

README FILE
for
HEWLETT-PACKARD'S LASERJET 6P/6MP PRINTING SOFTWARE

for Use With

MICROSOFT WINDOWS(R) 95
WINDOWS 3.1 and 3.11
WINDOWS FOR WORKGROUPS 3.1 and 3.11

HP LaserJet 6P/6MP Printing Software Components

- Standard printer driver
- Enhanced printer driver
- PostScript printer driver
- HP Status Window (Win 3.1x only)
- HP LaserJet toolbox (Win 95 only)
- HP LaserJet utility (Win 3.1 only)
- HP FontSmart
- HP Deinstaller

System Requirements (Minimum) for:

Standard, Enhanced, and PostScript printer drivers

- Windows version 3.1x or greater
- 386 processor or greater
- Disk space - See the Custom install screen during driver installation for requirements.
- Other system requirements - See the documentation for the version of Windows you are using.

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I. TRADEMARK NOTICES

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 CorelDRAW is a product of Corel Corporation.

II. INTRODUCTION

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 Installation Overview
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This release of the Hewlett-Packard LaserJet 6P/6MP Printing Software provides support for the HP LaserJet 6P/6MP printer. The setup program provided with the HP LaserJet 6P/6MP Printing Software installs the various printing software components for you, including the following:

- HP 6P/6MP Standard printer driver
- HP 6P/6MP Enhanced printer driver
- HP 6P/6MP PostScript printer driver
- HP Status Window (Win 3.1x only)
- HP LaserJet toolbox (Win 95 only)
- HP LaserJet utility (Win 3.1 only)
- HP FontSmart
- HP Deinstaller

During the installation, the HP Installation screen allows you to select one of the following installation options:

- Select "Typical" to automatically install all printing system components.
- Select "Minimum/Portable" to install only the software necessary for printing.
- Select "Custom" to select individual drivers and components to install. (The installer displays the disk space requirements for various components.) In Windows 3.1x, if your computer is not directly connected to the printer with a bi-directional cable or the installation program cannot establish bi-directional communication, deselect the Status Window option.
- Select "Disk Image Copy" to copy disks to a local or network drive so that others can access them for installation.

III. BEFORE YOU INSTALL

- Close all applications and TSR (Terminate and Stay Resident) programs that load at startup (in Windows or MS-DOS(TM)), such as virus checkers, fax utilities, etc., and all other open applications.
- Close any shell utilities, such as Microsoft Office Manager, Norton Desktop, Dashboard, etc. (In order to close some shell utilities, you will need to de-install the software. Refer to the documentation provided with that utility.)
- Exit any previous version of HP Status Window that may be running.

IV. INSTALLATION INSTRUCTIONS

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Windows 95 - Installation Instructions
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1. Turn on your computer and make sure Windows is running.
2. Follow the instructions in "Before You Install" earlier in this document.
3. In the Windows Taskbar, click Start and then click Run.

4. In the Run dialog box, type the appropriate drive letter (usually A:\, B:\, or D:\) and type SETUP.

-Or-

Click the Browse button and locate SETUP.EXE in the appropriate drive.

5. Click OK and follow the instructions on the screen.

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Windows 3.1x - Installation Instructions
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1. Turn on your computer and make sure Windows is running.
2. Follow the instructions in "Before You Install" earlier in this document.
3. In Windows Program Manager, from the File menu choose Run.
4. In the Run dialog box, type the appropriate drive letter (usually A:\, B:\, or D:\), type SETUP, and then click OK.
5. Follow the instructions on your screen.

PostScript Installation Notes (Windows 3.1 only)

To install the software, you are not required to remove previous versions of the driver or delete any previously installed PostScript printers. However, if you suspect installation problems, first remove your installed printers from the Printers dialog box in the Windows Control Panel and reinstall them via the Adobe PostScript Printers dialog box, also in the Windows Control Panel.

If after removing and reinstalling your printers, you are still experiencing problems, delete all previous versions of the driver and reinstall your printers using the Adobe PostScript Printers dialog box.

