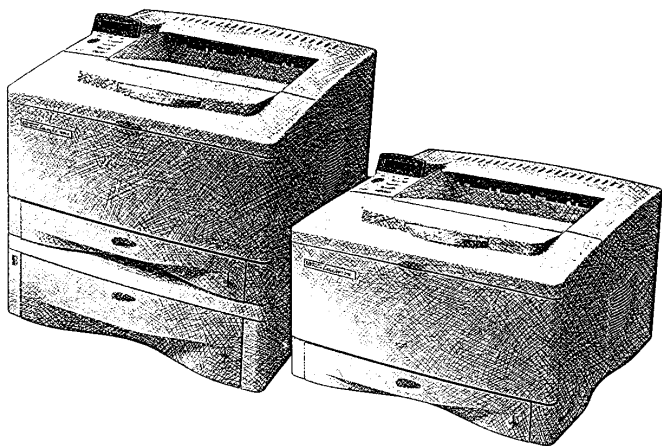


Quick Reference Guide



English



HP LaserJet 5000, 5000 N,
and 5000 GN Printers

Quick Reference Guide

HP LaserJet 5000, 5000 N,
and 5000 GN Printers

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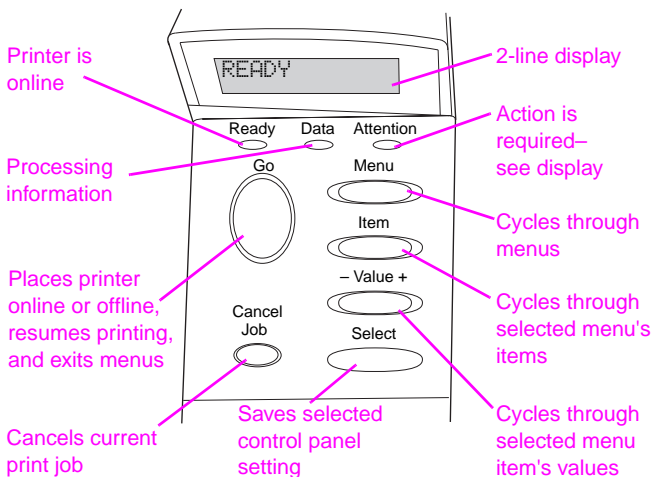
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Control Panel



To Change a Control Panel Setting:

- 1 Press **[Menu]** until the desired menu appears.
- 2 Press **[Item]** until the desired item appears.
- 3 Press **[- Value +]** until the desired setting appears.
- 4 Press **[Select]** to save the selection.
- 5 Press **[Go]** to exit the menu.

To Check the Printer's Configuration:

From the printer, you can print the following information pages, which give details about the printer and its configuration:

- Menu Map
- Configuration Page
- PCL or PS Font List

To Print a Menu Map:

- 1 Press **[Menu]** until INFORMATION MENU appears.
- 2 Press **[Item]** until PRINT MENU MAP appears.
- 3 Press **[Select]** to print the menu map.

To Print a Configuration Page:

- 1 Press **[Menu]** until INFORMATION MENU appears.
- 2 Press **[Item]** until PRINT CONFIGURATION appears.
- 3 Press **[Select]** to print the configuration page.

To Print a PCL or PS Font List:

- 1 Press **[Menu]** until INFORMATION MENU appears.
- 2 Press **[Item]** until PRINT PCL FONT LIST or PRINT PS FONT LIST appears.
- 3 Press **[Select]** to print the font list.

