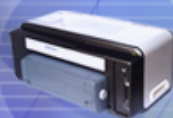


hp business inkjet 1200



Service &  
Support Manual  
(for Authorized  
Service Providers)



hp business inkjet 1200





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## product overview

### product overview

#### Key Features

- Separate ink and printheads for cost efficiency
- Print speed up to 28 ppm black/24 ppm mixed text color in draft mode
- Low Total Cost of Ownership (TCO)
- Individual high capacity ink cartridges with duty cycle of 6250 pages/month
- Total paper input capacity of 400 pages
- Auto-duplex unit (except Business Inkjet 1200)
- Connectivity through built-in Wireless (802.11b\g), Wired Ethernet, Parallel and USB ports
- Print quality of 4800 dpi on special media
- Auto pen alignment
- Media type sensing

#### Optional Accessories

- 250-sheet paper tray 2

#### Street Price

	Launch Region	Price	Part Number
HP Business Inkjet 1200	EMEA	Euro €179	C8169A
HP Business Inkjet 1200d	WW	US\$199/Euro€199	C8154A
HP Business Inkjet 1200dn	NA	US\$249	C8170A
HP Business Inkjet 1200dtn	WW	US\$299/Euro€279	C8155A
HP Business Inkjet 1200dtwn	WW	US\$349/Euro€329	C8156A
250-sheet paper tray	WW	US\$79	C8254A

#### Street Price of Printer SKUs

---

## product features

### product features



#### **HP Business Inkjet 1200 Printer**

The HP Business Inkjet 1200 Printer Series provides the following unique features:

- Consistent, outstanding print quality
- Exceptional value with individual ink cartridges and printheads supported by HP Smart printing technology
- Remarkably low cost per page (CPP)
- Minimal manual intervention
- Modular ink delivery system using four separate, high-capacity ink cartridges
- High performance and outstanding quality
- Fast speeds of up to 28 ppm in black and white and 24 ppm in color
- Built-in wired Ethernet connections or wireless networking
- Embedded Web server
- Up to 400-sheet input capacity
- Easy to manage
- Affordable network connectivity to meet the needs of small-networked teams of up to five users

#### **Other Features**

- Laser-quality speeds: up to 7 ppm black and 6 ppm color
- Memory: 32 MB built-in RAM and 4 MB built-in ROM
- Processor: Motorola 32-bit ColdFire 4e HPA (240 MHz)
- Printer language: PCL 3 with HP High Performance Architecture (HPATM)
- Warranty: one-year limited hardware warranty
- Duty cycle (Maximum Monthly Volume): up to 6,250 pages per month



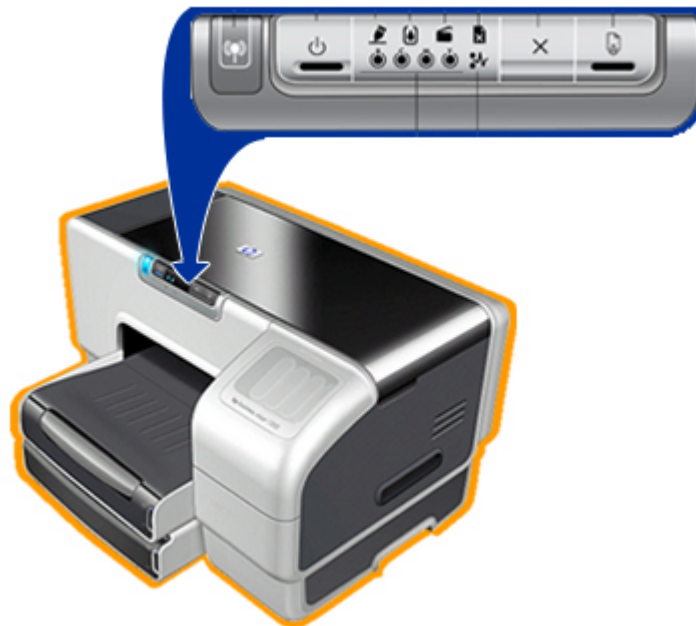
## Font Support

- Eight built-in fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic
- Two built-in language symbol sets support: Arabic and Hebrew

---

## key selling points

### key selling points



### Improved Printer Performance

#### Performance

- Draft print speed up to 28 ppm black and 24 ppm color
- Improved Control Panel simplifies interaction with the printer
- Excellent laser quality speed - 7 ppm black and 6 ppm color
- Photo quality - up to 4800 optimized dpi in color (only if special media is selected)

#### Cost Efficiency

- **Cost saving printing:**
  - Modular Ink Delivery System (MIDS): Four separate ink cartridges and printheads. The four ink cartridges hold a single color each, therefore, when a cartridge runs out of ink, the customer needs to replace only that color. This in turn eliminates waste.
  - Low Cost Per Page (CPP): High capacity ink cartridges
  - Out-of-box networking: Wireless, Wired Ethernet, Parallel and USB ports
- **High capacity printing:**
  - Low intervention: The product supports high-capacity ink cartridges, a paper tray 2, and an auto-duplex unit.
  - Easy maintenance: The product provides the advantage of built-in, easy network installation, configuration tools, and simple self-management tools for easy printer maintenance.

