm and Saturday from 9 am to 3 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/Region Options Available
Open Monday-Friday 8:30-18:00 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 please have the following information ready:
• Product name and serial number   Date of purchase   Description of the problem

Dutch	Belgium:	02 626 8806	**Norwegian**	Norway:	22 11 6299
	Netherlands:	020 606 8751	**Danish**	Denmark:	3929 4099
English	Ireland:	01 662 5525	**Finnish**	Finland:	0203 47288
	UK:	0171 512 5202	**Swedish**	Sweden:	08 619 2170
	International:	44 171 512 52 02	**Italian**	Italy:	02 26410350
French	France:	04 50 43 9853	**Spanish**	Spain:	902 321 123
	Belgium:	02 626 8807	**Portuguese**	Portugal:	01 441 7199
	Switzerland:	084 880 1111			
German	Germany:	0180 5 25 81 43			
	Austria:	0660 6386			

In-Country/Region Support Numbers

If you require support after your warranty has expired or additional product repair services, of if your country/region is not listed below, please refer to the Worldwide Sales and Service Offices in appendix B.

Africa/Middle East	(41 22) 780-7111	Malaysia	(603) 295-2566
Argentina	(54 1) 781-4059/69	Mexico D.F.	(52 5) 326-4600
Australia	(03) 9272 8000	Mexico Guadalajara	(52 3) 669 95 00
Brazil	(55 11) 709-1444	Mexico Monterey	(52 83) 378 42 40
Canada	(208) 323-2551	New Zealand	(64 9) 356-6640
China	(8610) 6261-4174; 6261-4175;	Philippines	(63 2) 894-1451
	6261-4176; 6262-5666	Poland	(48 22) 37-5065
Czech Republic	(42 2) 471 7321	Portugal	(351 1) 301 7330
Greece	(30 1) 689 64 11	Russia	(7 095) 923-5001
Hong Kong SAR	800-7729	Singapore	(65) 272-5300
Hungary	(36 1) 252 4505	Switzerland	(41 1) 753 7111
India	(011) 6472366	Taiwan	(02) 717-9609
Indonesia	(21) 350-3408	Thailand	(662) 661-4011; 661-4012
Japan	(31 20) 581-3318	Turkey	(90 1) 224-5925
Korea	(82 2) 3270-0700; outside Seoul, call 080-999-0700		

HP LaserJet 6L Printer and Companion Printing Solution

User's Guide

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**Material Safety Data Sheet
(MSDS)**

The Toner Material Safety Data
Sheet (MSDS) can be obtained
by calling HP First at (800)
333-1917 or (208) 344-4809.
International customers should
refer to "Hewlett-Packard
Services Worldwide" at the front
of this manual for appropriate
numbers and information.

Canadian DOC Regulations

Complies with Canadian EMC
Class B requirements.

<<Conforme á la classe B
des normes canadiennes do
compatibilité électromagnétiques.
<<CEM>>.>>

FCC Regulations

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. These limits are designed
to provide reasonable protection
against harmful interference in a
residential installation. This
equipment generates, uses, and
can radiate radio frequency
energy, and if not installed and
used in accordance with the
instructions, may cause harmful
interference to radio
communications. However, there
is no guarantee that interference
will not occur in a particular
installation. If this equipment does
cause harmful interference to
radio or television reception,
which can be determined by
turning the equipment off and on,
the user is encouraged to try to
correct the interference by one or
more of the following measures:

• Reorient or relocate the
receiving antenna.
• Increase separation between
equipment and receiver.
• Connect equipment to an outlet
on a circuit different from that to
which the receiver is connected.

Consult your dealer or an
experienced radio/TV technician.

Note: Any changes or
modifications to the device not
expressly approved by HP could
void the user's authority to
operate this equipment.

**Use of a shielded interface
cable is required to comply
with the Class B limits of Part
15 of FCC rules.**

TABLE OF CONTENTS

A Specifications

B Warranty and Support Information

Set Up

Introduction

Congratulations on your purchase of the HP LaserJet 6L Printer and Companion Printing Solution. Your HP LaserJet 6L Printer and Companion work together so you can be more productive right at your desk.

- **Print—**Produce high-quality 600 dpi documents right at your desk. The printer's fast speed and small size make it the ideal choice for a personal printer.
- **Copy**—Make great-looking HP LaserJet copies. You can copy 10 to 20 originals (depending on the paper thickness) at a time to your HP LaserJet printer, even with your computer turned off. Or, send the document to your computer and adjust the size, brightness, and contrast of the scanned document using the HP LaserJet Companion Copier software. Then send multiple copies of the adjusted document to a printer.
- **Fax**—Add input capability to your computer fax solution. Feed a document into the HP LaserJet Companion, drag the thumbnail image onto the fax icon, and send the fax to its destination.
- **File**—Store and organize documents in a filing cabinet on your computer. Easily find that invoice, receipt, or business card from weeks ago.
- **Read**—Scan pages directly into your word processor. Included optical character recognition (OCR) software converts text from scanned documents into a format that you can edit in your word processor.

Minimum System Requirements

Before setting up and installing your HP LaserJet 6L Printer and Companion Printing Solution, make sure the following system requirements are met.

- 486 processor
- 8 MB RAM (Windows® 3.1*x*) or 16 MB RAM (Windows 95)
- Bidirectional communication or ECP port

Note The HP LaserJet 6L printer also supports printing from DOS 5.0 and above.

Checking Contents

Before you start the installation, check the contents of the box to make sure that all parts for your HP LaserJet 6L Printer and Companion are included. If you are missing any items or you notice any damage, notify the dealer, mail order company, or HP sales office.

- HP LaserJet 6L Printer
- HP LaserJet Companion Printer Accessory
- HP LaserJet Toner Cartridge
- HP LaserJet Companion Interface Cable (connects the HP LaserJet Companion to your computer)
- Printer Power Cord
- HP LaserJet Companion Power Supply
- Software CD-ROM
- Sheet of Printer Labels

Note Some packages include additional OCR software to support regional language differences. Also, additional promotional software may be included on other compact discs.

Note A high-quality IEEE-1284 Compliant Parallel Cable is recommended for best performance. The IEEE-1284 Compliant Parallel Cable connects the HP LaserJet Companion to the HP LaserJet 6L Printer, and is not included in the box. You must purchase this cable separately.

Identifying Your Printing Solution's Parts

Identifying Your Printer's Parts

Before using your printer, make sure you can identify the following parts:

A = Front Output Slot

B = Paper Path Lever

C = Front Panel Button

D = Indicator Lights

E = Paper Output Bin

F = Paper Output Support

G = Paper Input Support

H = Single-Sheet Input Slot

I = Paper Input Bin

J = Paper Guides

K = Printer Door
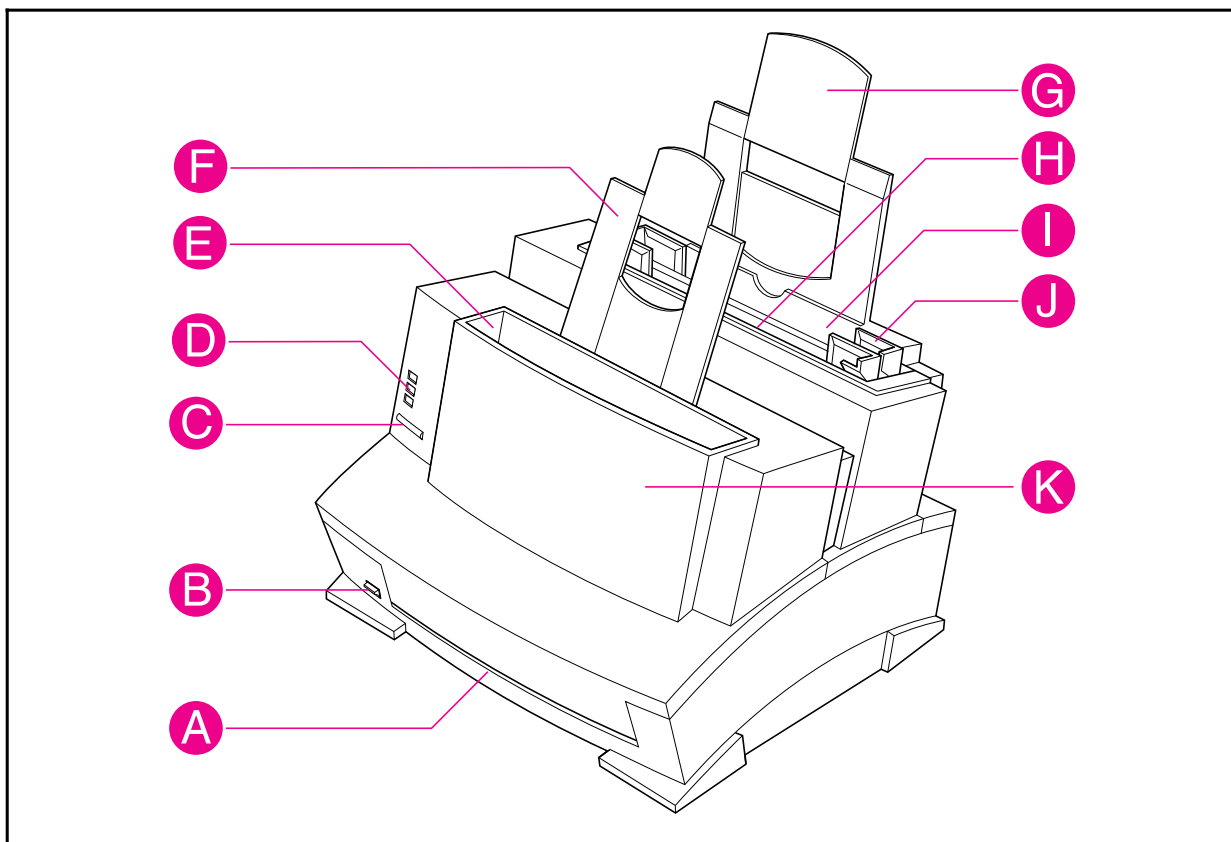
Figure 1-1

Identifying Your Companion's Parts
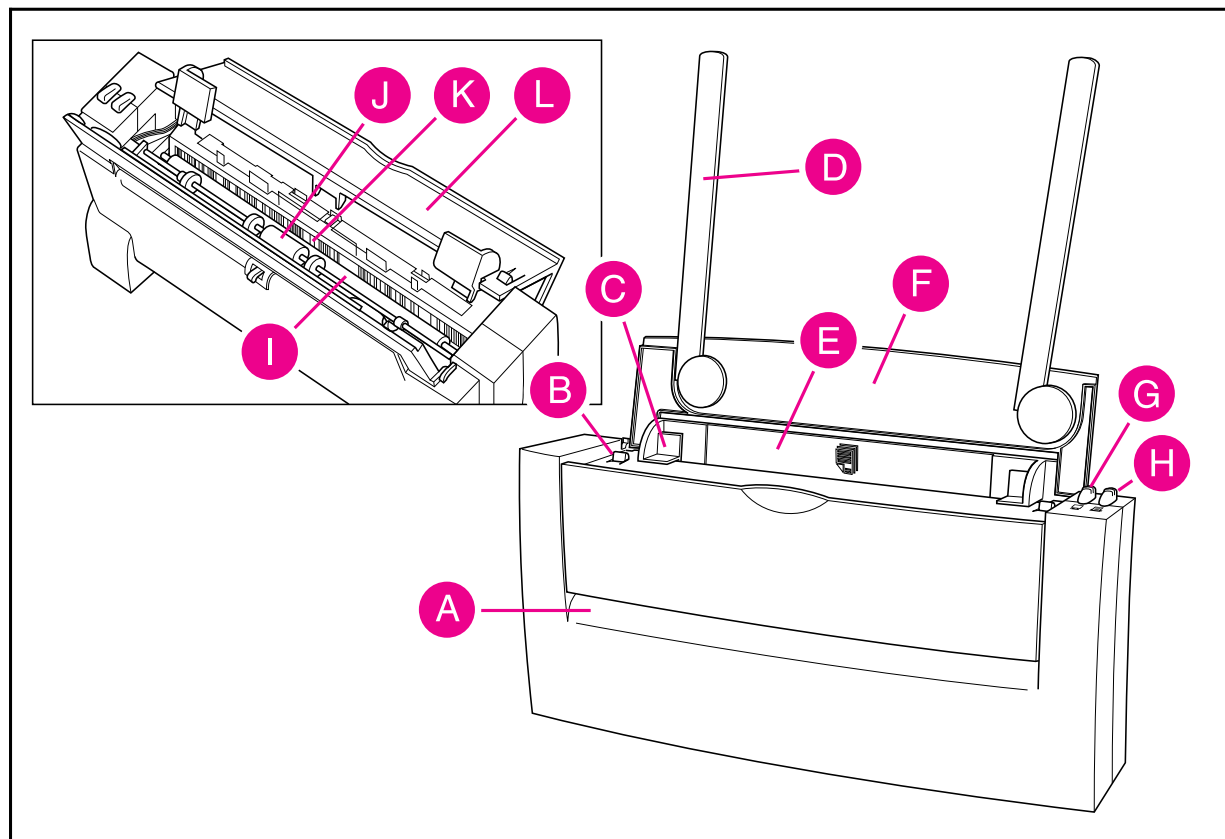
Figure 1-2

A Output Slot
B Release Lever (for cover; one lever on each side)
C Paper Edge Guides
D Paper Supports
E Input Slot
F Paper Tray
G To PC button—scan (light gray)
H To Printer Button—copy (dark gray)
I Image Sensor Roller
J Paper Pick Roller
K Image Sensor
L Cover
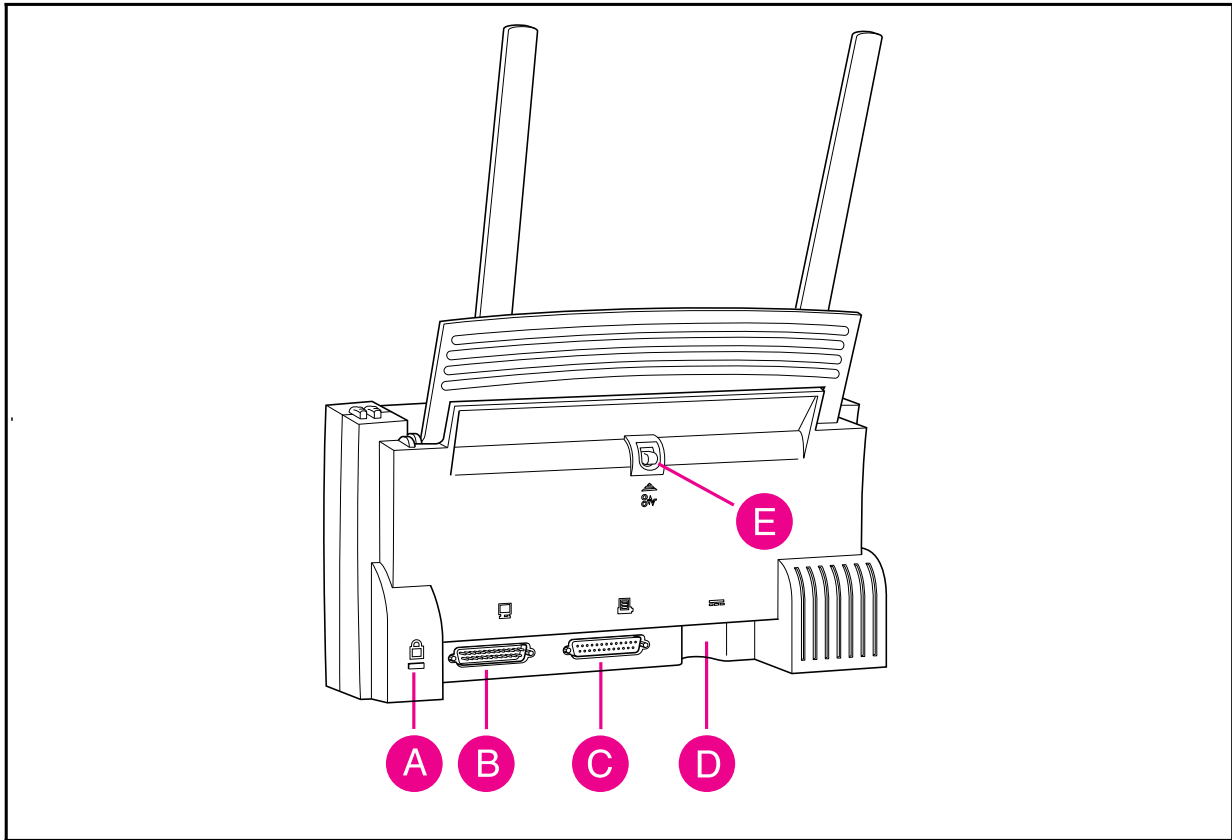
Figure 1-3

A Kingston Lock Latch
B To PC Connector
C To Printer Connector
D Power Connector
E Paper Release Lever

Note The Kingston Lock Latch is a connector used with a Kingston Lock to secure devices to your desk. Contact you local dealer for availability.

Setting Up Your Printing Solution
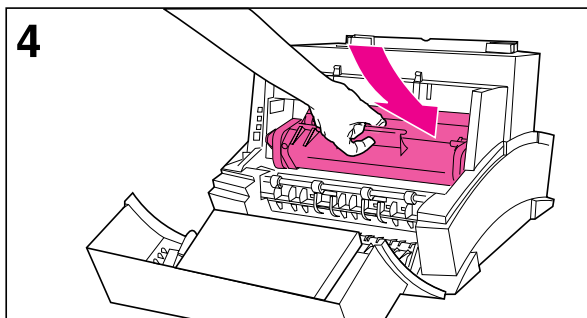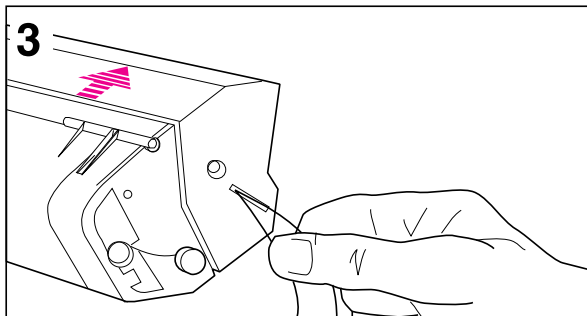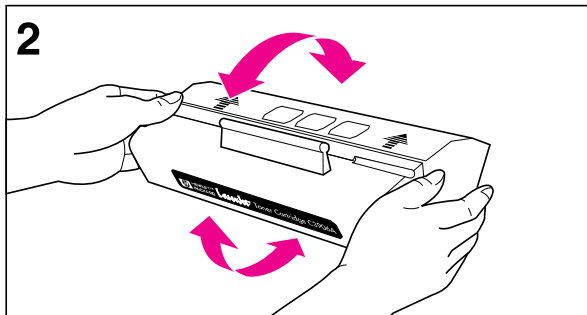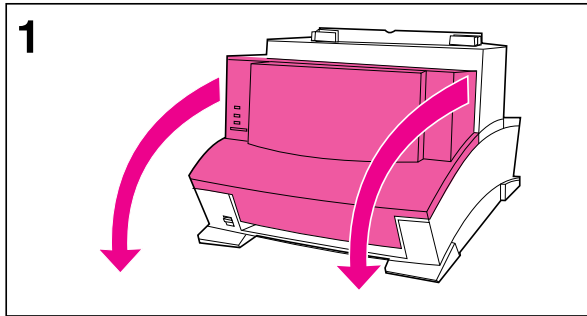
Step 1: Installing the HP LaserJet Toner Cartridge

It is recommended that you use HP LaserJet toner cartridges. HP has designed the printer, toner cartridges, and toner formula to work together to give you optimal image quality from your printer.

Caution

To prevent damage, do not expose the toner cartridge to light for more than a few minutes. For extended periods outside the printer, place the cartridge in a closed drawer, return it to the original packaging, or cover it completely with a cloth.

Note

Save the toner cartridge packaging for possible cartridge storage and recycling.

1   Open the Printer Door by pulling it toward you in a forward motion using both hands.
2   Roll the toner cartridge back and forth briskly to distribute the toner evenly inside the cartridge.
3   Grasp the end of the clear sealing tape on the side of the cartridge and pull firmly to remove the entire length of the tape. Once removed, the tape should measure twice the length of the toner cartridge or 490 mm (19.3 inches).
4   Hold the cartridge by the handle (so that the arrows are facing the printer) and slide it down and back into the printer. The ends of the cartridge slide into the black plastic grooves in the printer. Push it firmly into place and close the printer door.

Note

If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. Hot water sets toners into fabric.

1

Attach Label • Attachez l'Etiquette
Coloque La Etiqueta •
• Coloque a Etiqueta Aquí

Remove Paper before reloading
Enlever le papier avant de recharger
Quite el papel antes de volver a cargar

Remova o papel antes de recarregar

2
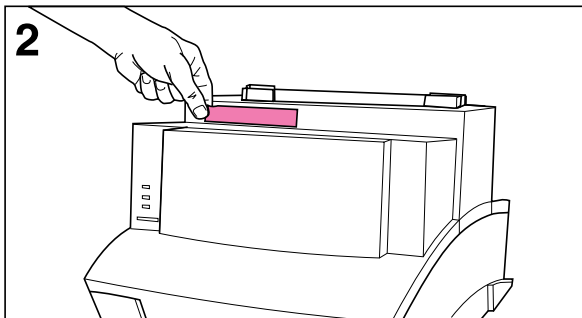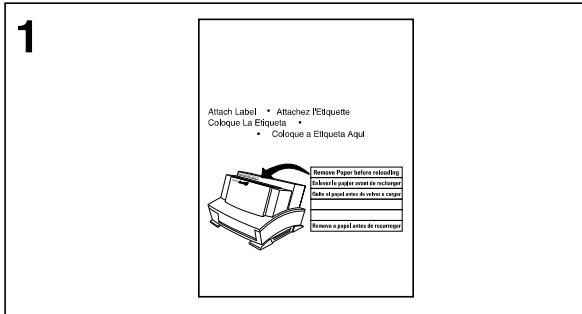
Step 2: Attaching the Label to the Printer

A sheet of labels was shipped in the Paper Output Bin of your printer. You will need to attach the label titled "Remove Paper Before Reloading" to your printer.

1 Carefully remove the label from its backing sheet.

2 Attach the label to the printer's Paper Input Bin.

As the label indicates, always remove and realign all paper before reloading. By doing so, you can reduce multiple paper feeds or paper jams or both.

1

2

3

4
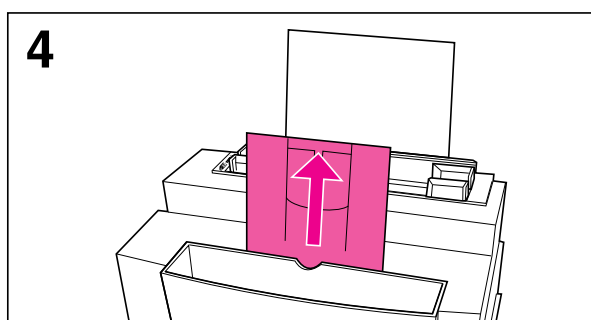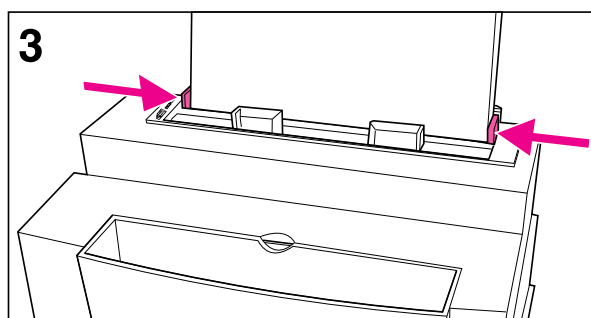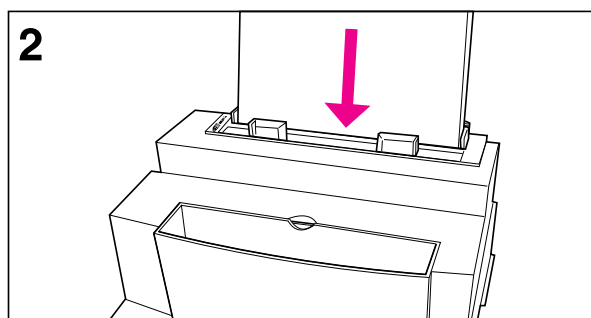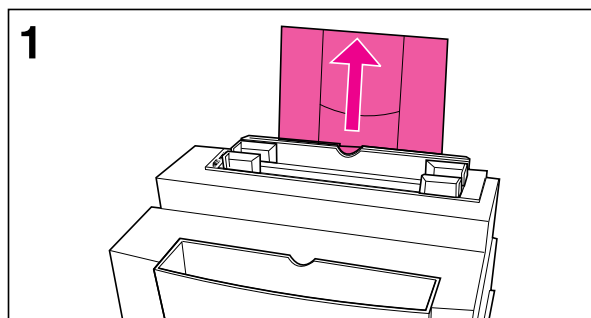
Step 3: Loading Paper into the Printer

Before loading paper into the printer, you will want to raise the paper supports located behind the Paper Input Bin and the Paper Output Bin. Using paper supports can help prevent unwanted paper curl and paper jams. These supports can be extended for different lengths of paper.