Common Printer Messages

Message	Explanation
ACCESS DENIED MENUS LOCKED	<p>The printer control panel function you are trying to access has been locked to prevent unauthorized access.</p> <p>See your network administrator.</p>
MANUALLY FEED [TYPE] [SIZE]	<p>Load the requested paper into Tray 1.</p> <p>Press [Go] if the desired paper is already loaded in Tray 1.</p> <p>Press [-Value+] to scroll through the available types and sizes. Press [Select] to accept the alternate type or size.</p>
OFFLINE	<p>Press [Go] to place the printer online.</p>
PERFORM PRINTER MAINTENANCE	<p>Contact an HP-authorized service or support provider to perform routine printer maintenance. (See the HP Support pages at the front of the user's guide for the printer.)</p>

Message	Explanation
TRAY x LOAD [TYPE] [SIZE]	<p>Load the requested paper into the specified tray (x).</p> <p>Ensure that the trays are correctly adjusted for size. The size displayed on the front of the paper tray must match the size of paper loaded in the tray. The tray type settings (and size for Tray 1) must be set from the printer's control panel.</p> <p>If you are trying to print A4 or letter size paper, and this message appears, make sure the default paper size is set correctly from the Printing Menu in the printer's control panel.</p> <p>Press [Go] to print from the next available tray.</p> <p>Press [-Value+] to scroll through the available types and sizes. Press [Select] to accept the alternate type or size.</p>
13.x PAPER JAM [LOCATION]	<p>Remove jammed paper from the specified location. Open and close the top cover to clear the message.</p> <p>If the message persists after all jams have been cleared, a sensor may be stuck or broken. Contact an HP-authorized service or support provider. (See the HP Support pages in the user's guide for the printer.)</p>

Message

Explanation

41.3 UNEXPECTED
PAPER SIZE

The paper size you are trying to print is not the same as the settings for the tray.

Make sure that all trays are correctly adjusted for size. The size displayed on the front of the paper tray must match the size of paper loaded in the tray. (The printer will continue trying to print the job until size settings are correct.)

If you are trying to print from Tray 1, make sure the printer's control panel setting for paper size is correctly configured.

After performing the actions above, press **[Go]**. The page containing the error will automatically be reprinted. (Or, you might want to press **[Cancel Job]** to clear the job from the printer's memory.)

Printing Tasks

Manually Feeding Paper from Tray 1

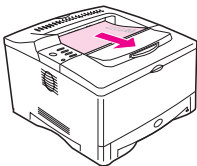
The Manual Feed feature allows you to print on special paper from Tray 1, such as envelopes or letterhead. If Manual Feed is selected, the printer will print only from Tray 1.

Select Manual Feed through the software or printer driver. Manual Feed can also be enabled from the Paper Handling Menu in the printer's control panel.

When Manual Feed is selected, if `TRAY 1 MODE=FIRST` the printer automatically prints(if paper is in the tray). If `TRAY 1 MODE=CASSETTE` the printer prompts to load Tray 1 whether or not Tray 1 is loaded. This enables you to load different paper if necessary. Press **[Go]** to print from Tray 1.

Selecting the Output Bin

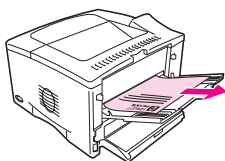
Top Output Bin



Use top output bin when printing:

- over 50 sheets of paper, continuously
- transparencies

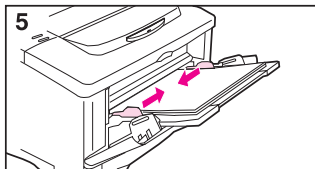
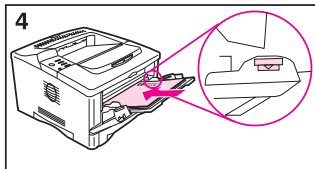
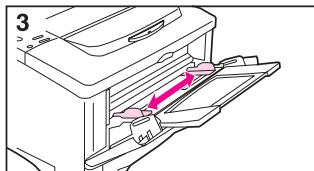
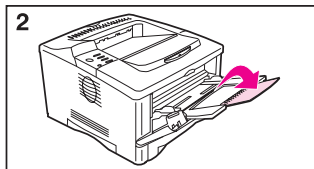
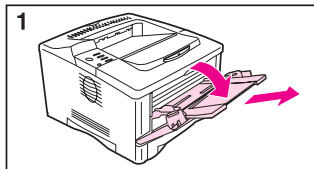
Rear Output Bin