#### Easy Network Out-of-Box

- Built-in Ethernet to connect directly to the network environment
- Built-in 802.11g wireless networking support available in the premium sku

---

## marketing statement

### marketing statement

The key messages in the marketing statement are:

- Low cost of business  
HP Business Inkjet 1200 Printer Series reduces the total cost of ownership with:
  - Four high-capacity individual ink cartridges
  - Four separate, long-lasting printheads
  - Automatic two-sided printing feature (available with selected models only) to save paper usage
  - Web-based device management tools for device and supplies maintenance and tracking of color usage in a cost conscious office
- Easy to share
  - Built-in wired or wireless 802.11b/g (WiFi) certified networking allows the printer to be shared by up to five users
  - Additional 250-sheet paper tray that increases total input capacity to 400 sheets
  - High duty cycle of 6,250 pages-per-month
  - Reliable networking for productive offices
- High business performance
  - Fast, exceptional color output with speeds of up to 28 ppm black and 24 ppm color in draft mode
  - Highest quality output resolutions of 4800-optimized dpi color on premium photo paper
  - Laser-quality black text at up to 1200 dpi at fast speed

### Typical Uses of the Printer Series

Following are the typical uses of the printer series:

- Printing brochures, newsletters, and other professional documents
- Printing reports, spreadsheets, and other correspondence
- Printing email and other communications
- Printing educational projects and other household management documents
- Printing cards, photos, and various creative projects

## product sku

### product sku



**HP Business Inkjet 1200 Printer SKUs**

-	HP Business Inkjet 1200	HP Business Inkjet 1200d	HP Business Inkjet 1200dn	HP Business Inkjet 1200dtn	HP Business Inkjet 1200dtwn
Part Number	C8169A	C8154A	C8170A	C8155A	C8156A
Street Price	Euro€179	US\$199/Euro€199	US\$249	US\$299/Euro€279	US\$349/Euro€329

**Table Comparing Street Price of HP Business Inkjet Printer Series**

**The HP Business Inkjet 1200 Printer SKUs are not upgradeable.**

-	HP Business Inkjet 1200	HP Business Inkjet 1200d	HP Business Inkjet 1200dn	HP Business Inkjet 1200dtn	HP Business Inkjet 1200dtwn
Base Printer	Yes	Yes	Yes	Yes	Yes
Power Cord	Yes	Yes	Yes	Yes	Yes
AC Power Adaptor	Yes	Yes	Yes	Yes	Yes
Driver Software CD	Yes	Yes	Yes	Yes	Yes
Getting Started Guide	Yes	Yes	Yes	Yes	Yes
Setup Poster	Yes	Yes	Yes	Yes	Yes
Support Flyer	Yes	Yes	Yes	Yes	Yes
Regulatory Leaflet	Yes	Yes	Yes	Yes	Yes

Four Printheads	Yes	Yes	Yes	Yes	Yes
Four Ink Cartridges	Yes	Yes	Yes	Yes	Yes
Auto-Duplex Unit	No	Yes	Yes	Yes	Yes
Rear Access Panel (Cleanout)	Yes	No	No	No	No
Embedded Simple 802.3 Wired Ethernet (RJ-45 connector)	No	No	Yes	Yes	Yes
250-Sheet Input Tray	No	No	No	Yes	Yes
Cross-Cable	No	No	No	No	Yes

**Table Comparing Contents of the Box for HP Business Inkjet Printer Series**

---

## localization

### localization

The following topics are available for all languages:

- Setup Poster (Graphics)
- Getting Started Guide
- User Guide
- Windows Readme
- Windows CD Browser
- Windows Driver
- Windows Toolbox
- Windows Installer
- Windows Scrubber

All deliverables may not be localized into all languages. In the tables displayed below, a **Y** against a language indicates that the item will be localized for that language whereas an **N** indicates that the item is not supported or available.

