HEWLETT®
PACKARD
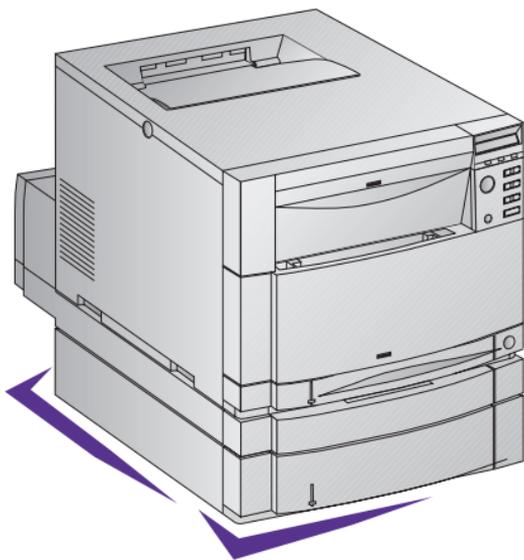
Color
LaserJet™
4500, 4500 N, 4500 DN Printer

Quick Reference Guide

English

Quick
Reference
Guide

HP Color LaserJet
4500, 4500 N,
4500 DN Printer

Warranty

Contents

1 Using the Printer Control Panel

2 Loading Media

3 Clearing Jams

A Service and Support Information

Where to Look for More Information. . .

A variety of references are available for use with this printer.

Setting Up the Printer
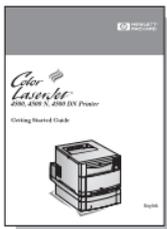
Getting Started Guide
Step-by-step instructions for setting up the printer.

HP JetDirect Print Server Software Installation Guide*
Step-by-step instructions for configuring the HP JetDirect print server.

*Accompanies printers with HP JetDirect Print Server (network card).

Using the Printer

Online User Guide
Detailed information on using and troubleshooting the printer. Available for installation on your computer from the CD-ROM that came with the printer.

Quick Reference Guide
Tips and quick information in a booklet to keep by the printer.

Online Help Files
Information on printer options that are available from within printer drivers. To view an online Help file, access the online Help through the printer driver. See your operating system for instructions on accessing printer drivers.