Opening the rear output bin might improve output quality with the following:

- envelopes
- labels
- paper wider than 11.7 inches
- small custom-size paper
- postcards
- light or heavy paper

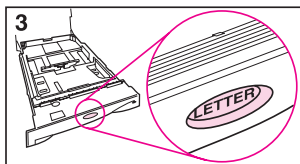
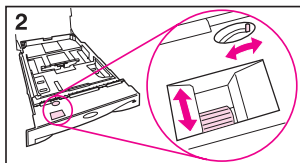
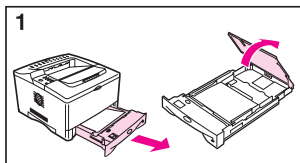
Loading Tray 1



Note

To avoid paper jams, do not load trays while the printer is printing.

Loading Tray 2/Optional 250-Sheet Tray



Note

To avoid paper jams, do not load trays while the printer is printing.

1 Pull the tray completely out of the printer. Lift the tray cover.

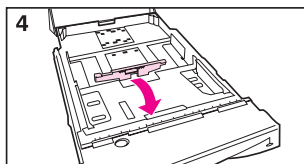
2 Rotate the dial in the tray so the printer will read the correct size of paper. The toggle switch accesses more sizes. An error message will appear in the control panel display if the dial is not set properly.

Note

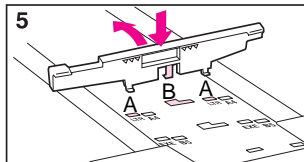
Setting the dial adjusts the printer's sensors. It does not adjust the guides inside the tray.

3 Make sure the paper size setting matches the size of paper loaded, or the printer might jam or other errors might occur.

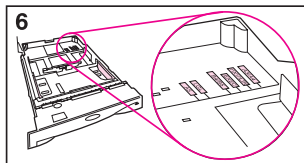
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4 Tilt the blue rear guide toward the front of the tray to detach it.



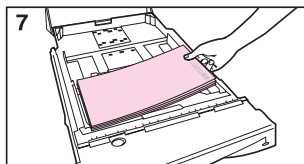
5 Align the rear guide with the desired paper size. With the guide angled slightly toward the front of the tray, insert the two front tabs (A) into the appropriate holes. Push the guide upright, snapping the center tab (B) into place.



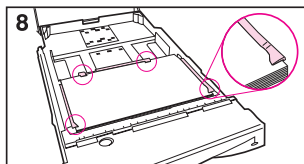
The guide must always be placed correctly in the tray (even for 11 x 17 or A3 paper).

6 Adjust the side guides to the proper size.

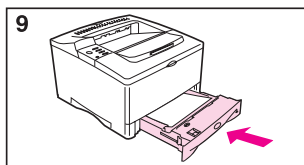
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7 Load the tray. For correct orientation, see the user's guide for the printer.



8 Make sure the paper is flat in the tray at all four corners and below the tabs on the guides.

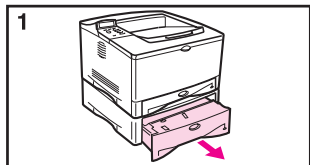


9 Close the tray cover. Slide the tray back into the printer.

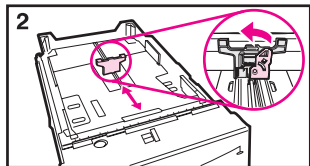
Note

If you want to print by type and size of paper from the printer driver, configure the tray settings in the printer's control panel to match the type of paper loaded in each tray.

Loading Tray 3/Optional 500-Sheet Tray

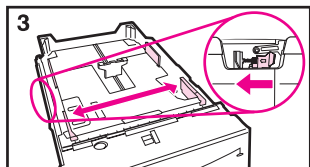


The following instructions are for loading standard sizes in a 500-sheet tray (optional). For supported sizes of paper and instructions on loading custom-sizes, see the User's Guide.