Language	Win Expa nd Utility	Win Acrob at	Mac CD Brows er	Mac Quickto ur	Mac Driver/Install er	Mac Deskj et Utility	DJCP (We b)	DJCP Read me (Web)
US English	Y	Y	Y	Y	Y	Y	Y	Y
Brazilian Portugues e	N	N	Y	Y	Y	Y	Y	Y
Euro- Spanish	N	N	Y	Y	Y	Y	Y	Y
French	N	N	Y	Y	Y	Y	Y	Y
German	N	N	Y	Y	Y	Y	Y	Y
Italian	N	N	Y	Y	Y	Y	Y	Y
Dutch	N	N	Y	Y	Y	Y	Y	Y
Swedish	N	N	Y	Y	Y	Y	Y	Y
Czech	N	N	N	N	N	N	Y	Y
Danish	N	N	N	N	N	N	Y	Y
Finnish	N	N	N	N	N	N	Y	Y
Norwegia n	N	N	N	N	N	N	Y	Y
Polish	N	N	N	N	N	N	Y	Y
Russian	N	N	N	N	N	N	Y	Y
Hungarian	N	N	N	N	N	N	N	N
Arabic (RtoL)	N	N	N	N	N	N	Y	Y
Greek	N	N	N	N	N	N	Y	Y
Hebrew (RtoL)	N	N	N	N	N	N	N	N
Turkish	N	N	N	N	N	N	Y	Y
Japanese	N	N	Y	Y	Y	Y	N	N
Korean	N	N	N	N	N	N	N	N
Simplified Chinese	N	N	N	N	N	N	Y	Y

Traditional Chinese	N	N	N	N	N	N	Y	Y
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**Table Displaying the Localization Support for HP Business Inkjet 1200 Printer Series**

IPS Option	Corporate Option	CPL Description	Country Sold in
ABU	ABU	English	UK/Ireland
ABT	ABT	Hebrew	Israel
ACT	ABD	German	Austria/Germany
ACT	ABF	French	France/Belgium
ACT	ABH	Dutch	Netherlands
ABP	ABP	German	Switzerland
ACQ	ACQ	English	South Africa
ARG	ARG	Arabic	Saudi Arabia
AB9	AB9	Portuguese	Portugal
AB9	ABE	Spanish	Spain
AB9	AB7	Greece/Greek	Greece
AB9	ABZ	Italian	Italy
UUW	ABN	Norwegian	Norway
UUW	ABX	Finnish	Finland
UUW	ABS	Swedish	Sweden
ABY	ABY	Danish	Denmark
ACB	AKB	Czech	Czech Republic
ACB	AKC	Hungarian	Hungary
ACB	AKD	Polish	Poland
ACB	AB8	Turkish	Turkey
ACB	ACB	Russian	Russia
UUQ	UUQ	E. Central Europe/Croatia/Slovenia/Slovakia/Romania	E. Central Europe/Croatia/Slovenia/Slovakia/Romania
AB4	AB4	English	Singapore/Malaysia/Hong Kong
AB0	AB0	Trad. Chinese	Taiwan
A2K	A2K	English	Philippines
AB3	AB3	Bahasa Indonesia/Thai	Thailand/Vietnam/Indonesia/AEC (Asia Emerging Countries - Bangladesh, Sri Lanka, Myanmar, Laos, and Brunei)
ABJ	ABJ	Japan/Japanese	Japan
AB1	AB1	Korean	Korea
AB2	AB2	Simplified Chinese	China
ABG	ABG	English	Australia/NZ
ACJ	ACJ	English	India
201	201	English/Service Bundle (Government)	US
A2L	A2L	English/French	US/Canada
A2L	A2L	English/French (refurbished printers)	US/Canada
AKY	AKY	South America/Spanish	Mexico/Brazil/Central America and Caribbean/Rest of LAR

#### IPS Options

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## dimensions

### dimensions



**Physical Dimensions of the Product**

Dimension	HP Business Inkjet 1200	HP Business Inkjet 1200d and 1200dn	HP Business Inkjet 1200dtn	HP Business Inkjet 1200dtwn
Width	19.92 inches (506 mm)	19.92 inches (506 mm)	19.92 inches (506 mm)	19.92 inches (506 mm)
Height	8.307 inches (211 mm)	8.307 inches (211 mm)	10.827 inches (275 mm)	10.827 inches (275mm)
Depth	16.49 inches (419 mm)	16.49 inches (419 mm)	18.26 inches (464 mm)	18.26 inches (464 mm)
Weight	19.84 lbs (9 kg)	20.723 lbs (9.4 kg) with auto-duplex unit	26.455 lbs (12 kg) with tray 2 and auto-duplex unit	26.455 lbs (12 kg) with tray 2 and auto-duplex unit

**Table Displaying the Dimensions of the Product**

---

### Note

The HP Business Inkjet 1200d and HP Business Inkjet 1200dn SKUs have the same physical dimensions.



