

Customer Telephone Support

To resolve problems with your printer use the suggestions provided in the *If You Have a Printing Problem* section in this user's guide.

From a touch tone phone, you can reach our automated, 24-hour fax retrieval service that allows you to request information on HP Products by calling:

HP FIRST Fax.....(800) 333-1917

To reach 24-hour access to pre-recorded messages for common printer problems, call:

HP Audio Tips.....(800) 333-1917

If you continue to have problems call the HP Customer Support Center to speak with someone for technical assistance or for repair information. This service is free during the hardware warranty of your printer; however, you are charged a toll for the phone call. If your printer is out of warranty, see the *If You Have a Printing Problem* section of this user's guide.

HP Customer Support Center..... (208) 323-2551

(Monday, Tuesday, Thursday, and Friday 7 am to 6 pm [MST])

(Wednesday 7 am to 4 pm [MST]; Saturday 9 am to 3 pm [MST])

Note

Place any telephone call to the HP Customer Support Center from a telephone located near your printer and computer. This helps your support representative quickly diagnose any printer problems.

Before calling, fill in the following information so that you will have it ready to help your Customer Support Center representative:

What is the serial number of your printer? (The serial number label is on the back of the printer.) _____

What model of printer do you have? HP DeskWriter 660C

What is the model of your Macintosh computer? _____

What is the version of software you are using, and what driver have you selected in the Chooser? _____



HP DeskWriter 660C Printer

.....

USER'S GUIDE

Manual Part Number
C2165-90200

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The HP DeskWriter 660C printer driver was developed by Hewlett-Packard Company using the Palomar Imaging Kernel developed by Palomar Software, Inc. The HP Background Startup, HP Background, and HP PrintMonitor are copyrighted programs of Palomar Software, Inc. They are licensed to Hewlett-Packard Company to distribute for use in combination with the HP DeskWriter 660C printer.

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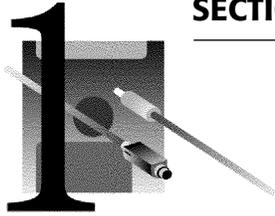
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PRINTING HISTORY

Edition 1, March 1995

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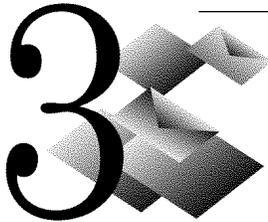
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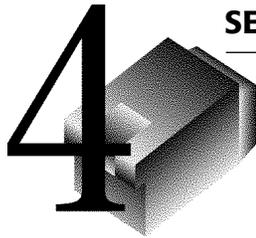


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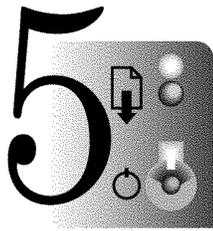


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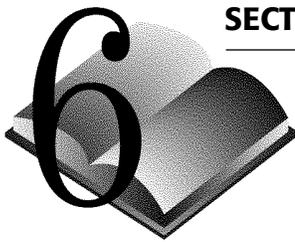
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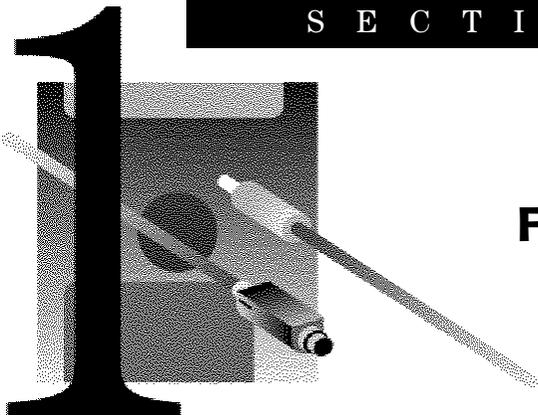
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S E C T I O N O N E



FIRST TIME SETUP

Congratulations on the purchase of your new HP DeskWriter 660C printer!

First Time Setup includes all the information you need to get your printer set up and ready to print. Setting up your HP DeskWriter 660C printer includes the following steps:

READ
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- ✓ Unpacking your printer
- ✓ Connecting your printer to your computer
- ✓ Loading paper in your printer
- ✓ Installing the print cartridges
- ✓ Verifying the printer is working
- ✓ Installing the printer software
- ✓ Aligning the print cartridges

The remainder of this User's Guide includes important information on using and maintaining your HP DeskWriter 660C printer.

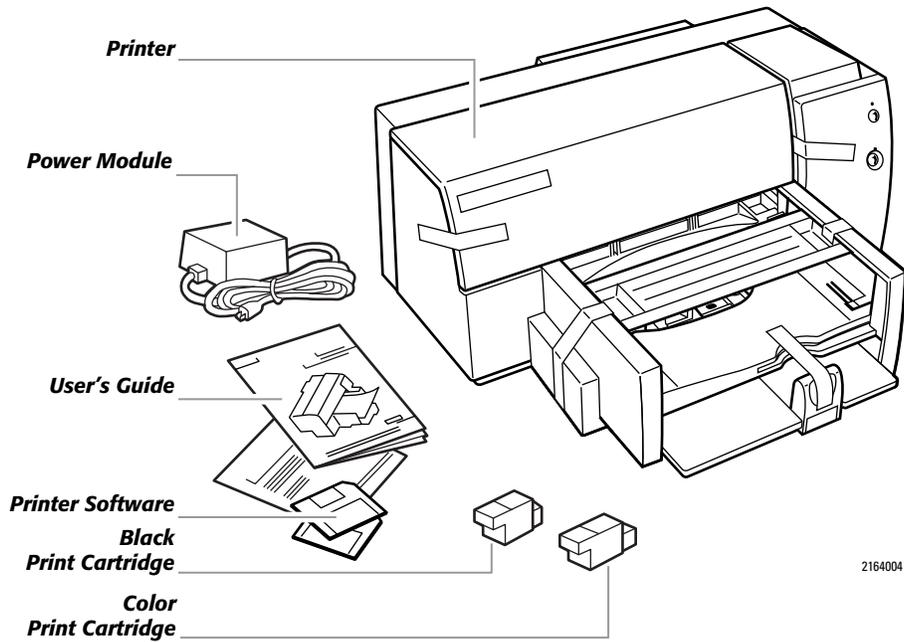
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Unpacking Your Printer

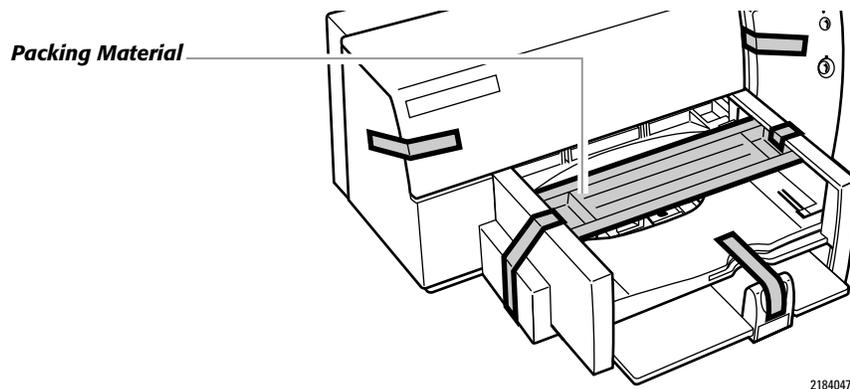
1. Unpack the accessories, packing material, and printer from the carton. Set the printer on a flat, stable surface.
2. Make sure the following items were shipped with your printer. If any of these items are missing or damaged, contact the dealer from whom you purchased your printer.



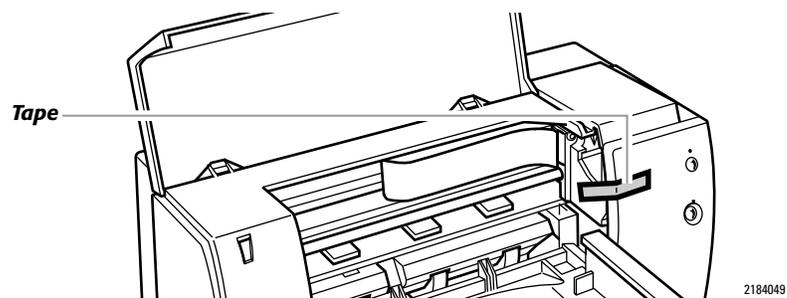
Save the carton and packing material so you can use it to move or ship your printer later.

FIRST TIME SETUP

3. Remove the packing tape securing the left side of the top cover, securing both sides of the OUT tray packing material, and securing the paper length adjuster to the printer.
4. Remove the packing material.



5. Open the top cover and remove the tape securing the print cartridge cradles inside the printer.

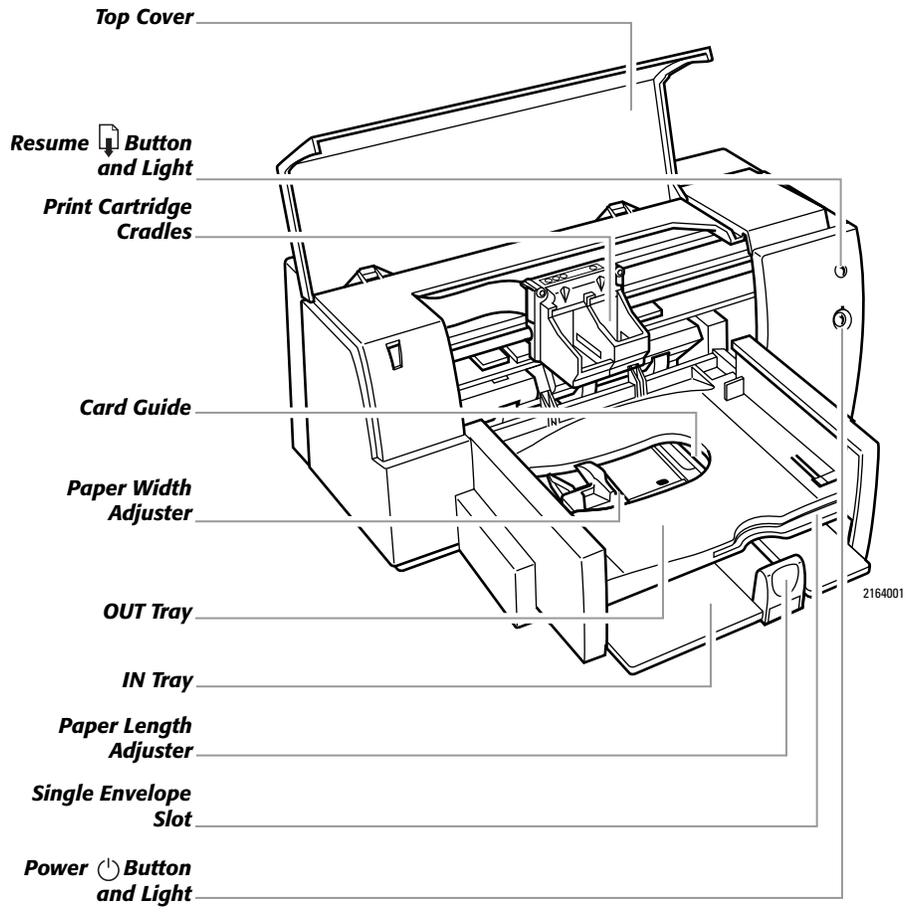


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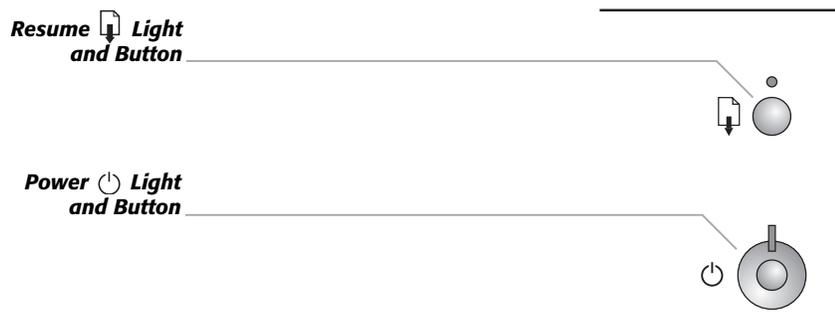
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Identifying the Parts of Your Printer



What the Buttons and Lights Do

The resume  and power  buttons and lights are on the front of the printer. In general, the lights indicate when the printer is operating correctly and when it needs attention from you; and the buttons are used to control the printer.



The next table summarizes what to do when the lights are in different states.

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SECTION ONE

When the Lights are...

You Need to...

| | |
|---|---|
|  <i>Turned off and</i>  <i>Turned off</i> | Press the power  button to turn on the printer. |
|  <i>Steadily lit and</i>  <i>Turned off</i> | Send a document to the printer. The printer is in the ready-to-print state. |
|  <i>Steadily lit and</i>  <i>Blinking</i> | <p>If you just installed a print cartridge, make sure the print cartridge is securely snapped into the printer with the arrow aligned with the dot on the top of the print cartridge cradle.</p> <p>Close the top cover of the printer if it is open.</p> <p>Check the IN tray to be sure it contains paper and that the paper is correctly loaded in the tray.</p> <p>Press the resume  button to clear the error condition. Then check your computer screen for any reported error message and corrective action instructions.</p> |
|  <i>Blinking and</i>  <i>Turned off</i> | No action required. This indicates that either the computer is sending a document to the printer or that the printer is currently busy printing a document. |
|  <i>Blinking and</i>  <i>Blinking</i> | Press the power  button to turn off the printer. At the computer, cancel any documents awaiting printing. Then press the power  button again to turn the printer back on. If the lights continue to blink alternately, see the troubleshooting information in <i>Section 5</i> of this User's Guide. |
|  <i>Steadily lit and</i>  <i>Steadily lit</i> | See the troubleshooting information in <i>Section 5</i> of this User's Guide. |

Connecting the Printer Cable

A shielded network connector kit or a shielded serial printer cable are not supplied with your printer, allowing you to purchase the kit or cable of your choice. If you use PhoneNET connectors in your network, you'll need to purchase an AppleTalk Connector kit; if you use LocalTalk connectors in your network, you'll need to purchase an Apple LocalTalk Locking Connector kit. If you connect your printer directly to your Macintosh computer, you'll need to purchase a serial printer cable. See your local computer dealer or *Available Supplies and Accessories* on page 85 for details.

1. Position the printer with the back toward you.
2. Perform the steps in either the procedure **Connecting Directly to a Macintosh Computer** (on page 8) or in the procedure **Connecting to an AppleTalk Network** (on page 9).

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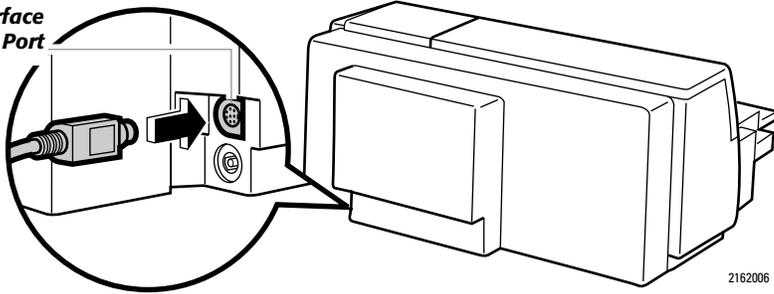
SECTION ONE



Connecting Directly to a Macintosh Computer

1. Connect one end of the serial printer cable firmly to the printer's interface port.

Printer's Interface Port



NOTE

A serial printer cable resembles a "switch box" extension cable; however, do not use a switch box extension cable because it will not work properly.



2. Connect the other end of the printer cable to either the modem port or printer port (whichever is available) on the back of the computer.

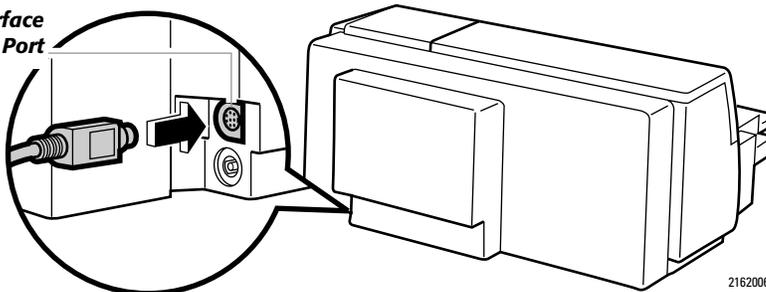


Connecting to an AppleTalk Network

Use the following steps to connect your printer to the computer using an AppleTalk network. (If your computer is already connected to a network, refer to the documentation provided with your network for appropriate connection procedures.)

1. Connect a connector box firmly to the printer's interface port.

Printer's Interface Port



2. Connect a second connector box to the *printer port* on the back of the computer. Do not connect to the modem (phone) port.
3. Connect the two connector boxes with a network interface cable. You may use either connector on the connector box.
4. If necessary, terminate the AppleTalk network as described in the documentation provided with the connector boxes.

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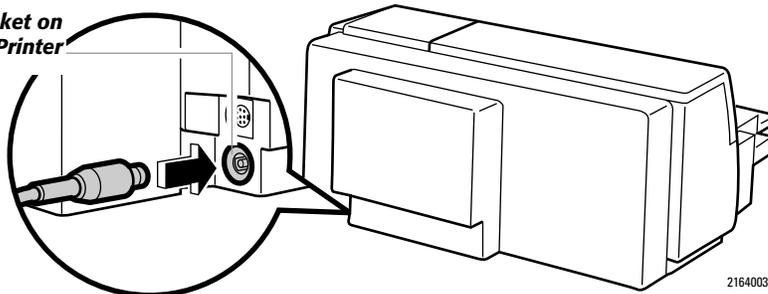
SECTION ONE

Connecting the Power Module

Be sure the electrical outlet you intend to use to power your printer is located near the equipment and is easily accessible.