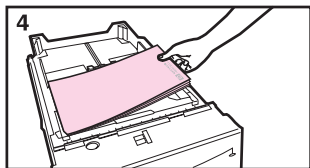
Note

To avoid paper jams, do not load trays while the printer is printing.

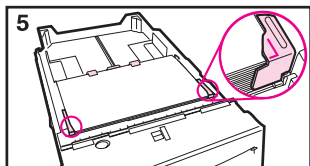


- 1 Pull the tray completely out of the printer and place it on a flat surface.
- 2 Squeeze the release on the back of the rear paper guide. Slide the guide to the desired paper size.
- 3 Squeeze the release on the outside of the left guide and adjust the left and right guides to match the width of the paper. The guides should touch the paper without bending it.

Continued on the next page.

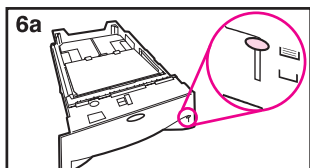


4 Load the tray. For correct orientation, see the user's guide for the printer.

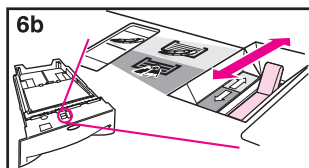


5 Make sure the paper is flat in the tray at all four corners and below the tabs on the guides.

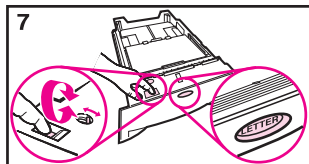
6a When loading a full stack of media, continue to step 6B. Otherwise, go to step 7.



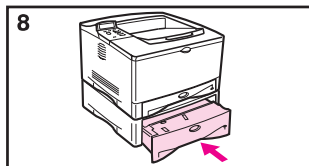
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6b Align the tension lever up or down to match the symbol displayed in the tension indicator window.



7 To prevent jams, rotate the dial in the tray so the printer will read the correct size of paper. The toggle switch accesses more sizes. An error message will appear in the control panel display if the dial is not set properly.



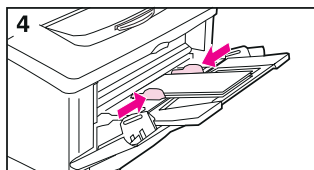
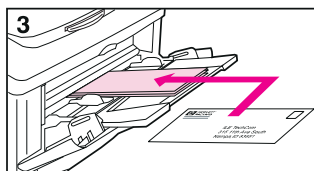
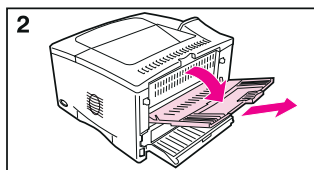
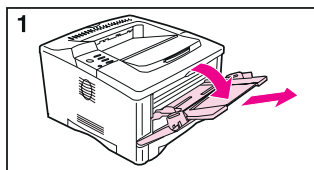
8 Slide the tray into the printer.

Note

If you want to print by type and size of paper from the printer driver, configure the tray settings in the printer's control panel to match the type of paper loaded in each tray.

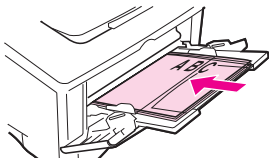
Special Paper in Tray 1

Envelopes

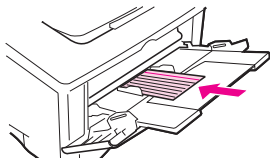


Special Paper in Tray 1 (continued)