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## front view

### front view



**Front View of the Printer**

The following components are located at the front of the printer:

1. **Paper guides:** Paper guides help align the stacked paper in the tray for input in the printer.
2. **Output tray:** The output tray is the location for collecting printed output.
3. **Control panel:** The control panel is used to modify printer settings, view the printer status and messages, and diagnose printer problems.
4. **Top cover:** The top cover is the top flap of the printer under which the printhead prints. The printer does not print if the top cover is left open.
5. **Tray 1:** Tray 1 holds 150 sheets of paper.
6. **Tray 2:** Tray 2 holds 250 sheets of paper.
7. **Paper stack indicator:** The paper stack indicator helps indicate the amount of paper left in tray 2.
8. **Ink cartridge cover:** The ink cartridge cover is the flap under which the ink cartridges are present. The printer does not print if this cover is open.
9. **Ink cartridges:** This product supports four separate colored ink cartridges. Each ink cartridge is placed in its color-coded slot.
10. **Printhead latch:** The printhead latch provides access for installing or removing printheads from their color-coded slots.
11. **Printheads:** This product supports four separate color printheads. Each printhead is placed in its color-coded slot.

---

## rear view

### rear view



#### Rear View of the Printer

Following are the components located at the rear of the printer:

1. **Network connector:** The network connector connects the printer directly to the network. It is available with HP Business Inkjet 1200dn/1200dtn/dtwn Printer SKUs.
2. **Universal Serial Bus connector:** The USB connector is used for plug and play printing support.
3. **Parallel (IEEE 1284) connector:** The parallel connector connects the printer to the computer using the parallel cable.
4. **Power input:** The required power input for the printer.
5. **Auto-duplex unit:** The auto-duplex unit provides automatic printing on both sides of a sheet of paper. The auto-duplex unit is available with HP Business Inkjet 1200d/1200dn/1200dtn/1200dtwn Printer SKUs.
6. **Rear access panel (cleanout):** The rear access panel must be removed to install the auto-duplex unit and clear paper jams. The rear access panel is available with the HP Business Inkjet 1200 Printer SKU.

---

## printing supplies area

### printing supplies area



### Printing Supplies Area

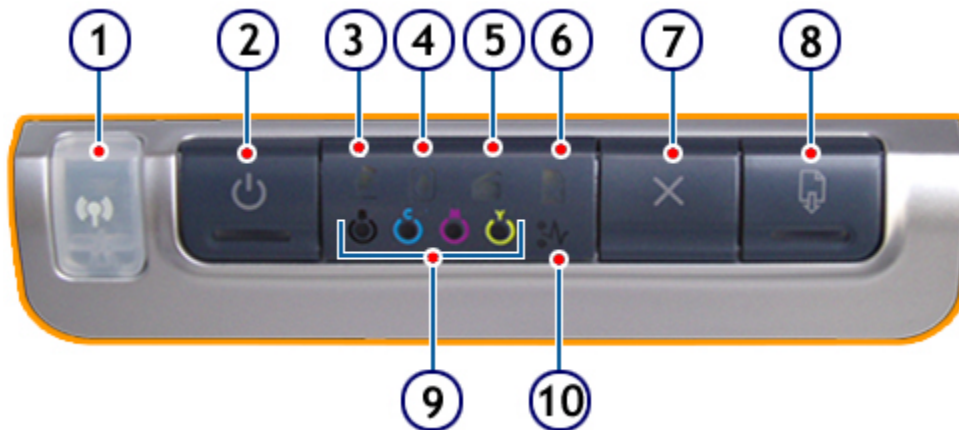
The following components are available in the printing supplies area:

1. **Printhead latch:** The printhead latch provides access for installing or removing printheads from their color-coded slots.
2. **Printheads:** The product has four separate color printheads. Each printhead must be placed in its color-coded slot.
3. **Ink cartridges:** The product has four separate colored ink cartridges. Each ink cartridge must be placed in its color-coded slot.

---

## control panel

### control panel



Control Panel Buttons and LEDs

Following are the buttons and LEDs located on the control panel:

1. **Configuration Page button:** This button prints the Configuration page for HP Business Inkjet 1200 and 1200d Printer SKU and the Network Configuration page for HP Business Inkjet 1200dn, 1200dtn, and 1200dtwn Printer SKUs.
2. **Power button** and **Power light:** The **Power** button brings the printer to operations mode and is used to turn the printer off or on. The **Power** light is used as a signal to indicate whether the printer is turned off or on.
3. **Printhead light:** This light indicates if the printhead needs to be replaced.
4. **Ink Cartridge light:** The light indicates if the ink cartridge needs to be replaced.
5. **Door Open light:** This light indicates that the printer door is open.
6. **Out of Paper light:** The light indicates that the printer is out of paper.
7. **Cancel button:** This button cancels the current print job.
8. **Resume button** and **Resume light:** The button resumes the interrupted printing process. The Resume light in combination with the other lights on the control panel indicates specific situations, such as the printed page is drying, the printer is printing a manual duplex job and waiting for the job to be turned, or when the printer is out of paper.
9. **Color Indicator lights:** These lights indicate low or out of ink status in the ink cartridges.
10. **Paper Jam light:** This light indicates a paper jam in the printer.