1 Raise the paper support on the Paper Input Bin until it snaps into place.
2 Insert up to 100 sheets of paper into the Paper Input Bin. Be careful not to overfill the bin.
3 Center the paper using the paper guides on the Paper Input Bin.
4 Raise the paper support on the Paper Output Bin until it snaps into place.

N o t e

When adding paper to an existing stack in the Paper Input Bin, always remove and realign all paper to avoid multiple paper feeds or paper jams or both.

1

2

3
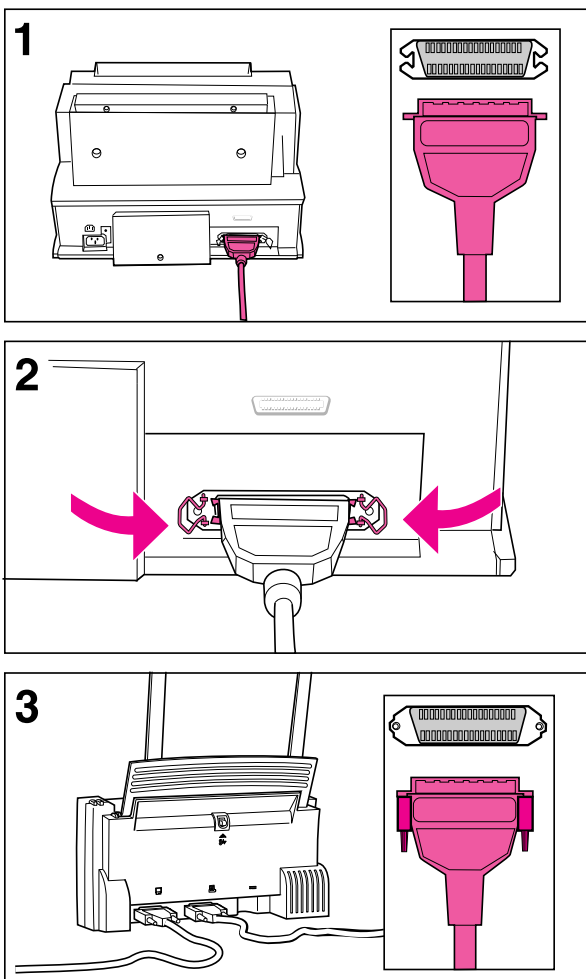
Step 4: Connecting the Parallel Cable

You will need to connect a parallel cable (purchased separately) between your HP LaserJet 6L Printer and Companion.

Note

For best results, it is imperative that you use a high-quality IEEE-1284 compliant parallel cable, such as the HP LaserJet cable, between the printer and computer. This cable supports all of your printer's advanced printing capabilities. If you experience problems with your computer not being recognized by your printer, you may have a faulty cable.

1 Connect a parallel cable to your printer. Be sure not to force the cable on upside down.
2 Secure the cable by snapping the two wire clips from the printer to the cable. A secure cable helps prevent communication problems between the computer and printer.

The HP LaserJet Companion connects between your computer and your printer.

3 Plug the opposite end of the parallel cable into the To Printer Connector on the HP LaserJet Companion.

Caution

If the cable does not attach easily, make sure that you are using the correct cable and plugging in the correct end. Forcing the plug into the connection can cause damage.
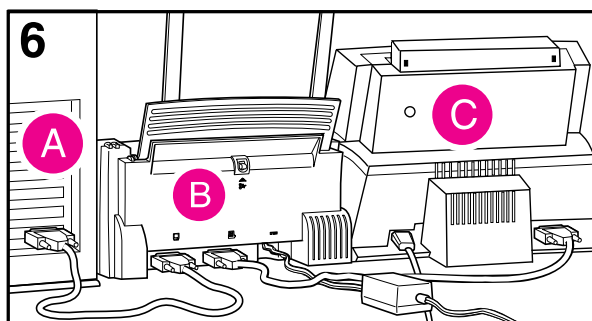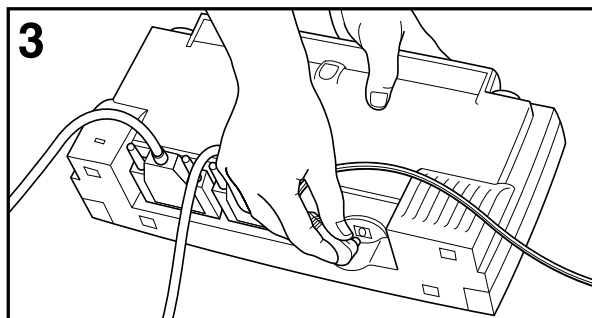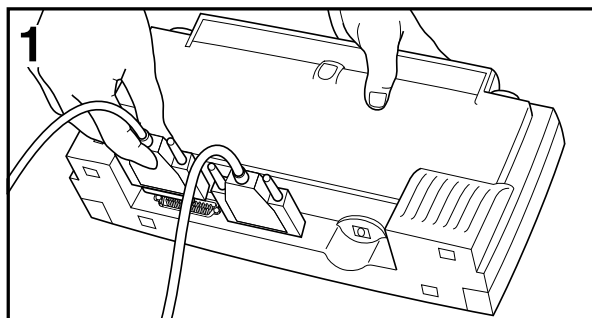
Step 5: Connecting the Interface Cable

1 Plug the interface cable that came with your printing solution into the To PC Connector on the HP LaserJet Companion.

2 Plug the opposite end of the interface cable into the parallel port on your computer.

Caution

Be sure to connect the cable to a parallel port on your computer rather than a serial port. Connecting to the wrong port can cause damage to your printer. See your computer's documentation for more information about the computer's ports.

3 Plug one end of the power supply into the power connector on the HP LaserJet Companion.

4 Plug the other end into a surge protector or wall outlet.

5 Plug one end of the printer's power cord into the back of the printer first, then plug the other end into a surge protector or wall outlet.

6 The parallel cable now connects your printer (C) to the HP LaserJet Companion (B). The interface cable connects the HP LaserJet Companion (B) to your computer (A).

Note

Once the power is connected, the indicator lights on the printer's Front Panel turn on and then blink in sequence. The Error (top) light stays on if the Paper Input Bin is empty.

You will not find an on/off switch on your printer or Companion. After 15 minutes of inactivity, the printer will automatically shift to a powered-down state called SleepMode.

Installing the HP LaserJet 6L Printer and Companion Using CD-ROM

The HP LaserJet 6L Printer and Companion CD-ROM installs the drivers and the PaperPort for HP software onto your computer's hard drive. The CD-ROM contains software solutions that support both Windows 3.1*x* and Windows 95.

Note   You will be given the option to install the HP LaserJet 6L Printer software or the HP LaserJet Companion software or both.

Installing the Software

1 Quit all applications, including virus checkers.
2 Insert the HP LaserJet 6L Printer and Companion compact disc into the CD-ROM drive (usually D).
3 If you are running Windows 95, click **Start** and then click **Run**.
4 If you are running Windows 3.1*x*, click **File** from the Program Manager and choose **Run**.
5 Type D:\SETUP in the **Open** Command Line box.
6 Click **OK**.
7 Follow the instructions on the screen to complete the installation.

Note   The serial number has already been entered by HP. If you need to re-enter the serial number, it is located on the back of the compact disc case.

Note   If you encounter a communication problem, you might need to change your computer's parallel port mode. For more information on changing your parallel port mode, see the *Guide to Changing the Parallel Port Mode in Setup* included with your HP LaserJet Companion.

During installation, if you get the message "HP LaserJet 6L printer has not been found," check the power cord connections and power source. Also, make sure you are using a high-quality IEEE-1284 compliant parallel cable. If, after checking these items, you still see the "HP LaserJet 6L printer has not been found" message, click **Continue** to proceed with the PCL driver installation.

If the installation could not be successfully completed, see the Alternative Installation instructions later in this chapter.

Note   If, after installing the software and restarting Windows 95, your computer displays the message "New Hardware Detected" and lists the HP LaserJet 6L printer, you will want to select "Do not install a driver (Windows will not prompt you again)" and click **OK**.

Making Floppy Disks Using the MakeDisk Utility

If you do not have a CD-ROM drive, you can make a set of software installation disks from the compact disc if you have access to a CD-ROM drive. You will need a maximum of 10 blank 1.4 MB floppy disks.

Note   If you do not have access to a CD-ROM drive and need to order the HP LaserJet 6L Printer and Companion software disks, see "Obtaining Software Utilities and Electronic Information" in the support pages at the front of this manual. You will receive the installation disks through the mail.

To make disks

1 Insert the HP LaserJet 6L Printer and Companion compact disc into the CD-ROM drive (usually D).

2 If you are running Windows 95, click **Start** and then click **Run**.
If you are running Windows 3.1*x*, click **File** from the Program Manager and choose **Run**.

3 Type `D:\MAKEDISK\MAKEDISK.EXE` (or replace `D` with the appropriate drive name) in the **Open** Command Line box.

4 Click **OK**.

5 Follow the instructions on the screen.

Installing Software From Disks

The following section lists several different methods of installation. Use the method that is appropriate for your computer system.

Standard Installation for Windows 95

This setup installs the HP LaserJet Printer and Companion software for Windows 95.

1 Click **Start**, select **Shut Down**, choose **Shut Down the Computer,** and click **Yes**.
2 Turn off your computer.
3 Turn on your computer and restart Windows 95. The "New Hardware Found" screen appears.

Note   If your computer does not display the message "New Hardware Found," you will need to follow these instructions: 1) Insert disk 1 into Drive A: (or B:), 2) Select **Start**, then select **Run**, 3) Type `A:SETUP` (or `B:SETUP`) and click **OK**, then 4) Follow the instructions on your screen.

4 Select "Driver from Disk Provided by Hardware Manufacturer."
5 Click **OK**. The "Install From Disk" screen appears.
6 Insert Disk 1 into Drive A: (or B:) and click **OK**.
7 Follow the instructions on your screen to complete the installation.
8 Remove the disk when the installation is complete.

Standard Installation for Windows 3.1*x*

This setup installs the HP LaserJet Printer and Companion software for Windows 3.1*x*.

1 Insert Disk 1 into Drive A: (or B:).
2 Select **File** from the Program Manager and choose **Run**.
3 Type `A:\SETUP` (or `B:\SETUP`) and click **OK**.
4 Follow the instructions on your screen to complete the installation.
5 Remove the disk when the installation is complete.

Custom Versus Typical Installation

When installing software for the HP LaserJet 6L Printer and Companion, you may see a dialog box asking if you prefer a Typical or a Custom installation. The Typical installation installs all of the HP recommended software.

If you choose to do a Custom installation, you will be asked whether you want to install the host-based driver or the PCL driver. If you meet the system requirements and your printer and Companion are connected directly to your computer, select the host-based driver. If you meet the system requirements and you are going to access the printer across a network, select the PCL driver.

You will also need to decide if you want the HP LaserJet 6L Help files installed. Select this option if you want to include online help files for your printing software. Finally, you will be asked if you want TrueType Fonts installed. Select this option if you want TrueType fonts.

Note   By following the Alternative Installation instructions below, the PCL driver files and some help files will be installed. This setup will not install the status window.

Caution   Make sure that you quit all software that is currently running, such as Microsoft® Office Manager, virus checkers, and fax utilities.

Alternative Installation for Windows 95

1   Quit all software that is running.
2   Click **Start**, then select **Settings/Printers**.
3   Double-click on **Add Printer**.
4   Click **Next** until you come to the List of Printer Manufacturers.
5   Click **Have Disk**.
6   Insert Disk 2 if you ran MakeDisk and click **OK**. The name of the printer driver will appear.
7   Click **Next**. Then click **Next** again.
8   Remove the disk when the installation is complete.

Alternative Installation for Windows 3.1*x*

1   Quit all software that is running.
2   From the Program Manager, open the Main group.
3   Open the **Control Panel** and **Printers**.
4   Click **Add**. A list of printers will appear on your screen with **Install Unlisted or Updated Printer** highlighted.
5   Click **Install**.
6   Insert Disk 2 if you ran MakeDisk and click **OK**.
7   Follow the instructions on your screen to complete the installation.
8   Remove the disk when the installation is complete.

Testing the Installation

After completing the setup process, test your HP LaserJet 6L printer, HP LaserJet Companion, and the PaperPort software to ensure the setup was successful.

Printing a self-test page with your HP LaserJet 6L Printer

A self-test page can be useful in identifying your printer's configuration and to ensure that your printer is working properly.

To print a self-test page

1 Make sure that the Ready light is on and all other lights are off. If necessary, wake up the printer by briefly pressing and releasing the Front Panel button.
2 Now briefly press and release the Front Panel button again. The Data light comes on and the Ready light blinks. Please wait for a self-test page to print.

   If the self-test page does not print, try the following:

1 Ensure that paper is loaded in the printer.
2 Check the printer's Front Panel Indicator lights to determine the status of your printer. Then, refer to "Printer Messages" later in this chapter.
3 Contact Customer Support for assistance (refer to the support pages at the front of this manual for support options).

To test the Companion's installation

Before testing the Companion's installation, see the precautions listed in chapter 3, "Before Using the HP LaserJet Companion."

1 Raise the paper tray and paper supports.
2 Place a document, face forward and top down, in the paper tray. Adjust the paper edge guides by sliding them to the edges of the document.

Figure 1-4
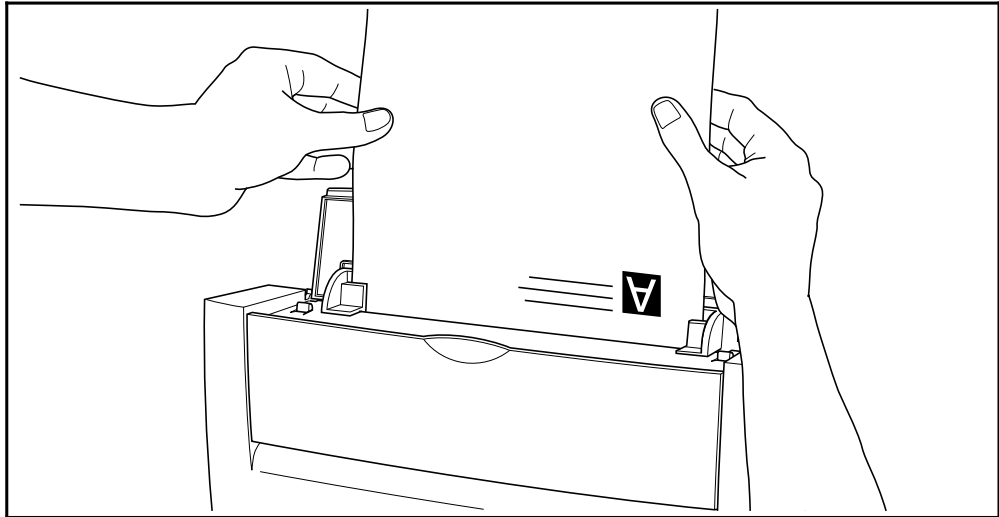
3 Press **To Printer** once. The feed mechanism will pull the page through the HP LaserJet Companion. A copy of the page prints at your printer.

If you need to stop the page, press **To Printer** again. To remove the page, see chapter 5,"Clearing Paper Jams from the HP LaserJet Companion."

Figure 1-5
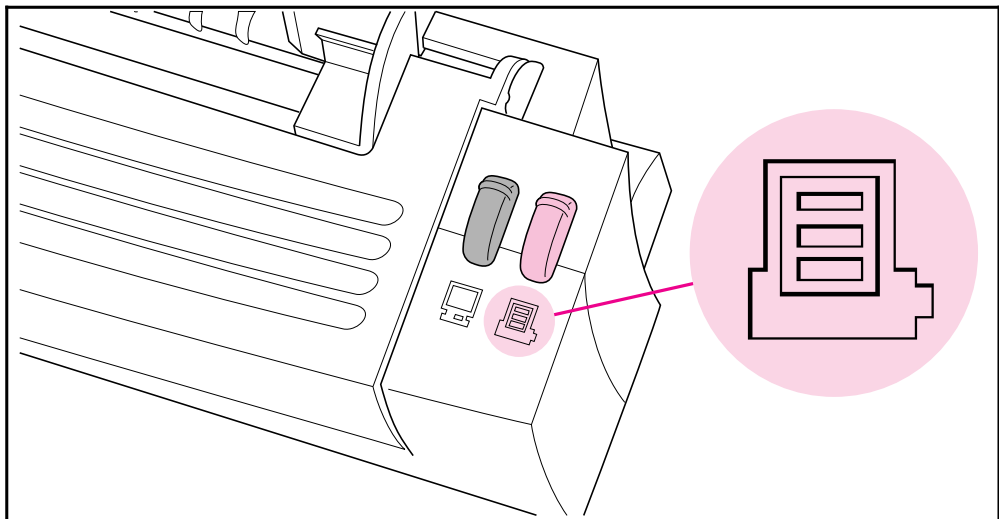
Note   The HP LaserJet Companion does not support the Direct Copy feature for network printers. For more information on the Direct Copy feature, see chapter 3, "Using the Direct Copy Feature."

4 Place the document in the paper tray again, face forward and top down, and adjust the paper edge guides.
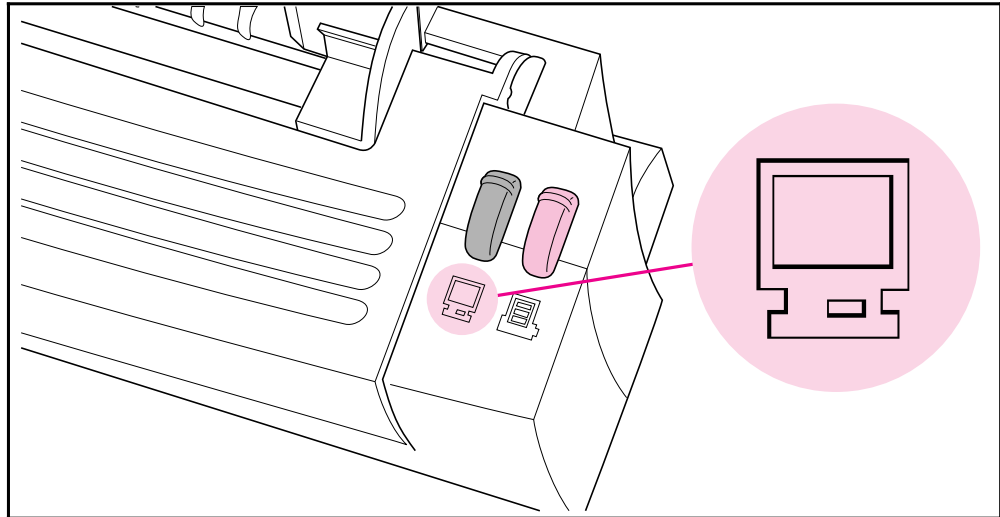
5 Press To PC . The feed mechanism will pull the page through the HP LaserJet Companion.

Figure 1-6

N o t e If the page does not scan or you encounter a communication problem when scanning, you may need to change your computer's parallel port configuration. For more information on changing your parallel port configuration, see chapter 5, "Troubleshooting and Maintenance."

The PaperPort software will start automatically. A thumbnail image (an icon representing a scanned item) of the page appears on the PaperPort software as the document is being scanned. When the scan is complete, the thumbnail image disappears and the PaperPort software automatically displays the scanned image.

If you need to stop the scan, press To PC again. To remove the document, see "Clearing Paper Jams from the HP LaserJet Companion" in chapter 5.

6 From the PaperPort software, press F1 or display the **Help** menu. Choose the **One-Minute Guide** for a tutorial on using the PaperPort software, if you did not choose to view it during the installation. (For more information on using the PaperPort software, see chapter 4, "Working in the PaperPort Software.")

If the scanned image (thumbnail) accurately appears in the PaperPort software, you have connected the HP LaserJet Companion to the computer correctly and installed the PaperPort software successfully.

7 Print a document from an application on your computer to your LaserJet 6L printer. If the page prints, the LaserJet 6L printer and Companion are ready to operate.

If the HP LaserJet Companion or the PaperPort software does not work correctly, see chapter 5, "Troubleshooting and Maintenance." If you need additional help, see the service and warranty information in the front of this user's guide and in appendix B.

Uninstalling the Software

If necessary, you can remove the HP LaserJet Companion and the PaperPort software components and references from your computer.

To uninstall the software

1 From the PaperPort program group in Windows, double-click the Uninstall HP LaserJet Companion icon.
2 Follow the instructions on the screen to uninstall the HP LaserJet Companion software.
3 When your computer is finished uninstalling the HP LaserJet Companion software, double-click the Uninstall PaperPort icon.
4 Follow the instructions on the screen to uninstall the PaperPort software.

Files with a .MAX extension, which were created by the PaperPort software, will not be deleted from your hard disk by the uninstall software. To delete the files with a .MAX extension from the PaperPort directory, use the File Manager in Windows 3.1*x* or Windows Explorer in Windows 95.

Note   You can also remove the HP LaserJet 6L Printer and Companion software from your computer by accessing the HP 6L program group.

Using Online Help

When you installed your HP LaserJet 6L Printer and Companion software, you also installed online help. Online help contains detailed procedures that guide you through any task you want to perform with your printer. It provides information that is specific to the current printing task. You can access online help by selecting Help in your HP LaserJet 6L program group.

Online help is also a troubleshooting tool. When problems occur, the quickest way to find a solution is to access your online help.

Online help supports the following software topics:

- **Installation**—provides installation information.
- **Overview**—summarizes information about the printer driver, the status window, and accessing online help.
- **Driver Software**—describes options available for your printer, such as number of copies and paper size.
- **Status Window**—describes options and features of your printer and gives detailed descriptions of status window messages.
- **Troubleshooting**—leads you through a question and answer troubleshooting scenario to determine and resolve problems.
- **How Do I**—provides information on printing tasks.
- **PaperPort Help**—provides a tutorial and information on using your PaperPort software. Access PaperPort Help within the HP for PaperPort desktop.

Note   Online help may not be available if you followed the Alternative Installation instructions.

Installing Memory Cards (DRAM)
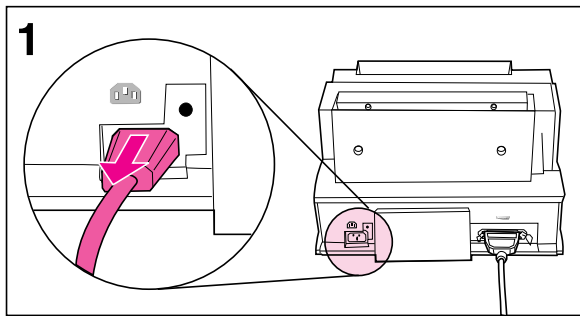
Your HP LaserJet 6L printer is capable of accepting any 70ns or faster (such as a 50ns), 5V, DRAM memory card meeting JEIDA specifications.

Hewlett-Packard offers 1-, 2-, and 4-MB DRAM memory cards.

Note

Some printer drivers have an adjustable memory setting. After installing or removing a memory card, this setting may require an adjustment to reflect the new memory total.

To install memory cards

1 Unplug the power cord from the printer.
2 Open the Printer Door, remove the toner cartridge, and close the Printer Door. Protect the toner cartridge from light while working on the printer.
3 Gently tip the printer onto its side so that the memory cover is on top.
4 Remove the Memory Expansion Cover by placing a finger through the hole and pulling away from the printer.
5 Align the memory card with the corner notch so it is positioned as shown. Push it firmly into the printer.

Replace the Memory Expansion Cover, set the printer upright, reinstall the toner cartridge, load the paper, and plug the power cord back into the printer.