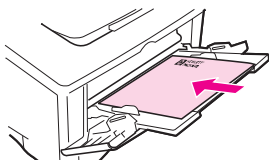
Transparencies



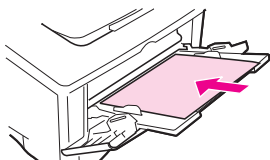
Card Stock/ Custom Sizes



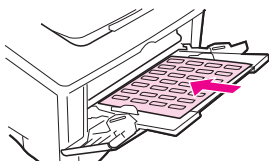
Letterhead



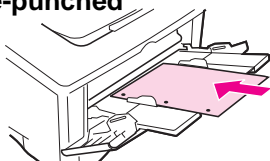
Vellum



Labels

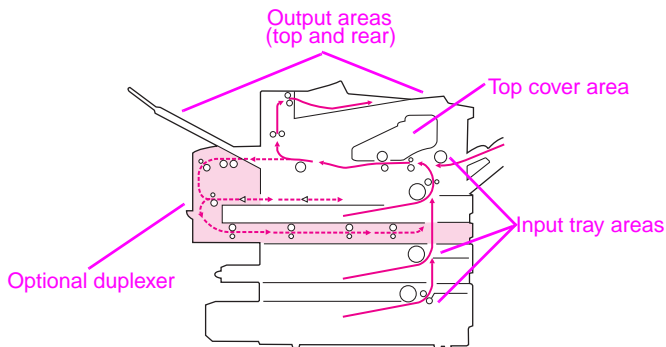


Rotated/ Pre-punched

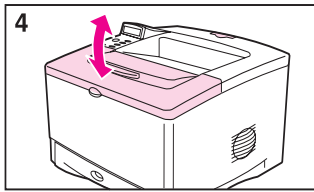
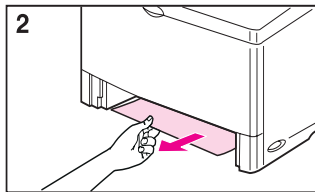
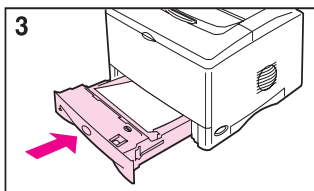
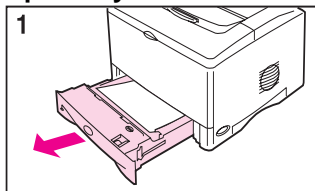


Paper Jams

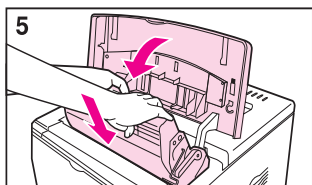
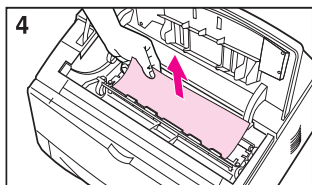
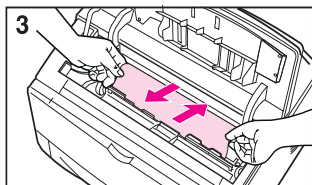
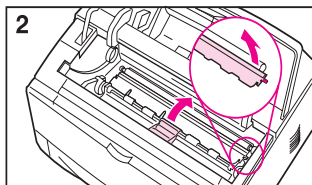
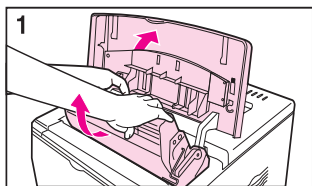
Locations



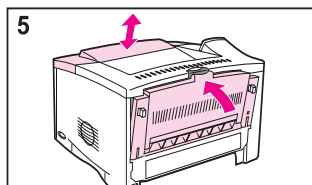
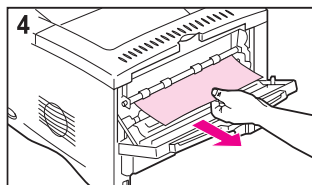
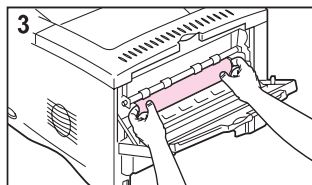
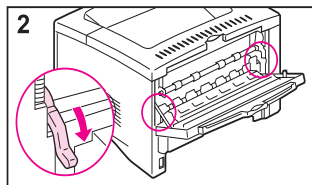
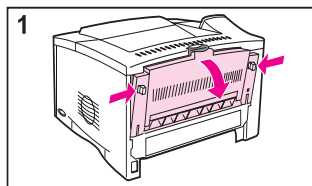
Input Tray Areas