---

## specifications

### specifications

The following table lists the different printer specifications:

Parameter	Values
Print speeds	<ul style="list-style-type: none"><li>• Draft mode:<ul style="list-style-type: none"><li>○ Black text: 28 ppm</li><li>○ Mixed text/color graphics: 24 ppm</li><li>○ Full page color (plain paper): up to 7.4 seconds</li></ul></li><li>• Fast Normal mode:<ul style="list-style-type: none"><li>○ Black text: 15 ppm</li><li>○ Mixed text/color graphics: 13 ppm</li><li>○ Full page color (plain paper): up to 23.3 seconds</li></ul></li><li>• Normal mode:<ul style="list-style-type: none"><li>○ Black text: 9 ppm</li><li>○ Mixed text/color graphics: 8 ppm</li><li>○ Full page color (plain paper): up to 25.77 seconds</li></ul></li><li>• Best mode:<ul style="list-style-type: none"><li>○ Black text: 4 ppm</li><li>○ Mixed text/color graphics: 4 ppm</li><li>○ Full page color (plain paper): up to 86.3 seconds</li></ul></li><li>• Laser-quality speed:<ul style="list-style-type: none"><li>○ Black text: 7 ppm</li><li>○ Mixed text/color graphics: 6 ppm</li></ul></li></ul>
Resolution	<ul style="list-style-type: none"><li>• Black: Up to 1,200 by 600 dpi with pigmented black ink</li><li>• Color: HP enhanced Color Layering Technology with PhotoREt III for photo quality (up to 4,800 by 1,200-optimized dpi on HP premium photo papers, 1,200 by 1,200-input dpi)</li></ul>
Media handling	150-sheet multipurpose tray (supports up to 22 envelopes, 60 cards, 30 transparencies, 30 sheets of labels), 250-sheet input tray (optional for HP Business Inkjet 1200, 1200d, and 1200dn Printer SKUs), automatic two-sided printing module (not available with the HP Business Inkjet 1200 Printer SKU), 150-sheet output tray
I/O interface	<ul style="list-style-type: none"><li>• IEEE 1284-compliant bidirectional parallel</li><li>• USB 2.0 compliant full speed</li><li>• Fast Ethernet 10/100Base-TX for wired network connection (for HP Business Inkjet 1200dtn and 1200dtwn Printer SKUs)</li></ul>
Duty cycle	6,250 pages per month

Software compatibility	Microsoft Windows 98, NT 4.0, Me, 2000, XP; Macintosh OS (9.1.x and later); Macintosh OS X (10.1.5 and later); EXIF Print; Linux
Memory	32 MB built-in RAM/4 MB built-in ROM

### **Datasheet for HP Business Inkjet 1200 Printer Series**

#### **Note**

*The laser-quality speed comparison compares the pages per minute speeds of the HP Business Inkjet 1200 Printer Series against the benchmark of the HP Color LaserJet 4600 at comparable print quality. This comparison is based solely on the internal testing of HP.*

---

## competitive test suites

### competitive test suites

Laser-quality Speed (LQS) is an HP-developed specification that helps customers compare the print speeds of the HP Business Inkjets and HP Color LaserJets. LQS benchmarks the page-per-minute speeds of the HP Business Inkjet series printers against the HP Color LaserJets at comparable print quality. This comparison is based solely on the internal tests of HP.

Performance benchmarking is achieved using the following:

- Total of 40 plus mono and color files from more than 10 popular office applications
- Total of more than 220 pages (16% b/w, 84% color)

The parameters are:

- Typical applications such as Word, Excel, PowerPoint, Netscape Navigator, Acrobat, Lotus Notes, Internet Explorer, Publisher, Corel Draw, Photoshop, Freelance Graphics, and Adobe Illustrator
- Complexity
- Length

### Benefits LQS Provides to Customers

- **Fair Comparison:** This provides a reasonable standard to compare an HP Business Inkjet against an HP Color LaserJet without the benefit of having an industry standard speed specification across LaserJet and Inkjet.
- **Robust Testing:** Using a complete suite of representative office applications, document lengths and complexities ensure that Business Inkjets deliver according to customer experiences.