1. Plug the power module connector firmly into the printer's power socket

*Power Socket on
Back of Printer*



2. Plug the other end of the power module cord into an electrical outlet.

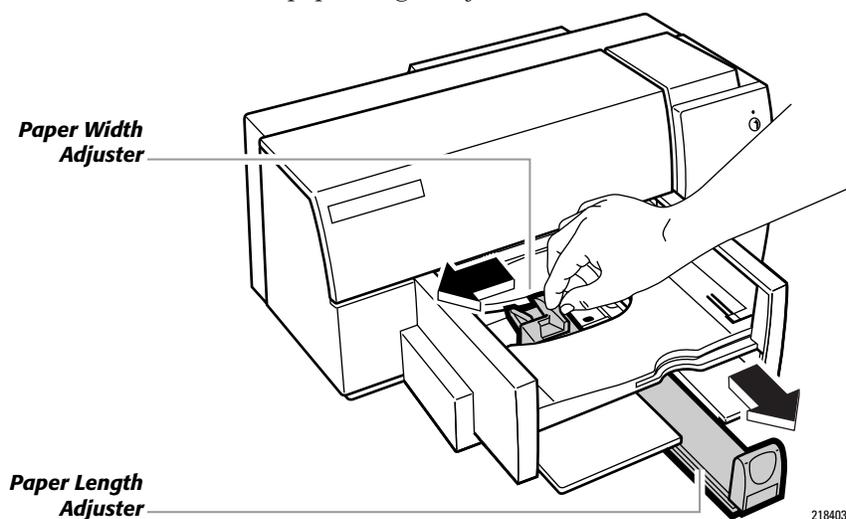
NOTE

Place the power module at least 1 inch (approximately 3 cm) away from your computer, disk drive, or hard disk to avoid magnetic interference.

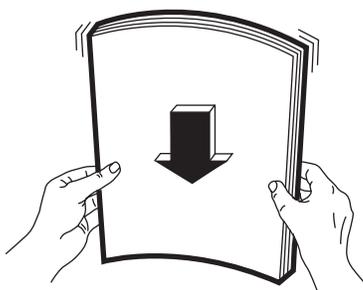
Loading Standard Size Paper

The HP DeskWriter 660C printer prints on plain, premium, and glossy paper; envelopes; cards; transparencies; and Avery paper labels. Most bond paper yields good results. Use this procedure to load standard size paper into the printer. See *Section 3* for more information on using paper, envelopes, cards, transparencies, and Avery paper labels.

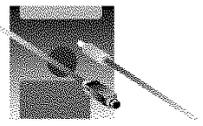
1. Slide the paper width adjuster to its leftmost position.
2. Pull out the paper length adjuster.



3. Remove up to a $\frac{1}{2}$ inch (approximately 1 cm) stack of paper from the packaging. Fan the edges of the paper stack to separate the pages. Then tap the short edge of the stack on a flat surface to even the stack.

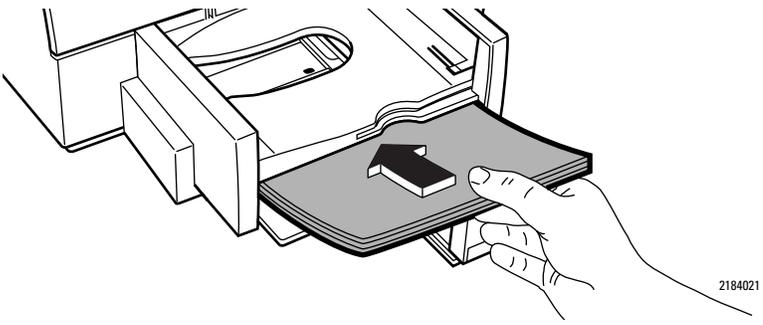


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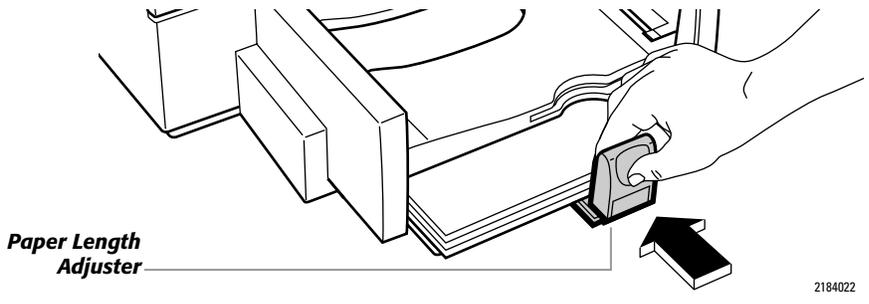


SECTION ONE

- 4. Insert the paper evenly into the IN tray, print side down, until it stops. (For plain paper, the print side is identified by a word or symbol on the paper's packaging. See *Determining the Print Side of Paper* on page 29 for more details.) Align the right edge of the stack with the right edge of the IN tray.



- 5. Push the paper length adjuster in toward the paper until it stops.



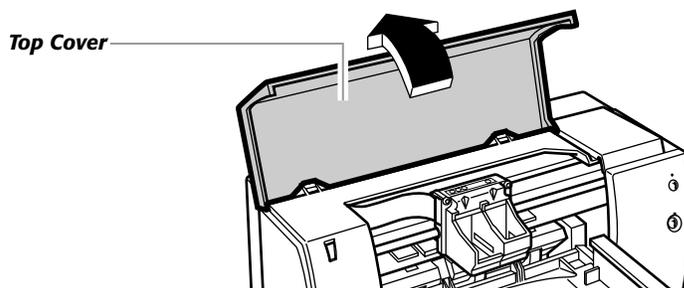
Make sure the paper does not bend in the IN tray.

Installing the Print Cartridges

1. Turn on the computer, then turn on the printer by pressing and releasing the power  button.

The very first time you turn on the printer, the printer performs a startup procedure.

2. Open the top cover of the printer. In a few moments the empty print cartridge cradles automatically move to the center of the printer and the resume  light flashes

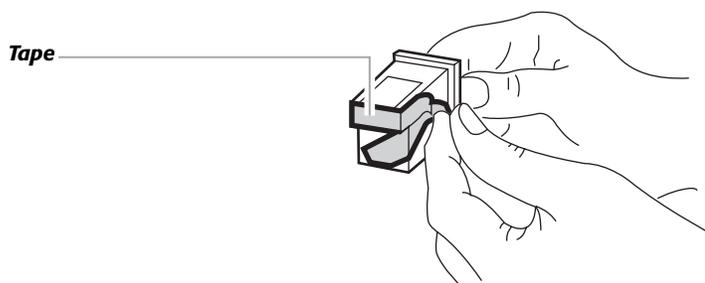


3. Open the black print cartridge packaging. Grasp the black print cartridge by the top and remove the cartridge from the package.

NOTE

Be careful not to touch the ink nozzles or the copper contacts.

4. Remove **both** pieces of tape covering the ink nozzles and the vent hole on the black print cartridge.

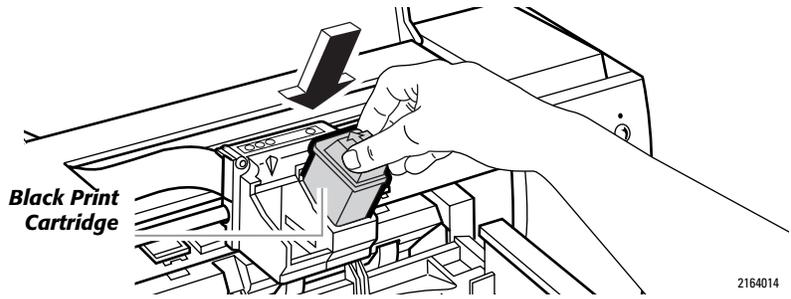


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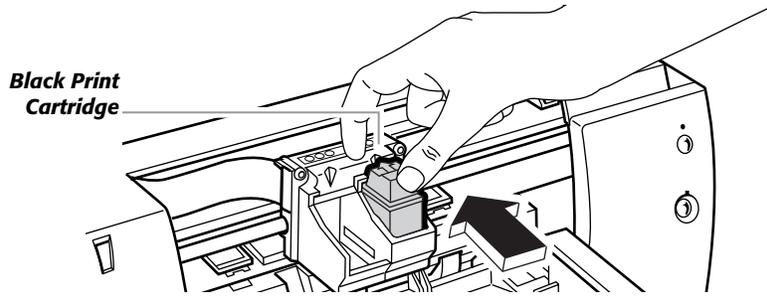


SECTION ONE

- Drop the black print cartridge into the rightmost cradle. Align the arrow on the cartridge top with the black dot on top of the cradle.



- Push the arrow toward the black dot until the black print cartridge snaps into place. (Rocking of the cradle is normal.)

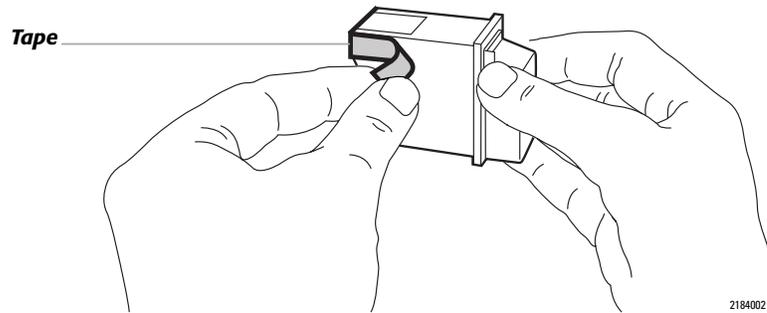


- Open the color print cartridge packaging. Grasp the color print cartridge by the top and remove the cartridge from the package.

NOTE

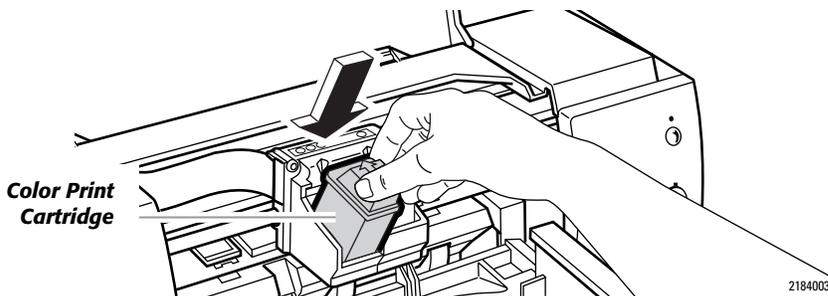
Be careful not to touch the ink nozzles or the copper contacts.

- Remove the piece of tape covering the ink nozzles on the color print cartridge.

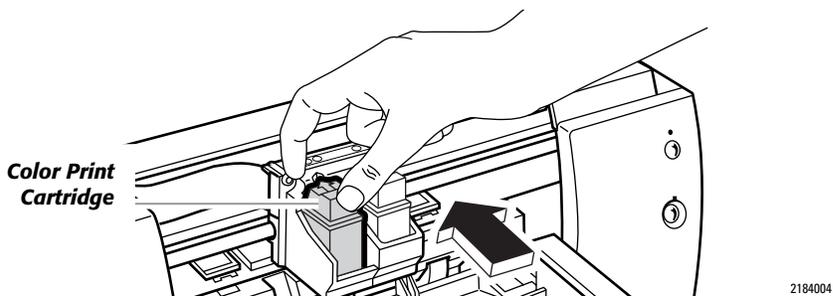


FIRST TIME SETUP

9. Drop the color print cartridge into the leftmost cradle. Align the arrow on the cartridge top with the three color dots on top of the cradle.



10. Push the arrow toward the colored dots until the color print cartridge snaps into place. (Rocking of the cradle is normal.)

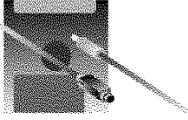


11. Close the printer's top cover. The print cradles return to their "home" position on the right side of the printer and the resume  light turns off.

NOTE

If the resume  light continues to blink and if the cradles do not move to the right side of the printer, remove and reinstall the print cartridges. Make sure the print cartridges are pressed down into the cradles before you snap them forward into position.

READ
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SECTION ONE

Verifying the Printer is Working

Before installing the printer software, make sure your printer is set up and working properly by performing a printer self-test.

1. To print a one-page self-test pattern, with the computer turned on and printer's power  light lit, press and hold down the resume  button a few seconds.
2. When the printer begins to print, release the resume  button.



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NOTE

The self-test pattern may vary slightly from the example shown. If you cannot print a self-test pattern, see the troubleshooting information in *Section 5*.

To fully use all the features of your HP DeskWriter 660C printer, install the printer software supplied with the printer by following the instructions given next.

Installing the Printer Software

Unless you install the software supplied with your printer, you will not be able to print to your new HP DeskWriter 660C printer. For more information about the software provided with your printer, see *Section 2*.

System Requirements

To install your HP DeskWriter Series printer software, you need:

- A computer with a 68020 (or faster) processor with a hard disk drive with at least 7.5 MB of free disk space (1.5 MB for the printer drivers and 6.0 MB for the fonts). If you have less than 7.5 MB of free disk space, your software may not install properly.
- Macintosh system software version 7 or later.
- At least 4 MB of system memory.

NOTE

The standard printer software supplied with the HP DeskWriter 660C printer is QuickDraw compatible, but not compatible with QuickDraw GX. However, in some countries, HP provides additional printer software for use with QuickDraw GX. Check the software diskettes shipped with your printer to see if the QuickDraw GX printer software is provided. If the QuickDraw GX printer software is not provided with your printer, see the information card enclosed with your printer for instructions on how to obtain printer software for use with QuickDraw GX.

Before you install the printer software:

- 1.** Make a copy of the Installation Disks. Use the copy for installation and keep the original disks in a safe place.
- 2.** Turn off any virus protection applications.
- 3.** Quit any open applications.

NOTE

If the printer software is damaged or missing from the package, contact your authorized Hewlett-Packard dealer as described under *Contacting Customer Support* on page 73.

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SECTION ONE

Installing the printer software:

The driver installer provides two options: Easy Install and Customize. Use the Easy Install option to install *all* of the printer software in the correct locations on your hard disk. Use the Customize option to install only selected portions of the printer software as described in the ReadMe file on the Driver Installation disk.

1. Make sure your computer is turned on.
2. Insert the Driver Installation disk and double-click the Installer icon.
3. Follow the instructions on the screen.

NOTE

If the Installer finds a file that has the same name as one it is installing, it replaces that file with the most current version.

4. Optionally, perform the steps in the procedure **Installing the TrueType fonts** (given below) if you want to use the TrueType fonts in your printed documents.
5. You must select your printer in the Chooser as described in the procedure **Choosing Your Printer** (on page 19) before you can start printing.
6. After installing the printer software, align the print cartridges as described on page 21.

Installing the TrueType fonts:

Perform this optional procedure only if you want to use the TrueType fonts provided with your printer in your printed documents. To install all of the TrueType fonts in the correct locations on your hard disk:

1. Insert the Fonts Installation disk and double-click the Installer icon.
2. Follow the instructions on the screen.

NOTE

If you need more detailed instructions for installing fonts on your system, see the ReadMe file on the Fonts Installation Disk.

Setting the Disk Cache

To enhance the performance of your printer, you need to set the disk cache of the computer.

1. From the Finder's Control Panels, double-click to open the **Memory** control panel.
2. Set the size of the **Disk Cache** to at least 256K by clicking on the up-arrow of the Disk Size box.
3. Close the Memory control panel by clicking on the close box in the upper left corner.

Choosing your printer:

Use the Chooser to select the printer driver, printer, and port.

When your printer is connected directly to your computer with a serial printer cable, follow these steps to choose a printer:

1. Select the Chooser from the Apple menu.
2. Select the DW 600 Series icon (on the left side of the Chooser).
3. Then select either the printer or modem port on the right side of the Chooser. If you select the printer port and if your computer is also connected to an EtherTalk network, make AppleTalk inactive by clicking the **Inactive** button.



Printer



Modem

The driver automatically selects the model of printer you are using. However, to verify that the correct printer has been selected, click the **Setup** button and check that **DeskWriter 660C** is highlighted in the pop-up menu.

4. If you want to print in background mode, select Background Printing by clicking the **On** button.

NOTE

If the Background Printing buttons are grayed out, background printing is unavailable. See *If You Get a Message at the Computer* on page 59.

5. Close the Chooser by clicking the close box in the upper left corner. You are alerted that you have changed printers.

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SECTION ONE

When your printer is connected to an AppleTalk network, follow these steps to choose a printer:

1. Select the Chooser from the Apple menu.
2. Make AppleTalk active by clicking the **Active** button.
3. If required by your computer, select **Restart** from the Finder's Special menu to activate AppleTalk. Then reselect the Chooser from the Apple menu.



4. Select the DW 600 Series (AT) icon (on the left side of the Chooser).
5. If you are on a large network, select your AppleTalk zone from the window in the lower left corner.
6. Select your printer from the window on the right.

The driver automatically selects the model of printer you are using. However, to verify that the correct printer has been selected, click the **Setup** button and check that **DeskWriter 660C** is highlighted in the pop-up menu.

7. If you want to print in background mode, select Background Printing by clicking the **On** button.

NOTE

If the Background Printing buttons are grayed out, background printing is unavailable. See *If You Get a Message at the Computer* on page 59.

8. Close the Chooser by clicking the close box in the upper left corner. You are alerted that you have changed printers.

Naming Your Printer

If your DeskWriter Series printer is connected to an AppleTalk network that has multiple HP DeskWriter series printers connected to it, you may want to name your printer to distinguish it from other printers listed in the Chooser. This ensures that you can select the desired printer on the network.

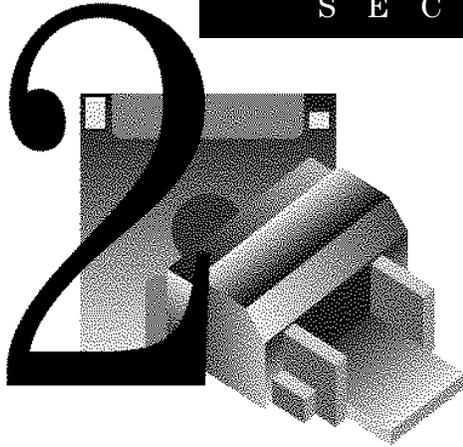
Before you name your printer, make sure the printer is turned on and connected to the network. Then follow these steps:



1. Select the Chooser from the Apple menu.
2. Select the DW 600 Series (AT) icon (on the left side of the Chooser).
3. If you are on a large network, select your AppleTalk zone from the window in the lower left corner.
4. Select your printer from the window on the right, then click **Setup**. (By default, the unnamed printer is named **DeskWriter 660C** in the list of printers.)
5. Type in a new name for your printer. Click **Rename**, then click **OK**.
6. Close the Chooser by clicking the close box in the upper left corner. You are alerted that you have changed printers.

