



**HEWLETT  
PACKARD**

**NORTH AMERICAN RESPONSE CENTER**

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From: Bob Shields

Date: February 21, 1985

To: HP3000 System Managers

Subject: Response Center Application Note

Attached is the first of a series of Application Notes from the North American Response Center. Application Notes are intended to provide Hewlett-Packard customers with information in a format that will aid them in using and managing the hardware and software capabilities of their systems. Application Notes are created as a result of analysis of telephone inquiries to the Response Centers where the volume of calls we receive indicates a need for addition to or consolidation of information available through Hewlett-Packard support services.

The Application Notes will be distributed with the Software Status Bulletin (SSB) to assure wide availability, but won't be included with every SSB since their creation is determined by the circumstances outlined above.

Application Note #1 is the HP3000 Printer Configuration Guide for HP-IB systems (this excludes the Series II and III.) Hewlett-Packard has introduced a number of printers in recent years for text, graphic and word-processing applications. This guide covers some of the most common questions that System Managers have in configuring printers on their systems.

I welcome comments or suggestions for future Application Notes. Please direct them to me in writing at the above address.

Sincerely,

Bob Shields  
Support Engineering Manager

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