To delete a previous version of the driver:

1. Exit Windows.
2. From MS-DOS, delete the following files (not all files may actually exist in your configuration) from both your WINDOWS and WINDOWS\SYSTEM directories:

- *.EBF
- *.PPB
- *.PFM (Delete these ONLY if you did not place them here using the ATM control panel or a font installation program.)
- ADOBEPS?.*
- RUN_ENUM.*
- PSINSTDV.EXE
- WINDOWN.EXE
- PS_ENUM.*
- DOWN.DLL
- DWN.HLP

3. Restart Windows to use Notepad or another ASCII text editor to delete the following entries from the WIN.INI file in the WINDOWS directory:

```
[<printer_name>,<port>]                <<<Delete this line
PrinterName=<printer_nickname>        <<<Delete this line

[devices]
<printer_name>=ADOBEPS,<port>,...      <<<Delete this line

[PrinterPorts]
<printer_name>=ADOBEPS,<port>,15,45,... <<<Delete this line
```

If the device= line in the [windows] section of the WIN.INI file refers to AdobePS, delete that line.

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Shared Windows Installation - Windows 95 and Windows 3.1
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This installation process is for users sharing a networked configuration of Windows 3.1x and Windows for Workgroups 3.1x.

NOTE

- Network Administrator installation requires that you have Network and MS-DOS READ/WRITE privileges for the shared directory.
 - Users must have READ/WRITE privileges for their "Windows" or local Windows directory for the second step of the installation.
 - Ensure that the MS-DOS "path" statement is correct for the shared and user's directories into which you will be installing. Failing to ensure this will result in an unpredictable and incomplete installation.
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Network Administrator

1. Follow the instructions in "Windows 3.1x - Installation Instructions" earlier in this document. When the installation program starts, it will "sense" a networked Windows configuration and a new option called Network Administrator will appear in the installer.
2. Select "Network Administrator" and follow the instructions on the screen. HP recommends that you install all components for shared use by users. All files will be copied to the shared directory of Windows on the network.
3. If HP FontSmart is installed, the installer will create a directory in the shared directory called "HPFONTS" for all FontSmart system files to be shared. To change this location, click Change Directory in the Select Components menu. Also, the installer will configure FontSmart for use in the Administrator's directory. To avoid this, in the Select Components menu, click Font Options. In the Options menu, select Custom Font Selection. Click OK and continue with the installation.

Windows Users (Clients)

Each network user will only be able to install those components that were installed by the Network Administrator. Follow the installation instructions earlier in this section and select one of the installation methods. The installer will use the files set up by the Network Administrator, making the minimum necessary changes to the user's system.

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Network Printers and HP Status Window in Windows 3.1x
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In Windows 3.1x only, if your printer is not directly connected to a parallel port on your computer, bi-directional communication will not occur. If there is no bi-directional communication between the computer and the printer, the HP Status Window will not be operational and will not need to be installed. To disable installation of the HP Status Window, select "Custom" during installation and deselect the Status Window option. To disable the Status Window after it has been installed, in the Status Window, click the Options button, select No Status, click OK to close the Status Window Options dialog box, and click Exit to close the Status Window.

V. DRIVER ONLY - INSTALLATION INSTRUCTIONS

If you obtained only a printer driver and its associated files (e.g. through HP Electronic Services), you can install them into Windows 95 or Windows 3.1x using the following instructions:

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Windows 95 Driver
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NOTE

Windows 95 Plug and Play can be used to perform a driver-only installation. When the plug and play Wizard starts the HP Installer program, select "Custom Install," then select "Driver Only." Or, select "Minimum Install" to install only the Standard (PCL) driver for HP LaserJet 6P printer and only the PostScript driver for the HP LaserJet 6MP printer.

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1. Turn on your computer and make sure Windows is running.
 2. Follow the instructions in "Before You Install" earlier in this document.
 3. Connect your printer to your computer and turn on your printer.
 4. Insert Disk 2 or the CD-ROM of "HP LaserJet 6P/6MP Printing System" into the appropriate disk drive.
 5. Click on Start, Settings, and then Printers.

6. Double-click the Add Printer icon.
7. Follow the instructions in the Add Printer Wizard.
8. At the Manufacturers/Printers screen, click Have Disk.
9. Type in the appropriate path name (<drive>:\Disk2\)
where these files are located and follow the instructions on your
screen.