Print a self-test page to ensure that the printer recognizes the additional memory you have added. Your Total Memory in the "Printer Configuration" section will show the new memory total.
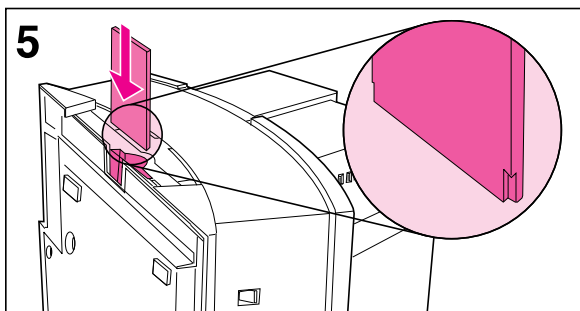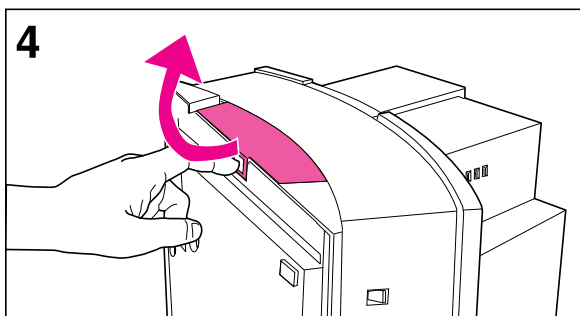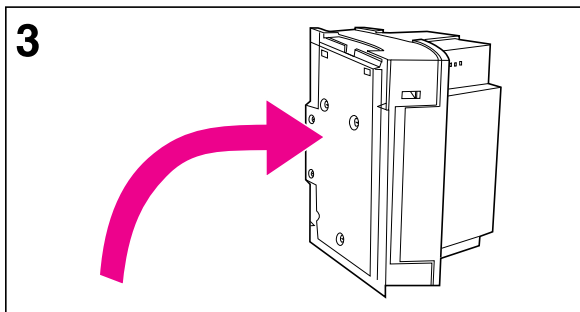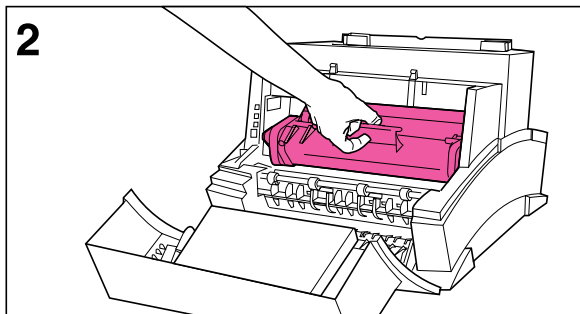
Printing

Before Printing

It is important that you become familiar with your printer's front panel. The Front Panel consists of one button and three indicator lights.
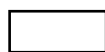
- **Error** (Amber)

- **Data** (Green)

- **Ready** (Green)
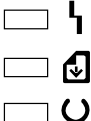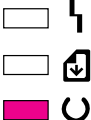
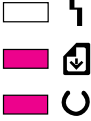The lights will be in one of the following states:

On
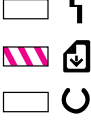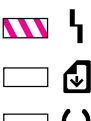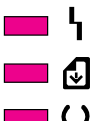
Off

Blinking

The Front Panel

Use the Front Panel to determine the status of your printer and to accomplish the following tasks:

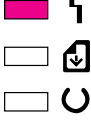| Status	Condition	Cause	Action
	No lights are on or blinking.	Printer is in SleepMode or power has been disconnected.	If you wish to print, press and release the Front Panel button or send the job to print. If no response, check the power cord.
	Ready light is on steadily.	Printer is ready to print.	No action is necessary. However, if you press and release the Front Panel button, a self-test page will print.
	Data light is on steadily and the Ready light is blinking.	Printer is receiving or processing data.	No action is necessary.
	Data light and Ready light both remain on.	Unprinted data is in the printer.	Press and release the Front Panel button to print the remaining data.
	Data light is blinking.	Printer is in Manual Feed mode.	Check that you have loaded the correct paper. Then, press and release the Front Panel button to print.
	Error light remains on.	Printer is out of paper. Printer has a paper jam. No toner cartridge. Printer door is open.	Load paper. Clear the paper path. Install the toner cartridge. Close the printer door.
	Error light is blinking.	Page may be too complex for the printer's memory capacity.	See Chapter 5, "Troubleshooting."
	All lights are on.	Printer is indicating an internal problem.	See Chapter 5, "Troubleshooting."
	All three lights are flashing simultaneously.	The memory card may be slower than 70 ns.	See Chapter 5, "Troubleshooting."

Selecting Print Media

The type of media you select affects printer performance and print quality.

Selecting Media Types

If available in your area, it is recommended that you use HP LaserJet or HP Multipurpose paper (since it has been designed specifically for use with your printer) or paper meeting HP's specifications. You can also use recycled paper when the paper meets HP's requirements. To order HP paper or the *HP LaserJet Printer Family Paper Specification Guide*, see "Accessories and Supplies Information" in appendix B.

Selecting Media Sizes

The Paper Input Bin holds up to 100 sheets of 75 g/m^2 (20 pound) print media. The Single-Sheet Input Slot holds one sheet. Both can be adjusted to hold media measuring from 76.2 x 127 mm (3 x 5 inches) to 215.9 x 355.6 mm (8.5 x 14 inches). This includes, but is not limited to, the following paper and envelope sizes:

- Letter (8.5 x 11 in)
- Legal (8.5 x 14 in)
- Executive (7.25 x 10.5 in)
- A4 (210 x 297 mm)
- COM10 Envelopes (4.125 x 9.5 in)
- DL Envelopes (110 x 220 mm)
- C5 Envelopes (162 x 229 mm)
- B5 Envelopes (176 x 250 mm)
- Monarch Envelopes (3.875 x 7.5 in)
- Other Custom-Sized Media

Note   Insert all media lengthwise (vertically) into the printer. If you want to print horizontally (landscape), make this selection through your software. Do not print on paper smaller than 76.2 x 127 mm (3 x 5 inches).

Selecting the Output Paper Path

1

2
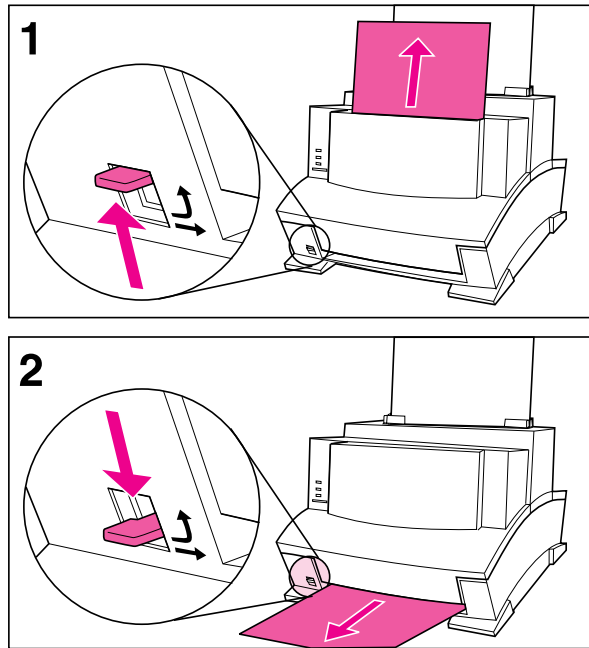
To avoid paper jams, do not switch the Paper Path Lever once printing begins.

1 Set the Paper Path Lever to the **upper position** to use the Paper Output Bin. By doing so, the sheets will stack in the correct order.

2 Set the Paper Path Lever to the **lower position** to use the Front Output Slot. This straight-through path is the best output option to print postcards, transparencies, labels, envelopes, and heavy paper (100- to 157-g/m^2 [28- to 42-lb] bond weight).

Caution

Do not allow more than one transparency, 20 sheets of paper, or other media to stack up in front of the Front Output Slot. A paper jam could result.

Adding Paper

When adding paper to an existing stack in the Paper Input Bin, always remove and realign all paper before reloading to avoid multiple paper feeds.

Using the Single-Sheet Input Slot
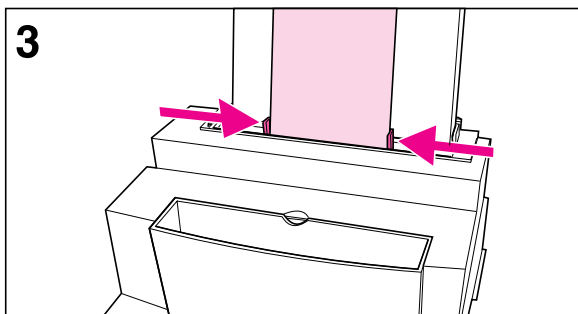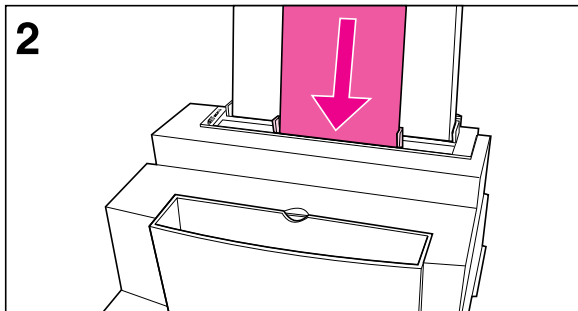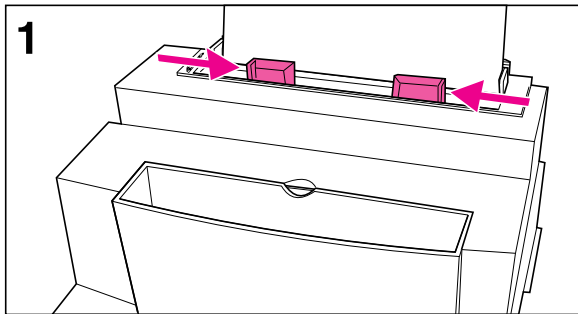
You can print one sheet of print media at a time without unloading the Paper Input Bin. To do so, you will need to load one sheet into the Single-Sheet Input Slot. The printer will take from the Single-Sheet Input Slot before it takes from the Input Bin.

Note

The Single-Sheet Input Slot is helpful when the first page of your job is different from the rest. For example, you may want the first page of your print job on letterhead, or you may want to print an envelope first.

1 Center the paper guides to the approximate size of the sheet you are using.
2 Insert one sheet of print media, print side forward and top side down, into the Single-Sheet Input Slot.
3 Readjust the paper guides to center the sheet.

1

2

3

4
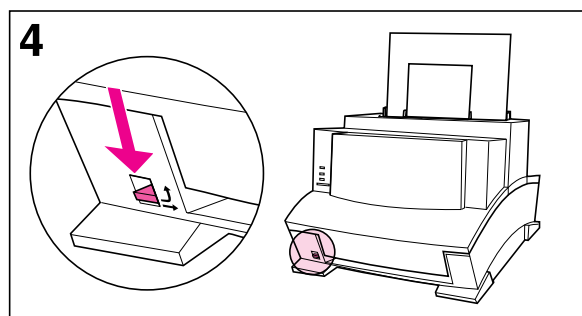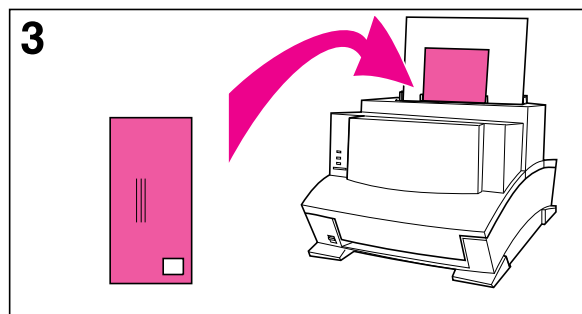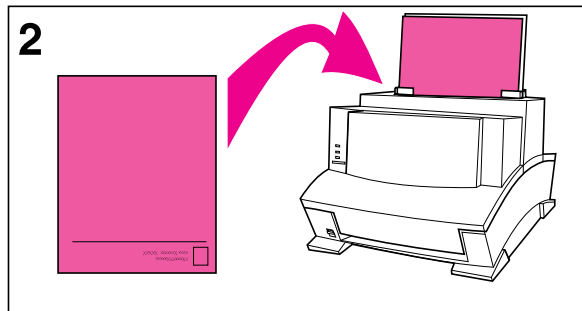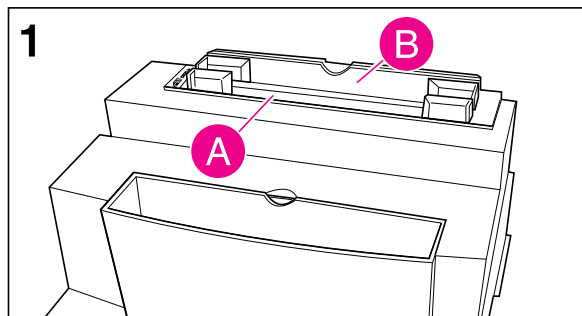
Letterhead

1 If you are printing a sheet of letterhead followed by regular sheets of paper, place a sheet of letterhead into the (A) Single-Sheet Input Slot and regular sheets of paper into the (B) Paper Input Bin. If you are printing several sheets of letterhead in succession, fill the Paper Input Bin (B) with the letterhead.

2 Insert the letterhead with the print side forward and the top side down.

Note

If printing on embossed or pre-printed paper, make sure the paper meets HP's paper specifications. To order the *HP LaserJet Printer Family Paper Specification Guide*, see "Accessories and Supplies Information" in appendix B.

Envelopes

If you are printing one envelope followed by regular sheets of paper, place the envelope into the (A) Single-Sheet Input Slot and regular sheets of paper into the (B) Paper Input Bin.

If you are printing several envelopes in succession, fill the Paper Input Bin (B) with up to 10 envelopes, depending on envelope construction and operating environment. (In some cases, you may only be able to load up to 7 envelopes, such as if you live in an area with high humidity.)

If you are printing only one envelope, use the Single-Sheet Input Slot.

3 Insert the envelopes print side forward as shown.

4 Set the Paper Path Lever to the Lower position to reduce wrinkling and curling.

Printing Tasks

Your HP LaserJet 6L Printer's capabilities include duplex printing, pausing between pages, and stopping a print job. You can also reset your printer if necessary.

Printing on Both Sides (Duplexing)

When you print on both sides of a sheet, you may notice a difference in the way the printer performs. When printing on the second side, you may experience some difficulties such as getting the sheet to feed into the printer, or multiple feeds. In addition, the print quality may be different on the second side of the sheet. To minimize these problems, you will want to use paper meeting HP's paper specifications. To order HP paper or the *HP LaserJet Printer Family Paper Specification Guide*, see "Accessories and Supplies Information" in appendix B.

1 Print the first side of the sheet as you normally would. Some software programs include options that are useful when duplex printing such as printing just the "odd pages" or the "even pages." Consult your software user's manual.
2 Allow the sheet to cool and flatten before printing on the second side to get the best possible print quality.
3 Print the second side by placing the sheet back into the Paper Input Bin or the Single-Sheet Input Slot. Make sure the printed side is facing the back of the printer and the top edge of the paper is down, as illustrated in Figure 2-1.

Figure 2-1
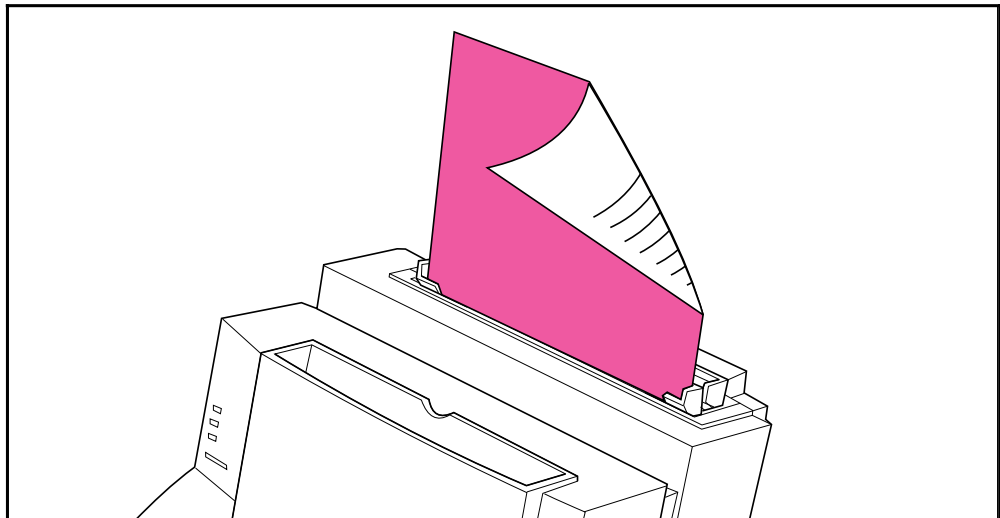
Tips for Duplex Printing

- To avoid paper curl, set the Paper Path Lever to the Lower position and use the Front Output Slot for a straight-through paper path.
- To print one page at a time, select the Manual Feed option in your software to pause the printer between pages.
- Make certain that the sheet's leading edge is not bent or curled.

Pausing Your Printer Between Pages

Occasionally, you may need the printer to pause so that you can load special media, such as letterhead. If you specify Manual Feed in your software, the printer will pause before the first page and between each page you print. This will give you time to load the special media. To resume printing, press and release the Front Panel button.

1 In your software's printer menu or bin/tray selection, select the **Manual Feed** mode.
2 From your software, print the document.
3 The Data light will blink when the page is ready to print, indicating that the printer is paused and waiting.
4 After inserting the correct medium, briefly press and release the Front Panel button to print the page. The printer will take media from the Single-Sheet Input Slot first. If it does not find media in the Single-Sheet Input Slot, it will take media from the Paper Input Bin.

Resetting Your Printer

Resetting your printer accomplishes the following:

- Clears all data from the printer's memory (including unprinted data, downloaded fonts, and macros).
- Finishes printing the current page.
- Removes some error conditions.
- Resets the printer to its factory default settings.

To Reset the Printer:

Press and hold the Front Panel button until the three indicator lights begin to blink in succession (about 5 seconds), then let go of the button. After resetting, the Ready light will remain lit if no printer errors are found.

Stopping a Print Job

If the file you send to the printer is only one or two pages long, you can stop the print job by resetting the printer as described above.

If you want to stop a large print job, follow the steps below:

1 Remove the media from the Paper Input Bin except for any sheet that is currently being fed into the printer.
2 Stop and delete the print job through your software.
3 Reset the printer.

Printing on Special Media

Your printer is designed to print on a variety of media, including transparencies, envelopes, and custom-made paper. It is recommended that you use HP media or media meeting HP's specifications. See appendix B, "Accessories and Supplies Information" to order HP's special media or the *HP LaserJet Printer Family Paper Specification Guide.*

1 Set the Paper Path Lever to the Lower position to use the Front Output Slot for a straight-through paper path. This is important when printing media such as postcards, transparencies, labels, envelopes, and heavy paper (100- to 157-g/m^2 [28- to 42-pound] bond weight).
2 Adjust the paper guides to the approximate size of media you are using.
3 Insert the media print side forward and top side down into the Single-Sheet Input Slot or the Paper Input Bin.
4 Readjust the paper guides to center the media.
5 Set the correct margins, paper size, and orientation in your software.
6 Choose **Print** in your software.

Additional Tips for Custom Sizes

- Do not print on media smaller than 76.2 mm (3 inches) wide or 127 mm (5 inches) tall.
- Set margins of at least 6.4 mm (.25 inches) in your software.
- Always insert media lengthwise (vertically) into the printer. If you want to print in landscape mode, make this selection through your software.

Additional Tips for Transparencies

To avoid transparency curl, remove the transparency as it comes out of the printer and set it on a flat surface to cool.

Additional Tips for Printing Labels

- Do not use labels that are separating from the backing sheet or that are wrinkled or damaged in any way.
- Do not use any sheet of labels that has spaces in it where some of the labels have been removed.
- Do not feed a sheet of labels through your printer more than once.

Managing HP LaserJet Toner Cartridges

It is recommended that you use HP LaserJet toner cartridges. HP has designed the printer, toner cartridge, and toner formula to work together to give you optimal image quality from your printer. To order an HP LaserJet toner cartridge, see "Accessories and Supplies Information" in appendix B.

You can expect a toner cartridge to print approximately 2500 pages when you are printing typical business letters with text covering about 5% of the page. A page containing graphics uses more toner and shortens the life of the cartridge.

Extending Toner Life through EconoMode

An excellent way to extend the life of your toner cartridge is by using EconoMode. EconoMode uses approximately 50% less toner than normal printing. The printed image is much lighter, but is adequate for printing drafts or proofs. You can set the EconoMode option through your software (refer to online help for more information).

Extending Toner Life by Redistributing Toner

Areas of faded print are often an indicator that the toner cartridge is near the end of its toner life. You can temporarily reestablish print quality by redistributing the remaining toner in the cartridge. (This is typically successful only one time.) Follow the steps below to redistribute the toner:

1 Open the Printer Door and remove the toner cartridge.
2 Hold the toner cartridge by the handle and pull it toward you so that it slides out of the plastic grooves. (Remember to protect the cartridge from light.)
3 Briskly roll the toner cartridge back and forth to redistribute the toner evenly inside the cartridge.
4 Reinsert the toner cartridge and close the door.

Recycling Toner Cartridges

To reduce landfill waste, HP has adopted a recycling program for empty toner cartridges. A postage-paid shipping label can be found inside your HP LaserJet toner cartridge box. Up to 95% of each returned toner cartridge is recycled for use as raw materials in the manufacture of new cartridges and in other industries. To join this recycling effort, follow the instructions provided in the toner cartridge box.

3

Using the HP LaserJet Companion

Before Using the HP LaserJet Companion

The HP LaserJet Companion can copy and scan various types of items, from business cards (2 by 3.5 inches, 5.1 by 8.9 cm) to 8.5- by 30-inch (21.6 by 76.2 cm) pages. The HP LaserJet Companion also accepts 16- to 28-pound (60 to 105 g/m^2) bond papers, magazine pages, and photographs.

However, you should not put anything in the HP LaserJet Companion that could get stuck in or damage the feed mechanism. Observe the following precautions to minimize the possibility of jamming the feed mechanism:

- Remove self-stick notes.
- Do not scan any document with glue, white-out, or wet ink on it.
- Do not scan gummed-backed paper or labels.
- Remove staples and paper clips.
- Straighten any curls or wrinkles from documents.

Tip   If you have problems feeding a page into the HP LaserJet Companion, turn the page around and feed in the other end of the page.

- Avoid documents with tears or perforations.
- The paper tray will accept 10 to 20 (maximum) sheets at a time, depending on the thickness of the sheets.
- Feed irregularly-sized sheets one at a time for better results.

Tip   Tape newsprint, magazine pages, and other irregularly-sized items to a regular size sheet to improve performance. If lightweight bond paper misfeeds or causes poor performance, you can insert the page into a carrier sheet. Make a carrier sheet by taping the short edge of a transparency to a regular sheet of bond paper.

Tip   For narrow media such as business cards and receipts, first slide the paper edge guides as far apart form each other as possible. Then insert your media as far as you can into the HP LaserJet Companion along the left paper edge guide.

Using the Direct Copy Feature

The Direct Copy feature allows you to print single copies of a document directly from your HP LaserJet Companion to your printer with or without your computer turned on. To make direct copies, your printer must be directly connected to your HP LaserJet Companion.

Note You cannot print direct copies to a network printer. If you do not have a printer connected to your HP LaserJet Companion, send the document to your computer and then to the HP LaserJet Companion Copier software to print from a network printer. For more information on using the HP LaserJet Companion Copier software, see the "Using the HP LaserJet Companion Copier Software" section later in this chapter.

Tip Direct copies are defaulted to print at 300 dots per inch (dpi) as black and white images (no gray tones). For information on optimizing scan settings for the item being scanned, see the "Adjusting the Copy and Scan Quality" section later in this chapter.

To print single copies

1 Raise the paper tray and the paper supports.
2 Place the document face forward and top down in the paper tray, and adjust the paper edge guides by sliding them to the edges of the document.

**Note** You may need to change the paper size in the printer driver:

In Windows 95, select **Start**, then choose **Settings**, **Printers**, and **Properties**. Select **Paper** and adjust your paper size.