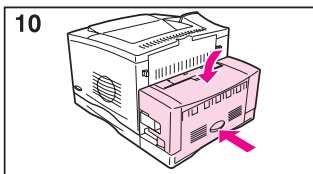
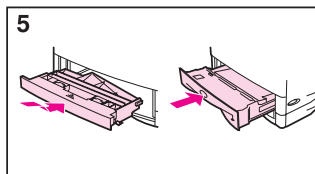
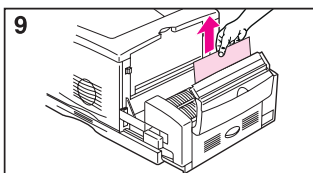
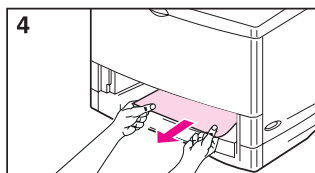
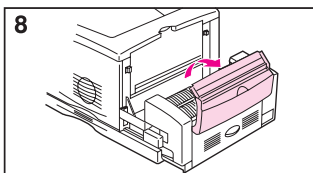
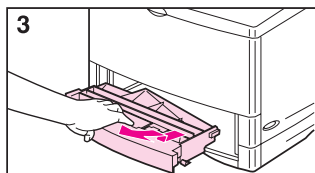
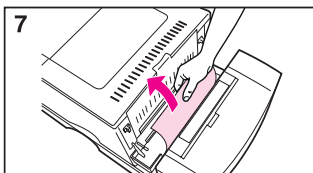
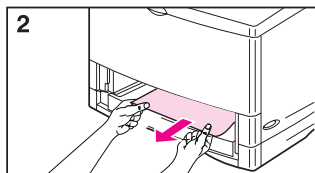
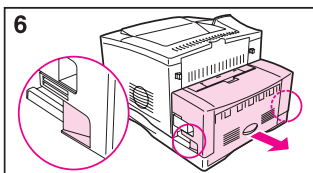
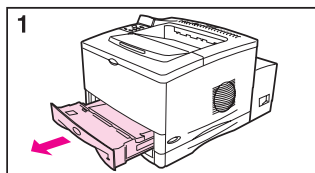
Top Cover Area



Output Areas



Optional Duplexer



Solving Repeated Paper Jams

If paper jams occur frequently, try the following:

- Check all the paper jam locations. A piece of paper might be stuck somewhere in the printer.
- Check that paper is correctly loaded in the trays, that the trays are correctly adjusted for the loaded paper size, and that the trays are not overfilled.
- Check that all trays and paper handling accessories are completely inserted into the printer. (If a tray is opened during a print job, this might cause a paper jam.)
- Check that all covers and doors are closed. (If a cover or door is opened during a print job, this might cause a paper jam.)
- Try printing to a different output bin.
- The sheets might be sticking together. Try bending the stack to separate each sheet. Do not fan the stack.
- If you are printing from Tray 1, try feeding fewer sheets of paper or fewer envelopes at a time.
- If printing with the optional duplexer, make sure the cable tray is seated properly, and the Tray 2 cover is installed.
- Try turning the paper reforming setting on from the Configuration Menu in the printer's control panel (this will slow print speed).
- If you are printing small sizes (such as index cards), make sure the paper is oriented correctly in the tray.

- Turn over the stack of paper in the tray. Also try rotating the paper 180°.
- Try rotating paper (such as perforated or multi-sheet forms and labels) to feed through the printer from a different orientation.
- Check the quality of the paper being printed. Damaged or irregular paper should not be used.
- Use only paper that meets HP specifications.
- Do not use paper that has already been used in a printer or copier. (Do not print on both sides of envelopes, transparencies, vellum, or labels.)
- Check that the power supplied to the printer is steady, and meets printer specifications.
- Clean the printer.
- Contact an HP-authorized service or support provider to perform routine printer maintenance. (See the HP Support pages at the front of the user's guide for more information.)