Printer Components
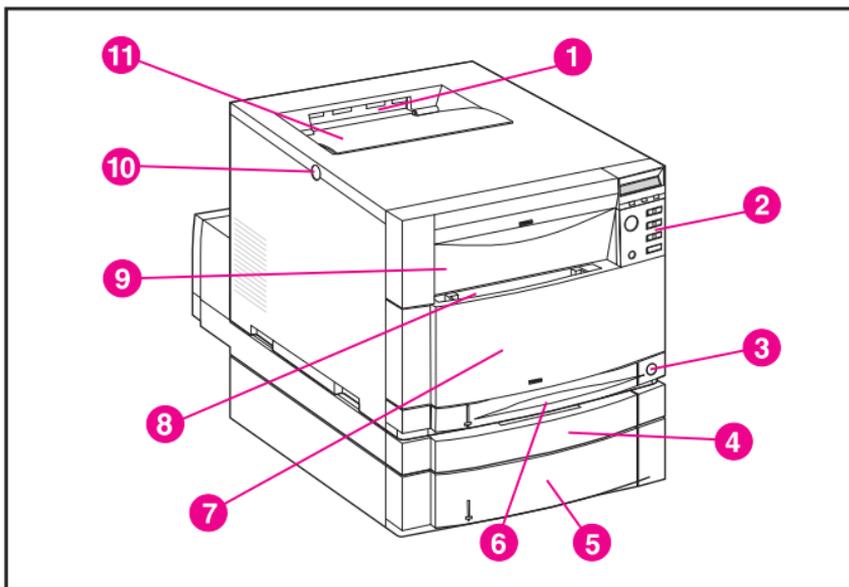
Front View

1 Top Output Bin

2 Printer Control Panel

3 Power Switch (Standby Button)

4 Optional Duplex Printing Accessory Drawer

5 Tray 3 (Optional 500-Sheet Paper Feeder)

6 Tray 2

7 Middle Front Drawer (Transfer Belt access)

8 Tray 1 (Multi-purpose Tray)

9 Upper Front Drawer (Imaging Drum access)

10 Top Cover Door Release Button

11 Top Cover Door (Toner Cartridge access)
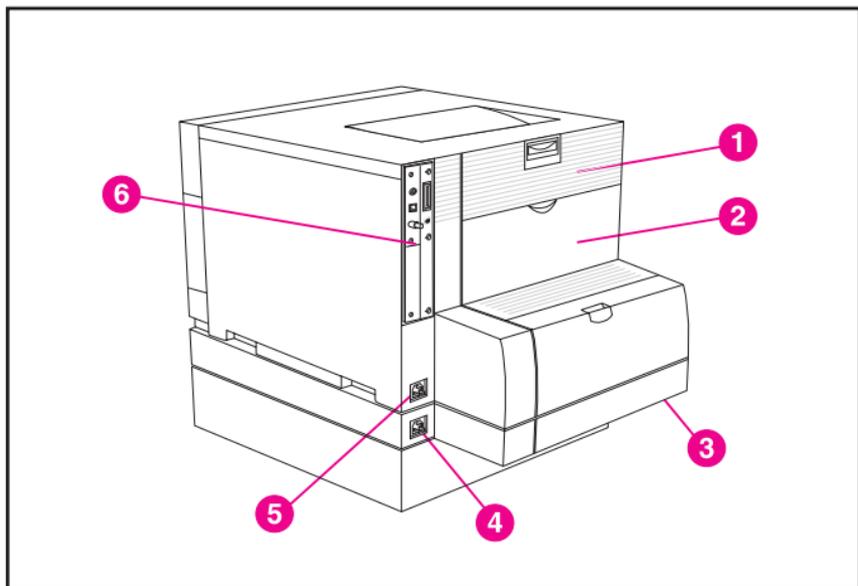
Rear View

1 Rear Door (Fuser access)

2 Rear Output Bin Door

3 Optional Duplex Printing Accessory Cover

4 Optional Duplex Printing Accessory Power Receptacle

5 Printer Power Receptacle

6 EIO Slots

Printer Supplies and Accessories

You can improve the performance of your printer by using HP products and accessories. To order printer accessory products, call Hewlett-Packard's Direct Marketing Division.

Printer Supplies and Accessories

Accessory	Product Number	Description	Additional Information
Memory (DIMMs)	C4140A C4141A C4142A C4143A C4144A	4 MB 8 MB 16 MB 32 MB 64 MB	This printer uses dual inline memory modules (DIMMs) exclusively.
500-Sheet Paper Feeder	C4082A	Optional 500-sheet paper input tray	
Duplex Printing Accessory	C4083A	Optional two-sided printing accessory	
Printer Cabinet	C4235A	HP Color LaserJet 4500 Printer Cabinet	
Toner Supplies	C4191A C4192A C4193A C4194A	Black (K) Cyan (C) Magenta (M) Yellow (Y)	
Consumable Items	C4195A C4196A C4197A C4198A	Drum Kit Transfer Kit Fuser Kit (110V) Fuser Kit (220V)	
Media	C2934A C2936A	HP Transparency Film (letter) HP Transparency Film (A4)	

Printer Supplies and Accessories (Continued)

Accessory	Product Number	Description	Additional Information
Network Connectivity	J3110A	HP JetDirect 600N for Ethernet (10Base-T [RJ-45])	
	J3111A	HP JetDirect 600N for Ethernet (10Base-T [RJ-45] and 10Base-2 [BNC]) and LocalTalk (DIN-8)	
	J3112A	HP JetDirect 600N for Token Ring (DB9, RJ-45)	
	J3113A	HP JetDirect 600N for Fast Ethernet (10/100 Base-TX [RJ-45])	
Cables	C2946A	3 m (10 ft) Parallel Cable (IEEE-1284 compliant) with a 25-pin DB Male to a (IEEE-1284C) Male C-Connector	
	92215N	LocalTalk Cable Kit	
	92215S	DIN-8 printer cable (for Macintosh computers)	
Reference Materials	5010-6394	*HP LaserJet Printer Family Paper Specifications Guide*	
	5021-0337	*PCL/PJL Technical Reference Package*	
	5967-0831	*HP JetDirect Print Server Software Installation Guide*	
Localized Font DIMMS	5062-4667	Greek	(1MB)
	5062-4668	Hebrew	
	5062-4669	Cyrillic	
	5062-4670	Arabic	
	C4292A (CAS)	Traditional Chinese	(8MB)
	C4293A (CAS)	Simplified Chinese	
	YS-90210	Japanese	

1 Using the Printer Control Panel

Locating Printer Control Panel Features
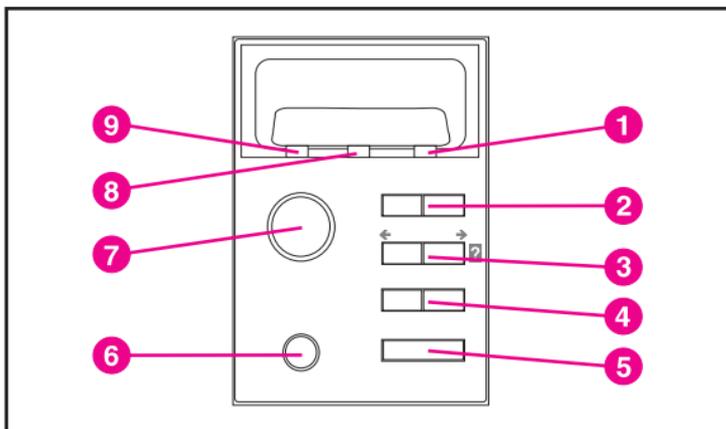
1 Attention Indicator Light

2 Menu Key*

3 Item Key*

4 Value Key*

5 Select Key

6 Cancel Job Key

7 Go Key

8 Data Indicator Light

9 Ready Indicator Light

*Rocker keys

Common Control Panel Messages

The following printer control panel messages indicate that the printer needs attention. These conditions can cause the printer to stop printing or can cause degraded print quality. For a complete list of messages, see the online user guide or your network administrator.