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Windows 3.1x Driver
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1. In the Main program group, double-click the Control Panel icon.
2. Double-click the Printers icon.
3. In the Printers dialog box, click Add.
4. In the List Of Printers dialog box, select Install Unlisted
or Updated Printer from the list.
5. Click Install.
6. Insert Disk 1 or CD_ROM and type in the appropriate path name
(<drive>:\Disk1\)
where these files are located and follow the
instructions on your screen.
7. Enter the drive and directory where the driver files are stored and
press [Enter].
8. In the "Add Unlisted or Updated Printer" dialog box, highlight the
available printers: "HP LaserJet 6P/6MP (HP)" and press [Enter].
9. Click Connect.
10. Highlight the correct printer port from the Ports box and
press [Enter].
11. Click Set As Default Printer.
12. Click Close.

VI. HINTS FOR PRINTING SOFTWARE

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What's New
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The HP LaserJet 6P/6MP Printing Software is specifically designed to work with your Windows operating system. The printing system offers the following new features:

- Multiple Pages on One Sheet of Paper: Save paper using the Pages Per Sheet option in the Enhanced printer driver or the Layout option in the PostScript printer driver. In the Enhanced printer driver, when printing multiple pages per sheet, the first page image of a new sheet sets the orientation for all succeeding page images that will be printed on that same sheet. Also, the Fit to Page setting scales a page image until one of the page image boundaries (maximum size) has been reached, either height or width dimensions.
- Watermarks: Print watermarks in the background of the first page or every page of your document. To create your own watermarks and specify the font, position, and color of the watermark text, click the Watermark(s) tab in the Enhanced and PostScript printer drivers. The watermark always prints behind the application data. A solid black object will cover any watermark text.
- Custom Paper Sizes: Create, save, and name your own custom paper sizes using the Paper tab in the Enhanced printer driver. You can select the paper sizes you create from your applications, rather than re-creating the paper sizes every time.
- HP LaserJet toolbox: Provides printer status on the LPT port in Windows 95. The printer icon is on the Taskbar. Click the left mouse button to get printer status, change printer settings, open HP FontSmart, and get tips. Click the right mouse button to open a remote control panel and troubleshooting help. To add the printer icon to the Taskbar, select Start, Settings, and Printers. Then, select the printer and select Properties from the Edit menu and then Add to Taskbar.
- Deinstaller: Removes the 6P printing system from your computer. Once the deinstaller has been run (using the icon in the HP LaserJet group), the printing system must be completely reinstalled using the installation instructions earlier in this file.

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Online Help
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An extensive online help system is provided with the HP LaserJet 6P/6MP Printing Software. To access online help, do one of the following:

- To access the help system from individual printing system components, click the Help button in any tab or dialog box.
- To access step-by-step instructions for common printing tasks, open the HP LaserJet toolbox on the Windows Taskbar (Win 95).

-Or-

Double-click the How Do I icon in the HP LaserJet Printing program group (Win 3.1x).

- For troubleshooting information, open the Troubleshooting help file from the HP LaserJet toolbox on the Windows Taskbar (Win 95).

-Or-

Double-click the Troubleshooting icon in the HP LaserJet printing group (Win 3.1x).

Network Administrators

If you have problems sharing help files in a network environment, do the following:

1. In the directory with the help files, delete all .GID files.
2. Open a help file to initialize a new .GID file.
3. Mark the .GID file as read-only.

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Characters Missing
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If you are printing with a 300 dpi application, such as Windows Notepad or Cardfile, and the first few characters are missing from the left side of the page, you can correct this in a couple of ways:

- Change the left margin setting in the printer driver to 0.5 in.
- Change the printer resolution from 600 dpi to 300 dpi (Standard Printer Driver only).

Graphics, Memory Errors, and Print Performance

If you encounter printing difficulties, memory errors, or slow performance with any application, refer to the Troubleshooting help file.