Aligning the Print Cartridges

1. From within your software application, choose **Page Setup...** from the File menu to display the Page Setup dialog box.
2. Click **Service** to display the Service dialog box.
3. Click the **Start** button next to **Align Print Cartridges**.
4. Click the **Align** button and follow the instructions on the screen.

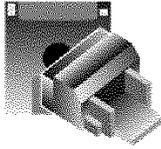


USING THE PRINTER SOFTWARE

The Software Provided for Your Printer

The features provided with your printer software include:

- Laser-quality text and graphics printing in portrait and landscape orientations
- A printer driver for the HP DeskWriter 660C printer
- TrueType and Adobe Type Manager scalable typeface support
- Many TrueType fonts
- ColorSmart technology



Printing Features

After installing the printer software and choosing the HP DeskWriter 660C printer as described in *Section 1*, you are ready to start printing from your software applications.

You select general print settings, such as the paper size and type, the page orientation, and so forth, from within the software application by choosing **Page Setup** from the File menu to display the Page Setup dialog box.

You select specific print settings, such as intensity, halftoning patterns, and color matching, from within the software application by choosing **Options** from either the Page Setup or the Print dialog box to display the Options dialog box. Typically, you will want to leave these Options settings at **Auto**, allowing ColorSmart to provide the best printing of your files.

You can print documents in either of the following two ways:

- **From within a software application** — Choose **Print** from the File menu.
- **From the Finder** — Select the document(s) you want to print by clicking on the document icon(s) and choosing **Print** from the File menu.

You can select multiple documents for printing in succession. These documents need not have the same specifications nor do they need to have been created with the same software application. The printing specifications for each document are used when that document is printed. However, the printer does not notify you if the documents require different sizes or types of paper.

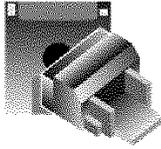
About Printing in Color

Your HP DeskWriter 660C printer prints in color when a color-capable application is used with the printer. To print in color, be sure you have created colored text or pictures within your document, then turn on color printing in your software application.



The quality of your color printing depends partly on how the four inks — black, cyan, yellow, and magenta — are placed on the printed page. Your HP DeskWriter 660C printer uses HP's ColorSmart technology to intelligently analyze your documents at the time of printing to provide the best color output. ColorSmart identifies each element on a page — text, simple graphics, or complex graphics such as photographic images — and automatically applies the appropriate color settings to each element during printing.

To economize on the use of the color print cartridge, print draft copies of your color documents in grayscale using the black print cartridge. Grayscale printing is significantly faster than color printing, and it gives you a good approximation of your final output. To print in grayscale, select the **Grayscale** printing mode in the Print dialog box.



Other Printing Options

Printing in the Background

Background Printing allows you to work on other documents while printing. When Background Printing is on, the information needed to print the document is saved in the PrintMonitor Documents folder, a temporary folder in the System Folder on your hard disk. This copy of the document is then sent to the printer. Because processing a document to disk takes significantly less time than printing a document, you regain control of your computer sooner. However, the actual printing of the document is slower.

If you send several documents to the printer, the spooled copies are placed in the PrintMonitor Documents folder. Each document is printed in the order in which it was received.

To use Background Printing, select the Chooser from the Apple menu, select the DeskWriter 660C printer, and click the **On** button under Background Printing.

Printing Back to Front

Click the **Print Back to Front** box in the Print dialog box to print your document in reverse order so that the document is in the correct order in the printer's OUT tray when printing is complete.

If your software application offers the option of printing back to front and you select both back to front options, the document prints from front to back.

Previewing a Document

Click the **Preview** button in the Print dialog box to see how your document will be positioned on the page when printed.

Using the HP PrintMonitor

You can use the HP PrintMonitor during Background Printing to:

- See which file is currently printing
- View and re-arrange the order of files waiting to be printed
- Cancel a file from printing
- Remove a file from the print queue
- Establish preferences for the level of notification used when the printer needs attention

However, you cannot directly print a file from the HP PrintMonitor. The HP PrintMonitor prints in the background until the PrintMonitor Documents folder is empty.

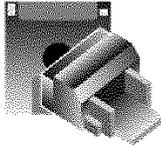
To open the HP PrintMonitor during Background Printing, select HP PrintMonitor from the Application menu in the upper-right corner of the menu bar.

To open the HP PrintMonitor when the printer is inactive, double-click on the HP PrintMonitor icon in the Extensions folder.

NOTE

By default, the HP PrintMonitor is not displayed during printing. To automatically display the HP PrintMonitor during printing, change the setting in the Preferences dialog box.

To change your preferences settings for the HP PrintMonitor: Once the HP PrintMonitor is displayed, choose **Preferences** from the File menu. Make the desired changes in the Preferences dialog box.



SECTION TWO

Using the Online Help

The HP DeskWriter Series printer software offers online Balloon help. Use the Balloon Help to get information about options in the dialog boxes.

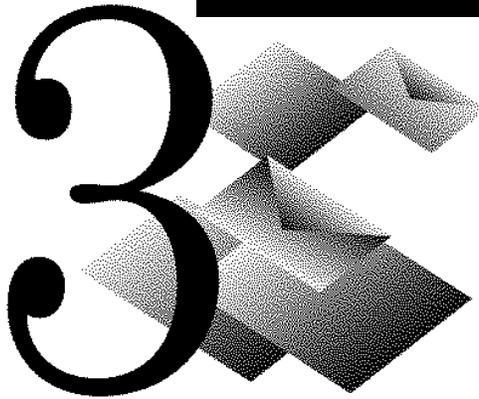
Choose **Show Balloons** from the Help menu in the upper right corner of the menu bar. If **Show Balloons** is not an option in the menu, Balloon Help is already on. Balloon Help provides pop-up help when you move the mouse cursor over certain parts of the screen. To turn off Balloon Help, choose **Hide Balloons** from the Help menu.

Using the ReadMe Files

There are two ReadMe files that came with your printer software: one on the Driver Installation disk, and one on the Fonts Installation disk. See these files to get late breaking information on your printer software and for more detailed information that is not included in this booklet. These files can be printed.

Updating the Printer Software

HP periodically provides updates of the printer software. These updates may include enhancements that improve the performance of your printer. See *Contacting Customer Support* on page 73 for detailed instructions on obtaining updated printer software.

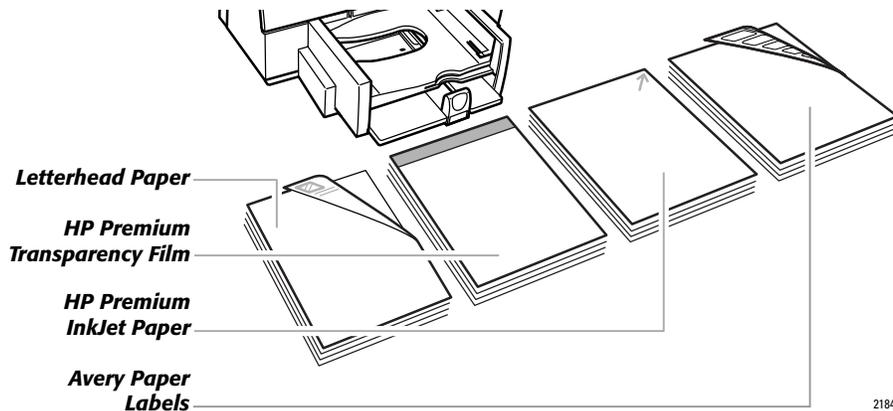


USING PAPER, CARDS, ENVELOPES, LABELS, AND TRANSPARENCIES

Determining the Print Side of Paper

Be sure to insert all paper, transparencies, cards, Avery paper labels, and envelopes *print side down* into the IN tray of the printer. For plain paper, the print side is identified by a symbol or word on the packaging.

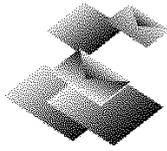
- For letterhead paper, *load the letterhead side down and forward.*
- For HP Premium Transparency Film, *load the rough side down with the adhesive strip forward.*
- For HP Premium InkJet Paper, *load the print side down with the corner arrow pointed forward.*
- For HP Premium Glossy Paper, *load the glossy side down.*
- For Avery Paper Labels, *load the label side down.*



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NOTE

Be sure the settings in the software match the type of paper loaded in your printer.



SECTION THREE

Guidelines for Using Paper

- To obtain the best print quality and to avoid getting paper jammed in the paper feed rollers of the printer, always use paper, envelopes, index cards, postcards, Avery paper labels, and transparency films that conform in weight, type, and size with those listed in the *Specifications* on page 82.
- Load only one type of paper, envelope, or transparency at a time in the IN tray, making sure the right edge of the stack is aligned with the right edge of the IN tray.
- When using index cards or postcards, make sure the right edge of the card stack is aligned with the left side of the raised card guide.
- Never load more than $\frac{1}{8}$ inch (1 cm) of paper or transparencies, $\frac{1}{4}$ inch ($\frac{1}{2}$ cm) of cards or Avery paper labels, or 20 envelopes into the IN tray at one time.
- Always load index cards and postcards where the paper is longer than wide when placed in the IN tray.
- When using the single envelope slot, always lower the card guide in the IN tray, be sure that paper is loaded in the IN tray, and be sure to push the envelope all the way into the slot.
- Only use Avery paper labels that are specifically designed for use with HP InkJet printers. Do not use plastic or clear labels.
- Always use software settings that match the type and size of the paper, envelopes, transparencies, or cards in the printer.
- Some types of paper, such as transparencies, glossy paper, and coated cards, need longer drying times. The HP ColorSmart Printer Driver automatically provides the appropriate drying time for each printed page based on the paper type, print quality, and inks printed.

Selecting and Storing Paper, Envelopes, Cards, Labels, and Transparencies

NOTE

Always use paper, envelopes, index cards, post cards, and other paper stock that conforms in weight, type, and size with that listed in the *Specifications* on page 82.

Selecting Paper

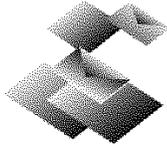
The HP DeskWriter 660C printer prints on plain paper, HP Premium Glossy Paper, HP Premium InkJet Paper, and HP Premium Transparency Film. Most bond paper yields excellent printing results and is appropriate for your letterhead stationery.

Use these guidelines to select paper:

- Most papers have a side conditioned for printing and a side not conditioned for printing. Before you purchase large quantities of a paper, print on both sides of a few sheets of the paper to determine if it produces acceptable quality printing on its “print” side.
- Be sure that your paper does not have tears, dust, wrinkles, or curled or bent edges.
- Only load one type, size, and weight of paper in the printer at one time.
- For color printing, most bond paper produces good results. However, choose HP Premium InkJet Paper or HP Premium Glossy Paper to produce intense, high quality color results.

Selecting Envelopes

- Print on a few envelopes before you purchase large quantities.
- Use high-quality envelopes that are thin and sharply creased.
- Do not use envelopes with thick or crooked edges, or envelopes that are damaged, curled, wrinkled, or irregularly shaped.
- Do not use envelopes that are shiny or embossed, or envelopes with clasps or windows.



SECTION THREE

Selecting Transparencies, Labels, and Other Paper

- To achieve best color print quality, use only the recommended HP Premium Transparency film for printing transparency slides. This transparency film was designed specifically for use with your printer.
- Only use Avery paper labels that are specifically designed for use with HP InkJet printers.
- Do not use plastic or clear labels. The ink formulated for use with this printer does not dry when used with plastic or clear labels.
- Do not use paper or Avery paper labels that are damaged, folded, curled, or wrinkled.
- Do not use Avery paper labels that are over two years old.
- Do not print on partially used sheets of Avery paper labels.
- Do not use paper with cutouts or perforations, except HP approved Avery paper labels.
- Do not use multiple-part forms.
- Do not use paper that is heavily textured or embossed.

Storing Paper, Envelopes, Cards, Labels, and Transparencies

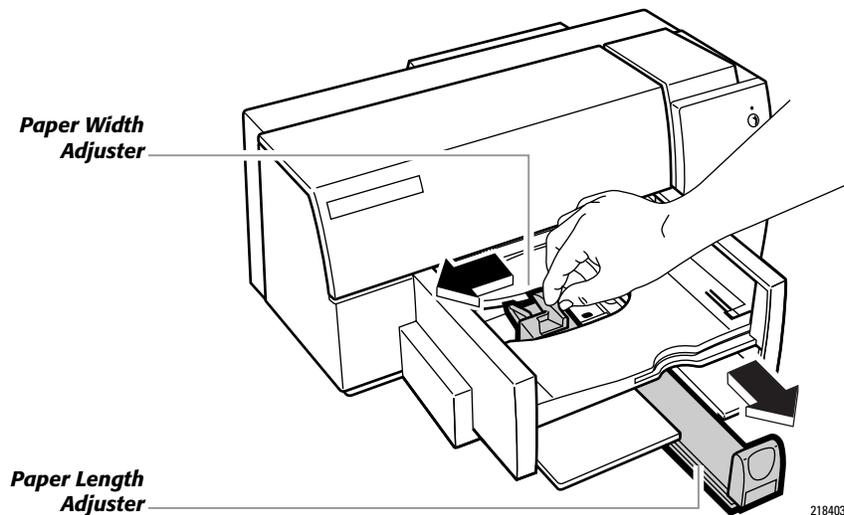
Store your paper in its packaging until you use it. Protect the paper from temperature and humidity extremes by wrapping it tightly in plastic.

Always store Avery paper labels flat in the original package to avoid wrinkling or bending.

Using Standard Size Paper

Use this procedure to print on standard size paper or transparencies with your HP DeskWriter 660C printer. Paper and transparency sizes that are considered *standard* are: U.S. Letter (8.5 x 11 inches) and U.S. Legal (8.5 x 14 inches).

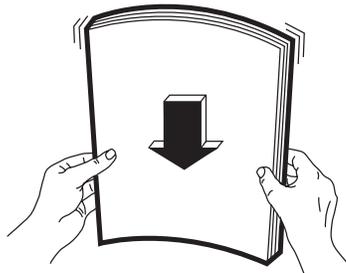
1. Slide the paper width adjuster to its leftmost position.
2. Pull out the paper length adjuster.



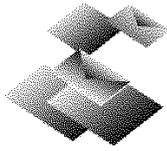
NOTE

Make sure the card guide (used when printing on index cards and postcards) is in the down position. (See the drawing on page 35 in the procedure *Using Index Cards and Postcards* for the location of the card guide.)

3. Remove up to a $\frac{1}{2}$ inch (approximately 1 cm) stack of paper from the packaging. Fan the edges of the paper stack to separate the pages. Then tap the short edge of the stack on a flat surface to even the stack.

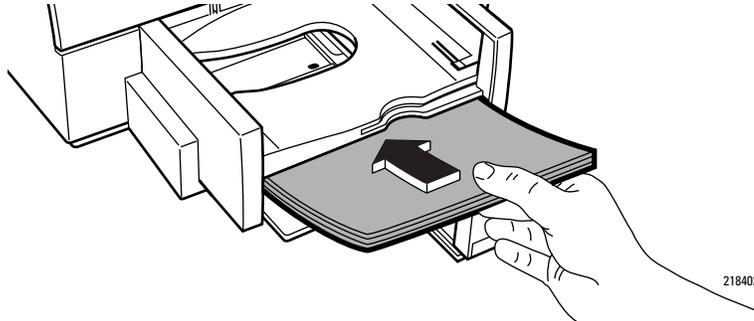


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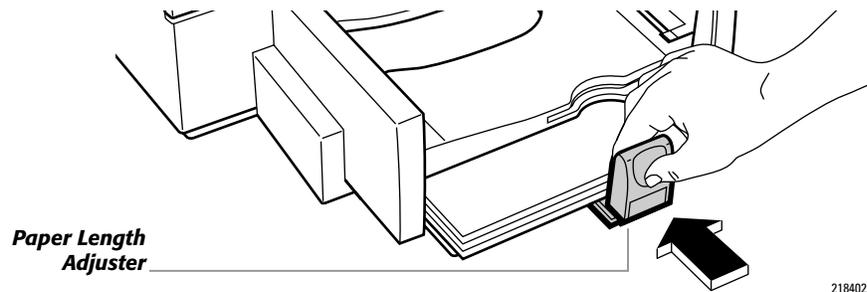


SECTION THREE

4. Insert the paper evenly into the IN tray, print side down, until it stops. Align the right edge of the stack with the right edge of the IN tray.



5. Push the paper length adjuster in toward the paper until it stops.



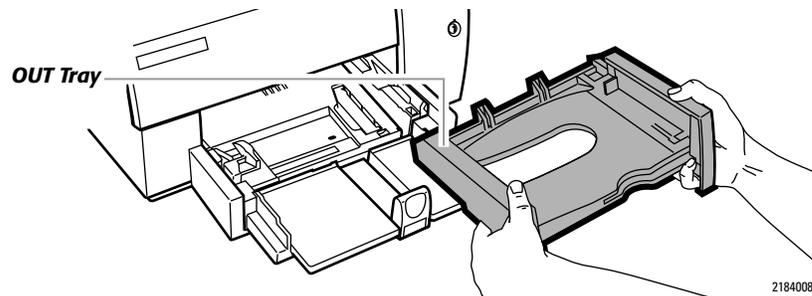
Make sure the paper does not bend in the IN tray.

6. Set the software to print on the size and type of paper now in the printer.

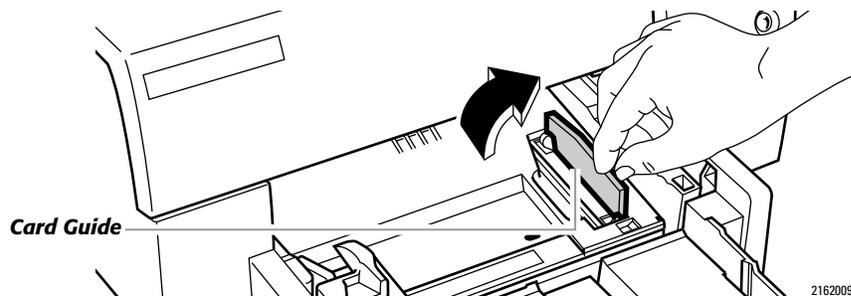
Using Index Cards and Postcards

Use this procedure to print on index cards or postcards with your HP DeskWriter 660C printer. Make sure the index cards or postcards that you use with your printer conform in size and weight to those listed in the *Specifications* on page 82.