Using the Printer Online Help System

This printer features an online Help system that provides instructions for resolving most printer errors. Certain control panel error messages alternate with instructions on accessing the online help system.

Whenever a **?** appears in an error message, or a message alternates with "FOR HELP PRESS THE **?** KEY," press the ITEM key to navigate through a sequence of instructions.

Note

To exit the online Help system, press either GO or SELECT.

Common Control Panel Messages

Control Panel Message	Description	Recommended Action
CANCELING JOB	The printer is in the process of canceling a job.	No action required.
CANNOT DUPLEX CHECK REAR BIN alternates with CANNOT DUPLEX CHECK PAPER	The printer cannot duplex because the rear output bin is open or the media is not supported by the Duplex Printing Accessory.	Close the rear output bin. If the bin is closed, verify that the media is supported by the Duplex Printing Accessory.
CLOSE TOP COVER	The top cover is open.	Close the top cover.
CLOSE X [DOOR] [DRAWER]	A printer door or drawer is not closed correctly.	Close the specified door or drawer.
DENSITY SENSOR OUT OF RANGE alternates with CLEAN DENSITY SENSOR	A density sensor out-of-range error was detected.	Clean the density sensor. (For cleaning instructions, see the label located inside the top front drawer.) If the problem persists, call for service.
DRUM LIFE LOW REPLACE DRUM KIT	The imaging drum is near the end of its expected life.	The drum kit could be replaced.

1

Common Control Panel Messages (Continued)

Control Panel Message	Description	Recommended Action
FUSER LIFE LOW REPLACE KIT	The fuser is near the end of its expected life.	The fuser kit could be replaced.
MEMORY FULL STORED DATA LOST	There was not enough memory to continue printing.	Try printing simplified pages. If this does not resolve the problem, add printer memory.
MEMORY SHORTAGE JOB CLEARED	The printer ran out of free memory. The remainder of the job was canceled.	Try printing simplified pages. If this does not resolve the problem, add printer memory.
OFFLINE	The printer is offline and no error messages are pending.	Press GO to return the printer to the READY state.
PRINTER LANGUAGE NOT AVAILABLE	A request was made for a printer language that does not exist. The job was canceled.	Resend the print job using either the PostScript Emulation or PCL language.
TONER CMYK LOW alternates with PRESS SELECT TO CHANGE TONER	The specified toner cartridge is low (C=Cyan, M=Magenta, Y=Yellow, K=Black).	Press GO to resume printing without changing the cartridge. Press SELECT to enter the Toner Replacement menu.

Common Control Panel Messages (Continued)

Control Panel Message	Description	Recommended Action
TONER CMYK OUT alternates with PRESS SELECT TO CHANGE TONER	The printer is out of the specified color of toner (C=Cyan, M=Magenta, Y=Yellow, K=Black).	Replace the specified toner cartridge (see the installation guide included with the toner cartridge). The printer will stop printing if configured as TONER OUT=STOP in the control panel.
TRANSFER KIT LOW REPLACE KIT	The transfer kit is near the end of its expected life.	The transfer kit could be replaced. Then reset the message using the Resets menu.
TRAY X LOAD [TYPE] [SIZE]	The specified media type and size needs to be loaded into the requested input tray.	Load the proper size or type of media into the specified tray and press Go to return the printer to the READY state.
TRAY X OPEN	Tray 2 or 3 is open.	Close the specified tray.
TRAY X TYPE [MEDIA TYPE] or TRAY X SIZE [MEDIA SIZE]	The size or type of media loaded in the specified tray needs to be verified.	Configure the media size or type for the specified tray. See the chapter in this guide on configuring trays.

1

Common Control Panel Messages (Continued)

Control Panel Message	Description	Recommended Action
13.XX PAPER JAM	A paper jam has occurred. This message alternates with a message indicating where to access the jam.	See the chapter in this guide on clearing jams. For a detailed list of types of jams, see the online user guide.
41.3 UNEXPECTED PAPER SIZE alternates with CHECK PAPER IN TRAY X	The media size loaded in a tray is different than what the tray is configured for.	Either load the media size that the tray is configured for or reconfigure the tray to the media size you are loading.
41.5 UNEXPECTED PAPER TYPE alternates with CHECK PAPER IN TRAY X	The tray is not configured for the type of media loaded in the tray.	Either load the media type that the tray is configured for or reconfigure the tray to the media type you are loading.
49 ERROR (XXXX) CYCLE POWER	A critical firmware error has occurred.	From your computer, cancel the print job. Turn the printer off and then on and resend the print job. If the error persists, call for service.
50.X FUSER ERROR	A fuser error has occurred.	Turn the printer off and then on to clear the error. If the problem persists, call for service.