### Applications Used in the Competitive Speed Test Suites

1. This benchmarking suite is HP-managed and consists of internal and externally sourced customer representative files.
2. This suite is designed to be a representative of documents printed using a shared color printer (typical applications, complexity, length).

The suite used consists of the following:

Applications	Mono Docs	Color Docs
Word	2	5
Excel	3	4
PowerPoint	1	4
Netscape Navigator	1	2
Acrobat	1	3
Lotus Notes	-	1
Internet Explorer	1	2
Publisher	-	3
Corel Draw	-	2
Photo Shop	-	3
Freelance Graphics	-	2
Adobe Illustrator	-	2
Total	9	33

### Applications Used in Competitive Speed Test Suites

---

## user replaceable components

### user replaceable components

Following are the user replaceable components available in the HP Business Inkjet 1200 Printer Series:

HP Business Inkjet 1200 Printer Series SKU	Part Name	Part Number
Base, d, dn, dtn, dtwn	ASSY MAIN ACCESS DOOR SVC	C8154-67004
Base, d, dn, dtn, dtwn	CRANK - IDLER	C8154-67005
Base, d	ASSY DOOR ACCESS IDS, D, SVC	C8154-67006
dn, dtn	ASSY DOOR ACCESS IDS, DN, SVC	C8155-67006
dtwn	ASSY DOOR ACCESS IDS, DWN, SVC	C8156-67006
Base, d, dn, dtn, dtwn	ASSY - MAIN PAPER CASSETTE SVC	C8154-67017
Base, d, dn, dtn, dtwn	ASSY - OUTPUT TRAY SVC	C8154-67018
d, dtn, dtwn	ASSY FRONT, I/P TRAY 1 COVER SVC	C8154-67019
dttn, dtwn	ASSY - 2ND PAPER BIN CASSETTE SVC	C8154-67020
dttn, dtwn	NICHOLAS 2.5K MAIN CHASSIS SVC	C8154-67021
d, dn, dtn, dtwn	AUTO DUPLEXOR SVC	C8154-67022
Base	METIS II CLEANOUT SVC (EMEA ONLY)	C8154-67023
Base, d, dn, dtn, dtwn	ASSY PICK ROLLER	C8154-67024
Base, d, dn, dtn, dtwn	ASSY POWER MODULE SVC	C8154-67033
Base, d, dn, dtn, dtwn	RUBBER FOOT SVC	C8124-67028
Base, d, dn, dtn, dtwn	BANNER SUPPORT MAIN CASSETTE SVC	C8154-67040
Base, d, dn, dtn, dtwn	SUPPORT - PAPER CASSETTE	C8124-40041

**List of User Replaceable Components**



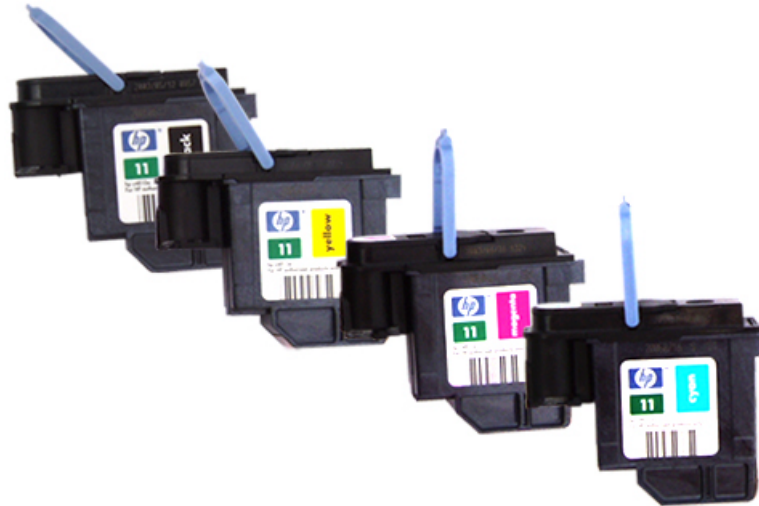
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## consumables

### consumables



**Ink Cartridges**



**Printheads**

### Consumable Parts

The consumables provided with the HP Business Inkjet 1200 Printer Series are:

#### Host Ink Cartridges

- C4840A HP 10 black ink cartridge (26.5 ml or 26.5 cc)
- C4836G HP 11 cyan ink cartridge (14 ml or 14 cc)
- C4837G HP 11 magenta ink cartridge (14 ml or 14 cc)
- C4838G HP 11 yellow ink cartridge (14 ml or 14 cc)