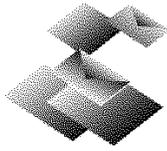
1. Remove the OUT tray.



2. Raise the card guide.

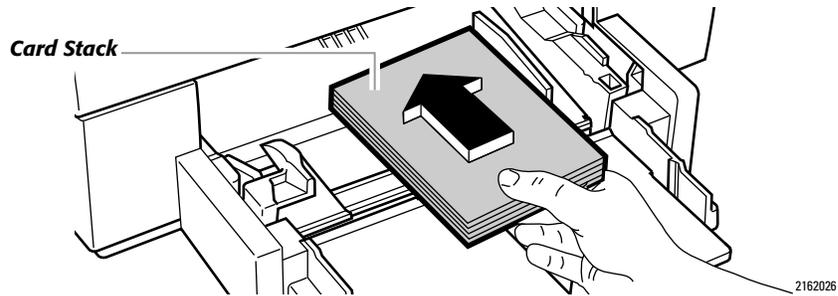


3. Remove up to a $\frac{1}{4}$ inch ($\frac{1}{2}$ cm) stack of cards from their packaging and tap the short edge of the stack on a flat surface to even the stack.

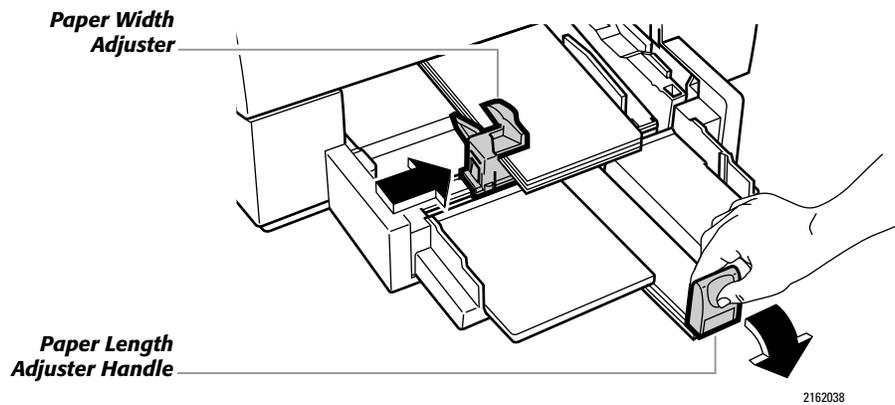


SECTION THREE

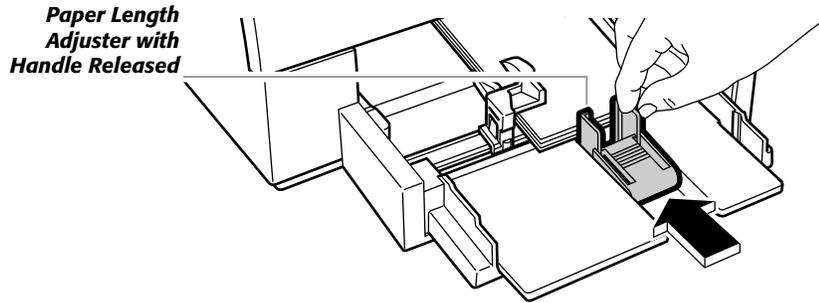
4. Insert the cards into the IN tray. Align the right edge of the card stack with the card guide.



5. Slide the paper width adjuster to the right until it aligns with the left edge of the card stack.
6. Press the inside of the paper length adjuster handle to release and lower it.



7. Push the paper length adjuster in toward the card stack until it stops.



8. Replace the OUT tray. If you encounter difficulty replacing the OUT tray, lift the top cover, wait a few moments for the print cartridge cradle to move to its center position, replace the OUT tray, then lower the top cover.

Make sure the cards do not bend in the IN tray.

9. Set the software to print on the size and type of cards now in the printer.

Using Envelopes

The HP DeskWriter 660C printer allows you to load up to 20 envelopes at a time in the IN tray or to feed a single envelope through the printer (without first removing the paper from the IN tray) by using the single envelope slot.

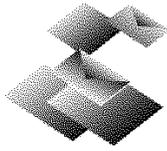
NOTE

Using loosely creased or thick envelopes reduces the capacity of the IN tray. Because of these variations in envelope styles, the IN tray might accommodate less than 20 envelopes.

Always use envelopes that conform in weight, type, and size with those listed in the *Specifications* on page 82.

NOTE

For more information about using envelopes, see the ReadMe file.



SECTION THREE

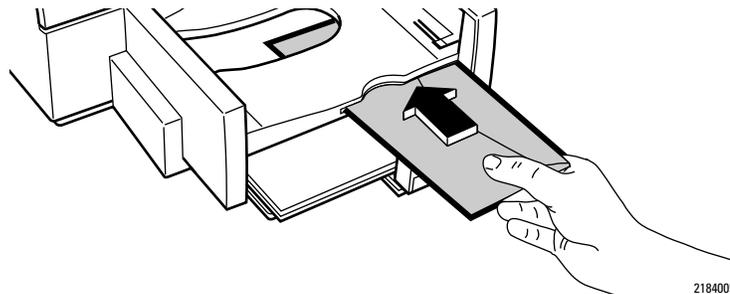
Using the Single Envelope Slot

The single envelope slot allows you to print on either a No. 10 or a DL size envelope. Other envelope sizes are not supported with the single envelope slot.

NOTE

Do not remove the paper from the IN tray, and be sure the card guide is in the down position, before using the single envelope slot.

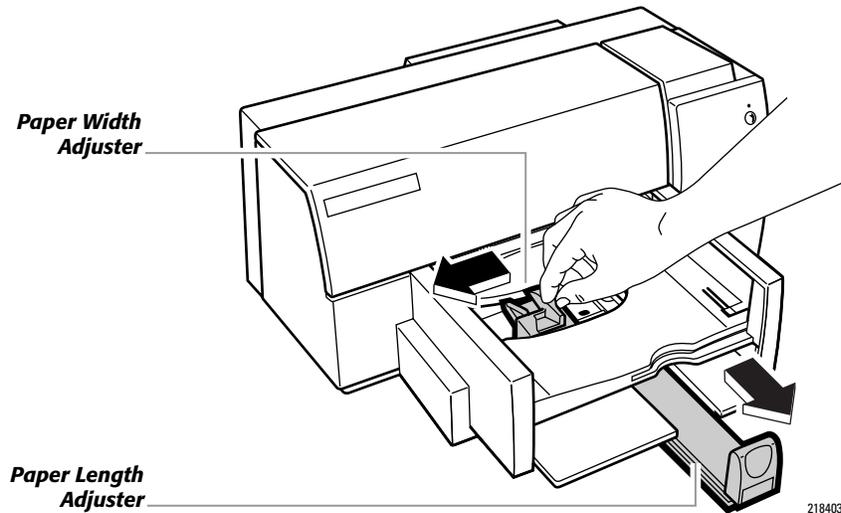
1. Remove a No. 10 or a DL size envelope from its packaging.
2. Slide the envelope evenly into the single envelope slot, address side down (flap side up).



3. Make sure the creased flap edge of the envelope aligns with the right side of the single envelope slot.
4. Slide the envelope through the slot until it stops.
Make sure the envelope is inserted all the way into the slot and that it is not skewed or bent.
5. Set the software to print on the size and type of envelope now in the printer.
6. Be sure to reset the software for the paper in the IN tray after printing on the envelope is completed.

Loading Envelopes in the IN Tray

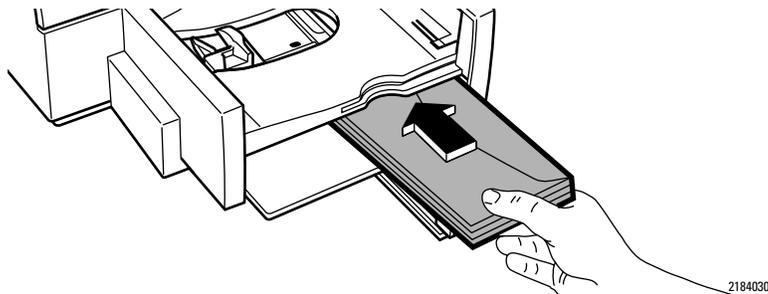
1. Slide the paper width adjuster to its leftmost position.
2. Pull out the paper length adjuster and remove any paper from the IN tray.

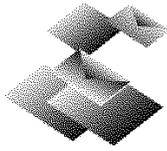


NOTE

Make sure the card guide (used when printing on index cards and postcards) is in the down position. (See the drawing on page 35 in the procedure *Using Index Cards and Postcards* for the location of the card guide.)

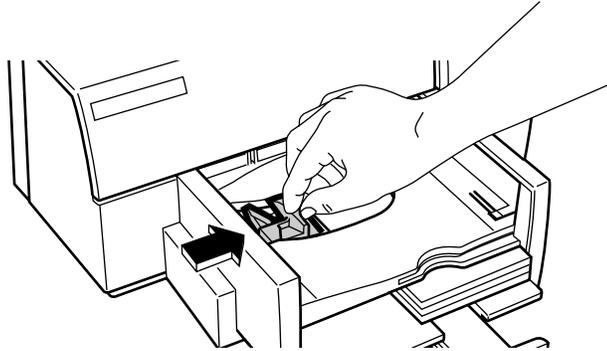
3. Remove a stack of up to 20 envelopes from their packaging and tap the short edge of the envelopes on a flat surface to even the stack.
4. Slide the envelopes evenly into the IN tray, address side down (flap side up).





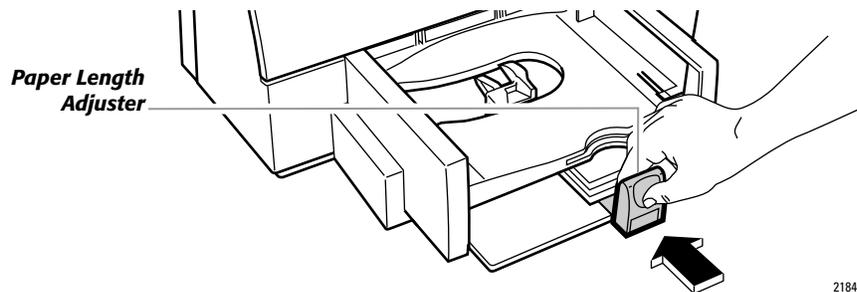
SECTION THREE

5. Make sure the creased flap edge of the stack aligns with the right side of the IN tray.
6. Slide the paper width adjuster to the right until it aligns with the left edge of the envelope stack.



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7. **For size Invitation A2 and C6 envelopes**, press the inside of the paper length adjuster handle to release and lower it. Lowering the paper length adjuster handle reduces the capacity of the IN tray to no more than 10 envelopes.
8. **For all sizes of envelopes**, push the paper length adjuster in toward the envelopes until it stops.



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Make sure the envelopes do not bend in the IN tray.

9. Set the software to print on the size and type of envelopes now in the printer.

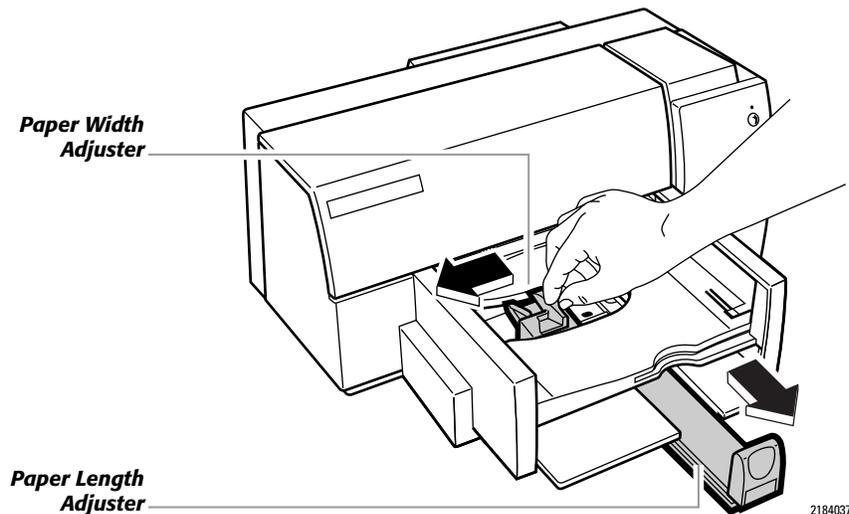
Using Avery Paper Labels

Use this procedure to print on sheets of Avery paper labels.

NOTE

Before printing on Avery paper labels, make sure that the label package states the labels are paper labels designed specifically for use with HP InkJet printers. Also, inspect the labels to make sure that they are not sticky, wrinkled, or pulling away from their protective backing. Only use full sheets of Avery paper labels.

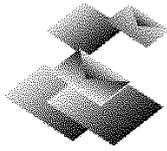
1. Slide the paper width adjuster to its leftmost position.
2. Pull out the paper length adjuster.



NOTE

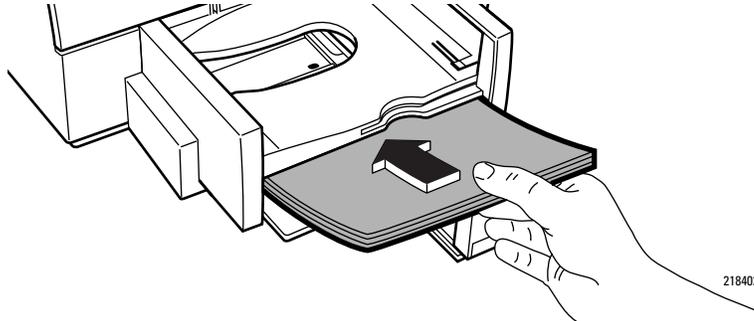
Make sure the card guide (used when printing on index cards and postcards) is in the down position. (See the drawing on page 35 in the procedure *Using Index Cards and Postcards* for the location of the card guide.)

3. Remove a stack of up to 25 sheets (U.S. letter or A4 size sheets) of Avery paper labels from their packaging. Fan the edges of the label stack to separate the pages.
4. Place the sheets of Avery paper labels, print side down, on top of approximately 25 sheets of plain paper. Be sure the combined stack of labels and paper does not exceed $\frac{1}{4}$ inch (approximately $\frac{1}{2}$ cm) in height. Tap the short edge of the stack on a flat surface to even the stack.

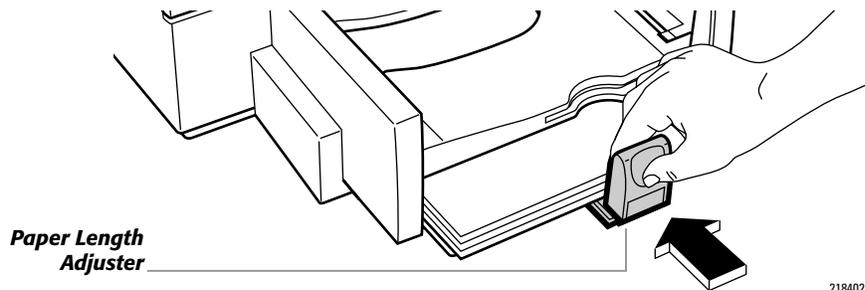


SECTION THREE

5. Insert the combined stack of Avery paper labels and paper evenly into the IN tray, print side down, until it stops. Align the right edge of the stack with the right edge of the IN tray.



6. Push the paper length adjuster in toward the printer until it stops.



If you are using A4 size sheets of Avery paper labels, slide the paper width adjuster to the right until it aligns with the left edge of the label stack.

Make sure the sheets do not bend in the IN tray.

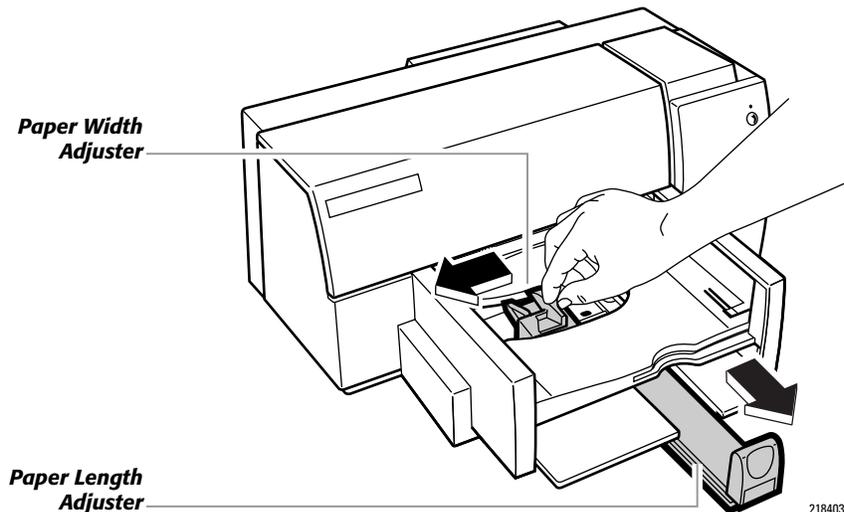
7. Set the software to print on the size, type, and orientation of labels now in the printer. Typically, use the Normal print mode and a plain paper type when printing on Avery paper labels.

Tip: Using Non-Standard Size Paper

The printer driver provided with the HP DeskWriter 660C printer does not provide settings for non-standard paper sizes. Paper sizes that are considered *non-standard* are those with a width between 5 and 8.5 inches (127 and 215 mm) and a length between 5.83 and 14 inches (148 and 356 mm).

In general, to use non-standard paper sizes, first set up your software application for a page size that is the same as or smaller than the paper now in the printer. Then, in Page Setup, select the paper size that is one size larger in both directions than the paper now in the printer. For more precise control of printing on non-standard size papers, use the following steps.

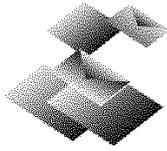
1. Slide the paper width adjuster to its leftmost position.
2. Pull out the paper length adjuster and remove any paper from the IN tray.



NOTE

Make sure the card guide (used when printing on index cards and postcards) is in the down position. (See the drawing on page 35 in the procedure *Using Index Cards and Postcards* for the location of the card guide.)

3. Remove up to a $\frac{1}{2}$ inch (1 cm) stack of paper from its package and tap the short edge of the stack on a flat surface to even the stack.