Common Control Panel Messages (Continued)

Control Panel Message	Description	Recommended Action
53.XY.ZZ PRINTER ERROR	A printer memory error has occurred. The DIMM in the slot indicated by Y may be incorrectly installed or defective.	Turn the printer off and then on to clear the error. If this does not clear the error, verify that the DIMM in the slot indicated is installed correctly and is not defective. If the problem persists, call for service.
54.X PRINTER ERROR	A printer error has occurred.	Turn the printer off and then on to clear the error. If the problem persists, call for service.
79 SERVICE (XXXX) PRINTER ERROR	A hardware error has occurred. XXXX indicates the type of error.	Turn the printer off and then on to clear the error. If the problem persists, call for service.
8X SERVICE (XXXX) EIO ERROR	A critical EIO failure has occurred. XXXX indicates the type of error.	Turn the printer off and then on to clear the error. If the problem persists, call for service.

1

Printing a Menu Map

A menu map can help you navigate through printer control panel menus.

To print a menu map

1 On the printer control panel, press MENU until INFORMATION MENU displays.

2 Press ITEM until PRINT MENU MAP displays.

3 Press SELECT to print the menu map. The printer will return to the READY state.

Printing a Printer Configuration Page

Configuration pages help you verify printer configuration and are useful in troubleshooting printer problems.

To print a printer configuration page

1 On the printer control panel, press MENU until INFORMATION MENU displays.

2 Press ITEM until PRINT CONFIGURATION displays.

3 Press SELECT to print the configuration page. The printer will return to the READY state.

2 Loading Media

Media Handling

The following illustration shows the locations of the input trays and the optional duplex printing accessory.
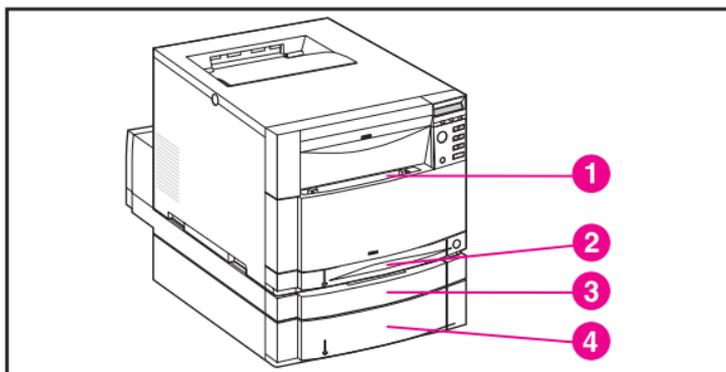
1 Tray 1 (150 sheets of standard paper)
2 Tray 2 (250 sheets of standard paper)
3 Optional Duplex Printing Accessory
4 Tray 3 (Optional 500-Sheet Paper Feeder)

Media Use Specifications

The following table provides an overview of supported media.

Hewlett-Packard recommends using HP products with the printer. HP products are designed together to work together.

Supported Media

Tray	Supported Media	Media Specifications	Capacity
Tray 1	Paper A4/Letter Legal Executive JIS B5 A5 Custom	60 to 159 g/m^2 (16 to 42 lb) Minimum size: 76 x 127 mm (3 x 5 in) Maximum size: 216 x 356 mm (8.5 x 14 in)	150 sheets of 75 g/m^2 (20 lb) Do not overfill
	Transparencies Glossy Paper	0.13 mm thick (5 mil) 120/g/m^2 (80 lb text)	Limit of 50 Limit of 50 sheets
	Envelopes (Tray 1 only) Com10 Monarch C5 DL B5 (JIS)		Limit of 10

Supported Media (Continued)

Tray	Supported Media	Media Specifications	Capacity
	Labels (Tray 1 only)		Limit of 50
	Cardstock (Tray 1 only)	Maximum weight: 176 g/m² (47 lb) Maximum size: 200 mm x 148 mm (7.8 x 5.8 in)	Maximum stack height of 12 mm (0.47 in)
Tray 2	Paper A4/Letter Legal Executive JIS B5 A5 Custom (B5 ISO)	60 to 105 g/m² (16 to 28 lb)	250 sheets of 75 g/m² (20 lb)
	Transparencies Glossy Paper	0.13 mm thick (5 mil) 120/g/m² (80 lb text)	Limit of 50 Limit of 200 sheets
Tray 3 (optional)	Paper A4/Letter Legal Executive JIS B5 Custom (B5 ISO)	60 to 105 g/m² (16 to 28 lb)	500 sheets of 75 g/m² (20 lb)
	Transparencies Glossy Paper	0.13 mm thick (5 mil) 120/g/m² (80 lb text)	Limit of 50 Limit of 500 sheets
Duplex Printing Accessory (optional)	Paper A4/Letter Legal Executive JIS B5	60 to 105 g/m² (17 to 28 lb)	

2

Configuring Input Trays

The default setting for Tray 1 is TRAY 1=FIRST. In this mode, if media is loaded in Tray 1 and no other tray is specified, media will be pulled from Tray 1 regardless of the type or size of media loaded in the tray.

Configuring input trays by specifying the size and type of media in each tray allows you to set up print jobs based on available media.

Note

Tray 1 can only be configured for size and type if it is set as TRAY 1=CASSETTE in the Paper Handling Menu of the printer control panel.