Output Quality Problems

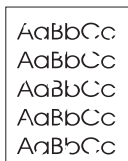
Examples



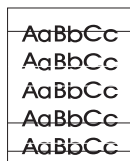
Light Print or
Fade



Toner
Specks



Dropouts



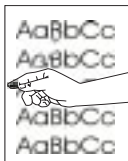
Lines



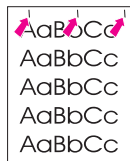
Gray
Background



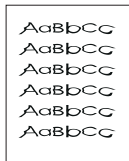
Toner Smear



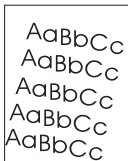
Loose Toner



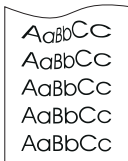
Repeating
Defects



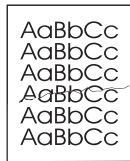
Misformed
Characters



Page Skew




Curl or Wave



Wrinkles or
Creases

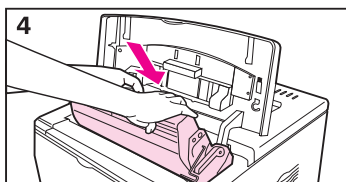
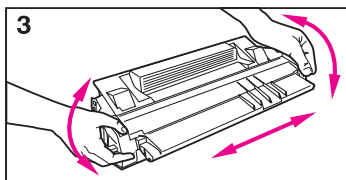
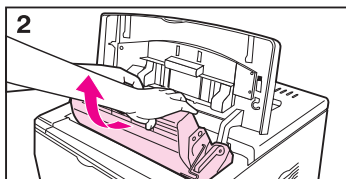
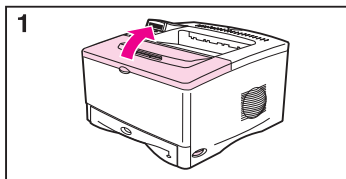
Troubleshooting Steps

[illegible]

✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	9. Adjust the toner density setting.	<p>Troubleshooting Steps (Follow the steps in the order they are listed.)</p> 
									✓	✓	✓			10. From the Configuration Menu in the printer's control panel, turn the paper reforming setting on.	
		✓				✓								11. Change the fuser mode setting to High or choose rough paper type from the printer driver.	
											✓			12. Change the fuser mode setting to Low.	
✓		✓												13. Redistribute the toner in the toner cartridge.	
✓		✓	✓	✓	✓	✓	✓	✓						14. Install a new HP toner cartridge. (See instructions provided with the toner cartridge.)	
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			15. After trying all the steps suggested above, contact an HP-authorized service or support provider. (See the HP Support pages the user's guide.)	

1. Paper may be too smooth.

Continue Printing When Toner Is Low



Caution

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

Resetting the Printer

You can reset the printer by selecting the reset items in the Resets Menu.

Use this menu with caution. You can lose buffered page data or printer configuration settings when you select these items. Only reset the printer under the following circumstances:

- You want to restore the printer's default settings.
- Communication between the printer and computer has been interrupted.
- You are using both the serial and parallel I/O ports, and one of the ports is having problems.

The items in the Resets Menu will clear all memory in the printer, while **[Cancel Job]** clears only the current job.

Item	Explanation
RESET MEMORY	<p>This item clears the printer buffer and the active I/O input buffer, and makes the control panel defaults current.</p> <p>The DATA RECEIVED message might display on the control panel.</p> <p>Resetting memory during a print job can result in data loss.</p>
RESTORE FACTORY SETTINGS	<p>This item performs a simple reset and restores most of the factory (default) settings. This item also clears the input buffer for the active I/O.</p> <p>The DATA RECEIVED message might display on the printer's control panel.</p>

Item	Explanation
RESET ACTIVE I/O CHANNEL	<p>This item performs a simple reset and clears the input and output buffers (for the active I/Os only). The DATA RECEIVED message might display on the printer's control panel.</p>
RESET ALL I/O CHANNELS	<p>This item performs a simple reset and clears the input and output buffers for all I/Os.</p>