In Windows 3.1x, select **Main**, then choose **Control Panel**, **Printer**, and **Setup**. Select **Paper** and adjust your paper size.

3 Press `To Printer`. The document feeds through the HP LaserJet Companion, and your printer prints a copy.

If you need to stop the copy, press `To Printer` again. To remove the document, see "Clearing Paper Jams from the HP LaserJet Companion" in chapter 5.

Figure 3-1
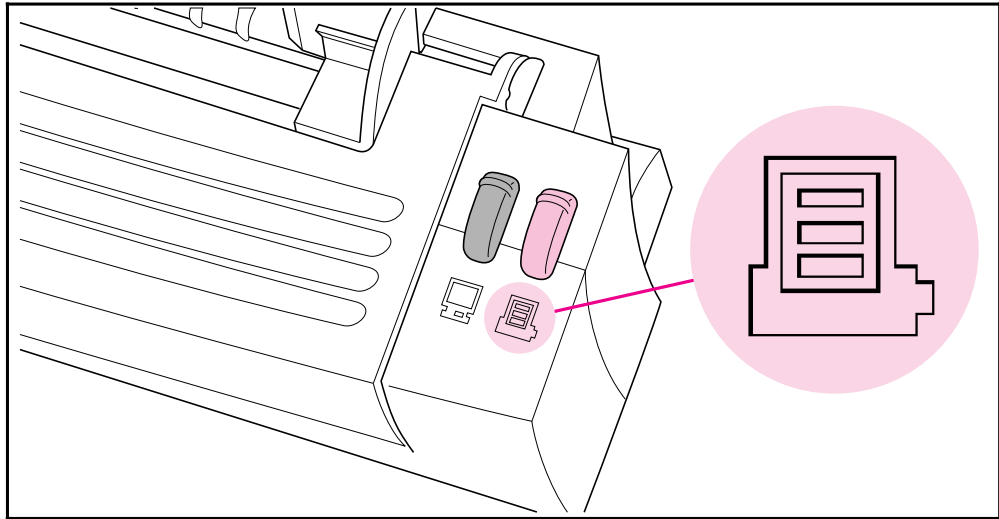
Tip

Use the HP LaserJet Companion Copier software to make multiple copies of a single document. For additional information on the HP LaserJet Companion Copier software, see PaperPort Help.

Using the HP LaserJet Companion Copier Software

The HP LaserJet Companion Copier software works much like a photocopier in that it allows you to enlarge or reduce the image, control the brightness and contrast, control the number of copies made of an item, and collate copies.

To send an image to the HP LaserJet Companion Copier software

1 Raise the paper tray and the paper supports.
2 Place the document face forward and top down in the paper tray, and adjust the paper edge guides by sliding them to the edges of the document.
3 Press **To PC** once. If you need to stop the scan, press **To PC** again. To remove the document, see "Removing Paper" in chapter 5.

Figure 3-2
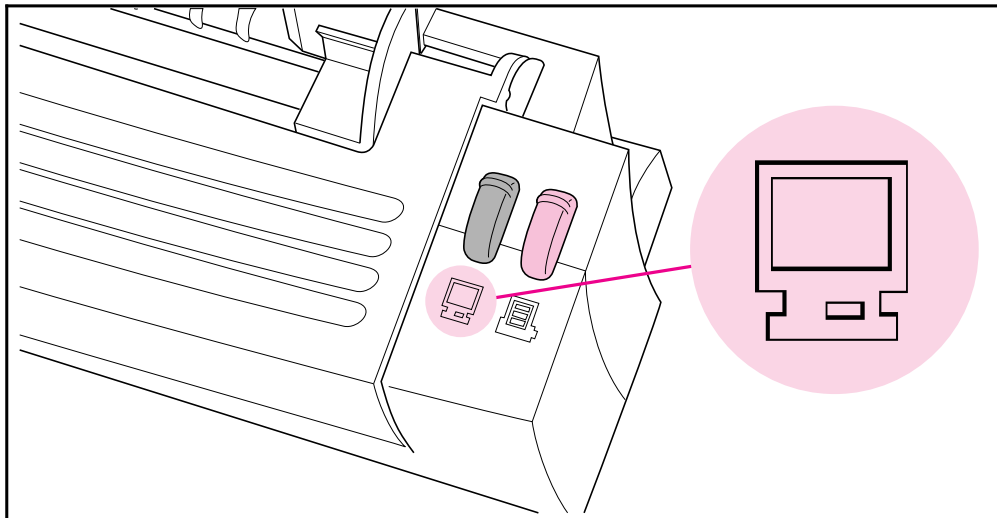
The PaperPort software starts automatically. A thumbnail image of the page appears on the PaperPort software as the document is scanned. When the scan is complete, the thumbnail image disappears and the PaperPort software automatically displays the scanned image in the Desktop View.

4 After the scan is complete, select the document on the PaperPort screen.
5 Drag the selected items onto the HP LaserJet Companion Copier link.
- Or -
From the **File** menu, choose **Links** and select HP LaserJet Companion Copier link from the submenu.
- Or -
Select the item and click the HP LaserJet Companion Copier link.

The HP LaserJet Companion Copier software will start and show a screen where you can adjust the copy quality and quantity.

To adjust the copy size and quality

Figure 3-3
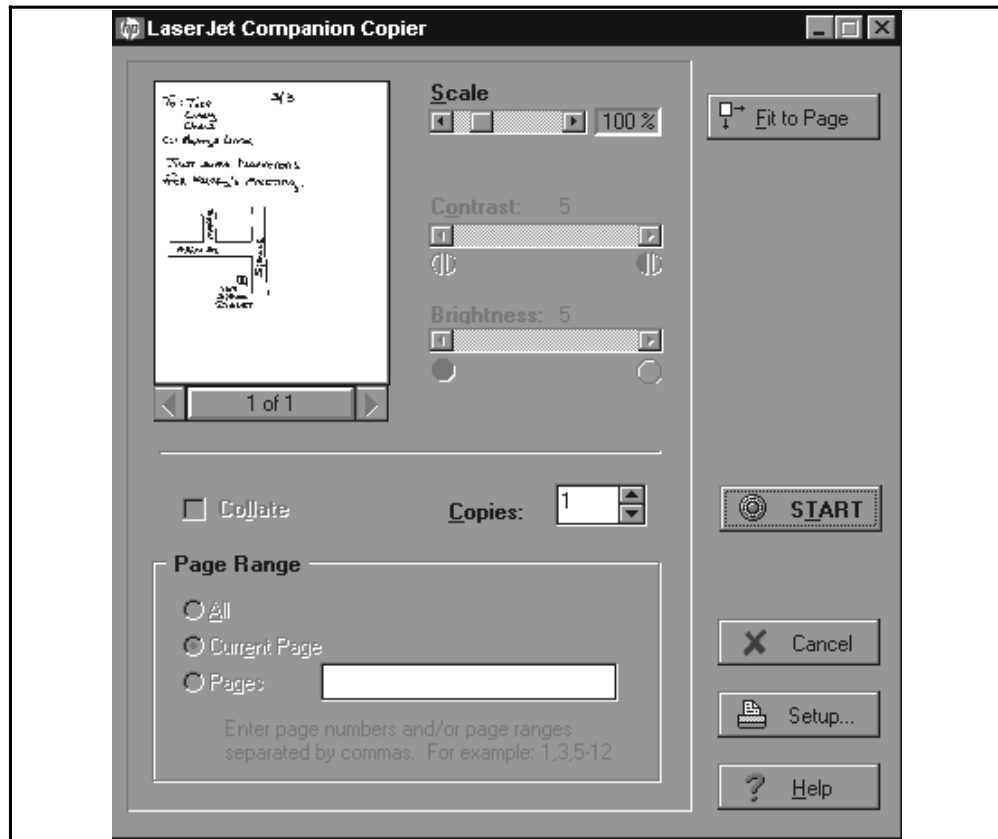
1 In the HP LaserJet Companion Copier screen, click **Fit to Page** to create the biggest representation of the image possible without distorting the image.
- Or -
Drag the Scale slider to adjust the size of the scanned image. The scale will allow you to adjust the image in 25-percent increments.
2 Drag the Contrast slider to adjust the contrast.
3 Drag the Brightness slider to adjust the brightness.

Note   The Contrast and Brightness options are only active if the image is grayscale (more than 1 bit per pixel). If you adjust the scale, contrast, or brightness on one page of a multipage document, these settings will affect all pages. If you want to change the settings for only one page, adjust and print that page then change the settings back for the remaining pages.

You can double-click the word **Scale** to return the image to 100-percent of the scanned size. You may also double-click the words **Contrast** or **Brightness** to return the settings to the default settings.

Tip   Use the page scroll arrows below the representation of the document to move between pages.

To print the copies

1 Type the number of copies to print in the **Copies** field.

2 Select which pages you want to print in the **Range of Pages** field.

3 If you select a range of pages and more than one copy, you can select **Collate** to print the copies into sets.

4 Click **Setup** to setup the printer, if necessary.

5 Click **Start** to print the copies.

6 Click **Cancel** to quit the HP LaserJet Companion Copier software when finished.

Scanning Documents to Your Computer

These procedures describe scanning a document and sending the image to your computer, which is the first step to faxing, filing, and using the OCR software.

To scan a document

1 Raise the paper tray and paper supports.
2 Place the document face forward and top down in the paper tray, and adjust the paper edge guides by sliding them to the edges of the document.
3 Press `To PC` on the HP LaserJet Companion.

Figure 3-4
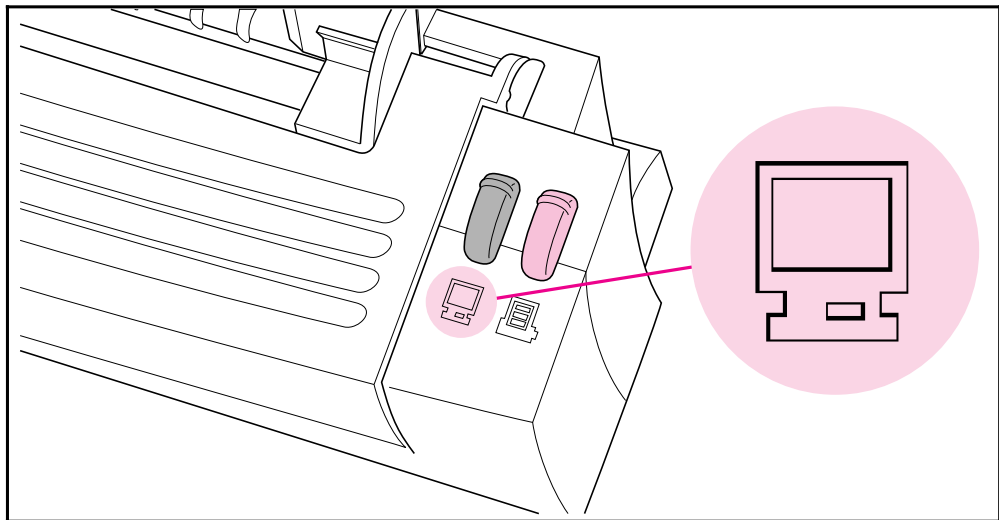
The scan will begin and a thumbnail image of the page appears as the document is being scanned. When the scan is complete, the thumbnail image will disappear and the PaperPort software will automatically display the scanned image in Desktop View.

Note   For information on how to give an item a new title, see "Giving Titles to Items" in chapter 4.

If you need to stop the scan, press `To PC` again. To remove the document, see "Clearing Paper Jams from the HP LaserJet Companion" in chapter 5.

Tip   If you press `To PC` and there is no paper in the HP LaserJet Companion, the PaperPort software will start. For more information on the PaperPort software, see chapter 4, "Working in the PaperPort Software."

Using Fax Links

You can scan an item into the PaperPort software, add annotations, and fax the item provided that your computer has access to a fax modem and fax software.

For information on links, see PaperPort Help.

To send items using the fax link

1 In Desktop View, select the item you want to fax.
2 If you do not want the PaperPort annotations to appear in the faxed item, switch to Page View and clear **Show Annotations** on the **Annotations** menu.
3 Drag the item onto the **Fax** icon on the Link Bar.
   - Or -
   From the **File** menu in Page View, choose **Links**. Then select the fax name from the submenu.
   - Or -
   Click the **Fax** icon.
   - Or -
   To send a fax from Page View, from the **File** menu, choose **Links**.
4 To complete the fax, refer to the documentation that came with your fax software.

To read a fax in the PaperPort software

1 From the **File** menu, choose **Import Fax**. The **Import Fax** dialog box appears and lists the faxed items available in the PaperPort software.
2 Select one of the faxed items on the list. A thumbnail of it appears in the dialog box.
   - Or -
   Click **Select All** to convert all of the faxed items.
3 Click **Import**. The selected faxed item appears in Desktop View.
4 Display the item in Page View to read the fax.

Using Electronic Folders

After scanning an item to your computer, you can file it in electronic folders in the PaperPort software.

Filing Items in Folders

The PaperPort software provides you with an initial set of folders that appears in a column down the left side of Desktop View.

To file an item in a folder

1 In Desktop View, select the item to file.
2 Drag it to the target folder. When the folder title is highlighted, release the mouse button. The folder flashes to let you know the selected item has been filed.

To copy items to another folder

- Hold down **Ctrl** as you select an item and drag the item on the new folder. The title of the target folder flashes to let you know the selected item has been copied and filed.

    -or-

- Select the item. From the **Desktop** menu, select **Copy to Folder**, select the target folder, and click **OK**. The PaperPort software copies the item into the new folder.

Displaying Items in Folders

The contents of a folder are always displayed in the order in which they appeared when you last opened the folder.

To display items in a folder

Click the folder icon. Thumbnails of the contents of the folder are displayed on the Desktop.

To display a list of folder contents

1   From the **Edit** menu, choose **Browse**.
    - Or -
    Click **Browse** on the Command Bar.
    The Browse dialog box appears. In Desktop View, the dialog box lists all of the folders and their contents. In Page View, only the contents of the open folder are listed.
2   Select an item on the list to display its thumbnail.
3   Double-click the selected item. The item is displayed in Desktop View.

    The icons to the left of the item's name indicate which items are stacks and which are single pages. You can see the pages of a selected stack by clicking the Page Navigator on the thumbnail.

Creating Folders

Create, rename, or delete folders to match the way you organize information. The Main Folder, at the top of the column, cannot be deleted. It is the default folder into which all scanned items are placed if the PaperPort software is not running when you scan the item. If the PaperPort software is running and a folder is open, the item is filed automatically in the open folder.

Note   You can create only one level of folders; that is, you can not create folders within folders.

To create a folder

1   From the **File** menu, choose **New Folder**.
2   In the New Folder dialog box, type the title for the folder. The title can be up to 30 characters.
3   Click **OK**. The folder appears in the folder column. Folders are arranged in alphabetical order, but the Main Folder is always first.

Editing Scanned Images Using OCR Links

Once text is scanned into the PaperPort software, the text becomes an image that cannot be edited. However, the PaperPort software has optical character recognition (OCR) software to process scanned text when using a Word Processing or Spreadsheet link icon. The OCR software converts the scanned text image to editable text; it does not translate photos or graphics. You can process an entire item or only the text that you select. You have several options for using OCR software with the PaperPort software, as described in the following procedures.

To use the provided OCR software

1 In Desktop View, select an item.
2 Drag the item onto the Word Processing or Spreadsheet icon on the Link Bar.
- Or -
Click the Word Processing or Spreadsheet icon.
- Or -
From the **File** menu, select **Links** and then select the word processing or spreadsheet software from the submenu.

The OCR software converts the item to editable text. The word processing or spreadsheet application opens and the converted text is displayed as an untitled document.

To process text using another OCR software link

1 In Desktop View, select an item.
2 Drag the item onto that OCR icon on the Link Bar.
- Or -
Click the OCR icon.
- Or -
From the **File** menu, choose **Links** and then select the OCR software from the submenu.

The file is processed by the OCR software and then opens in your selected word processing or spreadsheet application.

The PaperPort software can process text with the OCR software and then place the editable text on the Clipboard. You can paste the text into another application, such as a word processor.

To process text using the "Copy As Text" command

1 In Desktop View, select an item.

2 From the **Edit** menu, choose **Copy As Text**. The text is now on the Clipboard and ready to be pasted.

Note If you want to process only a portion of a page, display the item in Page View, on the Annotation Tool Bar, click **Edit Annotations**, and then select the portion of text that you want to process.

Adjusting Copy and Scan Quality

The HP LaserJet Companion Settings utility allows you to control the quality of the copied and scanned images, including documents copied by the Direct Copy feature. Perform the following steps before scanning an item to change the scan mode, brightness, contrast, resolution, and width of the scanned image.

To change the HP LaserJet Companion Settings

1 Click **Settings** on the PaperPort screen.

Tip   If the **Show Tips** box is checked, you can see more information about each button or selection when you hold the cursor over it.

2 Select the **Scan Mode**. The window under your choices gives a brief description of which types of documents are best suited for the mode you have selected.

Note   If you select **Custom** mode, **Modify**, you can change the resolution and the bit depth to improve image quality. See the "Setting Custom Resolution and Bit Depth" section later in this chapter for more information.

3 Drag the **Page Width** slider or click the arrows to set the width of the page being scanned. This feature allows you to crop the page before scanning to reduce extra white space.

4 Drag the **Sensitivity** slider to adjust the scanner brightness and contrast. A setting of four reproduces the document's actual brightness and contrast. A setting of zero makes the resulting scan darker and muddier, and a setting of eight is lighter and sharper.

5 Click **More** to select the length of paper in the printer. This feature tells the printer when to feed the next sheet of paper.

6 Click **Apply** to send the settings to the HP LaserJet Companion and leave the window open.
- Or -
Click **OK** to send the settings to the HP LaserJet Companion, and close the window.

Note   Any settings you choose will remain in effect until you change them. These settings will also be in effect for the Direct Copy feature.

3 Using the Companion

Setting Custom Resolution and Bit Depth

If you are using the **Custom** mode, you can select the resolution and bit depth of the scan.

To set the resolution and bit depth

1 Click **Modify**.
2 Select the resolution you want.
 - 150 dots per inch (dpi)—Produces a smaller file size and faster scan.
 - 300 dpi—Produces a sharp, higher-quality image, and a large file.
3 Select the **Bit Depth**.
 - 1 Bit (black and white) Thresholded—Best for text only or black-and-white images.
 - 1 Bit (black and white) Ordered Dither—Best for text and images.
 - 1 Bit (black and white) Random Dither—Best for photos or images, but without text.
 - 4 Bit Grayscale—Best for images only; produces 16 shades of gray.
 - 8 Bit Grayscale—Best for images only; produces 256 shades of gray.

4

Working in the PaperPort Software

General Features

The PaperPort software allows you to find, annotate, and organize scanned items. You can also electronically link scanned documents to other applications such as fax, electronic mail (e-mail), and word processing applications. Unless you specify otherwise, the PaperPort software is the default inbox for receiving scanned documents at your computer.

Desktop View and Page View

The PaperPort software has two ways to view scanned material:

- Desktop View provides an overall view of the PaperPort items, shown as thumbnails (icons representing scanned items). In the PaperPort software, single-page scanned documents are referred to as items. Multi-page scanned items are referred to as stacks.
- Page View is a close-up of one page at a time and allows you to read and annotate the page.
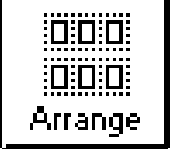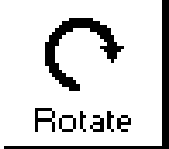
Figure 4-1
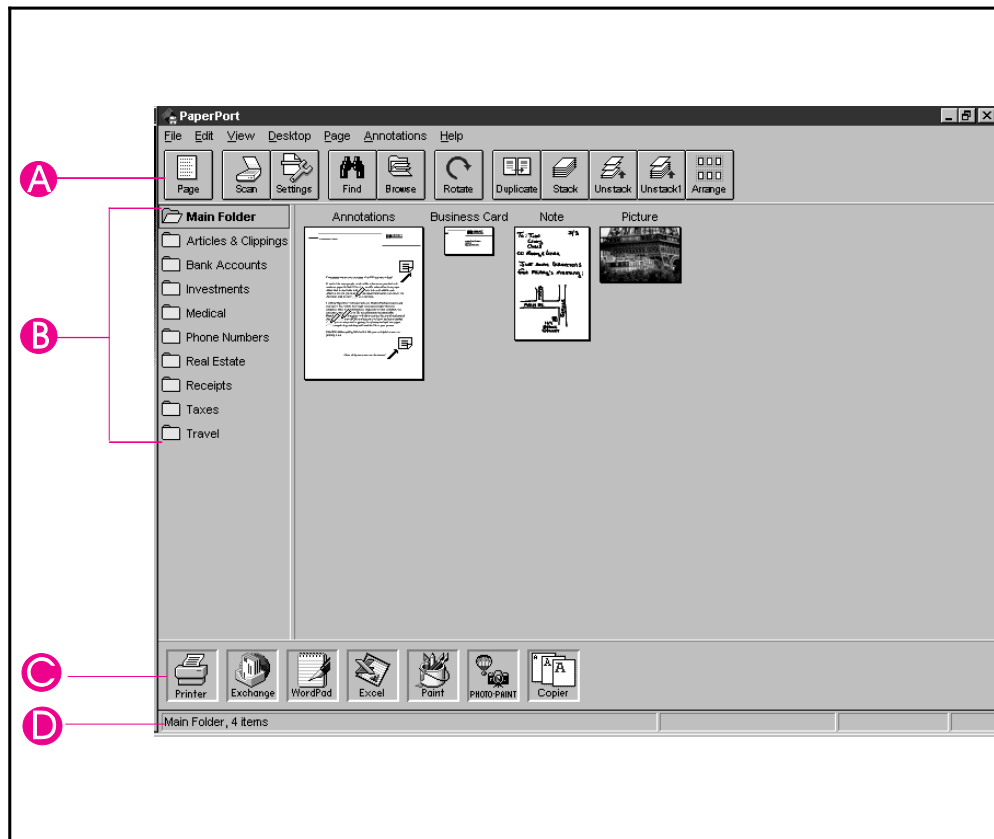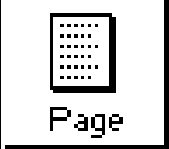
A Command Bar
B Folders
C Link Bar
D Status Bar

To switch between Desktop View and Page View

- Click **Desktop** or **Page** on the Command Bar.
- From the **View** menu, choose **Page View** or **Desktop View**.
- In Desktop View, double-click an item to display that item in Page View.

The Command Bar

The buttons on the Command Bar provide quick access to various commands on the menus. Some of the buttons are not available in both views.

Icon	Description	Icon	Description
	Desktop—Switches from Page View to Desktop View. Available only in Page View.		**Duplicate**—Makes an electronic copy of the selected item. Available only in Desktop View.
	Page—Switches from Desktop View to Page View. Available only in Desktop View.		**Stack**—Stacks selected items into one stack. Available only in Desktop View.
	Scan—Acquires an image from the selected TWAIN source.		**Unstack**—Unstacks the pages of the selected stack. Available only in Desktop View.
	Settings—Displays the Scan Settings dialog box where you can change the HP LaserJet Companion's settings.		**Unstack 1**—Unstacks the current page of the stack. Available only in Desktop View.
	Find—Finds an item in the Desktop View; finds annotations in Page View.		**Arrange**—Rearranges the items in Desktop View.
	Browse—Shows a list of items.		**OLE Rtn**— Switches to the application you are using with OLE. Available only when using an OLE feature.
	Rotate—Rotates the selected item 90 degrees to the right.		

Setting Preferences

You can customize the PaperPort software so it displays according to your preferences.

To select preferences

1 From the **Edit** menu, choose **Preferences**. The PaperPort Preferences dialog box appears.

2 Click the **Desktop** icon.

3 Select the options you want. The options are explained in the following table.

Option	Description
Scan to Desktop	As you scan items, they appear on the PaperPort desktop view as thumbnails.
Scan to Page View	The scanned items first appear in Page View instead of Desktop View.
Show Text with Icons	When this option is selected, the buttons on the Command Bar have names on them. When this option is cleared, the buttons will be smaller and will not have any text on them.
Show Tool Tips	Displays short descriptions of the Command Bar buttons and Annotations.
Color Screen	Select this option if your computer has a color monitor; otherwise clear this option.
Maximize Window at Startup	Select this option if you want the PaperPort window to be maximized (fill the computer screen) when the PaperPort software starts.
Use Gray Dialog Background	Select this option to show PaperPort boxes with a gray instead of a white background. The gray background color appears the next time you restart Windows.