Configuring Tray 1 as a Cassette

Tray 1 does not have media-size sensors. To specify printing by size from Tray 1, you need to configure the tray for media size.
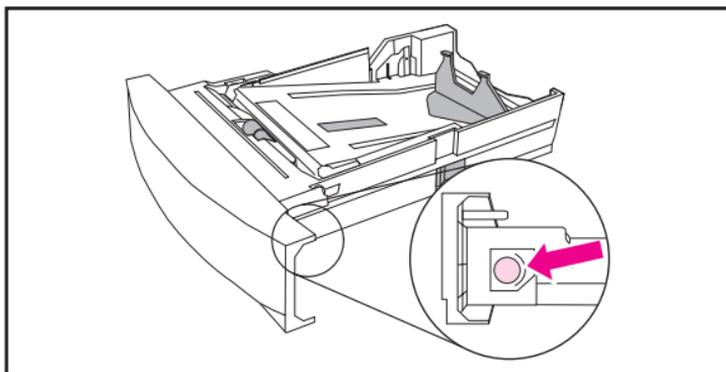
To configure Tray 1 as a Cassette

1 Press MENU until PAPER HANDLING MENU displays.
2 Press ITEM until TRAY 1 MODE displays.
3 Press VALUE until CASSETTE displays.
4 Press SELECT to save the setting.
5 Press ITEM until TRAY 1 SIZE displays.
6 Press VALUE until the proper media size displays.
7 Press SELECT to save the setting.
8 Press ITEM until TRAY 1 TYPE displays.
9 Press VALUE until the proper media type displays.
10 Press SELECT to save the setting.
11 Press GO to return the printer to the READY state.

2

Configuring Trays 2 and 3 by Media Type

Trays 2 and 3 are cassette-style trays and can be specified by media size and type through your software application or printer driver. Once the trays are configured, follow the procedures below for specifying media by type.

Although Tray 2 has an internal media-size sensor and does not need to be configured for media size through the printer control panel, the media-size knob on the side of Tray 3 must be set to the correct media size.

To configure Trays 2 and 3 by media type

1 Press MENU until PAPER HANDLING MENU displays.

2 Press ITEM until the tray that you want to configure displays.

3 Press VALUE until the proper media type displays.

4 Press SELECT to save the setting.

5 Press GO to return the printer to the READY state.

Note

For more information, see the sections later in this chapter on loading Trays 2 and 3.

2

Loading Media into Tray 1
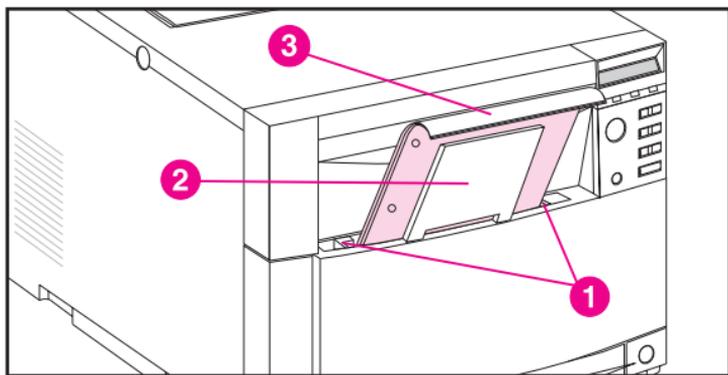
CAUTION

To avoid jams, never add or remove media during printing.

Note

Print envelopes and cardstock only from Tray 1.

1 Slide the media-width guides (1) all the way open and pull up the tray extension (2).

2 Load media into the tray, with the side to be printed facing the printer and top edge down into the printer (3). Slide the media in until it sits squarely in the bottom of the tray.

3 Slide the media-width guides in so that they hold the media firmly in place without bending it.

Note

Load prepunched paper as shown in the illustration. For two-sided printing, load media with the front side facing away from the printer.

To configure Tray 1 for media type and size, see the section earlier in this chapter on configuring input trays.

Loading Envelopes into Tray 1

For printing envelopes, Hewlett-Packard recommends that Tray 1 be configured in the printer control panel as a cassette. (See the section earlier in this chapter on configuring input trays.) When the tray is configured as a cassette, you can specify envelope size.
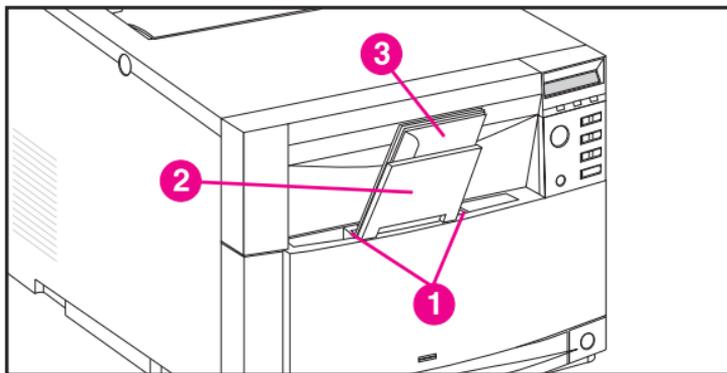

WARNING!

Envelopes can only be printed from Tray 1. This tray holds up to 10 envelopes.