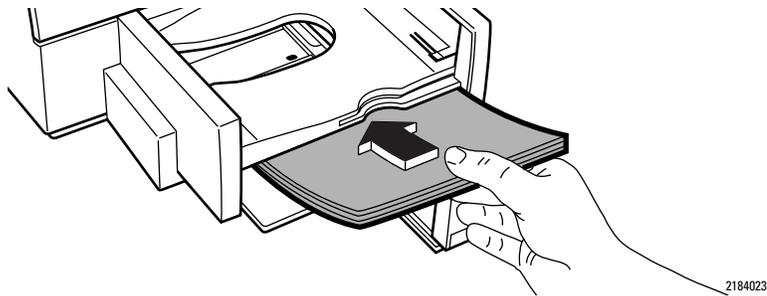
SECTION THREE

Be sure the width of the paper is between 5.0 and 8.5 inches (127 and 216 mm) and be sure the length of the paper is between 5.83 and 14 inches (148 and 356 mm).

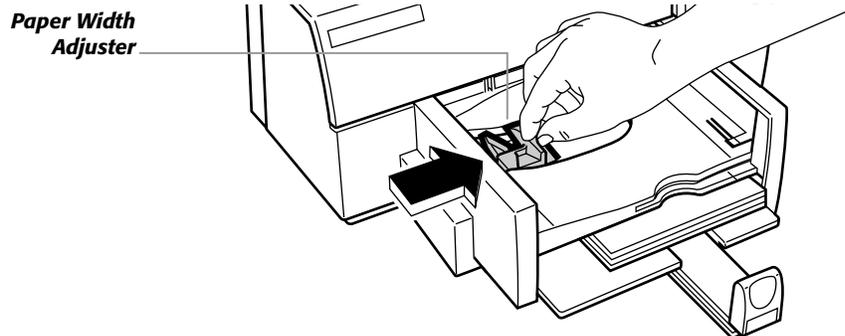
4. Note the width and length dimensions of the non-standard size paper. (These measurements are used later in the procedure to determine the correct paper size settings for the non-standard size paper).

Width (X) = Length (Y) =

5. Insert the non-standard size paper evenly into the IN tray, print side down, until it stops.
6. Align the right edge of the paper stack with the right side of the IN tray.



7. Slide the paper width adjuster to the right until it aligns with the left edge of the paper stack.

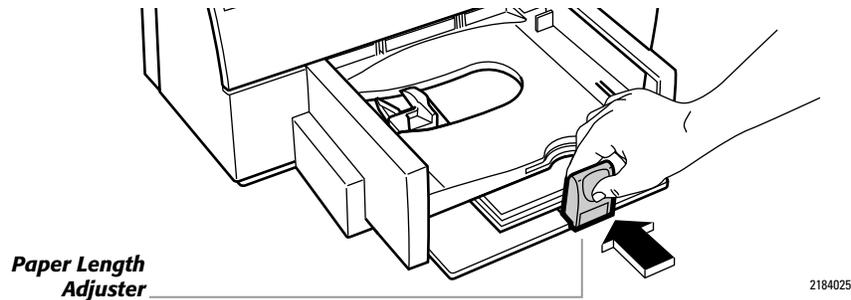


Make sure the paper does not bend in the IN tray.

NOTE

When the paper is shorter in length than $8 \frac{2}{3}$ inches (approximately 22 cm), release the handle of the paper length adjuster as shown on page 37 before you push in the paper length adjuster. Lowering the paper length adjuster handle reduces the paper capacity of the IN tray to a maximum stack height of $\frac{5}{16}$ inch (0.8 cm).

8. Push the paper length adjuster in toward the paper until it stops.



Make sure the paper does not bend in the IN tray.

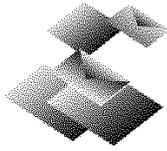
9. Determine the sizes of your document's margins. Record them using the following identifiers:

Left (L) = Right (R) =
Top (T) = Bottom (B) =

10. In the Page Setup dialog box, select a paper size that is larger in both the width (M) and the length (N) than the paper now in the printer.

11. Within your software application, account for the differences by setting the printing margins as follows:

Left = (L) Right = (M - X + R)
Top = (T) Bottom = (N - Y + B)



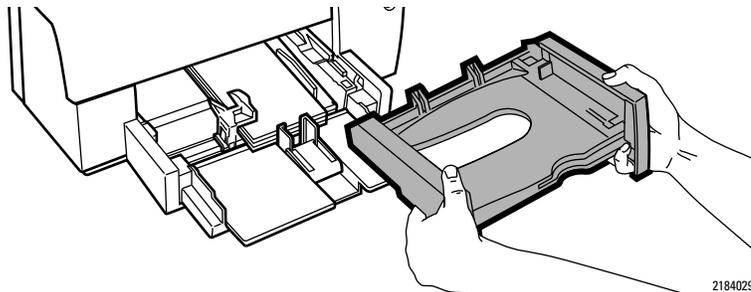
SECTION THREE

Adding Paper, Envelopes, Cards, or Transparencies

If the printer runs out of paper, envelopes, cards, or transparencies while it is printing, the resume  light flashes and an alert box appears on your computer screen prompting you to add in more paper. To add items to the IN tray, remove all remaining paper from the IN tray and combine it with a new stack of the same paper. Tap the stack on a flat surface to even the stack. The stack should not exceed $\frac{1}{2}$ inch (1 cm) for paper, envelopes, or transparencies and should not exceed $\frac{1}{4}$ inch ($\frac{1}{2}$ cm) for cards or Avery paper labels. Push the resume  button to continue printing.

Removing Paper, Envelopes, Cards, or Transparencies

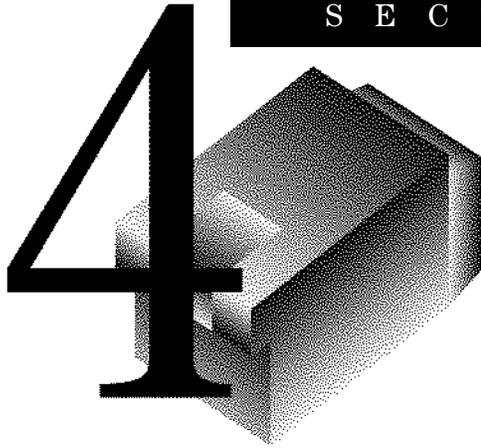
1. Remove the OUT tray.
2. Remove the paper, envelopes, cards, or transparencies.
3. Replace the OUT tray. If you encounter difficulty replacing the OUT tray, lift the top cover, wait a few moments for the print cartridge cradle to move to its center position, replace the OUT tray, then lower the top cover.



NOTE

Except when printing on index cards and postcards, make sure the card guide is in the down position. (See the drawing on page 35 in the procedure *Using Index Cards and Postcards* for the location of the card guide.)

If you have any problems while loading or removing items from the IN tray, see the troubleshooting information in *Section 5*.



USING PRINT CARTRIDGES

Storing and Using Print Cartridges

To maintain excellent print quality from your print cartridges:

- Keep print cartridges in their sealed packages, at room temperature (60°- 78°F or 15.6°- 26.6°C), until you are ready to use them.
- Turn off the printer and allow the print cartridges to return to the right side of the printer for proper capping of the nozzles before unplugging the power module or turning off any attached power strip.

NOTE

When either print cartridge runs out of ink, replace the empty print cartridge. If you do not have a new print cartridge, leave the empty print cartridge in the cradle until you can replace it. The printer will not print with only one print cartridge installed.

CAUTION

The ink in the cartridges has been carefully formulated by Hewlett-Packard to ensure superior print quality and compatibility with the printer. Do not attempt to refill the print cartridge; damage to the printer or print cartridge resulting from modifying or refilling a print cartridge is not the responsibility of Hewlett-Packard.

To install the print cartridges in your printer, follow the procedure *Installing the Print Cartridges* on page 13.

NOTE

Be careful not to touch the ink nozzles or the copper contacts.



SECTION FOUR

Aligning the Print Cartridges

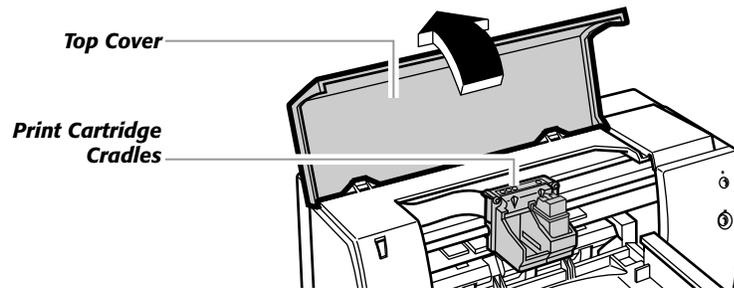
You must align the black and color print cartridges each time you replace or reinstall a print cartridge to ensure proper printing alignment. This ensures that the black and color inks are aligned when used together on the same line of text or within the same picture.

1. Make sure the printer is on and the power  light is lit.
2. From within your software application, choose **Page Setup...** from the File menu to display the Page Setup dialog box.
3. Click **Service** to display the Service dialog box.
4. Click the **Start** button next to **Align Print Cartridges**.
5. Click the **Align** button and follow the instructions on the screen.

Removing a Print Cartridge

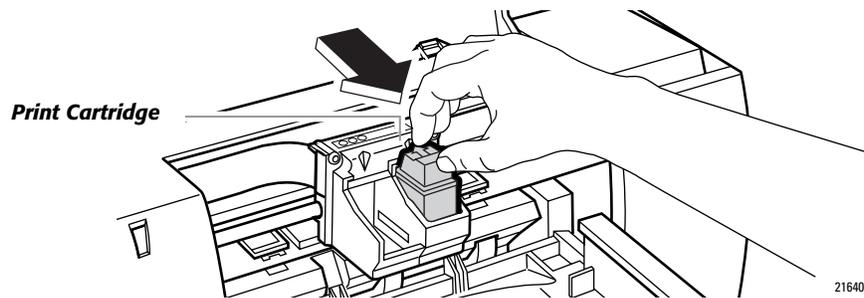
1. With the printer turned on, open the top cover.

In a few moments the print cartridge cradles automatically move to the center of the printer and the resume  light flashes.



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2. Grasp the top of the print cartridge and pull it toward you until the cartridge pops loose.

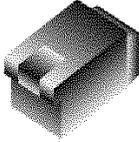


2164016

3. Lift the print cartridge out of the cradle.
4. Discard the cartridge if it is empty.

CAUTION

Keep new and used cartridges out of the reach of children.



SECTION FOUR

Cleaning the Print Cartridges

When you notice that lines or dots are missing from your printed text and graphics, as shown to the left. The print cartridges can be cleaned by using the Service dialog box or by using the buttons on the front of the printer.

Clean the print cartridges when you notice that lines or dots are missing from your printed text and graphics, as shown to the left. The print cartridges can be cleaned by using the Service dialog box or by using the buttons on the front of the printer.

NOTE

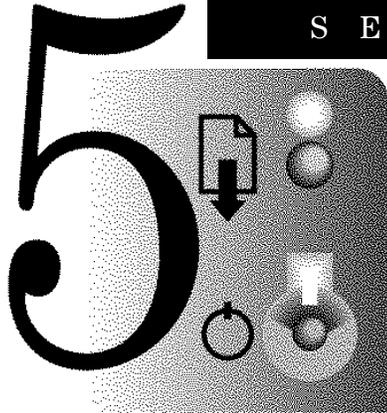
Do not clean the print cartridges unnecessarily, as this wastes ink and shortens the print cartridge life. If you suspect that dried ink is clogging a print cartridge, refer to "If Print Quality is Poor" on page 63.

From the Service dialog box:

1. From within your software application, choose **Page Setup...** from the File menu to display the Page Setup dialog box.
2. Choose **Service** to display the Service dialog box.
3. Click the **Start** button next to **Clean Print Cartridges**, then choose **Clean**.

From the printer buttons:

1. With the printer turned on, press and hold down the power  button.
2. While still holding down the power  button, press and release the resume  button seven times.
3. Release the power  button.



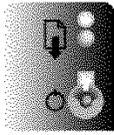
IF YOU HAVE A PRINTING PROBLEM

How You Can Find the Solution

When printing from software applications, many printer problems and the corrective actions you should take are reported in dialog boxes on your computer screen. When you receive such a message, follow the instructions given. If you don't receive an error message, but you suspect a problem with the printer, find the problem in this section and try the given solution(s).

If your printer does not print, go directly to *If Nothing Prints* on page 52. Otherwise, find the symptom that most closely matches your printer's problem in the troubleshooting tables in this section. For each listed symptom, more than one solution is usually possible. The first solution given is the most probable corrective action for the symptom. However, if that solution does not solve the problem, perform the other solutions in the order they appear until the problem is solved.

If you are unable to solve a problem using the troubleshooting tables in this section, refer to *Contacting Customer Support* on page 73 for a listing of resources available to you for the support and maintenance of your printer.



If Nothing Prints

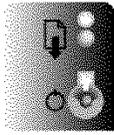
When the printer is in the ready-to-print state, the power  light is lit and the resume  light is off. When the computer is sending a file to the printer, and when the printer is printing a file, the power  light blinks and the resume  light is off. When the printer needs attention or when a printer error occurs, either the resume  light blinks or both lights blink alternately.

If both print cartridge cradles contain properly installed print cartridges, and if paper, envelopes, cards, Avery paper labels, or transparencies are loaded in the printer, and if the printer does not print, observe the state of the printer's power  and resume  lights, and then find the symptom in the following table that best matches the observed condition of your printer.

For each listed symptom, more than one solution is usually possible. The first solution given is the most probable corrective action for the symptom. However, if that solution does not solve the problem, perform the other solutions in the order they appear until the problem is solved.

| Symptom | Solution |
|---|---|
| <i>Both lights on the front of the printer are off, and nothing prints.</i> | <p>The printer is not turned on or is improperly connected to the power source. Make sure the power module plug is firmly inserted in the printer's power socket and the other end of the cord is plugged into an outlet. Make sure any attached power strip is turned on and plugged into an outlet. If possible, try using a different power outlet. Then turn on the printer by pressing the power  button.</p> <p>The printer is in an undefined state. If open, close the top cover on the printer. Cycle the power to the printer by pressing the power  button. You may need to press the power  button a second time.</p> <p>The printer failed or the computer-to-printer connection failed. Turn off the printer, disconnect the printer cable from the back of the printer, and turn the printer on again. If the lights stay off, the printer failed: see <i>Contacting Customer Support</i> on page 73.</p> |

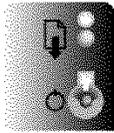
| Symptom | Solution |
|--|--|
| <p><i>The power  light is on, but nothing prints.</i></p> | <p>The printer driver is still preparing the data to send to your printer. Wait a few more minutes for the printer to respond. Some computers take several minutes of processing time before sending any data to the printer.</p> <p>The printer is not in the ready-to-print state. Press the resume  button on the front of the printer. If the resume  light is blinking, check the error message displayed on your computer screen for additional instructions. Resend the document. If the document still doesn't print, cycle the power to the printer off and back on by pressing the power  button twice. Then resend the document.</p> <p>The printer is improperly connected to the computer. Make sure the printer cable is firmly connected to the printer and the computer.</p> <p>Your software is not properly set up for the printer. Follow the instructions in your software application's manual for setting up the software to work with the printer.</p> <p>The printer is not selected in the Chooser. Select the printer in the Chooser as described on page 19.</p> <p>Tape is covering the ink nozzles or vent hole of the print cartridges. Remove the print cartridges and remove any pieces of tape. Reinstall the print cartridge.s</p> <p>One of the print cartridges is improperly installed in the printer. Make sure each print cartridge snaps into place with the arrow aligned with the dot(s) on the cradle top. Make sure that both print cartridge cradles contain a properly installed print cartridge.</p> <p>The print cartridges are clogged. Print a self-test as described on page 62. If this does not clear the ink nozzles, clean each print cartridge as described on page 63.</p> <p>The print cartridges are out of ink. Install new print cartridges.</p> |
| <p><i>Both lights are on, and nothing prints.</i></p> | <p>The printer failed. Turn off the printer and turn it on again. If the lights stay on, see <i>Contacting Customer Support</i> on page 73.</p> |



SECTION FIVE

| Symptom | Solution |
|--|--|
| <p><i>The resume and power lights blink alternately, and nothing prints.</i></p> | <p>A print cartridge is missing. Install a print cartridge in the empty print cartridge cradle(s).</p> <p>The printer is in an unknown state. Turn the printer off by pressing the power button. Cancel the print job at the computer and turn the printer back on. Resend the document to the printer.</p> <p>The paper is jammed in the printer. Clear the paper jam as described for the symptom "Paper does not fully eject from the printer and the resume and power lights blink alternately" on page 57.</p> <p>Something is blocking the movement of the print cartridge cradles. Open the top cover and allow the print cartridges to move to the center position. Then pull the power module connector from the power socket on the back of the printer. Remove any object blocking the print cartridge cradles. Move the print cartridge cradles to the left and right with your hand. Close the top cover, reconnect the power module connector to the printer's power socket, and cycle power to the printer by pressing the power button twice.</p> <p>The printer failed or the computer-to-printer connection failed. Turn off the printer, disconnect the printer cable from the back of the printer, and turn the printer on again. If the lights continue to blink, the printer failed: see <i>Contacting Customer Support</i> on page 73. If the printer is not the problem, reconnect the printer cable. If the lights continue to blink, the problem may be with the printer cable, the cable connections, or the computer port.</p> |
| <p><i>The printer appears to be printing, but the paper is blank when ejected.</i></p> | <p>Tape is covering the ink nozzles or vent hole of the print cartridges. Remove the print cartridges and remove any pieces of tape. Reinstall the print cartridges.</p> <p>The print cartridges are improperly installed in the printer. Make sure each print cartridge snaps into place with the arrow aligned with the dot on the cradle top.</p> <p>The print cartridges are clogged. Print a self-test as described on page 62. If this does not clear the ink nozzles, clean each print cartridge as described on page 63.</p> <p>The print cartridges are out of ink. Install new print cartridges.</p> |

| Symptom | Solution |
|--|---|
| <p><i>The resume  light is blinking and nothing prints.</i></p> | <p>The top cover of the printer is open. Close the top cover.</p> <p>The print cartridges are improperly installed in the printer. Open the top cover. Make sure each print cartridge snaps into place with the arrow aligned with the dot on the cradle top. Then close the top cover.</p> <p>The printer is out of paper. Load paper as described in <i>Section 3</i>. Press the resume  button on the front of the printer.</p> <p>The paper is improperly loaded. Remove paper and reload it. Make sure the paper does not bend in the IN tray. Press the resume  button on the front of the printer.</p> |



If Paper, Envelopes, Cards, Labels or Transparencies Don't Pass Through the Printer

During normal printing, the printer picks up the top sheet, envelope, card, or transparency from the stack in the IN tray, prints on it, passes it to the OUT tray, and picks up the next top sheet from the stack in the IN tray. The exception to this process is when you use the single envelope slot. If the printer is not printing a single sheet at a time, or if the paper does not pass into or through the printer as expected, find the symptom in the following table that best matches the observed condition of your printer.

