

Hewlett-Packard Printer System Maintenance Program

The System Maintenance Utility keeps your Hewlett-Packard printer up-to-date with the latest system software and media profiles.

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1. Before Starting The Program

Ensure that all printers you want the program to manage are turned on. Also ensure that you can print to each printer from the computer that is running the Hewlett-Packard Printer System Maintenance Program.

2. Starting The Program

When you start the system maintenance program, you will first be asked whether you want to:

- (a) check whether each printer's system software needs updating -- in this case the program will automatically check your connected printers and prompt you for action if necessary; or
- (b) update your media profiles -- in this case the program will not check the printer's software.

Once you close this window, you will see the main window displaying all supported printers that are connected to your computer. If a printer is missing from the list, either it is not supported by this program, or no connection to it could be established. Select All Printers in the View menu to see all connected printers (supported and unsupported).

The program will analyze each of the listed printers and report on its current state. To the left of the printer's name, you will see:

- a green square with a tick if the printer's software is up to date
- a red square with an exclamation mark if the printer's software is out of date
- a yellow square with a question mark if the printer could not be contacted or is not supported.

The program also displays the model number and the system software version.

3. System Software Updates

If any of your printers are out of date, the program will prompt you to update them. The update process sends a special file to your printer. Once the update is complete, your printer may restart. This will delete all pending print jobs. For this reason, you should not print during the upgrade process.

The update process may take several minutes. **DO NOT TURN YOUR PRINTER OFF DURING THIS PROCESS.**

The updates sent to your printers are supplied with this program. If you received the program some time ago, it is possible that newer software may have been released by Hewlett-Packard during that time. For this reason, the program will ask if you want to check for the latest system software on the World Wide Web. If the computer you are using does not have access to the Web,

you can use another computer to go to the Hewlett-Packard DesignJet Online Web site at <http://www.designjet-online.hp.com/> for help with Design Jet printers.

4. Media Profile Management

The program allows you to display the set of media profiles currently installed in your printer. Select View Profiles in the media menu to display the list.

To add a new profile, select Add Profile in the media menu. You will be prompted to select the profile which will then be sent to the printer.

Media profiles for your media are available either from the media vendor or from the HP Design Jet Online web site (<http://www.designjet-online.hp.com/>).

If you wish to delete a media profile, you may do so using the printer's front panel. See the printer's User's Guide for more information.

5. Troubleshooting

A. I cannot find my printer.

Your printer must be configured for your computer. In other words, you must be able to print from the computer on which you are running the program. If you can do this, but you cannot see your printer in the list, select All Printers in the View menu. If you still cannot see your printer, perhaps your printer is not turned on or cannot be contacted. Try printing a simple page to see if your computer can connect to the printer.

B. I still cannot find my printer.

The printer must be either directly connected over parallel or USB or must be managed by the computer. The application cannot upgrade printers from a client connected to a shared printer on server. You must run the system maintenance application on the server.

C. I want my old version back!

If you prefer the behavior of the printer before the update, you can downgrade the printer by selecting Downgrade in the Version menu. You will be prompted with a list of previous versions to choose from.

6. Printer States

OK: the printer already has the latest software provided with this program.

Upgrade available: the printer's software is out of date and can be upgraded by this program.

Unsupported connection: the printer is connected in a way that cannot be used to communicate with this program.

No connection: no connection can be made with the printer. Perhaps it is turned off, or disconnected from the computer, or perhaps there is a cable fault.

Unsupported printer: this program is not designed to support this kind of printer.

Canceled: you have requested but then canceled a software upgrade for this printer.

7. File Menu Commands

New: if you know you have a connected printer, but this program has not found it, you can use this command to tell the program where to find the printer. This command can be used only to find networked printers using IP, IPX, or AppleTalk (on Macintosh).

Exit: exit the program.

8. View Menu Commands

All Printers: lists all printers found by the program.

Supported: lists all printers found and supported by the program.

Refresh: searches again for connected printers.

9. Media Menu Commands

Add Profiles: adds media profiles to the selected printer.

View Profiles: lists the selected printer's current media profiles.

10. System Menu Commands

Upgrade: installs the latest software into the selected printer.

Downgrade: installs an older version of the software into the selected printer. You may wish to do this if you have some problem with the latest version.

Emergency: this command should be used only when the selected printer's software is not working. The printer should be connected directly to the computer's parallel port. This procedure should be used only with the help of Hewlett-Packard Support Engineers. Note that this option does not exist in all versions of the application.

11. Help Menu Commands

Contents: displays this file.