1 Slide the media-width guides (1) all the way open and pull up the tray extension (2).

2 Load up to 10 envelopes as shown in the illustration (3) into Tray 1. The envelopes should sit squarely in the bottom of the tray.

3 Slide the media-width guides in until they hold the envelopes firmly in place without bending them.

Note

For more information, see the section later in this chapter on printing envelopes.

Loading Tray 2
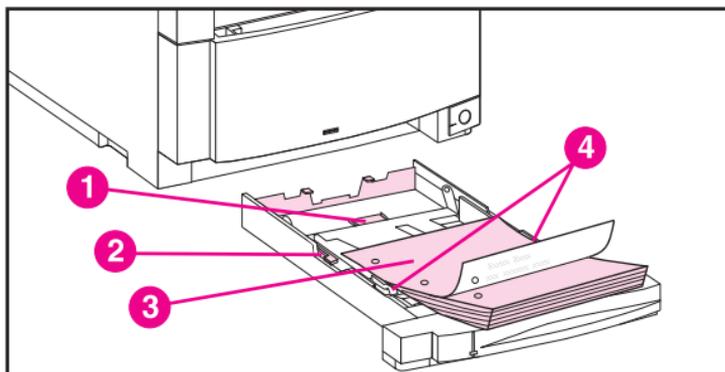
CAUTION

To avoid jams, do not overfill input trays and never remove trays while they are in use.

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

2. Set the rear media-length guide by squeezing the guide adjustment latch (1) and sliding the back of the tray to the length of media you are loading.

3. Slide the media-width guides all the way open by squeezing the release latch (2).

4. Load media with the side to be printed on facing down (3).

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

6. Verify that media lays flat in the tray and that it fits under the metal tabs (4).

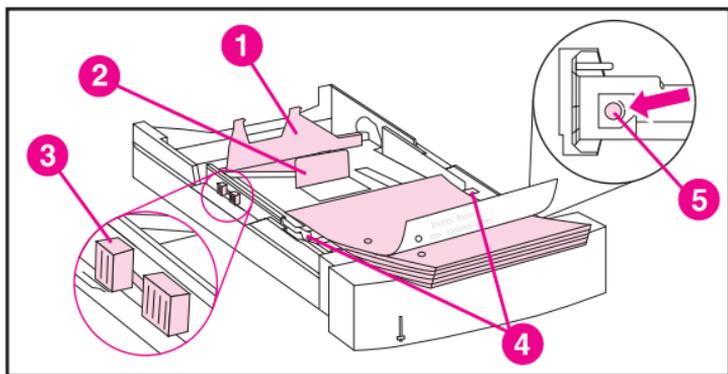**7** Insert Tray 2 into the printer.

Note

Load prepunched paper with the holes as shown in the illustration. For two-sided printing, load media with the front side facing up.

2

Loading Optional Tray 3

Your printer driver must be set up to recognize Tray 3. See the printer driver's online help for instructions.

1 Remove Tray 3 from the printer and place it on a flat surface.

2 Set the rear media-length guide by squeezing the release latch (1) and sliding the guide to the length of media you are loading.

3 For special-size media, flip up the special media-length guide (2).

4 Slide the media-width guides (3) all the way open.

5 Load the tray with up to 500 sheets facing down.

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

7 Verify that media lays flat in the tray and that it fits under the metal tabs (4).

8 Set the media-size knob (5), located on the side of the tray, to the size of media you loaded.

9 Insert Tray 3 into the printer.

10 Change your printer driver settings to recognize Tray 3.

Note

To configure Tray 3 for media type, see the section earlier in this chapter on configuring input trays.

Note

The paper path for Tray 3 passes through Tray 2. Verify that Tray 2 is closed before printing from Tray 3.

Note

Load prepunched paper with the holes as shown in the illustration. For two-sided printing, load media with the front side facing up.

Printing on Special Media

Use these guidelines when printing on special types of media.

Printing on Transparencies

Use the following guidelines when printing on transparencies.

CAUTION

To prevent transparencies bonding together, always send them to the top output bin.

- Handle transparencies using the edges. Oils from your fingers that are deposited on the transparency can cause print quality problems.

CAUTION

Use only overhead transparencies that are recommended for use in this printer. Hewlett-Packard recommends using HP Color Transparencies with this printer. HP products are designed together to work together.

Printing on Glossy Paper

When printing on glossy paper, select the glossy print setting in the printer driver. You can also use the printer control panel to specify a tray for glossy media type. Paper pulled from that tray would then print in glossy mode. See the section earlier in this chapter on Configuring Input Trays.

CAUTION

Use only glossy paper that is recommended for use in this printer.

2

Printing Labels

Note

Hewlett-Packard recommends configuring Tray 1 as a cassette and setting the tray's media type to LABELS in the control panel. See the section earlier in this chapter on configuring input trays.

- Verify that the labels' adhesive material can tolerate the printer's fusing temperature of 190° C (374° F) for 0.1 second.

- Verify that there is no exposed adhesive between the labels. Exposed areas can cause labels to peel off during printing, which can cause printer jams.