Printing Compatibility with Earlier HP LaserJet Printers

If an incompatibility exists between a document printed with another HP LaserJet printer and the HP LaserJet 6P/6MP printer, try the following (depending on the printer driver you are using):

Standard printer driver

- Change the Graphics Mode setting on the Print Quality tab.
- Change the Text Mode setting on the Print Quality tab.
- Change the Resolution setting to 300 dpi.

Enhanced printer driver

- Change the Text Mode option on the Fonts tab.
- Change to the Standard Printer Driver. If the Standard printer driver is not installed, run the HP Printing System installation.

VII. HINTS FOR POSTSCRIPT PRINTING - WINDOWS 95

General Driver Compatibility Issues

Specifying Available Printer Memory

The printer driver allows you to specify any value for the Available Printer Memory option in the Device Options properties tab. If you specify a value outside the range of the printer, very large files might be generated, printing performance may decrease, or printing might fail.

Normally, the default value the printer driver supplies is adequate for most needs. Should you need to change this value, make certain the value you set for this option falls within the available memory specifications of your printer. You can get printer memory information by printing a test page.

Watermark Printing

In some applications, watermarks will print either in the background (the default) or in the foreground, but not in both.

Workaround: Try printing the watermarks in both the foreground and background to discover which location works best with your application and printed document.

Watermarks are enabled using the Forms capability in all Adobe PostScript Level 2 printers and will not print if sent to a PostScript Level 1 printer.

Workaround: Send jobs specifying watermarks to a PostScript Level 2 printer.

In some applications, when the Watermark First Page Only feature and Number of Copies features are combined, the watermark prints only on the first page of the first copy.

Workaround: Print each copy as a separate job.

Some applications don't support multiple pages, but can tile one page when printing. Depending on how your application tiles the page, the printer driver may not know, for example, that a single logical page is being printed as two physical pages. If so, the watermark may appear only on the second physical page.

N-Up Printing

N-up printing (printing multiple pages on one sheet of paper) may yield unanticipated results. When you combine layout and orientation page setup options in one document, the first logical page of a job determines the layout for the rest of the job. For example, if you choose portrait orientation for the first page of a document printed in 6-up, all pages in the document will print in the standard order for portrait orientation, left to right, top to bottom, even if you change to landscape orientation in the middle of the job. If you specify

landscape orientation for the first page of a 6-up document, all document pages print bottom to top, left to right. For rotated landscape orientation, document pages print top to bottom, right to left.

1	2	3	6	4	1
3	4	2	5	5	2
5	6	1	4	6	3
Portrait	Landscape	Rotated Landscape			

Additionally, if you request a different resolution, page size, or paper source, while using the n-up feature, the printer driver completes the previous request and then starts a new page, applying the currently requested page-setup settings. The order of the layout remains the same, although virtual pages of an n-up layout may appear to be missing. This is because the printer driver starts the next set of instructions on a new sheet of paper.

In some applications, when the Layout and Copies features are combined, new pages are started, as needed, in the first copy only.

Workaround: Print each copy as a separate job.

Application Incompatibility with Watermark and N-Up Features

Some applications are incompatible with watermark and page layout (n-up) features. If this is true for an application you are using, the printer driver displays the Application/Printer Setup Incompatibility dialog box, which lets you cancel the print job, try to print using the driver's features, or print without using the driver's features. By default, the printer driver displays this dialog box each time you send a print job specifying features with which the application is incompatible. If this is an inconvenience for you, you can disable the dialog box.

To disable the Application/Printer Setup Incompatibility dialog box:

1. Use Notepad or another ASCII text editor to open the WIN.INI file and go to the [AdobePS] section.
2. Choose one of two options:
 - Find the line "Show Compatibility Alert=1" and change the value from 1 to 0.
 - Or-
 - If the Show Compatibility Alert line does not exist, add the line "Show Compatibility Alert=0".
3. Save and close the file.

Printing Landscape Documents with Mirror Image and N-Up

Printing a landscape-oriented document with mirror image enabled and a layout option other than 1-up selected will result in a printing error.

Workaround: Do not use these printing options in this specific combination.

Application Software Compatibility Issues

Support of Driver Features

Certain applications do not support all of the features of the Adobe Printer Driver. Usually the feature is ignored by the application. In rare cases a printing error may occur.