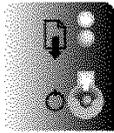
For each listed symptom, more than one solution is usually possible. The first solution given is the most probable corrective action for the symptom. However, if that solution does not solve the problem, perform the other solutions in the order they appear until the problem is solved.

NOTE

For more information about using envelopes, see the ReadMe file.

| Symptom | Solution |
|---|--|
| <i>Paper does not get picked up from the IN tray.</i> | <p>The paper in the IN tray is not pressed against the paper feeder of the printer. Move the paper stack toward the printer until it presses against the paper feeder.</p> <p>The paper path in the printer is blocked. Remove the OUT tray, remove any paper from the IN tray, and lower the card guide if it is in the up position. Make sure the paper width adjuster is not preventing paper from loading. Reinstall the OUT tray and load paper.</p> <p>Too much paper is in the IN tray at one time. Remove a few sheets of paper.</p> |

| Symptom | Solution |
|--|--|
| <p><i>Paper does not advance into the printer.</i></p> | <p>You are printing on a transparency or special paper and the automatic dry timer is operating correctly. Wait for the page to drop into the OUT tray.</p> <p>Paper is improperly loaded. Remove the paper stack from the IN tray. Make sure the stack is even and does not contain curled or damaged paper. Reload the stack evenly in the IN tray so the stack's right side aligns with the printer's right side. If the paper is less than $8 \frac{2}{3}$ inches in length, release the handle of the paper length adjuster. (This reduces the paper capacity of the IN tray to a maximum stack height of $\frac{5}{16}$ inch (0.8 cm).) Push the paper length adjuster toward the printer until it stops. Do not bend the paper.</p> <p>The OUT tray is improperly installed in the printer. Make sure the OUT tray is fully installed into the printer and rests evenly on the IN tray. If necessary, lift the top cover, insert the OUT tray, and lower the top cover.</p> <p>Different paper types, sizes, or weights are loaded in the IN tray at the same time. Remove the stack and reload paper of only one type, size, and weight. The exception to this is when you are printing on Avery paper labels: be sure the stack of Avery paper labels is placed print side down on top of 25 sheets of paper before the combined stack is inserted into the IN tray.</p> <p>The paper in the printer is damaged, wrinkled, or curled. Remove damaged paper from the IN tray. Always store paper in its packaging.</p> |
| <p><i>Paper does not eject from the printer.</i></p> | <p>You are printing on a transparency or special paper and the automatic dry timer is operating correctly. Wait for the page to drop into the OUT tray.</p> <p>The computer was turned off while the printer was printing. Turn off the printer. Turn on the computer and printer in the sequence described in your computer manual.</p> |
| <p><i>Paper does not fully eject from the printer and the resume  and power  lights blink alternately.</i></p> | <p>The paper is jammed in the printer. Turn off the printer, open the top cover, and remove the OUT tray. Pull the jammed paper out of the printer. Remove all torn pieces of paper from the printer. Small scraps of paper left within the printer can cause further paper jams. Remove wrinkled or torn paper from the IN tray. Reload the paper stack. Replace the OUT tray and close the top cover. Turn on the printer.</p> |



SECTION FIVE

| Symptom | Solution |
|--|---|
| <i>Printer advances multiple sheets of paper.</i> | <p>The paper is stuck together. Remove the paper, separate stuck paper, and reload it. Make sure the paper is appropriate for use with the printer. See <i>Section 6</i>.</p> <p>Too much paper is in the IN tray at one time. Remove a few sheets of paper.</p> <p>Different paper types, sizes, or weights are loaded in the IN tray at the same time. Remove the stack and reload paper of only one type, size, and weight. The exception to this is when you are printing on Avery paper labels: be sure the stack of Avery paper labels is placed print side down on top of 25 sheets of paper before the combined stack is inserted into the IN tray.</p> <p>Paper was incorrectly added to the stack. To add paper, remove any paper from the IN tray and combine it with a new stack of the same type, size, and weight of paper. Make sure the stack is at least $\frac{1}{8}$ inch (3 mm) thick; not more than $\frac{1}{2}$ inch (1 cm) thick for paper, envelopes, and transparencies; and not more than $\frac{1}{4}$ inch (0.5 cm) thick for cards and Avery paper labels. Tap the stack on a table to make it even. Align the stack against the right side of the printer and reload the paper.</p> <p>The paper in the IN tray is bent. Remove the paper and reload it. Push the paper length adjuster toward the paper until it stops. Do not bend the paper.</p> |
| <i>Envelopes do not advance into the printer from the IN tray or the single envelope slot.</i> | <p>The envelopes are improperly loaded. Slide the paper width adjuster to the appropriate envelope setting. For size A2 and C6 envelopes, release and lower the paper length adjuster handle. Push the paper length adjuster toward the envelopes until it stops. Do not bend the envelopes.</p> <p>The envelopes in the IN tray are bent or damaged. Do not use envelopes with bent or curled corners.</p> <p>Too many or too few envelopes are loaded in the IN tray. Adjust the number of envelopes in the IN tray.</p> <p>Too many envelopes are loaded in the single envelope slot. Only load one envelope at a time in the single envelope slot.</p> <p>The envelope was not fully inserted into the single envelope slot. Be sure the envelope is inserted fully in the slot.</p> <p>Paper is improperly loaded in the IN tray when trying to use the single envelope slot. Be sure the IN tray is properly loaded with paper and that the card guide is in the lowered position.</p> |

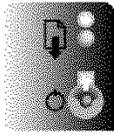
| Symptom | Solution |
|---|--|
| <i>Cards do not advance into the printer.</i> | <p>The cards are incorrectly loaded in the IN tray. Remove the OUT tray, make sure the card guide is flipped up and the cards are aligned against the left side of the guide. Slide the paper width adjuster to the right until it presses against the left edge of the card stack. Release and lower the paper length adjuster handle. Push the paper length adjuster toward the cards until it stops. Do not bend the cards. Reinstall the OUT tray.</p> <p>An unsupported type of card is loaded in the IN tray. Use cards that meet the recommendations in <i>Section 6</i>.</p> |

If You Get a Message at the Computer

When printing from software applications, most printing problems are explained with messages on your computer screen. Follow the on-screen instructions or see the on-line help (see *Section 2*). Also, be sure the print settings in your software are set as desired. For additional assistance see the ReadMe file and your software application's manual. Also review the troubleshooting tables throughout this section.

The following table describes solutions to common problems you may encounter after the printer software installation process and the solutions to problems identified for you with error messages.

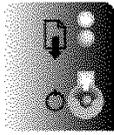
| Symptom | Solution |
|--|--|
| <i>Background printing is not working.</i> | <p>Background printing is not activated. Turn on Background printing in the Chooser.</p> <p>The printer software did not install correctly. Make sure the files HP Background and HP PrintMonitor are installed within the Extensions folder in the System Folder. Background printing must be selected from the Chooser. Make sure you restart your computer after installing the printer software.</p> <p>A conflict has occurred with an extension or control panel. You may need to make sure that HP Background is turned on.</p> |



SECTION FIVE

| Symptom | Solution |
|--|--|
| <i>The printer name does not appear in the page setup dialog box.</i> | <p>The printer is not selected in the Chooser. Select the printer in the Chooser as described on page 19.</p> <p>The installation of the printer software was unsuccessful. Close any screen saver or other software applications that are open and running in the background. Restart the computer. Reinstall the printer software using the installation instructions in <i>Section 1</i>.</p> |
| <i>The printer icon does not appear in the Chooser.</i> | <p>The printer software did not install correctly. Make sure the printer driver is installed within the Extensions folder in the System Folder.</p> |
| <i>The network printer icon appears in the Chooser, but no names appear.</i> | <p>AppleTalk is inactive. Turn on AppleTalk by clicking the Active button in the Chooser.</p> <p>The network is improperly connected. Make sure that you are using the proper network cables and that they are connected properly to each device. See the discussion <i>Connecting the Printer Cable</i> on page 7.</p> |
| <i>"Please bring HP PrintMonitor to the front" is displayed in a dialog box.</i> | <p>The HP PrintMonitor is obscured. Select the HP PrintMonitor from the Application menu at the right side of the menu bar. When the HP PrintMonitor appears, another dialog box appears that describes the current printing problem and how to fix it. Follow the instructions given.</p> |
| <i>"The printer is not responding. Make sure it is properly connected and turned on. Click OK to continue or Cancel to terminate printing." is displayed in a dialog box.</i> | <p>The printer is not communicating with the computer. Check that the printer is properly connected to the computer as described in <i>Section 1</i>. Also make sure the printer is turned on. Then click OK to continue with the prior printing instruction. If the problem persists, check that the printer is selected in the Chooser. Then check the cable between the printer and the computer. To cancel the prior printing instruction, click Cancel.</p> |
| <i>"The serial port is already open or in use." is displayed in a dialog box. After about five seconds, this message disappears and an application-dependent message such as "TeachText is unable to print this document. Make sure you've selected a printer." appears.</i> | <p>The port is currently being used by a device (such as a modem) other than the printer. Check that you have selected the correct port and that the printer is attached to the port selected in the Chooser. Restart the computer. Then resend the document.</p> |

| Symptom | Solution |
|--|---|
| <i>"Please make sure that a DeskWriter is connected to this port and powered on. After you have done this, you can either select the printer in the Chooser, or use the "Setup..." button to configure your DeskWriter." is displayed in a dialog box.</i> | The printer is not responding to the computer. Check that the printer is properly connected to the computer as described in <i>Section 7</i> . Make sure you are using the correct printer driver for the type of connection established between the printer and the computer. Also make sure the printer is turned on. Check that you have selected the correct port and that the printer is attached to the port selected in the Chooser. Then resend the document. |



Printing the Self-Test Pattern



To test the print cartridge operation, print a one-page self-test pattern: With the power  light on, press and hold down the resume  button. After the printer begins printing, release the button.

To print a diagnostic test of technical information about your printer: With the printer turned on, hold down the power  button while you press and release the resume  button five times. Release the power  button to print the test.

To print the pen cartridge cleaning test to check the operation of the print cartridge nozzles: With the printer turned on, hold down the power  button while you press and release the resume  button seven times. Release the power  button to clean the print cartridges and print the test.

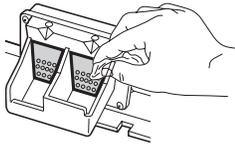
If any of these tests do not print, try the solution given next.

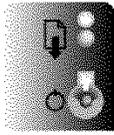
| Symptom | Solution |
|---|--|
| <i>The printer self-test pattern will not print when initiated from the resume  and power  buttons.</i> | <p>Tape is covering the ink nozzles or vent hole of the print cartridges. Remove the print cartridges and remove any pieces of tape as shown on page 13. Reinstall the print cartridges.</p> <p>The print cartridges are improperly installed. Make sure each print cartridge snaps into place with the arrow aligned with the dot on the cradle top. Close the top cover, then press the resume  button on the front of the printer.</p> |

If Print Quality is Poor

Use the printed self-test pattern to help you diagnose the quality of text and pictures being printed. Print quality problems are often indicated by broken or missing lines and dots in the printout. You can often solve print quality problems by using only the *print side* of the paper, envelopes, cards, or transparencies, or by loading a different paper type. (See *Section 3* for more details on using paper.)

If you observe a print quality problem, find the symptom in the following table that most closely matches your problem, then perform the possible solution(s). For each listed symptom, more than one solution is possible. The first solution given is the most probable corrective action for the symptom. However, if that solution does not solve the problem, perform the other solutions in the order they appear until the problem is solved.

| Symptom | Solution |
|--|--|
| <p><i>Lines or dots are missing from the characters in the printout, making the ink coverage inconsistent. For example:</i></p> <p>dolor sit an , sed diam n int ut labore voluptat. Ut</p> | <p>The connection between the print cartridge and cradle is intermittent. Remove the print cartridge and reinstall it.</p> <p>The paper is inappropriate. Try another type of paper. See <i>Section 6</i>.</p> <p>The copper contacts of the print cartridge may be dirty. If the problem persists after you cleaned the cartridge as described on page 50, remove the print cartridge. Use a lint-free water-damp cloth to gently clean the copper contacts on the print cartridge and the print cartridge cradle. Do not wipe the ink nozzles. Reinstall the print cartridge, close the top cover, and perform a self-test.</p> <div style="display: flex; justify-content: space-around; align-items: center;">    </div> <p>Do not clean the print cartridges unnecessarily, because this shortens the print cartridge life. If the print quality remains poor after cleaning, install a new print cartridge. If the problem persists, see <i>Contacting Customer Support</i> on page 73.</p> |
| <p><i>Color and black portions of printout are mispositioned.</i></p> | <p>The print cartridges need to be aligned. Click the Service button to open the Service dialog box from the Page Setup dialog box. Choose Start next to Align Print Cartridges. Click Align and follow the on-screen instructions.</p> |



SECTION FIVE

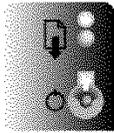
| Symptom | Solution |
|---|--|
| <i>Print is fuzzy.</i> | <p>The paper is inappropriate. Try another type of paper. See <i>Section 6</i>.</p> <p>The print side of the paper was not used. Turn over the paper in the IN tray.</p> <p>The print settings are inappropriate. Make sure you select the appropriate paper type and intensity settings.</p> <p>The print cartridges are drying out or clogging. Print a self-test as described on page 62. If this does not clear the ink nozzles, clean each print cartridge as described on page 63.</p> |
| <i>Ink is smearing or paper is wrinkling.</i> | <p>The paper was not dry before you handled it. Let the ink dry before you handle the printed pages.</p> <p>The wrong paper type setting is selected. Make sure the paper type setting matches the type of paper, cards, envelopes, or transparency film in the printer.</p> <p>Too much ink was used on the page. Darker intensity settings print more ink; lighter intensity settings print less ink. Reduce the amount of ink printed by manually reducing the intensity setting.</p> <p>The paper is inappropriate. Try another type of paper. See <i>Section 6</i>.</p> <p>The wrong type of labels were used or the Avery paper labels were loaded incorrectly in the IN tray. Use only Avery paper labels. The ink does not dry on plastic and clear labels. Be sure to load the Avery paper labels in the IN tray as described on page 41.</p> |
| <i>Print is faded.</i> | <p>The print cartridges are drying out or clogging. Print a self-test as described on page 62. If this does not clear the ink nozzles, clean each print cartridge as described on page 63.</p> <p>The print cartridges are running out of ink. Install new print cartridges.</p> |

If Margins are Printed Wrong

If you observe that the placement of text and pictures on your printed pages is not what you expected, first be sure that you have set your software to print within the printable area for the size and orientation of paper, envelopes, or cards loaded in the printer.

If your software is set correctly and you still experience problems in the placement of text and pictures, find the symptom in the following table that most closely matches your problem, then perform the possible solution(s). For each listed symptom, more than one solution is usually possible. The first solution given is the most probable corrective action for the symptom. However, if that solution does not solve the problem, perform the other solutions in the order they appear until the problem is solved.