4 Click **OK** to save the Desktop Preferences and exit the Preferences dialog box.

Automatic Saving

Every item in the PaperPort software is automatically saved as soon as you scan it. Any changes that you make to an item, such as adding a note or giving an item a new title, are automatically saved as well.

If you want to delete items from the Desktop but save back-up copies or save them in some other format, such as .BMP or .TIF, from the **File** menu, choose **Export**. For details, see PaperPort Help.

Giving Titles to Items

The PaperPort software items can have titles of up to 30 characters long, such as "Smithers Contract" or "Letter to Jones, Ltd."

The title of an item appears in the following three places in the PaperPort software:

- At the top of the item in Desktop View
- On the Document Navigator (under the Command Bar) in Page View
- On the Status Bar

To retitle an item in Desktop View

1 Select the item. If you have not titled an item, the PaperPort software automatically names the item "Untitled."
2 Click the title. An edit box appears around the title.
   - Or -
   From the **File** menu, choose **Change Title**. An edit box appears around the title.
3 Type the new title, and press `Enter`. The item will have the new title.

Displaying and Hiding Elements

Display or hide the Folders, Command Bar, Link Bar, Status Bar, or Tool Palette by selecting each from the **View** menu. A check mark next to the menu item indicates the tool bar or folders are visible.

Note   Not all menu items are available in both views.

Rotating or Flipping an Item

Rotate a page in 90-degree increments or flip it in 180 degree increments to change the direction of an image on the page.

To rotate or flip an item

1 Select the page you want to rotate, or display it in Page View.
2 Do any one of the following:
● From the **Page** menu, choose **Rotate Right** or **Rotate Left** to rotate the item 90 degrees.
● On the Command Bar, choose **Rotate Right** to rotate the item 90 degrees to the right.
● From the **Page** menu, choose **Flip** to rotate the item 180 degrees from its current position.

Note   Annotations and pages that have annotations cannot be rotated. To temporarily remove the annotations and rotate the page, select the annotations and, from the **Edit** menu, choose **Cut**. Then rotate the page. If you choose **Paste**, the annotations will be restored but not rotated. For additional information on exporting files, see PaperPort Help.

Deleting an Item

Deleting an item permanently removes it from your computer. If you want to save an item, from the **File** menu choose **Export** before deleting the item from the PaperPort software.

To delete an item

1 Select the item in Desktop View, or display the item in Page View.
2 Press `Delete`.
   - Or -
   From the **File** menu, choose **Delete Item**.
   - Or-
   In Desktop View, choose **Delete** from the **Edit** menu.
3 Click **Yes** to delete the item.
   - Or -
   If you have selected multiple items, click **Yes to All** to delete all items at once.

Undoing an Action

To undo the last action you made in the PaperPort software, from the **Edit** menu, choose **Undo**. For example, if you move a thumbnail on the Desktop, choose **Undo Move**, and the thumbnail will move back to its original location. Similarly, if you highlight a section of text on a page in Page View, choose **Undo Highlight** to remove that highlighting.

When you undo an action, the **Undo** command changes to **Redo**. **Redo** replaces anything you deleted with **Undo**.

To undo all annotations and other changes made to the item, in Page View, choose **Undo All Changes** from the **Edit** menu.

Working in Desktop View

Desktop View provides an overall view of PaperPort items and stacks. Each item in Desktop View is shown as a thumbnail (an icon representing a scanned item).

Selecting Items

Before performing an action on an item, such as moving it or printing it, you must select the item. A red (or dark) line around an item indicates that it is selected.

To select items in Desktop View

- To select a single item, click its thumbnail.
- To select multiple items, click each thumbnail while holding down **Shift** or **Ctrl**.
  - Or -
  Position the cursor, click the left mouse button, and drag a selection box around the items you want to select. Release the mouse button to select the items. Any item partially enclosed or touched by the selection box will be selected.
- From the **Edit** menu, select all items by choosing **Select All**.

Tip To deselect items, reverse the above steps.

Editing Scanned Images

While PaperPort software gives you some editing capabilities, such as cutting, pasting, and moving items, you will want to see "Editing Scanned Images using OCR Links" in chapter 3 for instructions on editing the actual document.

Moving and Arranging Items

If you would like to organize the items in Desktop View, you can either move each thumbnail with the mouse or use the PaperPort software's Arrange feature.

To move an item, drag it to a new location in the Desktop View.

To arrange all of the items in Desktop View, from the **Desktop** menu choose **Arrange Desktop**, or on the Command Bar, click **Arrange**. The thumbnails are automatically arranged in rows on the screen.

If you want only to arrange certain items in Desktop View, select the items you want to arrange. Then from the **Desktop** menu, choose **Arrange Selected Items**. The selected items will be arranged in rows after the unselected items.

Duplicating Items

Create a duplicate of a selected item in Desktop View in any of the following ways:

- From the **Desktop** menu, choose **Duplicate Item**.

  -or-

- On the Command Bar, click **Duplicate**.

  -or-

- Press `Ctrl` while dragging the item to another location in Desktop View. The pointer will have a plus (+) sign in it to indicate the selected item will be duplicated.

Working in the PaperPort Software   4-9

Working with Stacks

In the PaperPort software, a stack is an item with multiple pages. Use the stack feature to organize multipage documents.

When you use the automatic document feeder to scan a document, the document will appear as a multipage stack in Desktop View. When you scan an item, each scanned page appears in Desktop View as a one-page, untitled item.

To stack items using drag-and-drop

1 In Desktop View, select the item to stack.

2 Place the pointer on the selected item, and press and hold down the left mouse button.

3 Move the pointer onto the second (target) item so the target item becomes highlighted, and release the mouse button.

The selected item is stacked on top of the target item. Repeat steps 1 through 3 to stack additional items.

Note   You can add Summary Information about the stack after creating it. Summary Information for individual pages that are then stacked is retained only for the bottom page in the stack. For details, see PaperPort Help.

To stack items using the Stack Selected Items command or the Stack button

1 In Desktop View, select the items you want to stack in the order that you want them to be stacked. The first item selected will be on top.

2 From the **Desktop** menu, choose **Stack Selected Items**.
- Or -
Click **Stack** on the Command Bar.

Navigating Within a Stack

To move between pages in a stack, select the stack and click the arrows on the scroll bar (Page Navigator) below the stack. To move to a specific page in a stack, click the middle of the Page Navigator scroll bar to bring up the **Go To Page** dialog box or choose **Go To Page** from the **Page** menu. Then enter the page number.

Unstacking Pages

Unstack pages to move pages to another stack, replace pages with new ones, or delete pages from the stack without disturbing the rest of the pages.

Note   You do not need to unstack pages to add annotations. Double-click a stack to display it in Page View, where you can see and annotate the pages one page at a time.

To unstack a single page from a stack

1   In Desktop View, select the stack.
2   Use the Page Navigator to display the page you want to unstack.
3   From the **Desktop** menu, choose **Unstack Current Page**.
- Or -
Click **Unstack 1**.

The PaperPort software unstacks the selected page and displays it as a new, untitled item.

To unstack a whole stack

1   In Desktop View, select the stack.
2   From the **Desktop** menu, choose **Unstack**.
- Or -
Click **Unstack** on the Command Bar.

The PaperPort software unstacks the pages, and shows all of the pages as selected, untitled items in Desktop View.

Note   Any Summary Information for a stack is lost during the unstacking.

Reordering Pages in a Stack

After creating a stack, you can reorder the pages.

To reorder the pages in a stack

1 In Desktop View, select the stack.
2 From the **Desktop** menu, choose **Reorder**. A dialog box displays the current order of the pages in the stack. If the page you want to reorder is not visible, use the horizontal scroll bar.
3 Select the page you want to move.
4 Drag the page to its new location. A vertical line shows the new location of the page.
5 Click **OK** to close the dialog box. The pages reorder automatically.

Inserting a Page in a Stack

Both the page you want to insert and the target stack must be displayed in Desktop View.

To insert a page in an existing stack

1 In Desktop View, select the target stack.
2 Use the Page Navigator to move to the location where you want to insert the new page.

Note   The new page will be inserted on top of the current page.

3 Select the page you want to insert and drag it onto the target stack. The PaperPort software places the page at the new location.

Alternatively, you can drag a page onto the stack and reorder the pages using **Reorder**. For more information on using the Reorder command, see "Reordering Pages in a Stack" earlier in this section.

Tip   You can insert a new page into a stack as a section separator. To create a new, blank page in the PaperPort software, choose **New Item** from the **File** menu. The PaperPort software displays a new untitled item. You can then insert it into the stack.

To copy a page in a stack

1 In Desktop View, select the stack.
2 Use the Page Navigator to move the page you want to copy to the top of the stack.
3 From the **Desktop** menu, choose **Duplicate Current Page**. A duplicate of the selected item appears as a new, untitled item in Desktop View.

Adding Summary Information to Items

You can add summary information to items to help you find them quickly.

Note   If you're going to combine items into a stack, add the summary information *after* stacking the pages. If you add summary information to individual items and then stack those items, the summary information will be lost.

To add summary information to an item

1 Select an item or display the item in Page View.
2 From the **File** menu, choose **Summary Info**.
3 Enter the summary information in the Summary Information dialog box. The fields are described in the following table.

Field	Description
Title	The field will be blank if the item is "Untitled." Changing the title here also changes it in Desktop View.
Creator	Type your name.
Keywords	Words the PaperPort software uses to find items. Separate keywords with a comma. During a search, tell the PaperPort software which keywords to find, and the PaperPort software finds items with keywords that match any that you specify.
Comments	Add any additional information about the items. The PaperPort software can also use these comments to search for and find items.

4 Click **OK**. Summary information is attached to the item and will appear in the Summary Information dialog box.

Working in Page View

Page View displays an item one page at a time and allows you to read and add annotations to a page. Use the Navigators to display other pages of a stack, see other items, or enlarge the image.

Figure 4-2
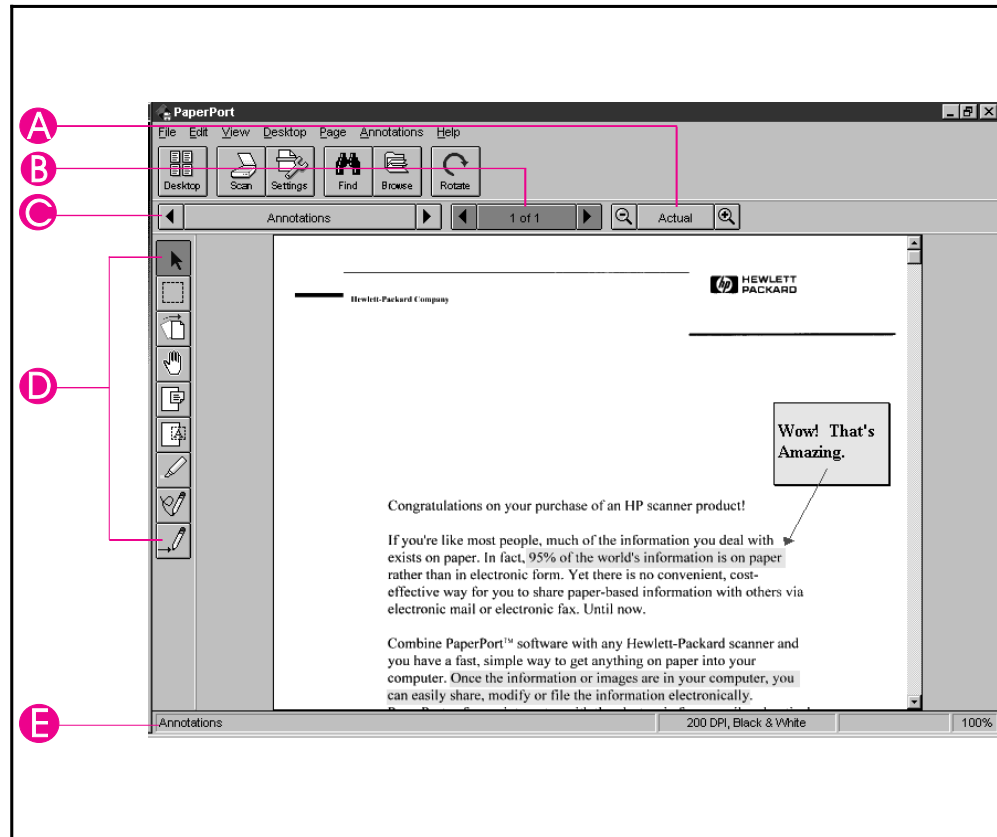
A **Zoom Navigator**—Click the "minus" and "plus" magnifying glasses to reduce or enlarge the image. Click Actual to return the image to its actual size. The scale of the image is shown on the right side of the Status Bar.

B **Page Navigator**—Click the arrows to scroll between pages in the stack. Click between the arrows to activate the Go To Page feature.

C **Document Navigator**—Click the arrows to scroll among the items in the PaperPort software. Click between the arrows to see a list of the items in the PaperPort software.

D **Annotation Tool Bar**—Use these tools to add notes, highlight areas, or cut and paste selections. For more information on using the Annotation Tools, see chapter 4, "Annotating Scanned Items."

E **Status Bar**—Use to view information about the current item: the title, the dots per inch at which the item was scanned (resolution), whether the image is color or black and white, and the percentage of enlargement or reduction of the page.

Changing the Display Size of an Item

Use the Zoom Navigator or **Zoom** commands from the **View** menu to zoom in and display the details of a page, or zoom out and make the page smaller on the screen while in Page View. The page magnification is shown in the status bar in Page View. Use any of the following methods to change the display size:

- From the **View** menu, choose **Zoom In** or **Zoom Out**.
- Click the plus (+) or minus (-) magnifying glass on the **Zoom Navigator**.
- From the **View** menu, choose **Actual Size** or click **Actual Size** on the Zoom Navigator to view the page at its actual size (100%).
- From the **View** menu, choose **Fit to Window** to enlarge or reduce an item to fit the entire item into the Page View window.

Panning an Item

Panning an item is a quick way to scroll through an item in Page View when the entire item is not visible on the screen.

To pan an item

1 Display the item in Page View.
2 Click **Pan** on the Annotation Tool Bar.
3 Place the pointer on the item. The pointer changes to a hand.
4 Press the mouse button and drag up, down, right, or left. The area of the page you are viewing changes as you drag the pointer.

The Pan tool remains active until you deselect it or view a different item.

Inverting an Image

This feature allows you to change an item from black-on-white to white-on-black.

To invert an image

1 Display the item in Page View.
2 Choose **Invert** from the **Page** menu. The image is reversed from black-on-white to white-on-black. Gray shades are reversed as well.

Repeat these steps to change the image back to its original appearance.

The PaperPort Viewer

You can share PaperPort items, including contracts, budgets, reports, and letters, with others who do not own PaperPort software. With PaperPort Viewer, others can view and print PaperPort items.

Obtaining Copies of the PaperPort Viewer

PaperPort Viewers are available for free on CompuServe and on the Internet. Users can log on to CompuServe and retrieve the PaperPort Viewer file. To download the files, type `GoPaperPort` in the Office Automation Forum. The PaperPort Viewer is available on the Internet at URL http://www.visioneer.com.

5

Troubleshooting and Maintenance

Check Here First

Before proceeding, check the items listed below. If you cannot resolve a problem, contact HP FIRST for assistance. Phone numbers are listed on the support pages at the front of this manual.

- Is the power supply connected to the HP LaserJet Companion and plugged into an electrical outlet?
- Is the HP LaserJet 6L Printer plugged into an electrical outlet?
- Did you try unplugging the HP LaserJet Printer and Companion from the electrical outlet, then plugging them back in?
- Is the interface cable from the HP LaserJet Companion to the computer connected?
- Is the parallel cable from the HP LaserJet Companion to the printer connected?
- Are you using an IEEE-1284 compliant parallel cable? ("IEEE-1284" will be stamped on the cable.)
- Are you having problems with installation? (If so, check the section on solving installation problems.)
- Are the Printer and the Companion free of paper jams? (If not, see their respective sections on clearing paper jams later in this chapter.)
- Are the Front Panel indicator lights on your printer indicating a problem? (If so, check the section on Printer Messages later in this chapter.)
- Are there any messages displayed on your computer? (If so, check the section on error messages later in this chapter.)
- Are you experiencing poor print quality? (If so, see the section on Solving Print Quality problems.)
- Are you unable to scan? (If so, see the section titled "HP LaserJet Companion Operation Problems.")

For more information on setup and installation, see chapter one. If you have questions that you do not find the answers to in this chapter, see the HP service and support information in appendix B, "Warranty and Support Information."

Caution   The HP LaserJet Companion is not compatible with hardware security keys installed on the parallel port. These security keys are typically used with high-end design and architectural applications.

HP LaserJet 6L Printer Operation Problems

Printing a Self-Test Page

A self-test page can be useful in identifying your printer's configuration and to ensure that your printer is working properly.

To print a self-test page

1 Make sure that the Ready light is on and all other lights are off. If necessary, wake up the printer by briefly pressing and releasing the Front Panel button.
2 Now briefly press and release the Front Panel button again. The Data light comes on and the Ready light blinks. Please wait for a self-test page to print.

If the self-test page does not print, try the following:

1 Ensure that paper is loaded in the printer.
2 Check the printer's Front Panel Indicator lights to determine the status of your printer. Then, refer to "Printer Messages" later in this chapter.
3 Contact Customer Support for assistance (refer to the support pages at the front of this manual for support options).

Clearing Paper Jams from Your Printer
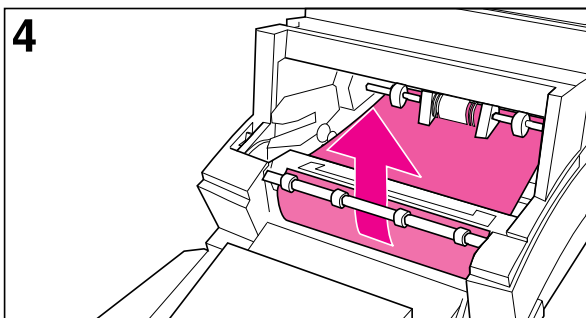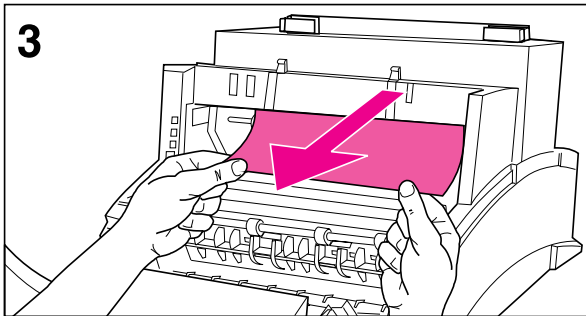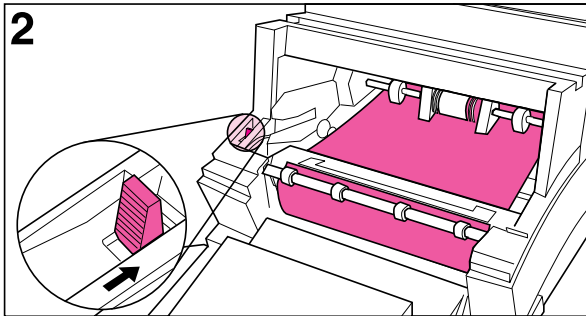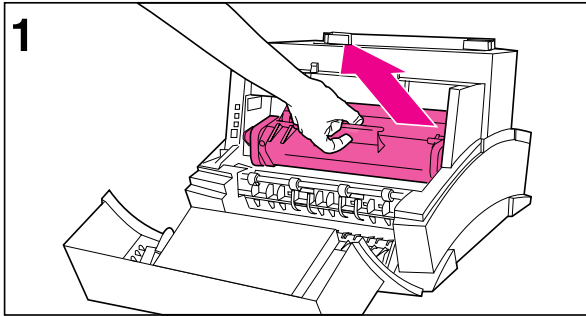
Occasionally, paper can become jammed while printing. The following list shows some possible causes:

- The paper was loaded improperly.
- The Paper Path Lever was adjusted while a job was printing.
- The Printer Door was opened while a job was printing.
- The paper being used does not meet HP's specifications.
- The paper being used was smaller than 76.2 x 127 mm (3 x 5 inches).

To clear a paper jam

Caution
Do not touch the black sponge roller inside your printer. Touching it may reduce the print quality on your media.

1 Open the Printer Door and remove the toner cartridge. Be sure to protect the toner cartridge from light while you work on the printer.
2 Press the Paper Release Lever.
3 If your paper jam is in the printer's input area, reach inside the printer and carefully pull the sheet toward you.
4 If your paper jam is in the printer's output area, grasp the sheet and carefully pull it upward.
5 After removing all sheets and fragments of paper, replace the toner cartridge and close the Printer Door.

The printer should return to a Ready state as soon as you reload the paper.

5 Troubleshooting

Paper Will Not Feed into the Printer
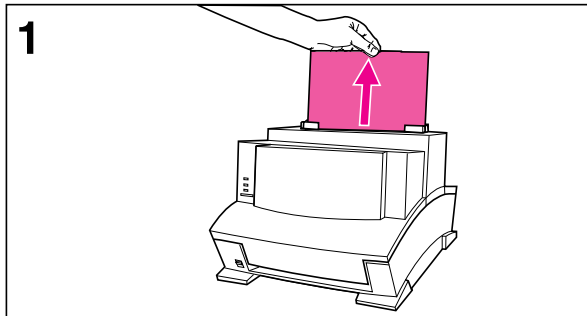
If the print media does not feed into your printer, briefly press and release the Front Panel button. The printer will again attempt to feed the media. If this is unsuccessful, try the following procedure:

1 Remove the print media from the Paper Input Bin, realign the media, and reload it into the printer.
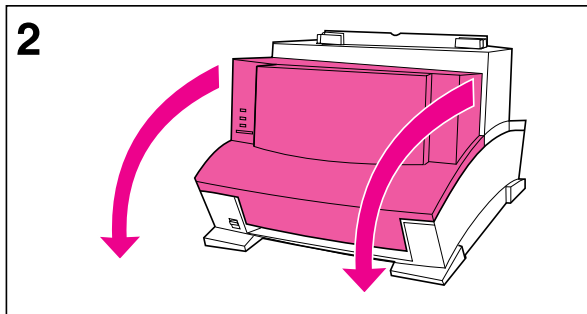
Note
Be sure to center print media with the paper guides. Also, verify that the guides are not adjusted too tightly or too loosely against the media.

2 Open the Printer Door.
3 Remove the toner cartridge, making sure you protect it from light, and check for a paper jam.
4 Replace the toner cartridge and close the door.
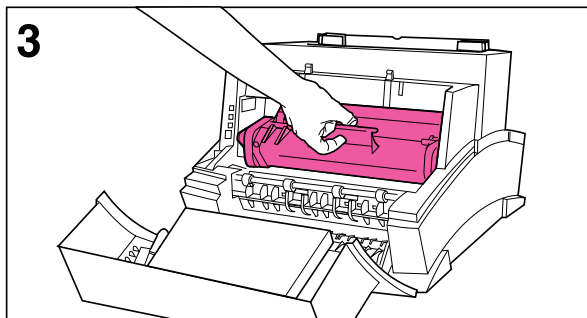
The printer will automatically resume printing.

Printer Messages

If you are having problems with your printer, check the Front Panel Indicator lights. Determine their status, then use the following table to help pinpoint and solve printer problems.