Application	Driver Feature
Acrobat Exchange 2.0	Mirror Image, N-Up, Rotated Landscape, Scaling, Watermark
AmiPro 3.1	Scaling
CorelDraw! 6.0	Mirror Image, Scaling
FrameMaker 4	Scaling
Freehand 5.0	Watermark
Illustrator 4.0	Mirror Image
Lotus 1-2-3 5.0	Watermark
PageMaker	Mirror Image, N-Up, Negative Image, Rotated Landscape, Scaling, Watermark
Photoshop 3.0	Watermark
WordPerfect 6.1	Rotated Landscape

Workaround: Do not use these Adobe Printer Driver features when printing from the above applications. Many of the incompatibilities are resolved in newer versions of these applications.

Adobe Acrobat

When generating EPS files from Acrobat, always ensure you have set Acrobat's copy count to one (1). Any other value may lead to unexpected results when embedding its EPS files within other documents.

Printing from Acrobat 2.1 with the "Send TrueType fonts as" selection set to Bitmaps sometimes results in a printing error. Select "Send TrueType fonts as" selection to Outlines instead.

Adobe Persuasion

Persuasion does not retain the n-up layout values selected in the Paper properties dialog box.

Workaround: Reselect the layout setting each time a document is printed.

Adobe Photoshop 3.04

If the data format selection made within Photoshop 3.04 is binary, you must set a compatible data format setting within the driver to prevent a printing error.

Workaround: If your printer is connected over a pure binary channel, such as AppleTalk, choose the pure binary data option in the Data format menu in the driver. The Data format selection is in the Advanced PostScript Options dialog box, which you open by clicking Advanced in the PostScript properties dialog box. If your printer is connected via a serial or parallel connection, choose the appropriate binary data format option for your printer, such as Tagged binary communications protocol or the Binary communications protocol.

AmiPro 3.1

When you select a block of justified text and apply the double underline style to it, the document will not print fully underlined.

The Number of Copies setting in AmiPro's dialog boxes overrides the Number of Copies option set in the driver.

Workaround: For the first condition, use single underlined text, not double-underlined, or try double-underlining one line of text at a time. For the second condition, set the number of copies using the AmiPro dialog boxes.

FrameMaker 5.0

Printing text with integrated graphics from the FrameMaker 5.0 application results in a PostScript error.

Workaround: Upgrade to the latest version.

Macromedia Freehand 5.0

You might have problems printing the Macromedia Freehand 5.0 sample documents using the Adobe Printer Driver. Freehand 5.0 expects the Windows 95 driver name to be PSCRIPT.DRV, instead of ADOBEPS4.DRV.

Microsoft Excel 5.0

Print settings specified from within Excel 5.0 are ignored when the document is printed.

Workaround: Specify the print settings from the Printers folder only.

Microsoft Word

If you change driver settings within the Microsoft Word Page Setup dialog box and select an option that conflicts with your current configuration, the Adobe Printer Driver cannot inform you of the conflict.

Microsoft Word cannot print dotted borders in color to PostScript printers.

Workaround: For the first incompatibility, change printer settings from the Print dialog box or from the Printers folder. For the second incompatibility, replace dotted borders with solid borders or dotted black borders.

Microsoft PowerPoint 7.0

PowerPoint 7.0 does not print watermarks in the background.

Workaround: Print watermarks in the foreground.

Switching Between PostScript and Other Printing Languages

A printing problem might occur if you switch between printing languages and you have manually downloaded the PostScript header using the Send Header Now button on the PostScript tab. In this case, the header might be lost and printing might result in a PostScript error.

Workaround: For more information on language-switching capabilities, refer to your printer documentation. Further, you may wish to retain the default driver settings so that the driver will download the PostScript header with each job.

Sending Error Handler to Printer With Low Memory

If your printer is low in memory, the error handler might not be able to print complete messages if an error condition should occur.

Workaround: Either add more memory to your printer or disable the error handler by turning off the Print PostScript Error Information option in the PostScript tab.

VIII. HINTS FOR POSTSCRIPT PRINTING - WINDOWS 3.1X

General Driver Compatibility Issues

Windows 3.0

This version of AdobePS supports Windows 3.1x or Windows for Workgroups 3.1x only.