The trade (replacement) consumables of HP Business Inkjet 1200 Printer Series are:

#### Trade Ink Cartridges

- C4844A HP 10 black ink cartridge (69 ml or 69 cc)
- C4836A HP 11 cyan ink cartridge (28 ml or 28 cc)
- C4837A HP 11 magenta ink cartridge (28 ml or 28 cc)
- C4838A HP 11 yellow ink cartridge (28 ml or 28 cc)

#### Printheads

- C4810A HP No. 11 black printhead

- C4811A HP No. 11 cyan printhead
- C4812A HP No. 11 magenta printhead
- C4813A HP No. 11 yellow printhead

## **Media**

The HP Business Inkjet 1200 Printer Series supports the same media types as supported by the HP Business Inkjet 1100 Printer Series, such as copier, bond, recycled, multipurpose, premium inkjet, premium inkjet heavy weight, premium transparency, premium photo paper, photo paper, professional brochure (matte and glossy), banner, statement, cards, and envelopes.

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## technology updates

### technology updates

#### hp PhotoREt III Color Layering Technology

This technology uses small, precisely placed drops of ink that visually blend together to create rich colors, smooth gradations, and well defined color boundaries. This type of technology works with the printer resolution to deliver excellent results without creating large file sizes and without slowing down printing.

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## value added services

### value added services

The value added services that HP provides with the HP Business Inkjet 1200 Printer Series are:

- Web
- HP Instant Support (HPIS) Web site
- myPrintMileage
- Embedded Web Server (EWS)
- Toolbox

#### Web

HP provides several resources on the Web for help related to the following:

- Latest printer software/driver
- Product information
- Support information

To obtain support information, access the following URL:

- <http://www.hp.com/support/businessinkjet1200>

#### HP Instant Support (HPIS) Web site

The HPIS Web site hosts a set of dynamic Web resources for printers. This Web site helps in managing the printer and planning the purchase of consumables.

Access the HPIS Web site to view the following information:

- Printer usage pattern
- Error alerts
- On-line troubleshooting tips

#### myPrintMileage

The myPrintMileage service helps track and forecast printer usage. In addition, it helps plan the purchase of printer supplies. This service consists of two parts:

- myPrintMileage Web site
- myPrintMileage AutoSend, a utility that periodically updates the device usage information on the myPrintMileage Web site

#### Embedded Web Server (EWS)

EWS is a Web-based tool that can be used to view status information, change settings, and manage the printer from any computer on the network. It includes links to HPIS and myPrintMileage, which are additional Web-based tools for troubleshooting printer problems and for managing printer activities and supplies more effectively.

#### Toolbox

The Toolbox provides status and maintenance information about the printer. It also provides links to the onscreen user guide for help in performing basic printing tasks and solving problems.

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## education and training

### education and training

Documentation/Training	Information	Purpose
Setup Poster	Setup poster provides illustrated information about the setup of the printer.	Printer Setup
User Guide	Onscreen user guide provides information about setting up, completing basic tasks, and solving printer problems.	Diagnose and solve printer problems
Printer Web Site	It is a Web location that provides self-help and troubleshooting tips.	Diagnose and solve printer problems
Getting Started Guide (GSG)	GSG provides instructions for setting up the printer and information about the warranty and safety issues.	Printer Setup
Readme file and release notes	The Readme files and release notes provide late-breaking information and printer troubleshooting tips.	Support and Warranty
Printer-driver onscreen Help (Windows)	The onscreen help includes overview information about the printer and the procedures performed using the printer software.	Diagnose and solve printer problems
HP Web sites on the World Wide Web (WWW)	The HP Web sites provide the latest printer software, product information, and support information that is available for the printer.	Diagnose and solve printer problems

### Modes of Training and Education

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## support services

### support services

HP offers various support services to troubleshoot and diagnose printer problems and provides instructions for service and repair. In addition, HP offers documentation and online and telephone support for troubleshooting. The various types of support services provided by HP are:

- Return and repair of the printer
- Support packs
- Free repair during 1-year warranty (worldwide)

### Online Support

HP provides several resources on the Web for troubleshooting. The URL <http://www.hp.com/support/businessinkjet1200> or <http://www.hp.com/cposupport> can be accessed for the following information:

- Setting up and using the printer
- Downloading printer drivers
- Accessing HPIS
- Solving a problem
- Ordering a product

Customers can also find product information on the following Web site:<http://www.hp.com>

### Telephone Support

Telephone support is available to all HP customers:

- Located worldwide
- Toll free telephone support during the warranty period in many locations