Symptom	Possible Cause	Recommended Action
The printer isn't responding after "print" is selected in the software.	The printer may be paused.	Resume printing from the status window or Print Manager.
	The printer may be in Manual Feed mode (Data light blinking).	Press and release the Front Panel button or the Status Window Resume button.
	The parallel cable between the printer and the Companion is not connected properly.	Disconnect and reconnect the parallel cable between the printer and the Companion.
	The parallel cable is defective.	If possible, attach your cable to another system and print a job that you know works. You may also try using a different parallel cable (IEEE-1284).
	The wrong printer was selected in your software.	Check your software's printer selection menu to see if you selected the HP LaserJet 6L printer.
	The software for your printer is not configured for the correct printer port.	Check your software's printer selection menu to make sure it is accessing the correct printer port. If your computer has more than one parallel port, make sure the parallel cable is connected to the correct one.
	The power cord is not connected to the printer or the power source is not active.	Check the power cord connection and the power source. Try a different outlet.
	The printer is malfunctioning.	If all the lights are on, the printer may be signaling a hardware error. See "All the printer's lights are on" on the following page.
The Error (top) light stays on.	The printer is out of print media.	Add paper or other print media.
	The printer door is open.	Close the door securely.
	The toner cartridge is not installed completely.	Open the door, reinstall the toner cartridge, then close the door securely.
	Paper is jammed in the printer.	See "Clearing Paper Jams" earlier in this chapter.
The Error (top) light is blinking.	The page is too complex for the printer's memory capacity, or the printer may not be able to create the image fast enough to keep pace with the printing process.	Briefly press and release the Front Panel button to resume printing. Some data loss may occur. See your printer driver Help for suggestions regarding printer memory usage. Change your page to make it less complex by reducing resolution to 300 dpi, or add optional printer memory (see chapter 1).
Both the Data (middle) light and the Ready (bottom) light are on steadily (not blinking).	Unprinted data is in the printer. (Your software did not send an "end of job" or "form feed" command.)	Briefly press and release the Front Panel button to print the rest of the data.
The Data (middle) light is blinking.	The printer is in Manual Feed mode.	Make sure the correct paper is loaded into the printer. Briefly press and release the Front Panel button to resume printing.

Symptom	Possible Cause	Recommended Action
All the printer's lights are off and the printer does not respond after attempts to wake it up.	The printer is unplugged from the power source.	Check the power cord connections and power source. Try a different outlet.
	The printer has malfunctioned.	Refer to the support pages on the inside front cover for support options.
All the printer's lights are on.	The printer has a hardware error.	Disconnect the printer from the power source for 10 seconds, then reconnect it. If the lights remain on, disconnect the printer from its power source again, this time reconnecting after a 15-minute wait. If all three lights come back on again, contact your HP authorized service representative.
		If you have added a memory card to your printer, remove it and check the indicator lights. See chapter 1 for installing and removing printer memory cards (DRAM).
All Front Panel lights remain on when printing from the spreadsheet software.	The printer driver settings may need to be adjusted.	In your printer driver settings, select the Print Quality tab, then select **Manual Settings**. Click **Settings**, then choose HPGL/2 under the Graphics mode (PCL driver only).
All three printer lights are flashing simultaneously.	An incompatible memory card has been installed.	Remove the incompatible memory card and replace it with a 1-, 2-, 4-, or 8-MB, 70ns or faster (such as 50ns) memory card. See chapter 1 for information on installing memory cards (DRAM).
The printer is feeding multiple sheets or jams frequently.	Paper guides are not adjusted properly.	Remove the paper from the Paper Input Bin or the Single-Sheet Input Slot. Tap the sides of the paper stack together, then reinsert the stack. Or reinsert the single sheet into the slot. Slide the paper guides against the sides of the stack in the Paper Input Bin or against the single sheet in the Single-Sheet Input Slot to center the paper. Make sure the guides are not adjusted too tightly.
	The Paper Input Bin is too full.	Remove some of the sheets. The Paper Input Bin can hold up to 100 sheets of $75g/m^2$ (20-pound) bond weight paper (less for heavier paper) or up to 10 envelopes (no more than 7 envelopes for areas with climates having high humidity).
	More than one sheet was added into the Single-Sheet Input Slot.	Add only one sheet at a time into the Single-Sheet Input Slot. If printing more than one sheet of the same type of media, use the Paper Input Bin.
	The paper was poorly cut by the manufacturer and is sticking together.	"Break" the ream of paper by curving it into an upside-down u-shape; this may effectively decrease multi-feeds. You may also try turning the paper around to feed the opposite end first.
	The paper does not meet HP's specifications for print media.	Order HP's paper specification guide. To order, see appendix A, "Accessories and Supplies Information."
	The output capacity was exceeded in the Paper Output Bin or Front Output Slot.	Do not allow more than 100 sheets of $75g/m^2$ (20-pound) bond weight paper (less for heavier paper) to fill the Paper Output Bin. Do not allow more than one transparency or 20 sheets of other media to stack up in front of the Front Output Slot.
Printer is printing too slowly (PCL driver only).	The page may be too complex for the printer's memory capacity.	In your printer software, select the Print Quality tab, then select **Manual Settings**. Click **Settings**, then choose **HPGL/2** under the Graphics mode. Select 300 DPI under the Print Quality tab in your printer software.
Window message reads: "Out of memory, unable to print" (Host-based only).	The page may be too complex for the printer's memory capacity.	Run HPWPRS.EXE in the directory C:\windows. Then, reboot.

Symptom	Possible Cause	Recommended Action
Printer is not responding; the system is locked up.	The page is too complex for the printer's memory capacity.	Free up disk space on your computer or defragment the drive. Enable "Print Manager in Windows 3.1x systems" on your PC. Run fewer software programs at the same time on your PC. Do not perform I/O or processor-intensive tasks on your PC while printing (e.g., sending a fax or playing a video).
Window message reads: "No Toner or Door Open."	The toner cartridge is not installed completely.	On the all the toner cartridge, then close the door securely.
	The printer door is open.	Close the door securely.
		Reset the printer by unplugging the power cord and then plugging it back into the electrical outlet.

5 **Troubleshooting**

HP LaserJet Companion Operation Problems

Scanner Will Not Scan

If the HP LaserJet Companion is unable to scan, try the following:

● Ensure that the interface cable that was shipped with your HP LaserJet Companion is connected to your computer's parallel port and to the To PC connector on the HP LaserJet Companion.

● Unplug the HP LaserJet Companion's power supply from the surge protector and then plug it back in. You should hear a brief hum when you first plug it in. The HP LaserJet Companion does not have a power button or power indicator light; it is ready to scan when the power is connected.

● Ensure the parallel port is configured correctly. The parallel port mode is stored in your computer's CMOS memory and is accessible through the computer's Setup program. This program, which allows you to change your computer's CMOS settings, is activated on most computers by pressing a key such as `F2`, `F8`, or `Delete` when your computer is first powering on, but before Windows starts. As your computer is powering on, watch the screen for a message that gives the correct key to press to start the program. The message will likely read `Press <Key> for Setup`. Once the program is running, locate the section listing the mode of your computer's parallel port and make sure it is set to bidirectional, ECP, Enhanced, or PS/2. The parallel port should not be set to EPP, AT, or Standard. You can usually change the settings by scrolling using the `+` or `−` keys, arrow keys, or function keys.

N o t e   If you have problems locating or changing the setting, please refer to your computer's documentation on changing CMOS settings or to the *Guide to Changing the Parallel Port Mode in Setup* included with your HP LaserJet Companion.

● The HP LaserJet Companion requires a bidirectional or ECP compliant parallel port to communicate properly with your computer. Older computers may not have this type of port. If you have another parallel port on your computer, try attaching the interface cable to that port. You can also purchase a bidirectional or ECP compliant port and install it on your computer.

- If you still encounter communication problems after verifying that the parallel port is configured for bidirectional communication, there might be a conflict with other software your computer. Because the HP LaserJet Companion shares the parallel port with printers and other devices, software that uses these devices must occasionally release the parallel port to allow other programs to use the port. If a program that uses the parallel port does not release it, then the HP LaserJet Companion software will be unable to communicate with the HP LaserJet Companion. Printer drivers and printer status monitors are automatically loaded by Windows at startup, and are often the cause of such conflicts. The README.TXT, which shipped with the HP LaserJet Companion, contains a list of software known to cause conflicts. For instructions on disabling conflicting software, see the HP LaserJet Companion README.TXT file located in the PaperPort Program group.

Scanner Stops in the Middle of Scanning

The maximum scannable page length is 30 inches (76.2 cm). If the page is longer, scanning will stop at 30 inches (76.2 cm). Do not try to pull the page out because you may damage the HP LaserJet Companion. Press To PC to restart, and the rest of the page will be on a second page in the PaperPort software.

If you start or restart your computer while trying to make a direct copy, the scan will be interrupted. Reset the HP LaserJet Companion by first pressing Form Feed on your printer. Then clear the paper jam as described in "Clearing Paper Jams from the HP LaserJet Companion" on the next page. Once the paper jam is cleared, you can, rescan the item.

Clearing Paper Jams from the HP LaserJet Companion
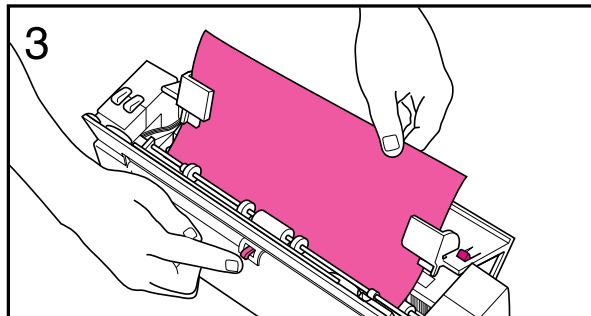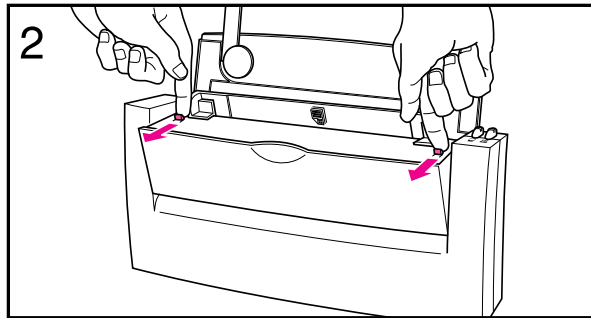
The HP LaserJet Companion will not automatically stop when a page misfeeds or jams.

To remove paper

1. Press `To PC` or `To Printer` during a scan to stop the scan. If scanning more than one page, remove any additional pages from the paper tray.
2. Pull forward on the release levers and pull the cover forward.
3. With the cover open, push up and hold the paper-jam release lever on the back of the HP LaserJet Companion while pulling the document out.
4. Release the paper release lever. It will automatically reset.
5. Close the front cover, making sure that both release levers latch.

Companion Error Messages

When a problem occurs, an error message may be displayed on your computer. This section explains what to do if you see one of these messages.

Symptom	Category	Recommended Action
An unsuccessful application exit has left Windows in an unstable state. You should restart Windows.	General	This can occur if your computer "hangs" or "crashes" while the PaperPort software is running, or if some other error occurs. Try restarting Windows. Although you can continue to work in Windows, you will not be able to scan or start the PaperPort software again until you restart Windows.
COMMUNICATION PROBLEM Error Code: XXX	General	The software has failed to communicate with the HP LaserJet Companion. Repeat the software action that generated the message. If the message occurs again, unplug the HP LaserJet Companion from its power source and plug it back in. If the message reoccurs, your computer's CMOS may not be configured for bidirectional parallel port communication. For more information on configuring your CMOS, see the "HP LaserJet Companion Operation Problems" section earlier in this chapter or the *Guide to Changing the Parallel Port Mode in Setup* included with your HP LaserJet Companion.
Not enough disk space.	Memory	The PaperPort software requires at least 8 MB of available disk space to be installed. After you select the PaperPort software and data directories, the installation program checks that your computer has enough available disk space. If you need more disk space, try deleting unnecessary files or archiving older data to floppy disks or some other medium.
One or more pixels could not be gain corrected. The remaining pixels were calibrated. You will likely see vertical streaks in scanned images.	General	The recalibration detected a non-correctable dark line. This could be caused by using lined paper for recalibration, or a contaminant may be obstructing the scanning element. Be sure to use clean white paper for recalibration. For cleaning instructions, see "Cleaning the HP LaserJet Companion" earlier in this chapter.
PaperPort cannot arrange your Desktop because system resources are low. Please close one or more applications and try again.	Desktop	Quit any other applications that are running. If there are any items in your Startup program group, remove them, restart Windows, and try again. Note that some applications do not release all the memory or resources that they use even when you exit them. Restarting Windows with no applications in your Startup group can give you maximum memory and resources.
PaperPort cannot create a calibration file. Your disk may be full or read-only.	General	Make sure that your hard disk is not full. The calibration file requires up to 100K of hard disk space. (Note that you should have at least 1 MB of free hard disk space to use the PaperPort software.) In addition, check that you have read/write access to the drive containing the PaperPort program directory.
PaperPort cannot paste because the clipboard image is larger than the current page.	General	The image that you have cut or copied to the Clipboard is larger than the item on which you are trying to paste. Try copying a smaller image to the Clipboard. If you have a large image to paste, divide it into sections and copy and paste each section in turn. When pasting to a PaperPort item, the PaperPort software enables you to position the paste precisely before committing it.
PaperPort cannot read page <N> of the file <file name> because the page is damaged.	Disk and File	An item or a page in a stack can be damaged if your computer is shut down while the PaperPort software is running or if the PaperPort software is shut down in any way other than by a normal exit. Attempt to repair this file by running MAXFIX.EXE. Follow the instructions on the screen.

5 Troubleshooting

Symptom	Category	Recommended Action
PaperPort is out of available system memory. Please close some other application(s) and select Retry to proceed, or select Cancel to close PaperPort. There is not enough available memory to complete this operation. Please see PaperPort Help or the Troubleshooting section of your User's Guide. PaperPort cannot receive printed pages. System memory may be low. Try exiting from other applications.	Memory	These errors can be caused by low memory, insufficient system resources, or too few file handles. You should have at least 8 MB of available memory and 50% of your system resources. Note that your computer should have 8 MB of physical RAM (not virtual memory) to use the OCR link. To make more memory, resources, or file handles available, try the following: • Create a permanent swap file in the Virtual Memory section of the 386 Enhanced Control Panel. Use the size suggested in the dialog box. Make sure you have at least 20 MB of available space on the selected drive. • Quit any other applications that are running. If there are any items in your Startup program group, remove them and restart Windows. • If you are using a computer with less than 6 MB of physical memory, limit the SmartDrive cache for Windows to 256K or 128K. To do this, edit your AUTOEXEC.BAT file. Change the second number in the line `DEVICE=CKSMARTDRV.EXE` to `256` or `128`. • Before Windows starts, check the amount of memory available by typing `MEM` at the DOS prompt. The largest executable program size should be at least 450K. If it isn't, see your DOS and Windows documentation for information about optimizing memory. • Try increasing by 20 the line `FILES=` in your CONFIG.SYS file to increase the number of file handles. Restart your computer.
PaperPort cannot use the file <file name> because it is damaged.	Disk and File	An item or a page in a stack can be damaged if your computer is shut down while the PaperPort software is running or if the PaperPort software is shut down in any way other than by a normal exit. Attempt to repair this file by running MAXFIX.EXE. Follow the instructions on the screen.
PaperPort cannot use the link <link name> because it is either damaged or incompatible with the current software version.	Link	Try reinstalling the linked application. If the problem persists, contact HP to see if an update is available for the link.
PaperPort has detected that the support file MAXLINK.DLL has been overwritten by a recently installed link. Please install PaperPort again to install the correct MAXLINK.DLL.	Link	If you install a supported linked application that has an older version of MAXLINK.DLL, it may overwrite the newer version in the PaperPort directory. Reinstall the PaperPort software and the correct version of this file will be properly installed.
PaperPort is busy and cannot be closed right now. Please wait until the current operation has finished, or close all PaperPort dialog boxes and try again.	General	The PaperPort software is busy processing. Wait one or more minutes, and then try quitting the PaperPort software again.
PaperPort is currently busy and cannot accept the printed item. Please close any open PaperPort dialog boxes before trying again.	General	Close any open PaperPort software dialog boxes and try again.
PaperPort is currently busy and cannot complete this operation. Please close any open PaperPort dialog boxes before trying again.	General	Close any open PaperPort software dialog boxes and try again.
Please specify the name of your Fax software before using the Fax link.	Link	You must select the fax software driver by choosing **Preferences** from the Edit menu, and under **Category**, select the Fax or generic fax icon.

Symptom	Category	Recommended Action
The Desktop file is either damaged or missing. PaperPort will continue with a new Desktop.	Desktop	The desktop file contains information you need for accessing the items on the Desktop. If this file is damaged, you may be able to fix it with the MAXFIX utility. Run MAXFIX.EXE and then follow the instructions on the screen. The desktop file can be damaged if your computer is shut down while the PaperPort software is running or if the PaperPort software is shut down in any way other than by a normal exit. If the PaperPort software can restore the desktop file, it will continue normally. Otherwise, see the support pages at the front of this manual for support options.
The image data being unpacked is damaged.	General	If you get this message while scanning, try scanning the item again. If you get this message while importing a file, the file may be damaged or there may be a disk error. You can run a disk diagnostic utility to investigate this or run MAXFIX.EXE. Follow the instructions on the screen.
The calibration of exposure time failed.		The HP LaserJet Companion has failed a critical step in the recalibration process. Repeat the recalibration process. See "Recalibrating the HP LaserJet Companion" later in this chapter. If the message occurs again, the HP LaserJet Companion has failed and requires repair or replacement. See appendix B, "Warranty and Support Information."
The system is too busy to accept a page from your scanner. Please scan this page again.	General	Your computer was busy doing something else, so the HP LaserJet Companion could not communicate with the PaperPort software. In most cases, scanning again will succeed. If not, quit other applications and try scanning again.
This item contains one or more annotations that cannot be displayed by this version of PaperPort.	General	The item contains one or more annotations created by a later version of the PaperPort software than the one you are using. You can view all the annotations by upgrading your version of the PaperPort software. To upgrade, contact HP Customer Support (see appendix B).
Too many files were found. Please enter a different starting directory or file name and try the search again.	General	The PaperPort software found more files than it can display. Enter a different search criteria that will limit the search to a smaller number of files.
Your OCR software was not able to process the selected pages.	Link	This error can be caused by a low-memory condition or a problem with the OCR software. For more information about making more memory available, see the memory messages in this chapter.
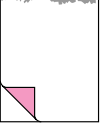
HP LaserJet 6L Printer and Companion Installation Problems
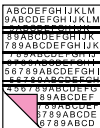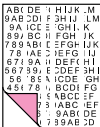
If you are having installation problems, check the following table. Also, you can refer to online help by selecting Help on your menu bar.
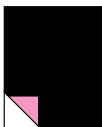
Symptom	Recommended Action
Window message during installation reads: "File in Use."	Quit all software. Remove all software from the Startup group and then restart Windows. Reinstall the printer drivers.
Cannot install the printer drivers.	Try the Alternative Installation as described in chapter 1.
Bidirectional communication between printer and computer has not been established during installation.	The cable is not bidirectional. Use only a high-quality IEEE-1284 compliant parallel cable. The cable is loose, or not directly connected. In Windows 3.1x, open the **Control Panel** and **Printers**. Select **HP LaserJet 6L** and click **Connect.** Be sure that the correct port has been selected and that "Fast Printing Direct to Port" is check. Note: If any of the above apply, choose skip and continue installation.
Your computer cannot read the installation disks.	Check for the proper floppy drive (e.g., A: or B:). Check the disks for damage. Copy disks to the hard drive; then install from your hard drive.
Windows fails to restart.	If Windows fails to restart when you choose **Restart Windows** at the end of the installation, the installation has not been successful and the PaperPort software will not work. This includes cases in which the system "hangs" or "freezes" or exits to DOS. Reboot your computer, and then try running the installation program again. If the problem occurs again, quit Windows. At the DOS prompt, change to the Windows System directory by typing `CD C:\WINDOWS`, and press `Enter`. Type `PPUPDATE`, and press `Enter`. This completes the installation. **Note:** The PaperPort software does not support Windows NT, OS/2, or Windows running under OS/2 (Win-OS/2).
During installation, you get the message "HP LaserJet 6L printer has not been found."	Check the power cord connections and power source. Make sure you are using a high-quality IEEE-1284 compliant parallel cable. If, after checking these items, you still see the "HP LaserJet 6L printer has not been found" message, click **Continue** to proceed with the PCL driver installation. If the installation could not be successfully completed, see the Alternative Installation instructions in chapter 1.
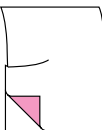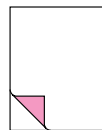
Solving HP LaserJet 6L Print Quality Problems
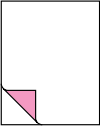
Use the following table to help pinpoint and solve print quality problems.

Symptom	Possible Cause	Recommended Action
Print is faded or you notice a block of vertically aligned white streaks.	The toner cartridge may be getting low on toner.	See chapter 2, "Managing HP LaserJet Toner Cartridges."
	The paper you are using may not meet HP's paper specifications (for example, it may be too moist or too rough).	Order HP's paper specification guide listed in "Accessories and Supplies Information" in appendix B.
	Toner density setting may need to be adjusted.	Adjust the setting through your software or printer driver.
	EconoMode may be on.	Turn EconoMode off through your software or printer driver.
Stains or smudges appear as small, round, black dots on the front or back of a page. Sometimes inconsistent stains appear.	The paper you are using may not meet HP's paper specifications (for example, it may be too moist or too rough).	Order HP's paper specification guide listed in "Accessories and Supplies Information" in appendix A.
	You may be printing on the wrong side of the paper.	Remove the paper from the Paper Input Bin and turn it over. (The wrapper on many reams of paper has an arrow indicating the print side.)
	The printer may need cleaning.	See "Cleaning Your Printer" in this chapter.
	The toner cartridge may be damaged.	Replace it if maintenance procedures do not improve print quality. See chapter 2, "Managing HP LaserJet Toner Cartridges."
Vertically-aligned black streaks or smears appear on successive pages.	The toner cartridge may be damaged.	Replace it if maintenance procedures do not improve print quality. See chapter 2, "Managing HP LaserJet Toner Cartridges."
	The printer may need cleaning.	See "Cleaning Your Printer" in this chapter.

Symptom	Possible Cause	Recommended Action
Horizontally aligned black streaks or smears appear.	The toner cartridge may not be installed properly.	Remove the cartridge and reinsert it. See chapter 1, "Installing the HP LaserJet Toner Cartridge" for installation information.
	The toner cartridge may be defective and need replacing.	The toner cartridge may still be under warranty. See "HP LaserJet Toner Cartridge Warranty" in appendix B.
	Printer may need repair.	See the support pages at the front of this manual for support options.
Light character shadows or repetitive marks appear on the page.	The printer may need cleaning.	See "Cleaning Your Printer" in this chapter.
	If you are using transparencies, they may not meet HP's specifications.	For ordering information, see "Accessories and Supplies Information" in appendix B.
	The paper's texture may be too coarse.	Try changing to a paper with a smoother finish.
	The toner cartridge may be damaged, causing a repetitive black flaw on every printout.	Replace the toner cartridge. See "Accessories and Supplies Information" in appendix B.
	The toner cartridge's photosensitive drum may have been overexposed to bright light, causing repetitive defects (usually a fuzzy black area).	Replace the toner cartridge. See "Accessories and Supplies Information" in appendix B.
Vertical white stripes appear on the page.	The printer's internal mirror is contaminated.	Contact an authorized HP service representative to replace the printer's internal mirror. See the support pages at the front of this manual for support options.
Character voids appear (white areas within the parts of characters that should be solid black).	If you are using transparencies, they may not meet HP's specifications.	HP's LaserJet transparencies are designed to minimize character voids. For ordering information, see "Accessories and Supplies Information" in appendix B.
	You may be printing on the wrong surface of the paper.	Remove the paper and turn it around. (The wrapper on many reams of paper has an arrow indicating the print side.)
	The paper may not meet HP's specifications.	Order HP's paper specification guide listed in "Accessories and Supplies Information" in appendix B.

Symptom	Possible Cause	Recommended Action
Background scatter appears on a printed page.	Background scatter results from bits of toner distributed on the front or back of a printed page. Background scatter often is isolated to a specific area of the page.	Change the paper type, weight, or surface finish. To order HP's paper specification guide, see "Accessories and Supplies Information" in appendix B. If background scatter occurs on an envelope, try moving the text to an area with no seams. Printing on seams can cause this problem. If this problem occurs on the back of a printed page, it may be caused by spilled toner inside the printer. See "Cleaning Your Printer" in this chapter.
The page is completely black.	The toner cartridge may not be installed properly.	Remove the cartridge and reinstall it. See "Installing the HP LaserJet Toner Cartridge" in chapter 1.
	The toner cartridge may be defective and need replacing.	The toner cartridge may still be under warranty. See "HP LaserJet Toner Cartridge Warranty" in appendix B.
	The printer may need to be repaired if the problem continues after replacing the toner cartridge.	See the support pages at the front of this manual for support options.
Characters are only partially printed (also referred to as dropouts).	A single sheet of paper may be defective.	Try reprinting the job.
	The print density may need adjusting.	Adjust the print density through your software or printer driver.
	The moisture content of the paper may be inconsistent or the paper may have moist or wet spots on the surface.	Use paper from a fresh ream or a different source. To order HP's paper specification guide, see "Accessories and Supplies Information" in appendix B.
	The paper may have been damaged by inconsistent manufacturing processes.	Try using paper from a different source. To order HP's paper specification guide, see "Accessories and Supplies Information" in appendix B.