- Do not re-feed a sheet of labels.

- Verify that labels lie flat.

- Do not use labels that are wrinkled, bubbled, or otherwise damaged.

Printing Envelopes

Envelopes can only be printed from Tray 1. For information on loading envelopes, see the section on loading envelopes into Tray 1.

Adhering to the following guidelines will help ensure successful printing and help prevent printer jams:

- The weight rating of envelopes should not exceed 90 g/m^2 (24-lb).
- Envelopes should be flat.
- Envelopes with windows or clasps may not be used.
- Envelopes must not be wrinkled, nicked, or otherwise damaged.
- Verify that the envelopes' adhesive material can tolerate the printer's fusing temperature of 190° C (374° F) for 0.1 second.

2

Printing a Different First Page

Use the following procedures to print the first page of a document on a different media type than the rest of the document pages, such as a letter with the first page printed on letterhead paper.

1 From your application, specify a tray for the first page (letterhead) and another tray for the remaining pages.

2 Load the letterhead into the tray that you specified in step 1.

3 Load the paper for the remaining pages of the document into the tray you specified for remaining pages in step 1.

Note

You may select the first and remaining pages by type of media. Use the printer control panel to set the types of media that are loaded in the trays.
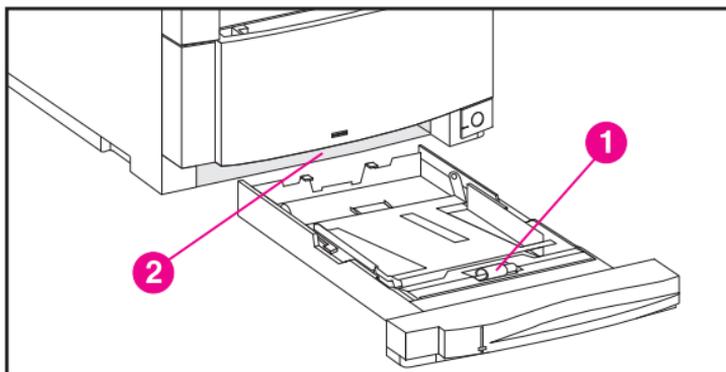
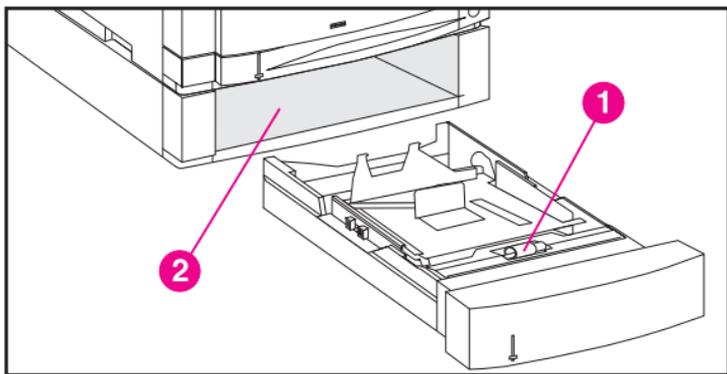# 3 Clearing Jams

Tips for Clearing Jams

- Remove all portions of jammed media to avoid repeated jams.
- After removing media that has jammed, inspect other areas of the printer to verify that all media has been removed.
- Reassemble all pieces of torn media to confirm that you have removed the entire sheet.

Clearing Jams in the Tray 2 Area


1 Pull out Tray 2 and place it on a flat surface.

2 Inspect the pickup rollers (1) and remove jammed media. Be sure to remove any torn pieces of media.

3 Inspect inside the printer (2) and remove all jammed or torn media.

4 Close Tray 2.

Clearing Jams in the Optional Tray 3 Area

3

1 Pull out Tray 3 and place it on a flat surface.

2 Inspect the pickup rollers (1) and remove jammed media. Be sure to remove any torn pieces of media.

3 Inspect inside the printer (2) and remove all jammed or torn media.

4 Close Tray 3.

Clearing Jams in the Middle Front Drawer Area
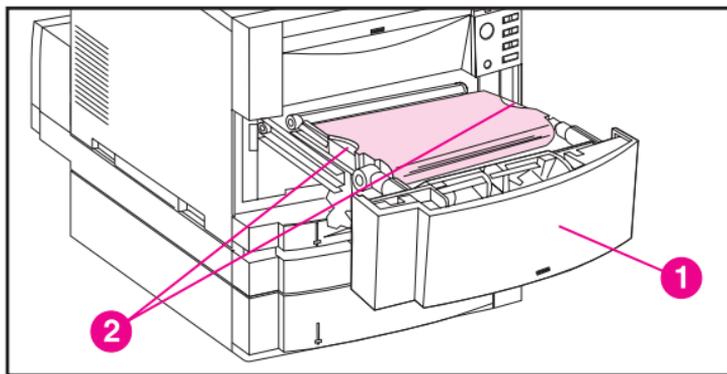
1 Pull open the middle front drawer (1) to access jammed media.

CAUTION

When removing the transfer belt assembly, do not touch the belt material.