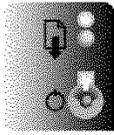
| Symptom | Solution |
|---|---|
| <i>Margins on paper are not printing as expected.</i> | The margins are incorrectly set. Check your margin settings in the software application. Check that the margins are in accordance with those in <i>Section 6</i> . |
| | The page orientation is incorrectly set. Check the page orientation in the software program. Make sure the paper is loaded in the correct orientation. |
| | The paper was improperly loaded. Align the paper stack against the right side of the printer. Make sure no paper is over the paper width adjuster. Make sure the paper does not bend in the IN tray. |
| <i>Margins on index cards and postcards are not printing as expected.</i> | The margins are incorrectly set. Check that cards are selected as the media size in the page setup for your software application. Check the margin settings in the software application. Check that the margins are in accordance with those listed in <i>Section 6</i> . |
| | The cards are incorrectly loaded into the printer. Make sure the card guide is raised and align the right edge of the card stack against the card guide. |



SECTION FIVE

| Symptom | Solution |
|---|---|
| <i>Margins on envelopes are not printing as expected.</i> | <p>The left margin of the envelope is always at least 0.84 inch (21 mm).</p> <p>The margins are incorrectly set. Check that envelopes are selected as the media size in the page setup for your software application. Check the margin settings in the software application. Check that the margins are in accordance with those listed in <i>Section 6</i>.</p> <p>The envelopes are incorrectly loaded into the printer. Align the envelope stack against the right side of the IN tray. Make sure the card guide is down.</p> <p>When printing on an individual envelope inserted into the single envelope slot, make sure the right side of the envelope presses evenly against the right side of the IN tray.</p> |
| <i>Printing is slanted on paper.</i> | <p>The paper is improperly loaded. Remove and reload the paper as described in <i>Section 3</i>. Make sure to align the stack evenly against the right side of the printer. Slide the paper width adjuster to the right until it presses against the left edge of the stack.</p> <p>Unsupported or different paper types, sizes, or weights are loaded in the printer. Remove the stack and reload paper of only one type, size, and weight. See <i>Section 6</i>. When using preprinted forms, make sure they were printed straight. When you are printing on Avery paper labels: be sure the stack of Avery paper labels is placed print side down on top of 25 sheets of paper before the combined stack is inserted into the IN tray.</p> <p>Paper was incorrectly added to the stack. To add paper, remove the stack from the IN tray and combine it with a new stack of the same type, size, and weight of paper. Make sure the stack is at least $\frac{1}{8}$ inch (3 mm) thick; not more than $\frac{1}{2}$ inch (1 cm) thick for paper, envelopes, and transparencies; and not more than $\frac{1}{4}$ inch (0.5 cm) thick for cards and Avery paper labels. Tap to even the stack, and reload the stack.</p> <p>The OUT tray is improperly installed in the printer. Make sure the OUT tray is fully installed into the printer and rests evenly on the IN tray. If necessary, lift the top cover, let the print cartridge cradles move to the center position, insert the OUT tray, and lower the top cover.</p> |

| Symptom | Solution |
|---|--|
| <p><i>Printing is slanted on envelopes.</i></p> | <p>The envelopes are improperly loaded. Remove the OUT tray, make sure the stack of envelopes is at least $\frac{1}{8}$ inch (3 mm) thick but not more than $\frac{1}{2}$ inch (1 cm) thick. Tap the stack on a table to make it even. Align the stack against the right side of the printer. Make sure the paper width adjuster is in the correct position for the size of envelopes you are printing. Reinstall the OUT tray.</p> <p>Unsupported or different envelope types, sizes, or weights are loaded into the printer 's IN tray at the same time. Remove the envelopes and reload envelopes of only one type, size, and weight. Use envelopes that meet the recommendations in <i>Section 6</i>.</p> <p>Envelopes were incorrectly added to the stack in the IN tray. To add envelopes, remove any envelopes from the IN tray and combine them with a new stack of the same type, size, and weight. Make sure the stack of envelopes is at least $\frac{1}{8}$ inch (3 mm) thick but not more than $\frac{1}{2}$ inch (1 cm) thick. Tap the stack on a table to make it even and reload the envelopes.</p> <p>When printing on an individual envelope inserted into the single envelope slot, make sure the right side of the envelope presses evenly against the right side of the IN tray.</p> <p>The OUT tray is improperly installed in the printer. Make sure the OUT tray is fully installed into the printer and rests evenly on the IN tray. If necessary, lift the top cover, let the print cartridge cradles move to their center position, insert the OUT tray, and lower the top cover.</p> |
| <p><i>Printing is slanted on cards.</i></p> | <p>The cards are unevenly or incorrectly loaded in the printer. Remove and reload the cards as described in <i>Section 3</i>. Make sure the card guide is in the raised position and that the card stack presses against it. Slide the paper width adjuster to the right until it presses against the left edge of the cards.</p> <p>Unsupported or different card types, sizes, or weights are in the printer at the same time. Remove the cards and reload cards of only one type, size, and weight. Use cards that meet the recommendations in <i>Section 6</i>.</p> <p>Cards were incorrectly added to the stack. To add cards, remove any cards from the IN tray and combine them with a new stack of the same type, size, and weight of cards. Make sure the stack is at least $\frac{1}{8}$ inch (3 mm) thick but not more than $\frac{1}{4}$ inch ($\frac{1}{2}$ cm), tap to even the stack, and reload the cards.</p> |



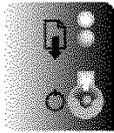
If Text or Pictures are Printed Wrong

If you observe that the text or pictures of your documents are printed incorrectly on the pages, first be sure that you have set your software to print within the printable area of the paper loaded in the printer. Then make sure that you have used the formatting features of your software to create the design or layout as you intended.

If you still experience problems with the printing of text or pictures, find the symptom in the following table that most closely matches your problem, then perform the possible solution(s). For each listed symptom, more than one solution is usually possible. The first solution given is the most probable corrective action for the symptom. However, if that solution does not solve the problem, perform the other solutions in the order they appear until the problem is solved.

| Symptom | Solution |
|---|---|
| <i>First printout after turning on the printer contains garbled text.</i> | The printer and the computer were turned on in the wrong sequence. Turn on the computer before turning on the printer. |
| <i>Font selections are not printing.</i> | The fonts are not installed or are selected improperly. See your software application manual for selecting fonts within the application. Also make sure that the selected fonts are installed on your computer. |
| <i>The printer appears to be printing, but the paper is blank when ejected.</i> | Tape is covering the ink nozzles or vent hole of the print cartridges. Remove each print cartridge and remove any pieces of tape. Reinstall the print cartridges. The print cartridges are improperly installed in the printer. Make sure each print cartridge snaps into place with the arrow aligned with the dot on the cradle top. The print cartridges are clogged. Print a self-test as described on page 62. If this does not clear the ink nozzles, clean each print cartridge as described on page 63. The print cartridges are out of ink. Install new print cartridges. |

| Symptom | Solution |
|---|--|
| <i>Characters, dots, or lines are incomplete or missing.</i> | See <i>If Print Quality is Poor</i> on page 63. |
| <i>The printout is illegible.</i> | <p>The wrong printer driver is selected. Select the correct printer driver in the Chooser as described on page 19. If necessary, reinstall the printer driver using the installation instructions in <i>Section 1</i>.</p> <p>The print settings in your software application are incorrect. Make sure the print settings in your software application are set as desired.</p> |
| <i>Printout contains garbled or strange text characters or contains distorted graphic images.</i> | The printer failed or the computer-to-printer connection failed. Turn off the printer, disconnect the printer cable from the back of the printer, and turn the printer on again. Print a self-test as described on page 62. If the self-test doesn't print, the printer failed: see <i>Contacting Customer Support</i> on page 73. If the printer is not the problem, reconnect the printer cable and resend the file to the printer. If the printout is still garbled, the problem may be with the printer cable, the cable connections, or the computer port. Try another printer cable. If the interface cable is not the problem, see <i>Contacting Customer Support</i> on page 73. |
| <i>Black and white instead of color, or wrong colors are printed.</i> | See <i>If Colors are Printed Wrong</i> given next. |



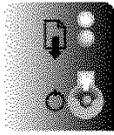
If Colors are Printed Wrong

If you observe that the colors in your documents are printed incorrectly on the pages, first be sure that you have set your software for color printing. Next, be sure the print cartridges are aligned as described on page 48.

If you still experience problems with the printing of colors, find the symptom in the following table that most closely matches your problem, then perform the possible solution(s). For each listed symptom, more than one solution is usually possible. The first solution given is the most probable corrective action for the symptom. However, if that solution does not solve the problem, perform the other solutions in the order they appear until the problem is solved.

| Symptom | Solution |
|--|---|
| <i>Missing colors.</i> | <p>Color printing is not selected in your software. Check your software application's manual for how to select color.</p> <p>Grayscale printing is selected in the Options dialog box. Turn off the Grayscale setting.</p> <p>One of the print cartridges is drying out or clogging. Print a self-test as described on page 62. If this does not clear the ink nozzles, clean each print cartridge as described on page 63.</p> <p>The color print cartridge has run out of one or more inks. Install a new color print cartridge.</p> <p>Your computer does not support color printing. Print from a color-capable computer.</p> |
| <i>Printed colors don't match screen colors.</i> | <p>The print settings are inappropriate. Check your software application's manual for information on selecting colors. Make sure the appropriate settings are made in the Options dialog box (of the Page Setup or Print dialog boxes).</p> <p>The color print cartridge has run out of one or more inks. Install a new color print cartridge.</p> <p>The paper is inappropriate. Try another type of paper. See <i>Section 6</i>. For high-quality color printing results, use HP Premium Glossy Paper.</p> |

| Symptom | Solution |
|--|---|
| <i>Colors appear washed out.</i> | <p>One of the print cartridges is drying out or clogging. Print a self-test as described on page 62. If this does not clear the ink nozzles, clean each print cartridge as described on page 63.</p> <p>The paper is inappropriate. Try another type of paper. See <i>Section 6</i>. For high-quality color printing results, use HP Premium Glossy Paper.</p> |
| <i>Black ink is mixing with color ink along the print boundaries.</i> | <p>The transparency was moved or placed in a protective sleeve while still wet. Allow 10 to 15 minutes for the ink to dry before moving it or placing it in a protective sleeve.</p> <p>The print settings are inappropriate. See your software applications's manual for the correct print settings. Try printing in Best mode.</p> <p>The paper is inappropriate. Try another type of paper. See <i>Section 6</i>.</p> <p>The print cartridges are misaligned. Align the print cartridges as described on page 48.</p> |
| <i>Black printing is fading and the colors are missing or hues are changing.</i> | <p>One of the print cartridges is running out of ink. Replace the empty print cartridge and align the print cartridges as described on page 48. If you do not have a new print cartridge, leave the empty one in the cradle until you can replace it.</p> <p>The black print cartridge is dirty or clogged. Print a self-test as described on page 62. If this does not clear the ink nozzles, clean each print cartridge as described on page 63.</p> <p>The color print cartridge is dirty or clogged. Print a self-test as described on page 62. If this does not clear the ink nozzles, clean each print cartridge as described on page 63.</p> |
| <i>Black and white output instead of color.</i> | <p>Grayscale printing is selected in the Options dialog box. Turn off the Grayscale setting.</p> <p>Color printing is not selected in your software. Check your software application's manual for how to select color.</p> <p>The color settings are inappropriate. Adjust the color settings in the software.</p> <p>Your computer does not support color printing. Print from a color-capable computer.</p> |



Contacting Customer Support

The information presented earlier in this section suggests solutions to common problems. If your printer is not operating properly and these suggestions do not solve your problem, try using the following support services to obtain assistance.

24 Hour Support Information

Phone (800) 333-1917 to access either HP Audio-Tips or HP FIRST Fax, our 24-hour automated support services. Audio-Tips provides pre-recorded help messages on common questions, as well as information on other resources within HP to get you the help you need. Selected messages can be faxed to you for future reference.

HP FIRST Fax will deliver detailed support information on common software applications, and troubleshooting tips for your HP product. You may access this service from any touch tone phone and request up to three documents per call. These documents will be sent to the fax of your choice within minutes.

Electronic Information Services

For 24-hour access to information over your modem:

- **HP Download Service** — Our electronic download service is available 7 days a week, 24 hours a day for your convenient access to HP printer drivers, product information, and troubleshooting hints. Call (208) 344-1691. Set your communications software to N,8,1.
- **CompuServe** — Printer drivers and interactive sharing of technical information are available on CompuServe's HP Peripherals forum (GO HPPER). To subscribe, call CompuServe, Inc., (800) 524-3388 and ask for representative #51. (This is not operated by HP.)
- **Internet** — Printer drivers, product and support information can be obtained via HP's anonymous FTP site at 192.6.71.2 or ftp-boi.external.hp.com which is available to anyone with FTP access to the Internet. Access through the World-Wide Web is at:
URL <http://www.hp.com/home.html>

Printer Drivers by Mail

HP's Distribution Center provides printer drivers and printer driver updates. You can order by calling (970) 339-7009, Monday through Saturday, 24 hours a day.

Telephone Assistance – In Warranty

Our highly responsive support staff is dedicated to helping you get your new product up and running. Our support staff is available Saturday 9 am to 3 pm MST and Monday-Friday 7 am to 6 pm MST

(except Wednesday; 7 am to 4 pm MST). This service is free during the warranty of your product; however, you are charged a toll for the phone call. Please have your serial number ready when calling (208) 323-2551.

Telephone Assistance – Post Warranty

Post warranty telephone assistance is available to you to answer your product questions as well as to offer insight on how to use your product with the most common software applications. We want to help you get the right information the first time you call. Available Saturday 9 am to 3 pm MST and Monday-Friday 7 am to 6 pm MST (except Wednesday; 7 am to 4 pm MST). Call (900) 555-1500 (\$2.50 per minute, U.S.A. only). Charges begin only when you connect with a support technician. Or call (800) 999-1148 (\$25 per call VISA or Master Card, U.S. and Canada). Prices are subject to change without notice.

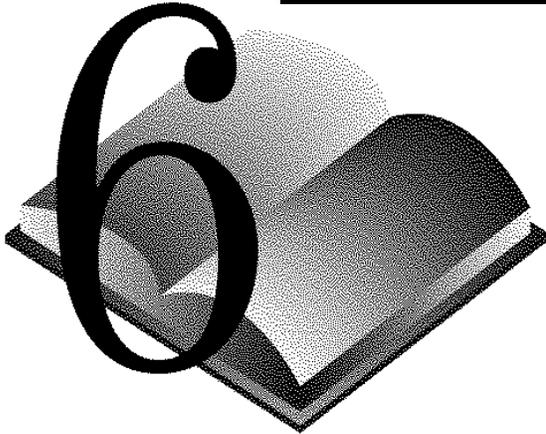
Hardware Repair Services

To speak with someone for technical assistance or repair information, call (208) 323-2551. This service is free during the warranty of your printer; however, you will be charged a toll for the phone call.

If a service contract would better meet your needs, HP offers a variety of service contract options to compliment the standard warranty. Call (800) 633-3600 (U.S.A.) or (800) 268-1221 (Canada).

HP's SupportPack

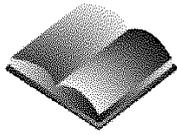
Your three year protection plan in a box is available on your local reseller's shelves. Simply fill out the form included in the SupportPack box, mail it to HP, and your protection plan is in motion. HP helps you avoid down-time and lost productivity by providing fast and convenient next-day express exchange replacement for your HP DeskWriter 660C printer from our skilled service technicians. Purchase SupportPack from your local reseller.



REFERENCE, SPECIFICATIONS, AND ORDERING INFORMATION

Maintaining Your Printer

- Use a soft cloth moistened with water to wipe dust, smudges, and stains off.
- Keep print cartridges in their sealed containers, at room temperature, until you are ready to use them.
- Keep the print cartridges in their print cartridge cradles at all times to keep them from drying out or becoming clogged.
- Do not unplug the printer before printing is complete and the print cartridge cradles have returned to their “home” position on the right side of the printer; doing so can dry out the print cartridges.
- The printer does not work with only one print cartridge installed. If one of the print cartridges runs out of ink, leave the empty cartridge in the cradle until you can replace it.
- The interior of the printer does not require cleaning. Keep fluids away from the interior of the printer.



Increasing Printer Performance

The printing speed of the HP DeskWriter 660C printer can be affected by:

- Amount of system memory available in your computer, which depends on many factors:
 - The number of extensions and control panels you are currently running.
 - The amount of system memory reserved in the disk cache.
 - The degree of system memory fragmentation.
- Amount of space available on your hard disk.

Most techniques for maximizing printer performance require freeing computer memory for the printer driver. See your computer documentation for information on memory management.

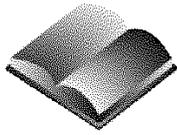
To enhance the printer's performance:

- Increase the amount of RAM in your computer. If you typically work with more than one large application open at a time, more than 4 MB of RAM may be required to ensure satisfactory printer performance.
- Limit the number of applications or documents you open at one time.

You may receive a message indicating that not enough memory is available to print your document. If this occurs, try the following:

- If several applications are open, close some and try printing again.
- If you still cannot print, adjust the size of the application memory. See your Macintosh computer documentation for how to adjust application memory size.
- If you are trying to print several documents at once, reduce the number of documents and try printing again.

When you work on your computer for several hours, opening and closing several applications, your computer's system memory becomes fragmented — broken into small blocks. To understand memory fragmentation, see the appropriate sections of your Macintosh computer documentation. To create an unfragmented block of memory, close all applications you are currently using, restart the computer, then restart the application you want to print from. This gathers fragmented system memory to make one large, contiguous block available for your printer driver.



Ink Drying Times

The HP DeskWriter 660C printer automatically sets the drying time for each printed page (based on paper type, print quality, and inks printed) to ensure that the ink does not smear on the page before the page is ejected into the OUT tray. You can override the automatic timer and force the page to be ejected into the OUT tray by pressing the resume  button. The standard times allotted for ink drying are listed in the following table.

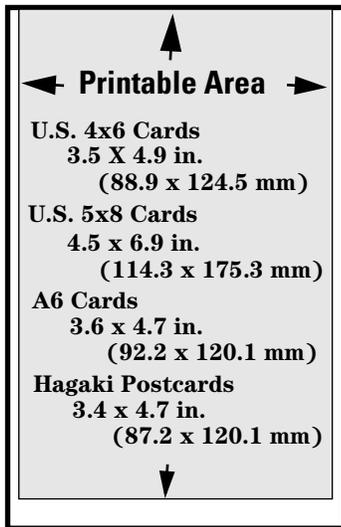
Standard Drying Times

| Paper Type | Black | EconoFast Color | Black | Normal Color | Black | Best Color |
|----------------------|--------------|----------------------------|--------------|-------------------------|--------------|-----------------------|
| <i>Plain Paper</i> | 0 sec. | 0 sec. | 15 sec. | 15 sec. | 25 sec. | 15 sec. |
| <i>Special Paper</i> | 0 sec. | 0 sec. | 15 sec. | 15 sec. | 25 sec. | 15 sec. |
| <i>Transparency</i> | 60 sec. | 120 sec. | 180 sec. | 360 sec. | 240 sec. | 360 sec. |

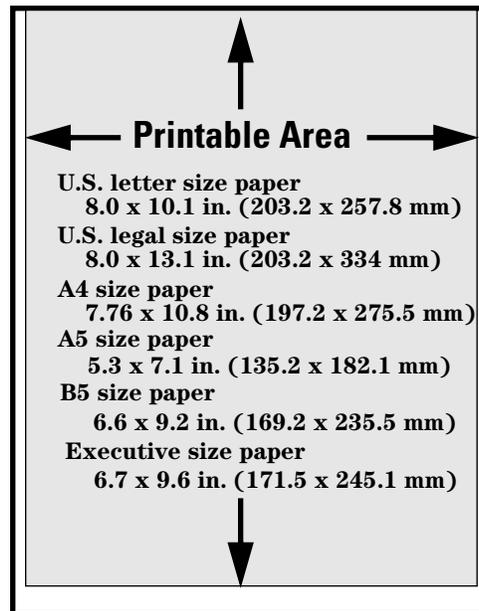
The Printable Area

The HP DeskWriter 660C printer can print within the area shown below. Most software programs allow you to specify where print appears on the page with margin settings or column width settings. When you set margins or columns in your software, be sure to set them within the printer's printable area.