Symptom	Possible Cause	Recommended Action
The bottom of the page is blank or part of a graphic's image is cut off.	Your page may be too complex for the standard printer memory.	Set the resolution to 300 dpi through your software or printer driver.
		You may need to install additional memory. See chapter 1, "Installing Memory Cards (DRAM)."
		Check your printer driver's online help for suggestions that are specific to your driver's settings.
Pages are coming out of the printer curled or wrinkled.	Paper is curled or wrinkled when using the Paper Output Bin.	Use the Front Output Slot by pushing the Paper Path Lever to the lower position. This provides the straightest paper path. See "Selecting the Output Paper Path" in chapter 2.
		Use the Paper Input Support located behind the Paper Input Bin. See "Loading the Paper into the Printer" in chapter 1.
	Paper may not be stored properly.	Whenever possible, store paper in its sealed ream at room temperature.
Blank Page (Occasional)	Page length and margins are not set correctly for the paper size.	If you are printing on small paper and your page is blank, try printing on larger paper to see where the image is printing. Adjust the margins accordingly.
	Some sharing devices or networks may generate a blank page as a separator (contact your Network Administrator).	If you are on a network, try connecting the printer directly to the computer.
	Your printer may be feeding two or more sheets of paper at a time because the paper is difficult to separate.	Remove the paper from the Paper Input Bin and align the edges of the paper. "Break" the ream of paper by curving it into an upside-down u-shape; this may effectively decrease multi-feeds. You may also try turning the paper around to feed the opposite end first.
	Your software application may be sending an extra page-eject command.	Check your software's printing configuration information. If you are using a word-processing program, check for a natural page break and a forced page break that are close to each other.

Symptom	Possible Cause	Recommended Action
Blank Pages (All Pages)	The toner cartridge may be improperly installed.	Make sure you removed the entire length of the sealing tape from the toner cartridge before you installed it. See "Installing the HP LaserJet Toner Cartridge" in chapter 1.
	The toner cartridge may be completely out of toner.	Replace the toner cartridge. See "Accessories and Supplies Information" in appendix B.
	The printer may need to be serviced.	Try printing a self-test page as described earlier in this chapter. If the page is still blank, the printer may need service. See the support pages at the front of this manual for support options.
Print is misaligned on the page (Skewed pages).	The Paper Input Bin may be too full.	Try removing some of the paper.
	The paper guides may not be adjusted properly.	Be sure to center the paper with the paper guides. Also, verify that the guides are not adjusted too tightly or too loosely against the paper.
	The paper's weight or surface finish may not meet HP's specifications.	To order HP's paper specification guide, see "Accessories and Supplies Information" in appendix B.

5 Troubleshooting

Solving Scanned Image Problems

Symptom	Recommended Action
Scanned images are too light or too dark.	Adjust the brightness sensitivity in the PaperPort software settings. See "Adjusting Copy and Scan Quality" in chapter 3.
Scanned images have unwanted lines through them.	Recalibrate the HP LaserJet Companion to improve the image quality. For more information on recalibrating the HP LaserJet Companion, see "Recalibrating the HP LaserJet Companion" later in this chapter. If this does not eliminate unwanted lines, there may be ink, glue, corrective fluid, or some other substance on the HP LaserJet Companion's image sensor. For more information on cleaning the HP LaserJet Companion, see "Cleaning the HP LaserJet Companion" later in this chapter.
Scanned text is not clear.	Perform the following steps to clear up the text: 1. Adjust the image brightness in the PaperPort software **Settings**. 2. Make sure that the scan mode is set to **Letter**. 3. Recalibrate the HP LaserJet Companion. For information on recalibrating the HP LaserJet Companion, see the "Recalibrating the HP LaserJet Companion" section in this chapter.
Printing Problems with Scanned Items:	
Direct copies will not print.	If you try to make a direct copy and the printer is out of paper, has a paper jam, or has some other condition that has sent the printer offline, then the scan will continue when you clear this condition. If you try to make a direct copy and the printer's Front Panel lights are off, press the Front Panel button to wake up the printer, then press `To Printer` to resume the scan. If you press `To Printer` and the printer is not connected to the HP LaserJet Companion, press `To PC` to send the scan to the computer. If direct copies still do not print, reset the HP LaserJet Companion by disconnecting and reconnecting the power supply. If the problem persists, refer to the customer service information in appendix B, "Warranty and Support Information."
Images are reduced in size.	If necessary, the PaperPort software automatically reduces the size of the image to fit it on the page. For example, if you scan an 8.5 by 11 inches (21.6 by 27.9 cm) page, then the image in PaperPort software will be 8.5 by 11 inches (21.6 by 27.9 cm) from edge to edge. However, most printers cannot print right up to the edge of the paper.
Images will not print.	The HP LaserJet Companion does not support network printers for direct copies. To make copies using the Direct Copy feature, the printer must be connected directly to the HP LaserJet Companion. Make sure that the HP LaserJet 6L printer and the HP LaserJet Companion are plugged into a power strip outlet, and that the outlet is receiving power.

Symptom	Recommended Action
Paper in the printer is large enough to print the scanned item, but the image is printed on two pages.	The HP LaserJet Companion has a default of Letter (8.5 by 11 inches, 21.6 by 27.9 cm) or A4 size (210 x 297 mm) paper. Perform the following steps to change the default paper size: 1. Click **Settings** in the PaperPort software. 2. Click **More**. 3. Select the size that matches the size of paper in your printer.

5 Troubleshooting

Recalibrating the HP LaserJet Companion

Recalibrating the HP LaserJet Companion fine-tunes the amount of black and white that will appear on the scanned image. Your HP LaserJet Companion was calibrated at the factory. However, you may need to recalibrate the HP LaserJet Companion if you noticed that the item scanned to the computer printed with black or white lines running through it.

To recalibrate the HP LaserJet Companion

1 Clean the HP LaserJet Companion before recalibrating (see "Cleaning the HP LaserJet Companion" later in this chapter).
2 Click **Settings** on the PaperPort desktop tool bar.
3 Click **More**.
4 Click **Calibrate**. A message asks you to insert the paper and begin recalibrating the HP LaserJet Companion.
5 Tear out one of the perforated pages in the back of this manual and insert the perforated edge of the page into the HP LaserJet Companion.

Tip   If you no longer have the perforated sheets in the back of the manual, you can cut a sheet of blank, white paper to 8.6 inches (21.8 cm) by at least 6 inches (15.2 cm).

6 Click **OK**. The HP LaserJet Companion will pull the page through automatically, and recalibration will be complete.

Solving HP LaserJet Companion Links Problems

Symptom	Recommended Action
Links in the PaperPort software do not appear (Application link does not appear on the PaperPort desktop).	If the link is to an e-mail application, see the "Missing E-mail Links" section later in this table. If the link is to another type of application, go to appendix A to verify that the application is supported by the PaperPort software. If the application is supported, see the HP support information at the front of this manual to contact customer support.
Fax link does not work.	In the **PaperPort Preferences** dialog box, click the **Fax** category and make sure that the correct fax driver is selected. With the correct fax driver selected, the fax software will start when you drop an item onto the Fax Link icon. If the fax software still does not start, try reinstalling it.
Items lose their formatting or have strange formatting codes in them.	You must configure the word-processor links. Specify the correct output word processor by choosing **Preferences** from the **Edit** menu and then selecting the word-processing icon under **Category**.
A high percentage of incorrect characters appears in an item that was converted with the OCR link.	The accuracy of the OCR link depends on the quality, size, and structure of the original document and on the quality of the scan itself. To obtain the best possible results when using the OCR link, choose a scan setting specific to text and follow these guidelines: •Process only pages that have crisp, clear text. Letters that have gaps, that "bleed" along their edges, or that touch other letters will not work well with the OCR link. Note that underlining and text that is close to non-text items, such as graphics, will also degrade OCR results. •Process only pages that contain 9-point text or larger. •Adjust the **OCR, Fax Text** mode and adjust the sensitivity setting to get the densest, clearest letters without any "bleeding" along their edges. See "Adjusting Copy and Scan Quality" in chapter 3. •Straighten pages either by rescanning the pages or by using the **Straighten Page** command. •Scan images in 300 dpi rather than 150 dpi.
Missing E-mail Links	
Lotus Notes link icon does not appear.	The link to Lotus Notes requires the file NOTES.EXE. The path to this file must be typed in the LOTUS.INI file. To make sure that the Lotus Notes icon appears, follow these steps: 1. Check that the file LOTUS.INI exists in your Windows directory. (If not, skip steps 2 and 3.) 2. Check this file for the line `Notes=<path>`. 3. Check this path for the NOTES.EXE file. If either is missing, try reinstalling your Notes client. 4. Check your WIN.INI file for the `[Mail]` section. Make sure that there is a key entry of `SMI=1`. In some cases, Lotus Notes may be configured so that the PaperPort software cannot find the files SM1.DLL or NOTES.EXE. In MAXOPTS.INI (in the c:\PAPRPORT directory), add the following line in the section `[Lotus Notes Mail Link]` specifying the path to NOTES.EXE: `AppFile=c:\NOTES\NOTE.EXE`

5 Troubleshooting

Symptom	Recommended Action
Lotus cc:Mail link icon does not appear.	Contact your e-mail system administrator. The link to Lotus cc:Mail requires a Lotus cc:Mail file called VIM (Virtual Interface for Messaging). **NOTE**: VIM files were not shipped with Lotus cc:Mail versions prior to 2.0, but they can be downloaded from the cc:Mail forum on CompuServe and from the Lotus cc:Mail bulletin board service (BBS). •If the VIM files are installed but the cc:Mail link still does not appear, check your WIN.INI file for the line `SMI=1` in the section `[Mail]` and the entry `Program Path=<path>` in the section `[cc:Mail]`. •Check this directory for the presence of these VIM files: CCEDIT.DLL, CCUTIL.DLL, VIM.DLL, SMI.DLL, CCSMI.DLL, CHARSET.DLL, COMDLG.DLL, MAILENG.DLL, MEMAN.DLL, CDVIM.DLL, VERINFO, and README.TXT. If any of these files are missing, cc: Mail has not been properly installed in this directory. Try reinstalling it.
Microsoft Mail link icon does not appear.	The Microsoft Mail link requires the file MAPI.DLL. Check the following items to verify this file is in the correct place: •Make sure that the path to this file, which is usually C:\MSMail, is included in the path statement in your AUTOEXEC.BAT file. •The WIN.INI file must include the line MAPI=1 in the [Mail] section. **Note**:Installing Novell GroupWise will overwrite MAPI.DLL, making Microsoft Mail unavailable.
WordPerfect Office link icon does not appear.	1. Make sure that the file WPC.INI in your Windows directory contains the line WPOF=<path>\ofwin.exe (where <path> represents the location of OFWIN.EXE) in the `[AppServer]` section. 2. Make sure that the file WIN.EXE is in the specified path. If it is not, check with your network or system administrator. **Note**: If Novell GroupWise has been installed, the WordPerfect Office link will disappear. Novell GroupWise is an upgrade to the WordPerfect Office.
Da Vinci eMAIL link icon does not appear.	1. From the **Edit** menu, choose **Preferences**. The PaperPort **Preferences** dialog box appears. 2. Click the **Da Vinci** icon in the **Category** area. 3. Type the path for the Da Vinci EMAINWIN.EXE file. 4. Run Da Vinci eMAIL at least once on your computer before running the PaperPort software so the link icon appears.

Solving HP LaserJet Companion Import and Export File Problems

"Import Fax for WinFax PRO 4.0" does not appear in the File menu.

Check your WIN.INI file for the line `Fax Path=<path>` under the section `[winfax]`, and then check this path for the file STATUS.FTM. If either is missing, try reinstalling WinFax PRO.

Exported files expand in size when opened in a paint program.

Many paint programs ignore the dpi resolution information in BMP, PCX, and TIF files. These programs assume that the resolution of the file is the same as the current screen resolution. Because these files actually contain more information than the screen can display, they grow in size. The following are some possible solutions:

Instead of using the Export command, you can open the item in Page View, copy the information, and then paste it into the program you want to use or into a new file in a paint program. You can also open the file in a graphic's program that accurately reads the dpi resolution contained in the file.

Unable to import a file.

Check whether the file you want to import is saved in an appropriate format, such as BMP, PCX, or TIF. If it is none of these formats, select the file type you want and try importing the file again.

You can also try opening the file in a paint program and saving it as a BMP file under a new file name. Open the new file in the PaperPort software.

Solving Hard-to-Resolve Problems

The following instructions will help you troubleshoot Windows printing problems using DOS.

To establish basic communication to the printer, follow the steps below:

1 Exit Windows 3.1*x. If in Windows 95, choose Start, Shut Down, and Restart the computer in MS-DOS® mode, respectively.*
2 At the command prompt (for example, c:\), type: Dir>PRN and press ENTER. This sends a directory of your hard drive to your printer.
3 See the chart below for recommended solutions.

Printer Status	Response	Solution(s)
Both the Data light and the Ready light are on steadily (not blinking).	Command prompt (c:\) returned.	Press the Front Panel button. You will receive a printout of your hard drive's directory. Communication verified; return to Windows.
Data light comes on; Ready light flashes.	Command prompt (c:\) returned.	No action is needed. Communication has been verified; return to Windows.
Printer is not responding.	Flashing cursor; command prompt (c:\) not returned; keyboard locked up.	Verify that the Ready light is on. Hold down **CTRL**, then press and release **Break** to free the keyboard. Disconnect, then reconnect the parallel cable at both ends. Reboot your computer. Ensure a direct connection to the printer. Trying using a different parallel cable (IEEE-1284), parallel port, or both.
Printer is not responding.	DOS message: "Write Fault error writing device PRN."	Verify that the Ready light is on. Specify the port name when sending directory (for example, LPT1). Verify that the power cord and the parallel cable are plugged into the proper ports. Disconnect, then reconnect the parallel cable at both ends. Ensure a direct connection to the printer. Trying using a different parallel cable (IEEE-1284), parallel port, or both.

Printer Status	Response	Solution(s)
Printer is not responding.	Command prompt (c:\) returned.	Disconnect, then reconnect the parallel cable at both ends. Ensure a direct connection to the printer. Hold down **CTRL**, then press and release **Break** to free the keyboard. Trying using a different parallel cable (IEEE-1284), parallel port, or both.
Data light comes on; Ready light flashes. Printed text is not legible, or random characters are occurring on the page.	Command prompt (c:\) returned.	Disconnect, then reconnect the parallel cable at both ends. Ensure a direct connection to the printer. Trying using a different parallel cable (IEEE-1284), parallel port, or both.
Data light comes on; Ready light flashes. Only one line of text prints or all text is on one line.	Command prompt (c:\) returned.	Disconnect, then reconnect the parallel cable at both ends. Ensure a direct connection to the printer. Trying using a different parallel cable (IEEE-1284), parallel port, or both.
Text files print. Graphic files do not print or print garbage.	No error messages. All appears ok.	Disconnect, then reconnect the parallel cable at both ends. Ensure a direct connection to the printer. If copying a graphic file, type the following command at the command prompt: 　　　　copy filename LPT1 where *filename* is the name of the graphic file. (Be sure to leave a space before and after the file name.) Try using a different parallel cable (IEEE-1284), parallel port, or both.

5 Troubleshooting

Maintenance
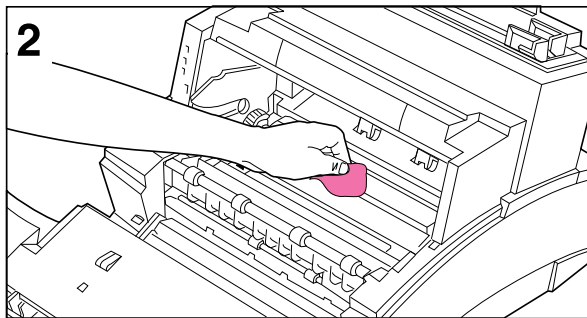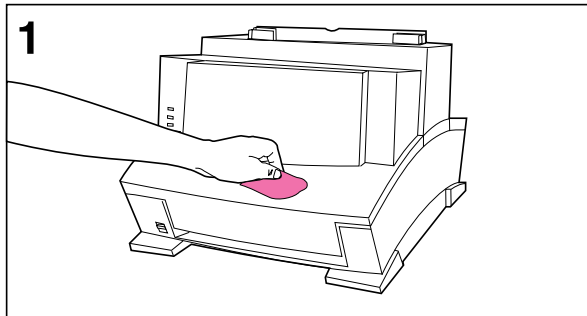
To prevent excessive wear and preserve print quality, keep your printer and scanner free of excessive dust and debris.

Cleaning Your HP LaserJet 6L Printer

Note
If you notice excessive amounts of toner inside your printer, your toner cartridge may be defective. It is recommended that you use HP LaserJet toner cartridges to insure high quality printing and to reduce incidents of excessive toner in your printer.

WARNING!
Before cleaning the printer, disconnect it from the power source.

Caution
Using ammonia-based cleaners on or around the printer can cause damage to the printer. Also, do not touch the black sponge roller inside the printer. By doing so, you can reduce the print quality of your media.

To clean the printer

1 Clean the outside of the printer with a slightly damp cloth (use only water).
2 Clean the inside of the printer with a dry, lint-free cloth. Remove all dust, spilled toner, and particles of paper.

Note
If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. Hot water sets toner into the fabric.
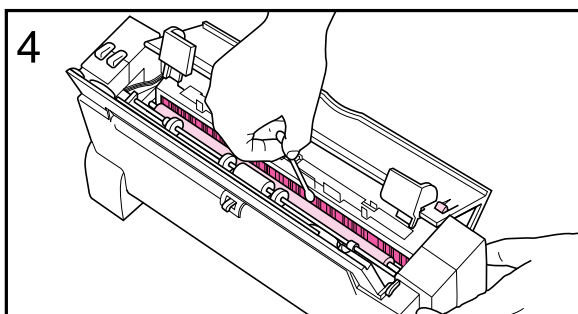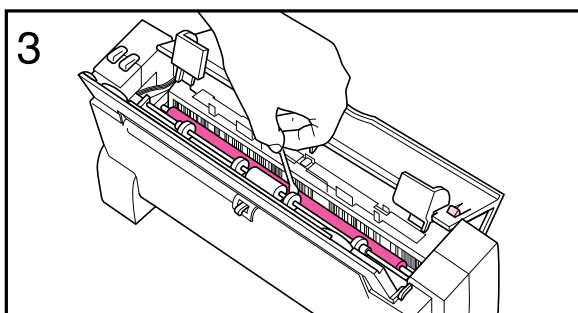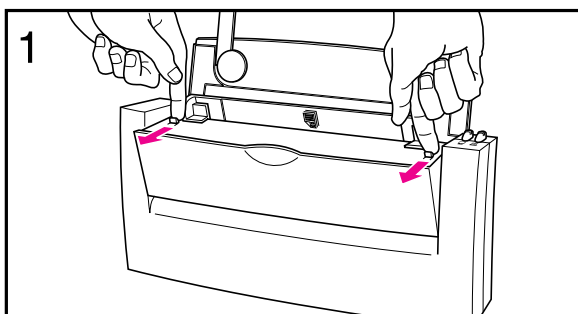
Cleaning Your HP LaserJet Companion

You might need to clean the HP LaserJet Companion after scanning approximately ten pages of newsprint, if the ink on an item can be smudged with your hand, or if you scan items that have excessive amounts of dirt or dust on them.

To clean the roller and image sensor

1   Pull forward on the release levers and open the cover.
2   Dip a cotton swab in rubbing alcohol (pH7 or neutral pH) or glass cleaner.
3   Press either **To Printer** or **To PC** on the HP LaserJet Companion to rotate the roller, and wipe the white roller with the cotton swab.
4   Spray glass cleaner on a new cotton swab and clean the glass on the image sensor.

Caution

Do not spray cleaner or any other liquid directly on or into the HP LaserJet Companion as this will damage the HP LaserJet Companion. Whenever cleaning, direct spray away from the open part of the HP LaserJet Companion.

5 Troubleshooting

A

Specifications

HP LaserJet 6L Printer Specifications

Environmental Specifications	
Operating Environment	(Printer plugged into an AC outlet): Temperature: 10 ºC to 32.5 ºC (50 ºF to 90.5 º F) Humidity: 20%-80% (no condensation)
Storage Environment	(Printer unplugged from the AC outlet): Temperature: 0 ºC to 40 ºC (32 ºF to 104 ºF) Humidity: 10%-80% (no condensation)
Noise Level	During printing: 5.5 Bels Sound Power Level (per ISO 9296) During Standby and SleepMode: silent
Electrical Specifications	
Power Requirements	100-120 v (+/-10%), 50/60 Hz (+/- 2); 127 v NOM, 6C 220 v (+/-10%), 50/60 Hz (+/- 2 Hz) 240 v (+/-10%), 50 Hz (+/- 2 Hz)
Power Consumption	During printing: 120 W (average) During standby or SleepMode: 5 W
Minimum Recommended Circuit Capacity	4.5 A @ 115 V, 2.0 A @ 230 V
Physical Specifications	

Dimensions:
  Width
  Depth
  Storage Height
  Operating Height (Letter Height)
	
	335.2 mm (13.2 in)
	312.4 mm (12.3 in)
	228.6 mm (9.0 in)
	370.8 mm (14.6 in)

Weight (Cartridge Installed)	7.0 kg (15.5 lb)
Print speed	6 pages per minute
Paper Input Bin capacity	Holds up to 100 sheets of regular weight paper or up to 10 envelopes
Paper Output Bin capacity	Holds up to 100 sheets
Front Output Slot capacity	Stack 1 transparency or up to 20 sheets of other media in front of the Front Output Slot
Minimum paper size	76.2 x 127 mm (3 x 5 in)
Maximum paper size	215.9 x 355.6 mm (8.5 x 14 in)
Base memory	2 MB of ROM and 1 MB of RAM
Upgradable Memory Expansion	One slot available for a 1-, 2-, 4-, or 8-MB, 70ns or faster, 5 V JEIDA card
Print Resolution	600 dots per inch (dpi)
Duty Cycle	6000 single-sided pages per month

HP LaserJet Companion Hardware Specifications

Output	
Scanning Resolution	300 dpi
Item Sizes	
Maximum	8.5 x 30 inches (21.6 x 76.2 cm)
Minimum	2 x 3.5 inches (5.1 x 8.9 cm)
HP LaserJet Companion Dimensions	
Height	5.87 inches (14.9 cm) closed 7.13 inches (19.0 cm) paper tray open 13.19 inches (33.6 cm) paper tray open and paper supports extended
Width	3.62 inches (9.2 cm) closed 4.09 inches (10.4 cm) paper tray open 6.26 inches (15.9 cm) paper tray open and paper supports extended
Length	12.44 inches (31.6 cm)
Weight	3.31 pounds (1.5 kg)
Environment	
Scanning / Standby	50 to 104° F (10 to 40 C) 15% to 80% RH
Storage	32 to 140° F (0 to 60 C) 10% to 90% RH
Power Supply	
Available AC Adapter Inputs	120-127V (+6% / -10%), 60Hz (±2Hz) 220V (+6% / -10%), 50/60Hz (±2Hz) 230V (+6% / -10%), 50/60Hz (±2Hz) 240V (+6% / -10%), 50/60Hz (±2Hz)
AC Adapter Output	18Vdc, 730 mA
Operating Power	21 watts
Standby Power	4 watts

PaperPort Software Specifications

Input	
HP LaserJet Companion Printer Accessory	Optical resolution 300 dpi
Scanning modes	OCR, Fax text: 300 dots per inch (dpi), 1 bit per pixel (bpp), thresholded Fax drawing: 300 dpi, 1 bpp, dithered Business Card: 300 dpi, 4 bpp Sketch (line art): 150 dpi, 4 bpp Edit image: 150 dpi, 8 bpp Custom: 150 or 300 dpi; 1 bpp thresholded, 1 bpp ordered dithered, 1 bpp random dithered, 4 bpp, or 8 bpp
Print to the PaperPort Desktop	Up to 300 dpi x 300 dpi
Imported Images	Up to 2400 dpi x 2400 dpi
Output	
Supported printers	LaserJet 4-, 5-, or 6- series printers
Supported export/import formats	PaperPort for Windows, TIFF (multiple formats), multi-page PCX, DCX, GIF, BMP, and JPEG
Supported third-party applications (and minimum supported version levels)	Adobe Photoshop 2.5 and 3.0, Caere FaxMaster, Caere Omni Page Direct, Caere OmniPage LITE, Caere OmniPage Limited Edition, Caere OmniPage Pro, CompuServe Mail, Corel PhotoPaint, DaVinci eMAIL, Delrina WinFax, ExpressFax, FaxAbility, FaxMaster, Fax Sender, FaxWorks, Intel FaxAbility, Intel Proshare, KidPix, Lotus AmiPro, Lotus 1-2-3, Lotus cc:Mail, MS Word, MS Write, Netscape Navigator, Novell GroupWise, Novell Quatro Pro, PC Paintbrush, Phoenix Eclipse FAX, Proshare, Trio Datafax, UltraFax, WordPerfect, WordPerfect Office, WordStar, Zsoft
Maximums	
Number of pages per stack	2,500
Number of annotations per page	300
Length of item name	30 characters
Length of a scan page	30 inches (76.2 cm)

HP LaserJet Companion Printer Accessory Product Safety Specifications

The product meets the following specifications:

UL 1950, Third Edition

CAN/CSA C22.2 No. 950-95

IEC 950:1991 +A1:1992 + A2:1993 + A3:1994

CENELEC EN 60950:1992 + Am1:1992 + Am2:1993 + Am3:1994

EMKO-TSE (74-SEC) 207/94

IEC 825-1:1996 (Class 1 LED)

CENELEC EN 60825-1:1994 (Class 1 LED)

NOM-019-SCFI-1993

HP LaserJet 6L Printer Environmental Product Stewardship

Hewlett-Packard has created the Environmental Product Stewardship program on a corporate-wide level to ensure that HP products conform to national and worldwide environmental standards.