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#### Note

*It is important to note that telephone assistance is available during office hours only. In many locations, HP provides toll free telephone support during the warranty period. However, some of the support numbers may not be toll free.*

Representatives at Customer Care Center answer questions regarding the setup, configuration, installation, and operation of the printer. They also help troubleshoot and diagnose printer problems and provide instructions for service and repair. To assist the Customer Care Center representatives, it is recommended that the customers prepare the following information before calling:

1. Print the printer configuration page. If the printer does not print, get the following information ready:
  - Model number and serial number (located at the back of the printer), such as C8124A or C8135A and SG1881119P
  - Printer model (HP Business Inkjet 1200, 1200d, 1200dn, 1200dtn, or 1200dtwn)
2. Check the operating system of the computer connected to the printer, such as Windows 98 SE.
3. If the printer is connected to the network, check the network operating system, such as Windows NT Server 4.0.

4. Note the mode through which the printer is connected to the computer, such as parallel, USB, or network.
5. Obtain the printer driver and version number of the printer software, such as HP Business Inkjet 1200 PCL 3 version 1.0.
6. Note the application and version number, if it is a problem to print from a particular application.

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## standard warranty for the product

### standard warranty for the product

HP Product	Duration of Limited Warranty
Printer software	1 year
Accessories	1 year
Printer peripheral hardware	1 year

#### Duration of Warranty for HP Business Inkjet 1200 Printer Series Parts

### Extent of limited warranty

1. Hewlett-Packard warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above. The duration begins on the date of purchase by the customer.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
  1. Improper maintenance or modification;
  2. Software, media, parts, or supplies not provided or supported by HP; or
  3. Operation outside the product's specifications.
  4. Unauthorized modification or misuse.
4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product, which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product, which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's Limited Warranty Statement is valid in any country/region where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP



service facility in countries where the product is distributed by HP or by an authorized importer.

### **Limitations of warranty**

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

### **Limitations of liability**

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

### **Local law**

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights, which vary from state to state in the United States, from province to province in Canada, and from country/region to country/region elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
  1. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a customer (for example, the United Kingdom);
  2. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations
  3. Grant the customer additional warranty rights, specify the duration of implied warranties, which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

### **Repair and Warranty Information**

Hewlett-Packard warrants that the HP product will be free from defects for the specified duration from the date of purchase. HP limited warranty covers those defects that arise due to normal use.

## HP Inkjet Supplies - Warranty Quick Reference

### Note

*This document is intended to be an easy-to-read summary of the full HP warranty statement. To read the full warranty statement, view [www.hp.com/support/inkjet\\_warranty](http://www.hp.com/support/inkjet_warranty) and select the supply.*

**Is the product covered under warranty?** - If the ink supply or printhead is defective, return it for a refund or replacement provided all the following conditions are true:

- Ink supply: It is not out of ink.
- Printhead: It has not exceeded its warranted usage:
  - Black printhead: 530 ml (530 cc)
  - Color printhead: 200 ml (200 cc)

### Note

*To determine the volume of ink that has passed through the printhead currently installed in the printer, view Accumulated ink usage (ml) located under the Printhead Status section of the Configuration page.*

- Ink supply: It has not been refilled, remanufactured, or tampered.
- Printhead or ink supply: Its **End-of-Warranty** date has not expired. The End-of-Warranty date is printed on the printheads and ink cartridges. The format of the End-of-Warranty date is **YYYYMMDD**.



**New Printheads**



**Older Printheads**



### Ink Supplies

**Install-By Date:** Make sure to install the product before the install-by date printed on the supply package. Installing before or on the install-by date ensures that at least the following will be available before the End-of-Warranty date:

- Printhead: One year (Subject to accumulated ink usage limit)
- Ink supply: Six months

**HP Inkjet Supplies - Expiration:** As ink ages, it loses water. Old ink can damage the printheads or other parts of the printing system. In normal use, most cartridges will run out of ink long before the ink is old and cause damage. However, to prevent any possibility of damage, HP printers that use HP ink cartridges are designed to stop printing with the cartridges before the ink gets too old. View the **Expiration date (Y-M-D)** located under the **Ink Cartridge Status** section of the Configuration page.

- Expiration has nothing to do with the product warranty. For information about the warranty on ink cartridges, view [http://www.hp.com/support/inkjet\\_warranty](http://www.hp.com/support/inkjet_warranty).
- Expiration prevents damage from old ink. When ink cartridges expire, they stop working and must be replaced.

**Returning the Product:** There are two ways to return a product under warranty:

- Visit the retailer from whom the product was bought. (The warranty may be subject to the return policy of the retailer).
- If the product cannot be returned to the retailer, call the support phone number listed on the product insert that came in the box with the product.



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