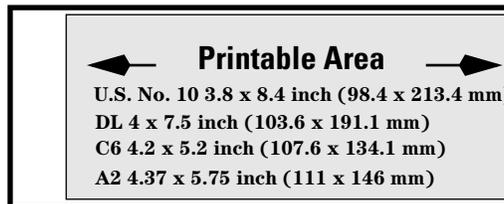
Printable Area For Cards:

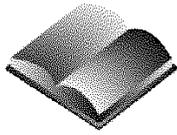


Printable Area For Sheet Paper:



Printable Area For Envelopes:





SECTION SIX

Minimum Margins* for Paper and Cards in Portrait Orientation

| Paper Size | Left and Right Margins | Bottom Margin |
|--|-------------------------------|----------------------|
| <i>U.S. letter</i> 8.5 x 11 in. (216 x 279 mm) | 0.25 in. (6.4 mm) | 0.59 in. (14.9 mm) |
| <i>U.S. legal</i> 8.5 x 14 in. (216 x 356 mm) | 0.25 in. (6.4 mm) | 0.59 in. (14.9 mm) |
| <i>A4 size</i> 8.27 x 11.7 in. (210 x 297 mm) | 0.25 in. (6.4 mm) | 0.59 in. (14.9 mm) |
| <i>A5 size</i> 5.8 x 8.3 in. (148 x 210 mm) | 0.25 in. (6.4 mm) | 0.84 in. (21.3 mm) |
| <i>B5 size</i> 7.2 x 10.1 in. (182 x 257 mm) | 0.25 in. (6.4 mm) | 0.59 in. (14.9 mm) |
| <i>Executive</i> 7.25 x 10.5 in. (184 x 267 mm) | 0.25 in. (6.4 mm) | 0.59 in. (14.9 mm) |
| <i>U.S. cards</i> 4 x 6 in. (102 x 152 mm) | 0.25 in. (6.4 mm) | 0.84 in. (21.3 mm) |
| <i>U.S. cards</i> 5 x 8 in. (127 x 203 mm) | 0.25 in. (6.4 mm) | 0.84 in. (21.3 mm) |
| <i>A6 cards</i> 4.1 x 5.83 in. (105 x 148 mm) | 0.25 in. (6.4 mm) | 0.84 in. (21.3 mm) |
| <i>Hagaki postcards</i> 3.9 x 5.8 in. (100 x 148 mm) | 0.25 in. (6.4 mm) | 0.84 in. (21.3 mm) |

*Note: The top margin is 0.26 inch (6.6 mm) for all paper sizes.

Minimum Margins* for Envelopes

| Envelope Size | Left Margin | Right Margin |
|---|--------------------|---------------------|
| <i>U.S. No. 10</i> 4.12 x 9.5 in. (105 x 241 mm) | 0.84 in. (21 mm) | 0.29 in. (6.6 mm) |
| <i>DL</i> 4.33 x 8.66 in. (110 x 220 mm) | 0.84 in. (21 mm) | 0.29 in. (6.6 mm) |
| <i>C6</i> 4.48 x 6.37 (114 x 162 mm) | 0.84 in. (21 mm) | 0.29 in. (6.6 mm) |
| <i>Invitation A2</i> 4.37 x 5.75 in. (111 x 146 mm) | 0.84 in. (21 mm) | 0.29 in. (6.6 mm) |

*Note: The top and bottom margins are 0.125 inch (3.2 mm) for all envelope sizes.

Specifications

Print Method

Plain paper drop-on-demand thermal inkjet printing

Black Print Speed*

Best mode: 1 page per minute
Normal mode: 2.5 pages per minute
EconoFast: 4 pages per minute

Color Print Speed*

Best mode: 3 min. per page
Normal mode: 1.5 min. per page
EconoFast: 0.6 min. per page

Black Resolution

Best mode: 600 x 600 dpi
Normal mode: 600 x 300 dpi
EconoFast: 300 x 300 dpi

Color Resolution

300 x 300 dpi on plain and premium paper

Resolution on glossy paper and transparency film:

600 x 300 dpi black and color

Vertical Alignment

± 0.002 in.

Dimensions

436 mm (17.2 in.) W x 199 mm (7.9 in.) H x 405 mm (16 in.) D

Weight

5.3 kg (11.6 lb)

Reliability

60,000 page life. 20,000 hours MTBF
2000 hours power-on and 12,000 printed pages per year
1000 total black pages per month max.
160 total color pages per month max.

TrueType Fonts

ITC Avant Garde Gothic Book, ITC Avant Garde Gothic Demi, ITC Bookman Light, ITC Bookman Light Italic, ITC Bookman Demi, ITC Bookman Demi Italic, Helvetica™ Narrow, Helvetica™ Narrow Bold, New Century Schoolbook, New Century Schoolbook Italic, New Century Schoolbook Bold, New Century Schoolbook Bold Italic, ITC Zapf Chancery Medium Italic, ITC Zapf Dingbats, Bernhard Modern, Cooper Black, Dom Casual, PL Torino Outline, CG Poster Bodoni, Graphite Light, Graphite Light Narrow, Lucida® Casual, Lucida® Casual Italic, PL Benguiat Frisky, Phyllis, Signet Roundhand, Milestones™.

Recommended Media Weight

Paper: 60 to 135 g/m² (16 to 36 lb)
Envelopes: 75 to 90 g/m² (20 to 24 lb)
Cards: 110 to 200 g/m² (110 lb index max.; 8.5 pt max. thickness)

Media Size

US letter 216 x 279 mm (8.5 x 11 in.)
US legal 216 x 356 mm (8.5 x 14 in.)
Executive 184 x 267 mm (7.25 x 10.5 in.)
European A4 210 x 297 mm
European A5 148.5 x 210 mm
B5-JIS 182 x 257 mm
US No. 10 envelope 104.7 x 241.3 mm (4.12 x 9.5 in.)
European DL envelope 220 x 110 mm
European C6 envelope 114 x 162 mm
Invitation A2 envelope (5.5) 4 ³/₈ x 5 ³/₄ in.
Index card 101.6 x 152.4 mm (4 x 6 in.)
Index card 127 x 203.2 mm (5 x 8 in.)
European A6 card 105 x 148.5 mm
Japanese Hagaki Postcard 100 x 148 mm
US HP Premium Transparency Film 216 x 279 mm (8.5 x 11 in.)
European A4 HP Premium Transparency Film 210 x 297 mm
US HP Premium Glossy Paper 216 x 279 mm (8.5 x 11 in.)
European A4 HP Premium Glossy Paper 210 x 297 mm
US HP Premium InkJet Paper 216 x 279 mm (8.5 x 11 in.)
European A4 HP Premium InkJet Paper 210 x 297 mm

Media Handling (Built-In Feeders)

Sheets: up to 100 sheets
Multiple envelopes: up to 20 envelopes
Single envelope: only 1 envelope
Cards: up to 30 cards
Labels: up to 25 sheets of Avery paper labels. Use only U.S. letter or A4 size sheets. Use only Avery paper labels specifically designed for use with HP InkJet printers.
OUT tray capacity: up to 50 sheets

Buttons/Lights

Resume and power

I/O Interface

AppleTalk
High-speed Serial (RS-422-A)

*Approximate figures. Exact speed will vary depending on the system configuration, software program, and document complexity.

SECTION SIX

Product Certifications

Safety Certifications - Power Module: UL, CSA, TÜV SEMKO, NEMKO, SEV, SECV, FIMKO, DEMKO, NOM

Safety Certifications - Printer with Power Module: UL, CSA, TUV, ETL. Others not required

EMI Certifications - Printer with Power Module: FCC Class B when used with a Class B computing device (USA), EMC Directive 89/336/EEC (European Community), VCCI (Japan), SABS (South Africa)

Printer Memory

512 Kbyte built-in RAM
32 Kbyte receive buffer

Power Requirements

Power modules:

Input Voltage (depends on power module ordered): 100, 120, 127, 220, 230, or 240 VAC (+10%, -10%)

Frequency:

| | |
|---------|-------------------------|
| 100 VAC | 50/60 Hz (+3 Hz, -3 Hz) |
| 120 VAC | 60 Hz (+3 Hz, -3 Hz) |
| 127 VAC | 60 Hz (+3 Hz, -3 Hz) |
| 220 VAC | 50 Hz (+3Hz, -3 Hz) |
| 230 VAC | 50 Hz (+3Hz, -3 Hz) |
| 240 VAC | 50 Hz (+3 Hz, -3 Hz) |

Power Consumption:

2 watts maximum when off
4.5 watts maximum non-printing
12 watts maximum printing

Operating Environment

Maximum operating temperature:
5°C (41°F) to 40°C (104°F)

Humidity: 10-80% RH non-condensing

Recommended operating conditions for best print quality: 15°C (59°F) to 35°C (95°F), 20 to 80% RH non-condensing

Storage temperature: -40°C (-40°F) to 60°C (140°F)

Noise Levels per ISO 9296:

| | Best Mode | Normal Mode | Econo-Fast Mode |
|------------------------------|-----------|-------------|-----------------|
| Sound Power, L_{wAd} : | 6.0 B(A) | 6.3 B (A) | 6.5 B(A) |
| *Sound Pressure, L_{pAm} : | 46 dB(A) | 50 dB (A) | 51 dB(A) |

*Bystander positions

Regulatory Notices

FCC Statement (USA)

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interferences by one or more of the following measures:

- reorient or relocate the receiving antenna
- increase the separation between the equipment and the receiver
- connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- consult the dealer or an experienced radio/TV technician for help

The user may find the following booklet, prepared by the Federal Communications Commission, helpful: *How to Identify and Resolve Radio/TV Interference Problems*. This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402, Stock No. 004-000-00345-4.

Use of a shielded cable is required to comply within Class B limits of Part 15 of FCC Rules.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Hewlett-Packard Company may cause harmful interference and void the FCC authorization to operate this equipment.

Power Module Statement

The power module cannot be repaired. If it is defective it should be discarded or returned to the supplier.

電波障害について この装置は、第二種情報装置(住宅地域又はその隣接した地域において使用されるべき情報装置)で住宅地域での電波障害防止を目的とした情報処理装置等電波障害自主規制協議会(VCCI)基準に適合しております。
しかし、本装置をラジオ、テレビジョン受信機に近接してご使用になると、受信障害の原因になることがあります。
取扱説明書に従って正しい取り扱いをして下さい。

Svenska

Får endast anslutas till jordat nätuttag.

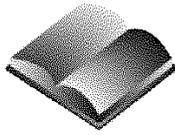
Observera!

Skadas sladden till denna nätadapter skall enheten kasseras. Sladden går ej att byta ut.

사용자 안내문

| 기종별 | 사용자 안내문 |
|-------|---|
| A급 기기 | 이 기기는 업무용으로 전자파 방해검정을 받은 기기이오니 판매자 또는 사용자는 이 점을 주의하시기 바라며, 만약 잘못 구입하셨을 때에는 구입한 곳에서 비업무용으로 교환하시기 바랍니다. |
| B급 기기 | 이 기기는 비업무용으로 전자파장해검정을 받은 기기로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다. |

비고 A급: 업무용 기기를 말한다.
B급: 업무용 기기 외의 기기를 말한다.



DECLARATION OF CONFORMITY

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:

Hewlett-Packard Company

Manufacturer's Address:

Hewlett-Packard Co.
Vancouver Division
18110 S.E. 34th Street
Camas, WA 98607

Hewlett-Packard Singapore (PTE) Ltd.
Asia Peripherals Division
20 Gul Way
Singapore 2262

Hewlett-Packard Espanola, S.A.
Barcelona Division
Avenida Graells, 501
08190 Sant Cugat del Valles
Barcelona, Spain

declares, that the product(s):

Product Name:

DeskJet and DeskWriter Printers

Model Number(s):

C2168A, C2169A, C2170A, C2171A,
C2162A, C2163A, C2164A, C2165A,
C2184A, and C2185A

Product Options:

All

conforms to the following Product Specifications:

Safety: IEC 950 (1991) Second Edition without amendments/EN 60950 (1988)
EMC: EN55022 (1988) Class B/CISPR 22 (1985) Class B
IEC 801-2 (1991) Second Edition/prEN 55204-2 (1992):4 kV CD, 8 kV AD
IEC 801-3 (1984)/prEN 55024-3 (1992): 3 V/m
IEC 801-4 (1988)/prEN 55024-4 (1992): 1 kV Power lines, 0.5kV Signal lines

Supplementary Information:

The products herewith comply with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC. The products were tested in a typical configuration.

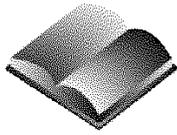
Camas, WA., March 3, 1995

Kathy Smith
Customer Assurance Manager

European Contact: Your local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department ZQ/ Standards Europe, Herrenberger Straße 130, D-71034 Böblingen FAX:+49-7031-143143

Available Supplies and Accessories

| Supply/Accessories | HP Reorder Number |
|---|--------------------------|
| HP Serial Printer Cable | 92215S |
| HP AppleTalk Connector | 92215N |
| Print Cartridge | |
| Black Print Cartridge | 51629A |
| Color Print Cartridge | 51649A |
| Media | |
| HP Premium Transparency Film (U.S. letter, 50 sheets) | C3834A |
| HP Premium Transparency Film (U.S. letter, 20 sheets) | C3828A |
| HP Premium Transparency Film (European A4, 50 sheets) | C3835A |
| HP Premium Transparency Film (European A4, 20 sheets) | C3832A |
| HP Premium Glossy Paper (U.S. Letter, 50 sheets) | C3836A |
| HP Premium Glossy Paper (U.S. Letter, 10 sheets) | C3833A |
| HP Premium Glossy Paper (European A4, 50 sheets) | C3837A |
| HP Premium Glossy Paper (European A4, 10 sheets) | C3831A |
| HP Premium InkJet Paper (U.S. Letter, 200 sheets) | 51634Y |
| HP Premium InkJet Paper (European A4, 200 sheets) | 51634Z |



SECTION SIX

Replaceable Parts

Power Module

| | |
|----------------------------------|--------------------|
| U.S.A., Canada, Mexico 120V/60Hz | 9100-5124 (C2175A) |
| Europe (except U.K.), 230V/50Hz | 9100-5132 (C2176A) |
| Japan, 100V/50/60 Hz | 9100-5130 (C2178A) |
| U.K., 240V/50Hz | 9100-5131 (C2177A) |
| South Africa, 220V/50Hz | 9100-5128 (C2180A) |
| Australia, 240V/50Hz | 9100-5127 (C2181A) |
| China, Argentina, 220V/50Hz | 9100-5129 (C2179A) |
| Korea, 220V/60Hz | 9100-5126 (C2182A) |

HP DeskWriter 660C Printer User's Guide Kits

| | |
|--|-------------|
| U.S. English User's Guide Kit | C2165-60200 |
| International English User's Guide Kit | C2165-60202 |
| French User's Guide Kit | C2165-60208 |
| German User's Guide Kit | C2165-60209 |
| Italian User's Guide Kit | C2165-60212 |
| Spanish User's Guide Kit | C2165-60218 |
| Dutch User's Guide Kit | C2165-60206 |
| Swedish User's Guide Kit | C2165-60219 |
| Danish User's Guide Kit | C2165-60205 |
| Finnish User's Guide Kit | C2165-60207 |
| Portuguese User's Guide Kit | C2165-60216 |
| Japanese User's Guide Kit | C2165-60213 |
| Korean User's Guide Kit | C2165-60214 |
| Access Door (Top Cover) Assembly | C2164-67816 |
| Base Foot Assembly (4 ea.) | C2162-60098 |
| Paper Tray Assembly | C2164-67807 |

Ordering Information

To order printer supplies or accessories, call your nearest HP dealer. If your dealer does not have the supplies, call HP DIRECT for fast shipping service:

- **Within the U.S.:** 1 (800) 538-8787

To order **replaceable parts** within the U.S.: 1 (800) 227-8164

For information on **HP Service Agreements** within the U.S.:
1 (800) 835-4747 (Monday-Friday: 7:30 am to 12 noon PST and
1:00 pm to 4:00 pm PST).

- **Toronto:** (416) 671-8383
- **Other Canadian Provinces:** 1 (800) 387-3154
- **Europe/Africa/Middle East:** (31) 20/547 999, Hewlett-Packard S.A., Central Mailing Department, PO. Box 529,1180 Amstelveen, The Netherlands
- **Australia/ New Zealand:** (03) 895-2895, China Resources Bldg., 26 Harbour Road, Wanchai, Hong Kong
- **Latin America:** (525)326-40-00, Latin American Region Headquarters, Monte Pelvoux 111 Colonia Lomas de Chapultepec, Codigo Postal 11000, Mexico, D.F.
- **Japan:** (03) 331-6111, Yokogawa-Hewlett-Packard Ltd. 29-21, Takaido-Higashi 3-chome, Sugunami-ku, Tokyo 168
- **Elsewhere in the World:** Hewlett-Packard Company, Intercontinental Headquarters, 3495 Deer Creek Road, Palo Alto, CA 94304, U.S.A.

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Reduce, Reuse, Recycle

Protecting the Environment

Hewlett-Packard continuously improves the design and production processes of HP DeskJet and DeskWriter printers to minimize the negative impact on the office environment; on the communities where they are manufactured, shipped, and used; and of the disposal at the end of printing life.

Elimination

Ozone: All ozone-depleting chemicals (CFCs, for example) have been eliminated from Hewlett-Packard manufacturing processes.

Printer Packaging: Boxes for shipping individual printers from the factory to the distribution centers have been eliminated, saving roughly 50% in fuel and, therefore, fuel emissions. Boxes used to ship printers from the distribution centers are whitened without using chlorine.

Recycling

Printer Packaging: The boxes used to ship printers from the distribution centers, the expanded polystyrene packaging inserts, and the clear polyethylene bags containing the printer drivers are 100% recyclable.

Plastic Parts: Major manufactured plastic parts are marked as to the plastic content to facilitate product recycling.

Print Cartridges: Hewlett-Packard is conducting several pilot programs to take back print cartridges for material reclamation and environmentally-sound disposal. Call your Hewlett-Packard

representative for current status.

Printers: Hewlett-Packard accepts used and obsolete printers for component recycling. Call your Hewlett-Packard sales office for instructions.

Manuals: The manuals in this kit are printed on recycled paper.

Reduction and Reuse

Ink Packaging: The print cartridge capability for color was significantly increased and the packaging for the ink cartridges was reduced.

Energy Consumption

HP DeskJet and DeskWriter printers use only 4.5 watts in stand-by mode, which easily qualifies them as energy-saving computer printers under the U.S. Environmental Protection Agency's Energy Star Computers program. The EPA estimates that if all desktop PCs and peripherals in the U.S. were to qualify, the overall savings in electricity could amount to over \$1 billion each year. It could also prevent the emission of 20 million tons of carbon dioxide per year (the equivalent output of 5 million cars).

The Energy Star emblem does not represent EPA endorsement of any product or service.



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