Paper Sizes Supported

Paper Sizes

Sizes/Types	Dimensions	Weight	Capacity
Tray 1			
Minimum Size (custom)	3 by 5 in (76 by 127 mm)	16 to 53 lb (60 to 199 g/m ²)	100 sheets of 20 lb (75 g/m ²) paper
Maximum Size (custom)	12.28 by 18.5 in (312 by 470 mm)		
Transparencies	Same as minimum and maximum paper sizes listed above.	Thickness: 0.0039 in to 0.0045 in (0.099 to 0.114 mm)	75 transparencies
Labels		Thickness: 0.005 in to 0.007 in (0.127 mm to 0.178 mm)	50 labels
Envelopes		20 to 28 lb (75 to 105 g/m ²)	10 envelopes

Paper Sizes (Continued)

Sizes/Types	Dimensions	Weight	Capacity
Tray 2 or Optional 250-Sheet Tray			
Letter	8.5 by 11 in (216 by 279 mm)	16 to 28 lb (60 to 105 g/m ²)	250 sheets of 20 lb (75 g/m ²) paper
A4	8.3 by 11.7 in (210 by 297 mm)		
Executive	7.3 by 10.5 in (191 by 267 mm)		
Legal	8.5 by 14 in (216 by 356 mm)		
B5 (JIS)	7.2 by 10 in (182 by 257 mm)		
A5	5.8 by 8.2 in (148 by 210 mm)		
11x17	11 by 17 in (279 by 432 mm)		

Paper Sizes (Continued)

Sizes/Types	Dimensions	Weight	Capacity
Tray 2 or Optional 250-Sheet Tray (continued)			
A3	11.7 by 16.5 in (297 by 420 mm)	16 to 28 lb (60 to 105 gm ²)	250 sheets of 20 lb (75 g/m ²) paper
B4 (JIS)	10.1 by 14.3 in (257 by 364 mm)		

Paper Sizes (Continued)

Sizes/Types	Dimensions	Weight	Capacity
Tray 3 (HP LaserJet 5000 N/5000 GN) or Optional 500-Sheet Tray			
Letter Letter-R	8.5 by 11 in (216 by 279 mm)	16 to 28 lb (60 to 105 g/m ²)	500 sheets of 20 lb (75 g/m ²) paper
A4 A4-R	8.3 by 11.7 in (210 by 297 mm)		
Executive	7.3 by 10.5 in (191 by 267 mm)		
Legal	8.5 by 14 in (216 by 356 mm)		
B5 (ISO)	6.9 by 9.9 in (176 by 250 mm)		
B5 (JIS)	7.2 by 10 in (182 by 257 mm)		
A5	5.8 by 8.2 in (148 by 210 mm)		

Paper Sizes (Continued)

Sizes/Types	Dimensions	Weight	Capacity
Tray 3 (HP LaserJet 5000 N/5000 GN) or Optional 500-Sheet Tray (continued)			
11x17	11 by 17 in (279 by 432 mm)	16 to 28 lb (60 to 105 g/m ²)	500 sheets of 20 lb (75 g/m ²) paper
A3	11.7 by 16.5 in (297 by 420 mm)		
B4 (JIS)	10.1 by 14.3 in (257 by 364 mm)		
Custom	5.8 by 8.2 to 11.7 by 16.5 in OR 11 by 17 in (148 by 210 to 297 by 419 OR 280 by 432 mm)		

Paper Sizes (Continued)

Sizes/Types	Dimensions	Weight	Capacity
Optional Duplex Printing Accessory (Duplexer)			
Minimum	5.8 by 8.3 inches (149 by 210 mm)	16 to 28 lb (60 to 105 g/m ²)	
Maximum	11.7 by 17 inches (297 by 432 mm)		

For More Information

- See the user's guide for the printer.
- See the printer software or printer driver help.



**Printed on at least
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