2 Remove the transfer belt assembly by lifting up on its handles (2).

3 Inspect inside the drawer area and remove jammed media. Be sure to remove any torn pieces of media.

4 Reinstall the transfer belt.

5 Close the drawer. The printer will return to the READY state after it recalibrates.

Clearing Jams in the Rear Doors Area
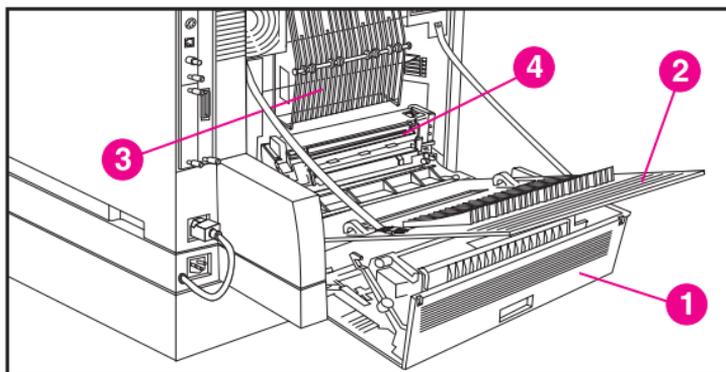
WARNING!

Do not touch the fuser: it is hot! The fuser's operating temperature is 190°C (374°F). Wait 30 minutes to allow the fuser to cool down before working in this area.

1 If the duplex printing accessory is installed, open the rear duplex cover (1).
2 Open the upper rear door (2).
3 Inspect the upper paper path area (3) inside the rear door and remove all jammed or torn media.
4 Inspect the fuser area (4) for jammed media.
5 Close the rear door.
6 If the duplex printing accessory is installed, inspect the duplexing area and remove all jammed or torn media.
7 Close the rear duplex cover. The printer will warm up and return to the READY state.

Clearing Jams in the Front Duplex Drawer
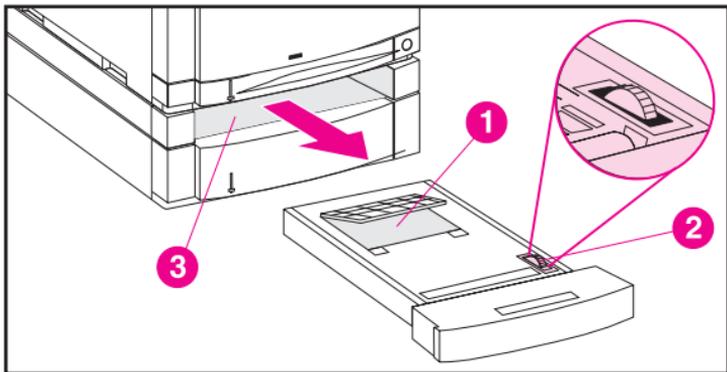
1 Pull out the duplex drawer and place it on a flat surface.

2 Remove jammed media from the duplex drawer (1).

3 Rotate the thumbwheel (2) to eject jammed media. Be sure to remove any torn pieces of media.

4 Inspect inside the printer (3) and remove jammed media. Be sure to remove any torn pieces of media.

5 Close the duplex drawer. The printer will return to the READY state after it recalibrates.

Note

If the jam occurred in the rear section of the duplexing area, see the previous section for instructions on clearing jams in the rear door area.

If the Printer Continues to Jam. . .

- Verify that media is correctly loaded in the input trays and that all length and width guides are correctly set.
- Try turning over the stack of media in the tray.
- Do not print on torn, worn, or irregular media.
- Do not print on previously printed media.
- Verify that the media you are using is supported by the printer. See the media use specifications section earlier in this guide.
- Verify that the input tray is configured for the type of media loaded.
- When Tray 1 is in TRAY 1=CASSETTE mode, verify that the tray is configured for the size of media loaded.
- Verify that input trays are not overfilled.
- Avoid fanning media. Fanning media causes static electricity, which can lead to jams.
- If the printer still continues to jam, contact HP Customer Support or your authorized HP service provider. See the appendix in this guide for customer support phone numbers.

3

A Service and Support Information

Customer Support Options Worldwide

In addition to the phone numbers listed below, the warranty and support chapter of the online user guide contains worldwide sales and service addresses and phone numbers.

Customer Support and Repair Assistance for the U.S. and Canada: **(Refer to the warranty and support chapter in the online user guide for additional product repair information.)**	Call 1-208-323-2551 Monday through Friday from 6 am to 10 pm, Saturday 9 am to 4 pm (Mountain Time) free of charge during the warranty period. However, your standard long-distance phone charges still apply. Have your system nearby and your serial number ready when calling.
	If you know your printer needs repair, call 1-800-243-9816 to locate your nearest HP-authorized service provider, or call 1-208-223-2551 for HP centralized service dispatch.
	Post-warranty telephone assistance is available to answer your product questions. Call 1-900-555-1500 ($2.50* per minute, U.S. only) or call 1-800-999-1148 ($25* per call, Visa or MasterCard, U.S. and Canada) Monday through Friday from 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 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, have the following information ready: product name and serial number, date of purchase, and description of the problem.

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

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

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

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