Protecting the Environment

Hewlett-Packard Company is committed to providing quality products in an environmentally-sound manner. This HP LaserJet printer has been designed with several attributes to minimize impacts on our environment.

This HP LaserJet printer design eliminates:

- Ozone production

  This HP LaserJet printer does not use high-voltage corona wires in the electrophotographic process. Instead, it uses charging rollers in the toner cartridge and in the print engine. Therefore, this printer does not generate appreciable ozone gas (O_3).

- CFC usage

  Ozone-depleting chemicals (Chloroflorocarbons, for example) have been eliminated from the manufacturing sites of this printer. CFCs are not used in the manufacturing of the packaging.

This HP LaserJet printer design reduces:

- Energy consumption

  Energy usage drops from an average of 120W during printing to as little as 5W while in Standby/Sleep mode. Not only does this save natural resources, but it also saves money without affecting the high performance of this printer. This product qualifies for the United States Environmental Protection Agency's ENERGY STAR Program. ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products.

As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.

- Toner consumption

  EconoMode uses about 50% less toner thereby extending the life of the toner cartridge.

- Paper use

  This printer allows manual duplexing (two-sided printing) and this reduces paper usage and the resulting demands on natural resources.

- Transportation fuel consumption and emissions

  HP LaserJet printers are shipped from manufacturing sites to distribution centers in bulk packs. Because more printers can fit on each pallet, fuel consumption and emissions are reduced.

HP LaserJet Printer: Worldwide Recycling

- Plastics

  Major plastic parts have markings which enhance the ability to identify and recycle the materials at the end of the printer's life.

- Manuals

  The manuals are printed on recycled paper using vegetable-based inks without added heavy metals. Therefore, the manuals are recyclable.

- Paper

  This printer is suited for the use of recycled papers that meet the HP LaserJet Printer Family Paper Specification Guide. See Appendix A for part numbers and ordering information.

HP LaserJet Printer: U.S.A. Recycling

- Toner cartridges

  Each HP LaserJet Toner Cartridge box sold in the U.S. contains instructions and a shipping label for returning the cartridge to HP for recycling. HP pays the postage.

- Printer and parts

  HP's Hardware Recycling Organization will take back this printer and other HP products when you have no further use for them. HP disposes of these products in an environmentally-sound manner. Many of the functional parts are recovered, tested, and reused as fully warranted service parts (used parts are not used in new product manufacturing). The remainder of the product parts are recycled if possible. Call (800) 535-7933 for this service

Laser Safety Statement

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. This printer is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside this printer is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

WARNING!   Use of controls or adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure.

Declaration of Conformity: HP LaserJet 6L Printer

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company
Manufacturer's Address: 11311 Chinden Boulevard
           Boise, Idaho 83714-1021, USA

declares that the product

Product Name: HP LaserJet 6L printer; Laser Printer
Model Number: C3990A
Product Options: ALL

conforms to the following Product Specifications:

Safety: IEC 950:1991+A1+A2+A3 / EN 60950:1992+A1+A2+A3
     IEC 825-1:1993/EN 60825:1994 Class 1 (Laser/LED)

EMC: CISPR 22:1993+A1 / EN 55022:1994 Class B[1]
     EN 50082-1:1992
       IEC 801-2:1991 / prEN 55024-2:1992- 4 kV CD, 8 kV AD
       IEC 801-3:1984 / prEN 55024-3:1991- 3 V/m
       IEC 801-4:1988 / prEN 55024-4:1992- 0.5 kV Signal Lines
                         1.0 kV Power Lines
     IEC 1000-3-2:1995 / EN61000-3-2:1995
     IEC 1000-3-3:1994 / EN61000-3.3:1995
     FCC Title 47 CFR, Part 15 Class B[2] / ECES-003, Issue 2/VCCI-2[1]
     AS/NZS 3548:1992/CISPR 22:1993 Class B[1]

Supplementary Information:

The product herewith complies with the requirements of the following Directives and carries the CE-marking accordingly.
      - the EMC Directive 89/336/EEC
      - the Low Voltage Directive 73/23/EEC

[1] The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
[2] This Device complies with Part 15 of the FCC rules. Operation is subject to the following conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.   December 1, 1996

For Compliance Information ONLY, contact:

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard Gmbh, Department HQ-TRE/Standards Europe, Herrenberger Strasse 130, D-71034 Boblingen (FAX: 49-7031-14-6429)

USA Contact: Product Relations Manager, Hewlett-Packard Company, P.O. Box 15, MS 160, Boise ID 83707-0015 (Phone: 208-396-6000)

Declaration of Conformity: HP LaserJet Companion Printer Accessory

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company
Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares that the product

Product Name: HP LaserJet Companion Printer Accessory
Model Number: C3989A
Product Options: ALL

conforms to the following Product Specifications:

Safety: IEC 950:1991+A1+A2+A3 / EN 60950:1992+A1+A2+A3
IEC 825-1 / EN 60825-1 (Class 1 LED)

EMC: CISPR-22:1993 / EN 55022:1994 class B
EN 50082-1:1992
    IEC 801-2:1991 / prEN55024-2:1992-   3 kV CD, 8kV AD
    IEC 801-3:1984 / prEN55024-3:1991-   3 V/m
    IEC 801-1:1988 / prEN55024-4:1992-   1 kV Power Lines

IEC 1000-3-2:1995 / EN61000-3-2:1995
IEC 1000-3-3:1994 / EN61000-3.3:1995
FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 2
AS / NZS 3548:1992 / CISPR 22:1993 Class B

Supplementary Information:

The product herewith complies with the requirements of the following Directives and carries the CE-marking accordingly:
- the EMC Directive 89/336/EEC (inclusive 93/68/EEC)
- the Low Voltage Directives 73/23/EEC

The product was tested in a typical configuration with Hewlett-Packard Personal Computer and Test Systems.

For Compliance Information ONLY, contact:

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard Gmbh, Department HQ-TRE/Standards Europe, Herrenberger Strasse 130, D-71034 Boblingen (FAX: +49-7031-14-3143)

USA Contact: Product Relations Manager, Hewlett-Packard Company, P.O. Box 15 Mail Stop 160, Boise ID 83707-0015 (Phone: 208-396-6000)

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Warranty and Support Information

HP Limited 1-Year Warranty Statement

1 HP warrants to you, the end-user customer, that HP hardware, accessories and supplies, will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective.

2 HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media which does not execute its programming instructions due to such defects.

3 HP does not warrant that the operation of HP products will be uninterrupted or error free. HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

4 Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

5 ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. Some states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from state to state, province to province, or country to country.

6 THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Hardware Service during the Warranty Period

If your hardware should fail during the warranty period, HP offers the following support options:

- Express Exchange (available in the U.S. and Canada only): HP provides a printer (remanufactured to like new condition) to you on the next working day.
- HP Authorized Service Provider: You can return your printer to a local authorized service dealer.
- HP Repair Services: You can return your printer to an HP repair office.

When sending equipment, we recommend insuring the equipment for shipment. Also include a copy of your proof of purchase.

Caution   Shipping damage as a result of inadequate packaging is the customer's responsibility. Use the original packing materials whenever possible.

For technical support assistance regarding your printer within the one-year warranty period, see the support pages at the front of this manual.

Hardware Service after the Warranty Period

If your hardware fails after the warranty period, contact an authorized Hewlett-Packard Dealer Repair Center or a designated Hewlett-Packard Repair Center. If you have a Hewlett-Packard Maintenance Agreement, request service under your agreement.

HP LaserJet Toner Cartridge Warranty

HP LaserJet toner cartridges are warranted to be free from defects in materials and workmanship until the HP toner is depleted. You know your HP toner is depleted when you begin to see faded or light type on your printed page.

The warranty, extended for the life of the cartridge, covers any defects or malfunctions in your new Hewlett-Packard toner cartridge. HP will, at HP's option, either replace products which prove to be defective or refund your purchase price.

In the event the cartridge proves to be defective, attach a printout sample illustrating what the defective cartridge is printing and return to the place of purchase.

IN NO EVENT SHALL HEWLETT-PACKARD COMPANY BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, PUNITIVE, OR EXEMPLARY DAMAGES OR LOST PROFITS FROM ANY BREACH OF THIS WARRANTY OR OTHERWISE.

Accessories and Supplies Information

The following table lists items that are available from HP Direct Ordering and through your local authorized HP dealer.

- For most items, call HP Direct Ordering at (800) 538-8787 (U.S.). To order HP LaserJet paper, call (800) 471-4701.
- To find a dealer near you (or if your dealer is temporarily out of stock), call the HP Customer Information Center (800) 752-0900.
- For ordering information outside of the U.S., see "Worldwide Sales and Service Offices" in this appendix.

Option	Part Number
HP LaserJet Printer Family Paper Specification Guide	5002-1801
HP LaserJet toner cartridge	C3906A C3906F (Asia only)

HP LaserJet parallel printer cable (IEEE-1284)
  Two meter A to B:
  Three meter A to B:
	C2950A
	C2951A

1 MB Memory Upgrade 2 MB Memory Upgrade 4 MB Memory Upgrade	C3939A HP Jeida Memory Card C3938A HP Jeida Memory Card C3148A HP Jeida Memory Card

Transparencies
  Letter
  A4
	C2934A
	C2936A

Labels	92296A - H/J/K Various Sizes
HP MultiPurpose Paper HP LaserJet Paper	HPM 1120 - High bright, 20 lb., 8.5 x 11 inch HPJ 1124 - Extra bright, 24 lb., 8.5 x 11 inch

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Worldwide Sales and Service Offices

Hewlett-Packard products are sold and supported worldwide through Hewlett-Packard Sales and Service Offices and through dealers. There are more than 240 Hewlett-Packard Sales and Service Offices worldwide.

Argentina: Hewlett-Packard Argentina Montañeses 2140/50/60 1428 Buenos Aires Phone: (54 1) 787-7100 Fax: (54 1) 787-7213	**Australia:** Hewlett-Packard Australia Ltd. 31-41 Joseph Street Blackburn, VIC 3130 Phone: (61 3) 272-2895 Fax: (61) 3/898-7831 Hardware Repair Center and Extended Warranty Support: 131047 Customer Information Center: 131347	**Before calling an HP Sales and Service office, be sure to contact the appropriate Customer Support Center number listed in the front of your manual.**
Austria: Hewlett-Packard GmbH PO Box 72 Lieblgasse 1 A-1222 Wien Phone: (43) 1-25 000-0 Fax: (43) 1-25 000-444	**Belgium:** Hewlett-Packard Belgium SANV Boulevard de la Woluwe 100 Woluwedal B-1200 Bruxelles Phone: (32 2) 761-31-11 Fax: (32 2) 763-06-13	**Canada:** Hewlett-Packard (Canada) Ltd. 17500 Trans Canada Highway South Service Road Kirkland, Québec H9J 2X8 Phone: (514) 697-4232 Fax: (514) 697-6941 Hewlett-Packard (Canada) Ltd. 5150 Spectrum Way Mississauga, Ontario L4W 5G1 Phone: (905) 206-4725 Fax: (905) 206-4739
Brazil: Edisa Hewlett-Packard SA Av. Do Contorno, 6321 12° andar 30110-110—Belo Horizonte—MG Phone: (55 31) 221-8845 Fax: (55 31) 221-8836	**China:** China Hewlett-Packard Co. Ltd. Level 5, West Wing Office China World Trade Center No. 1, Jian Guo Men Wai Avenue Beijing 100004 Phone: (86 1) 505-3888, ext. 5450 Fax: (86 1) 505-1033 Hardware Repair Center and Extended Warranty Support: (8610) 6262-5666 ext. 6101/2 6261-4167	**Czech Republic:** Hewlett-Packard S.R.O. Novodvorská 82 CZ-14200 Praha 4 Phone: (42 2) 613 07 111 Fax: (42 2) 47 17 611
Denmark: Hewlett-Packard A/S Kongevejen 25 DK-3460 Birkerød Phone: (45 45) 99 10 00 Fax: (45 42) 81 58 10	**Far East Region:** Hewlett-Packard Asia Pacific Ltd. 17-21/F Shell Tower, Times Square 1 Matheson Street, Causeway Bay Hong Kong SAR Phone: (852) 2599-7777 Fax: (852) 2506-9244 Hardware Repair Center: (852) 2599-7000 Extended Warranty Support: (852) 2599-7000 Customer Information Center: (852) 2599-7066	**Finland:** Hewlett-Packard Oy Piispankalliontie 17 FIN-02200 Espoo Phone: (358 0) 887 21 Fax: (358 0) 887 2477
France: Hewlett-Packard France 42 Quai du Point du Jour F-92659 Boulogne Cedex Phone: (33) 146/10 17 00 Fax: (33) 146/10 17 05	**Germany:** Hewlett-Packard GmbH Herrenberger Strasse 130 71034 Böblingen Phone: 0180-5326222 0180-5258143 Fax: 0180 5316122	**Greece:** Hewlett-Packard Hellas 62, Kifissias Avenue GR-15125 Maroussi Phone: (30) (1) 68 96 411 Fax: (30 1) 68 96 508

Hungary: Hewlett-Packard Magyarorszag Erzsebet kiralyne utja 1/c H-1146 Budapest Phone: (36 1) 122-7411 (36 1) 252-4505 Fax: (36 1) 122-3692	**India:** Hewlett-Packard India Ltd. Paharpur Business Centre 21 Nehru Place New Delhi 110 019 Phone: (91 11) 6472311 Fax: (91 11) 6461117 Hardware Repair Center and Extended Warranty Support: (011) 6425073	**Italy**: Hewlett-Packard Italiana SpA Via Giuseppe di Vittorio, 9 Cernusco Sul Naviglio I-20063 (Milano) Phone: (39 2) 92 12 1 Fax (39 2) 921 044 73
Japan: Hewlett-Packard Japan, Ltd. 3-29-21 Takaido-higashi Suginami-ku, Tokyo 168 Phone: (81 3) 3331-6111 Fax: (81 3) 3335-1478 Hardware Repair Center: 0473-55-6660	**Korea:** Hewlett-Packard Korea 25-12, SHP House Yoido-dong, Youngdeungpo-ku Seoul 150-010 Phone: (82 2) 769-0114 Fax: (82 2) 784-7084 Hardware Repair Center: (02) 3270-0710 Extended Warranty Support: (82 2) 3770-0365, 3770-0359	**Latin American Headquarters:** 5200 Blue Lagoon Drive Suite 950 Miami, FL 33126 U.S.A. Phone: (305) 267-4220
México, D.F.: Hewlett-Packard de México, SA de CV Prolongación Reforma No. 700 Lomas de Santa Fe 01210 México, DF Phone: (52 5) 326-4600 Fax: (52 5) 326-4274	**México, Guadalajara:** Hewlett-Packard de México, SA de CV Monte Morelos No. 299 Fracc. Loma Bonita 45060 Guadalajara, Jal. Phone: (52 3) 669-9302 Fax: (52 3) 669-9560	**México Monterrey:** Hewlett-Packard de México, S.A. de C.V. Batallón de San Patricio 111 Piso 23-Torre Comercial América Colonia del Valle 66269 Garza Garcia, Nuevo León Phone: (52 8) 368-5100 Fax: (52 8) 356-7498
Middle East/Africa: ISB HP Response Center Hewlett-Packard SA Rue de Veyrot 39 P.O. Box 364 CH-1217 Meyrin - Geneva Switzerland Phone: (41) 22 780 41 11	**Netherlands:** Hewlett-Packard Nederland BV Startbaan 16 NL-1187 XR Amstelveen Postbox 667 NL-1180 AR Amstelveen Phone: (31 20) 547 69 11 Fax: (31 20) 547 77 55	**New Zealand:** Hewlett-Packard (NZ) Limited Ports of Auckland Building Princes Wharf, Quay Street PO Box 3860 Auckland Phone: (64 9) 356-6640 Fax: (64 9) 356-6620 Hardware Repair Center and Extended Warranty Support: 0800 733 547 Customer Information Center: 0800-651-651
Norway: Hewlett-Packard Norge A/S Postboks 60 Skøyen Drammensveien 169 N-0212 Oslo Phone: (47) 22 73 56 00 Fax: (47) 22 73 56 10	Poland: Hewlett-Packard Polska ul.Newelska 6 PK-01-447 Warszawa Phone: (48) 22 375065 Fax: (48) 22 374783	**Portugal:** Hewlett-Packard Portugal Rua Gregório Lopes Lote 1732B P-1400 Lisboa Phone (351 1) 3017330 Fax: (351 1) 3017345
Russia: AO Hewlett-Packard Business Complex Building #2 129223, Moskva, Prospekt Mira VVC Phone: (7 095) 928-6885 Fax: (7 095) 974-7829	**Singapore:** H-P Singapore (Pte), Ltd. 150 Beach Road #29-00 Gateway West Singapore 0718 Phone: (65) 291-9088 Fax: (65) 292-7089 Hardware Repair Center and Customer Information Center: (65) 272-5300 Extended Warranty Support Contact: (65) 3743173	**Spain:** Hewlett-Packard Española, SA Carretera de la Coruña km 16.500 E-28230 Las Rozas, Madrid Phone: (34 1) 626 16 00 Fax (34 1) 626 18 30

Sweden: Hewlett-Packard Sverige AB Skalholtsgatan 9, Box 19 S-164 93 Kista Phone: (46 8) 444-2000 Fax: (46 8) 444-7781	**Switzerland:** Hewlett-Packard (Schweiz) AG In der Luberzen 29 CH-8902 Urdorf/Zürich Phone: (41) 1/753 71 11 Fax: (41) 1/753 77 00	**Taiwan:** Hewlett-Packard Taiwan Ltd. 8th Floor 337, Fu-Hsing North Road Taipei, 10483 Phone: (886 2) 712-0404 Fax: (886 2) 715-3107 Hardware Repair Center: 02-717-9673 (North Taiwan) 04-327-0153 (Central Taiwan) 080-733-733 (South Taiwan) Extended Warranty Support Contact: 080 211-666
Thailand: Hewlett-Packard (Thailand) Ltd. 11th Floor Pacific Place 140 Sukhumvit Road Bangkok 10110 Phone: (66 2) 254-6720 Fax: (66 2) 254-6731 Hardware Repair Center: (66 2) 661-3900/1/2 ext 6001 ext 6002 Extended Warranty Support Contact: (66 2) 661-3900/1/2 ext 5125 Customer Information Center: (66 2) 661-3900/1/2 ext 3232	**Turkey:** Hewlett-Packard Company Bilgisayar Ve Ölçüm Sistemleri AS 19 Mayis Caddesi Nova Baran Plaza Kat: 12 80220 Sisli-Istanbul Phone: (90 212) 224 59 25 Fax: (90 212) 224 59 39	**United Kingdom:** Hewlett-Packard Ltd. Cain Road Bracknell Berkshire RG12 1HN Phone: 01 334 369222 Fax: 01 344 363344
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B Warranty and Support

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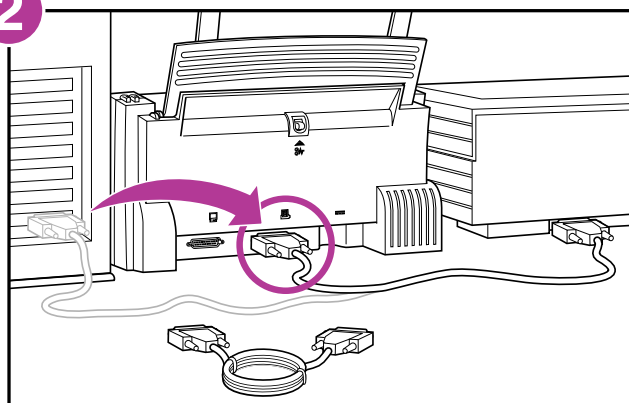
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Quickstart Setup

Your HP LaserJet Companion goes between your computer and printer as shown here. Please read the complete installation instructions inside.
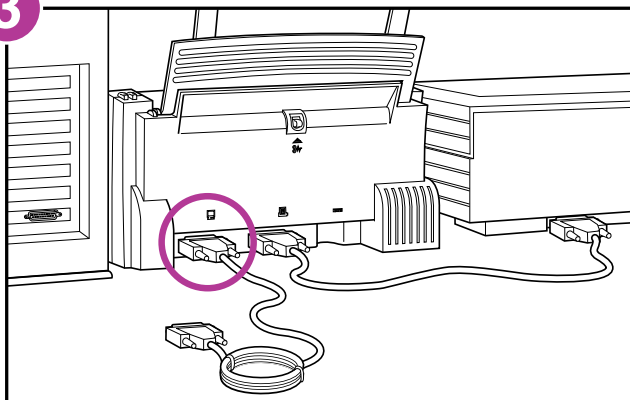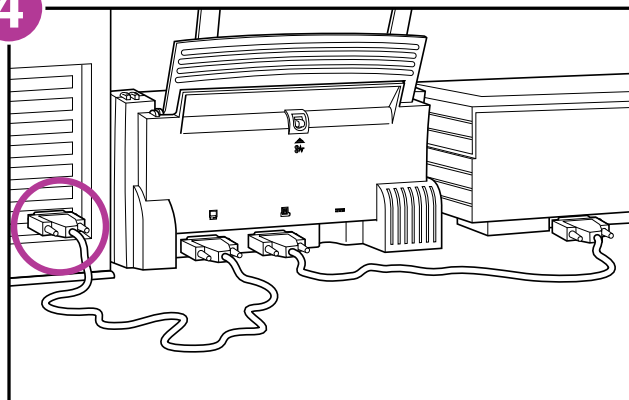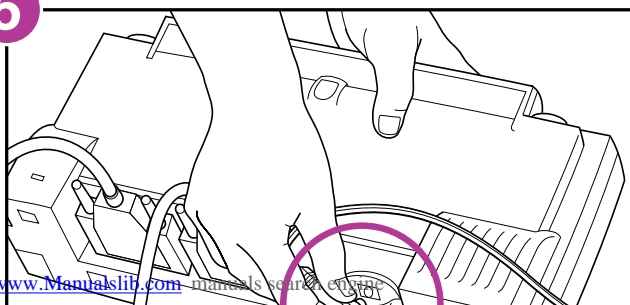
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HP LaserJet 6L
& *Companion*

HEWLETT
PACKARD