Installation

When installing the driver or a printer PPD, you must first exit all applications using this driver or the Printers dialog in the Control Panel will not proceed with the installation.

Duplicate Features in the Driver and Application

If your application contains the same feature as the driver (such as scaling, orientation, or number of copies), use your application to set the feature; do not set it using the driver. If you use the driver to set features that your application also provides, those features may not work as expected.

Printing From Multiple Applications

Multiple applications cannot use the printer driver at the same time. You can print from multiple applications, but must wait until a job has completed before starting another one.

Downloadable Fonts

Printing lengthy documents that require the driver to download several fonts may generate one or more of the following error messages or conditions:

PostScript Error: limit check
PostScript Error: VM error
Page with the message that the printer has insufficient memory
Printer simply does not finish printing the job or resets.

Workarounds: Try one of the following:

- Reduce the number of fonts in the document.
- Try changing the PostScript Performance setting on the PostScript tab dialog to Optimize for Portability.
- Add memory to your printer.

Document Structuring Conventions

The printer driver does not emit the DSC comments "%BeginData ... %EndData." Without these comments, some network spoolers may fail to process jobs correctly.

Some Images Print With Limited Color

Images based on RLE-4 and RLE-8 compression print with limited halftoning effects. Typically, shades of gray or color will print as either black or white.

Installation of Printer Font Metrics

The list of characters available in a font has changed from Windows 3.0 to Windows 3.1. The printer driver uses the information in Printer Font Metric (PFM) files to help applications lay out text correctly and to instruct PostScript printers how to print text correctly. However, because of the changes in characters available, some older PFMs may incorrectly list character widths and cause either errors in layout of text on the screen, in the printer, or both. The printer driver includes the newest versions of font PFMs for all of the printers it installs.

If Adobe Type Manager (ATM) is installed and has included PFMs for fonts on your printer, the printer driver assumes that those PFMs are more up-to-date than the PFMs included during driver installation.

If you suspect that your ATM fonts are incorrect, you can force the printer driver to use its own PFMs by following these steps:

1. Use Notepad to edit a line similar to PFM_Dir=c:\psfonts\pfm in the [Setup] section of the ATM.INI file to read as follows:

```
;PFM_Dir=c:\psfonts\pfm
```

2. Save the modified ATM.INI file.
3. Proceed to install a new printer using the Printers dialog box in the Control Panel.
4. Restore the line in ATM.INI to its previous value.

Using Print Manager

Windows Print Manager will create a temporary file when you print from an application. Deleting this temporary file terminates the print job.

Suggested use: Click Cancel from the dialog box to terminate the print job or delete from within Print Manager.

Watermark Printing

See "Hints for PostScript Printing - Windows 95."

Accidentally Printing EPS Files

If a printer driver is accidentally configured to print EPS output to a printer rather than a file, the printer driver displays a warning that EPS should not be output to a port; the job prints correctly within the application, then the printer stays in a waiting mode until either (a) another job is sent, or (b) a time-out error occurs. To avoid this situation, ensure that EPS format is only output to File, not Printer.

Using the Control Panel to Install the PostScript Driver

The following problems can occur when trying to install the Adobe 3.0.1 PostScript printer driver in Windows 3.1 using the Control Panel and OEMSETUP.INF:

1. Error Message: "This driver cannot be updated because it is currently being used by Windows. Wait until Windows is finished using the driver, and then try again."

This will occur when the user already has the Adobe 3.0.1 driver installed.

Workarounds:

- Delete the file "ADOBEPSI.CPL" in the Windows\System directory.
- Make sure no programs are running, such as HP Status Window.

2. The driver doesn't show any sample watermarks (confidential, copy, draft).

Workaround: Manually copy the file WATERMAR.INI to the Windows directory.

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Application Software Compatibility Issues
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Aldus Freehand

Aldus Freehand does not support the Rotated Landscape Orientation option of the Paper tab dialog.

Fractal Design Painter 2.0

In the PostScript tab dialog is a group box called PostScript Performance. Fractal Design Painter 2.0 is compatible only with the Optimize for Portability option of that box.

Microsoft Excel

Printers with resolutions in excess of 300 dpi may exhibit uneven patterning in graphics using color fill patterns.

Microsoft Notepad and Cardfile

Resolution of 600 dpi or above may cause Notepad and Cardfile to print with incorrect margins. Sometimes this can be corrected by specifically changing the requested margins from 0.75", the default margins, to another value; this does not always fix the problem.

Workaround: Select a lower resolution in the printer driver.

Microsoft PowerPoint 4.0

Printing files containing multiple embedded EPS objects from this application sometimes results in either lost text or lost EPS objects.

Workaround: Convert the embedded EPS objects to PowerPoint objects by double-clicking on them.

Microsoft Publisher 2.0

The BorderArt feature of Publisher 2.0 is incompatible with this printer driver. If you try to use this feature with this printer driver, the printed file may be missing lines from the upper and bottom right and left corners of the border.

WordPerfect

Early versions of WordPerfect may exhibit some problems with this driver. Examples include: unreadable text in the WordPerfect Select Printers dialog; dimmed Select control in the Select Printers dialog when switching printers; and mismatched settings between the printer driver and WordPerfect.

Workaround: Use at least version 5.1 of WordPerfect.

IX. HP LASERJET SOFTWARE AND SUPPORT SERVICES

HP ELECTRONIC SERVICES

INTERNET

World-wide Web and anonymous ftp library service is available for around-the-clock access to software and technical support information for Hewlett-Packard LaserJet printers and HP computer products.

URL/Access HP: http://www.hp.com/home.html
URL/Software & Support: http://www.hp.com/go/cposupport

FTP/Internet address: ftp-boi.external.hp.com
Login: anonymous
Password: user identification (your Internet name)

COMPUSERVE

HP Peripherals Forum provides low-cost, around-the-clock access to software and technical support information. This service is provided by CompuServe, not Hewlett-Packard. Contact CompuServe for membership information.

HP Forum: GO HP
HP LaserJet Forum: GO HPLASER

SOFTWARE APPLICATION SUPPORT

Call the phone number listed in your software vendor's manual.

PERIPHERAL TECHNICAL SUPPORT AND ASSISTANCE

To resolve problems you may encounter, we suggest using the following resources:

1. Your company may have an internal support professional, department, or help desk.
2. Your local authorized reseller is also qualified to provide you with support.

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US and CANADA SUPPORT SERVICES
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"HP Guide to Electronic Support Services"

HP FIRST DOCUMENT #9020. See HP FIRST section below for assistance.

HP BBS DOWNLOAD SERVICES

Hewlett-Packard provides a download service for around-the-clock access to software and technical support information for Hewlett-Packard LaserJet printers and computer products.

(208) 344-1691
Modem Settings - N,8,1
14,400 baud maximum

DRIVER DISTRIBUTION - US and Canada

Hewlett-Packard's Driver Distribution Center provides US and Canadian customers with HP LaserJet printer and network software. To order software (handling fee will be charged):

Call: 970-339-7009, Monday - Saturday, 24 hours a day
Fax: 970-330-7655

HP FIRST - US and Canada

HP's automated fax system provides technical information around-the-clock for Hewlett-Packard LaserJets and computer products. Indexes are available listing thousands of documents.

Call: 800-333-1917

Elsewhere call 208-344-4809 (must call from your fax machine)

HP CUSTOMER SUPPORT CENTER - US and Canada

The HP Customer Support Center provides live technical assistance for Hewlett-Packard LaserJet printers and other computer products.

Call: 208-323-2551
Hours of operation (Mountain Time):
Monday-Friday: 6:00 a.m. to 10:00 p.m.
Saturday: 9:00 a.m. to 4:00 p.m.

Free technical support is offered during the warranty period
(have your HP LaserJet printer serial number available).

After the warranty period, call 800-999-1148 (US and Canada) at
\$25 per call (US Funds - VISA or MasterCard); or call 900-555-1500
(US) at \$2.50 per minute. Charges begin only when you connect with a
support technician. Prices subject to change.

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Latin America Support Services
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DRIVER DISTRIBUTION - Latin America

You can order printer drivers for several popular software packages via
FAX (handling fee will be charged):

FAX: (005511) 268-7269 when calling from outside Brazil
 (011) 268-7269 when calling from any city in Brazil, outside
 Sao Paulo city
 268-7269 when calling from Sao Paulo

HP CUSTOMER SUPPORT CENTERS - Latin America

The HP Customer Support Center provides live technical assistance
for Hewlett-Packard LaserJet printers and other computer products.

Country	Phone Numbers
=====	=====
Argentina	541781-4061/69
Brazil	55 11 709-1444
Mexico D.F.	326 46 00
Mexico Guadalajara	669 95 00
Mexico Monterey	378 42 40
Venezuela	58 2 239 5664

Free technical support is offered during the warranty period
(have your HP LaserJet printer serial number available).

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European Support Services

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DRIVER DISTRIBUTION - Europe

Software Lists and Software Order Forms are available from HP FIRST (see HP FIRST in this section). Use the product numbers listed on the Driver List to fill in the Driver Order Form. Drivers can be ordered from the following numbers:

Language	Phone Numbers
=====	=====
English	+44 (0) 1429 865511
French	+44 (0) 1429 863343
German	+44 (0) 1429 863353
Italian	+44 (0) 1429 520013
Spanish	+44 (0) 1429 520012

Customers outside the UK need to omit the "0" in parentheses when calling.

HP FIRST - Europe

HP provides technical information by fax, around the clock. To use HP FIRST, you must call from a touch-tone telephone or fax. Telephone numbers for HP FIRST are listed below.

Country	Language	Toll Free Numbers
=====	=====	=====
Austria	German	0660-8128 (local toll charged)
Belgium	Dutch	0800 1 1906
Belgium	French	0800 1 7043
Denmark	Danish	800-10453
Finland	Finnish	9800-13134 (local toll charged)
France	French	05-905900
Germany	German	0130-81006
Italy	Italian	1678-59020
Netherlands	Dutch	06-0222420
Norway	Norwegian	800-11319 (local toll charged)
Spain	Spanish	900-993123
Sweden	Swedish	020-795743 (local toll charged)
Switzerland	German	155-1527
Switzerland	French	155-1526
United Kingdom	English	0800-96027

Access to HP FIRST in English is available from the countries listed above and other countries by calling the Netherlands at (+31) 20 6815792. NOTE: International call charges apply outside of the Netherlands.

EUROPEAN CUSTOMER SUPPORT CENTER

Hours of operation:

Mon/Tue/Thu/Fri from 8:30 to 18:00, Central European Time
Wednesday from 8:30 to 16:00, Central European Time

Telephone numbers and other information about the European Customer Support Center are included with supported products.

Free technical support is offered during the product's warranty period. Please have the product's serial number available when you call.

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Asia Pacific Support Services
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DRIVER DISTRIBUTION

You can order LaserJet printer and network software via phone or FAX (handling fee will be charged):

DRIVER DISTRIBUTION - Singapore

Phone: 65-740-4477, Monday-Friday, 8:30 am - 5:30 pm
(Singapore time)
FAX: 65-740-4499, (24 hours a day - 7 days a week)

DRIVER DISTRIBUTION - Australia (Sidney)

Phone: 612-565-6099, Monday-Friday, 8:30 am - 5:30 pm
(Australian Eastern time)
FAX: 612-519-5631, (24 hours a day - 7 days a week)

HP FIRST - Asia Pacific

HP provides technical information by FAX, around the clock. To use HP FIRST, you must call from a touch-tone telephone or fax. Telephone numbers for HP FIRST are listed below.

Country	Numbers
Australia	(61-3) 272 2627
China	(010) 505 5280
Hong Kong	(852) 2506 2422
Japan	(03) 335 8622
Korea	(82-2) 769 0543
New Zealand	(09) 356 6642
Singapore	(65) 291 7951
Taiwan	(02) 719 5589

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Support Services - Other Countries
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Driver Distribution, HP FIRST, and Customer Support are available in many other countries. See your User's Manual or ask your local, authorized HP dealer for the numbers and more information.

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