HP Customer Care

Thank you for buying an HP DeskJet printer. Because HP wants owning your printer to be a trouble-free experience, we back your purchase with HP Customer Care—award-winning service and support that includes:

HP Customer Care Online

Click your way to a quick solution! http://www.hp.com/support/home_products is a great place to start for answers to questions about your HP DeskJet printer—24 hours a day, seven days a week.

HP Customer Care User Forums

Go online, anytime, and you will also find helpful user forums—a great source of ideas and suggestions for using your HP DeskJet printer. You can access the user forums directly from http://www.hp.com/support/home_products.

HP Customer Care by Phone

Call us direct and connect with a service technician who specializes in your product and who can typically answer your questions in one phone call. See page 46 in this User’s Guide for phone numbers.
Acknowledgments

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Edition 1, July 1999

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Thank You For Buying an HP DeskJet Printer!

Here’s what comes in the box. If something is missing, talk to your HP dealer or call HP Customer Care. (See “HP Customer Care by Phone” on page 46 for the appropriate telephone number.)

Note: You will need to buy a USB-to-USB printer cable, or an HP JetDirect 300X External Print Server, to connect your HP DeskJet printer to your computer. See page 47 for ordering information.
Special Features of Your HP DeskJet Printer

Your new HP DeskJet printer is equipped with special features that improve print quality, giving you a competitive edge:

Exceptional print quality
- Stunning photo quality through HP's Color Layering Technology
- Laser-quality black text
- Excellent print quality on plain paper

Uncompromising performance
- Print speeds of up to 12 pages per minute for black text and 10 pages per minute for text with color graphics
- Efficient, fast photo image printing

Features that expand your printing possibilities
- Innovative, easy-to-use Automatic Two-Sided Printing
- Large capacity paper tray that holds up to 150 sheets
- Network-capable (supports HP JetDirect 300X External Print Server)

Finding More Information

This User's Guide shows you how to operate your printer. For more information:

- Use the Quick Start Poster for installation.
- Turn on balloon help in the Help menu. Move your cursor over any print setting to view an explanation.
- Visit the HP web site on the Internet at http://www.hp.com/support/home_products or http://www.hp.com for the latest product information, troubleshooting, and printer software updates.
Using Your Printer

Buttons and Lights

The buttons on the front of your HP DeskJet printer enable you to turn the printer on and off, cancel a print job, or resume printing. The lights provide you with visual cues about the state of your printer. The buttons and lights from left to right are:

- Cancel Button — Press this button to cancel the current print job in the printer.

- Print Cartridge Status Light — When lit, the light above this symbol indicates that you need to check the status of your print cartridges. See “Print Cartridge Status” on page 29.

- Resume Button and Light — Whenever the light above the Resume Button flashes, press the Resume Button to continue printing.

- Power Button and Light — Use the Power Button to turn the printer on and off. The green light above the Power Button flashes when the printer is processing information.

**Warning**

Use only the Power Button on the front of the printer to turn the printer on and off. Using a power strip, surge protector, or a wall-mounted switch to turn the printer on and off may cause premature printer failure.
Using Your Printer

Paper Trays

IN Tray

You place paper and other media types for printing in the IN tray. Pull out this tray for easy loading. Once you insert the media you want to use, slide the paper guides so they rest snugly against the media. Be sure to slide all media as far as it will go into the IN tray.

OUT Tray

The printer sends its completed pages to the OUT tray. The OUT tray has two different positions.

Down – For most types of printing (except banners). The down position also allows single envelope printing.

Up – For ease of loading media in the IN tray and for banner printing.
Using Your Printer

Automatic Two-Sided Printing

The Automatic Two-Sided Printing Module is a special hardware and software feature that enables your printer to automatically print on both sides of the page.

Installing the Automatic Two-Sided Printing Module

1. Turn the knob on the printer’s Rear Access Door counter-clockwise, and remove the door.
Using Your Printer

2 Press the button on each side of the Automatic Two-Sided Printing Module, and insert the module into the back of the printer.

3 Release the buttons.

Printing with the Automatic Two-Sided Printing Module

1 Load appropriate paper.

   Note: Not all paper types or sizes work with the Automatic Two-Sided Printing Module. You can print on plain paper, HP Bright White Inkjet Paper, and HP Premium Inkjet Heavyweight Paper.

2 From the File menu, select Page Setup.

3 Check the Two Sided Safe Margins box, then click OK.

4 From the File menu, select Print.

5 Choose Layout from the General pop-up menu. See “Print Dialog Box” on page 12 for instructions.

6 In the Layout dialog box, check the Print Both Sides box, and select Automatic.

7 Click on either the Book or Tablet icon to choose the correct page orientation.

8 Make any other formatting selections from other Print dialog boxes, then click Print.
Using Your Printer

**Note:** After one side of the page is printed on, the paper is held while the ink dries. Once the ink is dry, the paper is pulled back in, and the reverse side is printed. As each page is finished, the page will drop into the OUT tray.

**Note:** If you have problems with Two-Sided Printing, see “Basic Troubleshooting” beginning on page 39.

Basic Printer Maintenance

Because the printer ejects ink onto the paper in a fine mist, ink smudges will eventually appear on the printer case. Follow the cleaning instructions provided below.

- **Do not** clean the interior of the printer. Keep all fluids away from the interior.
- To remove stains, smudges and/or dried ink from the exterior of the printer, use a soft cloth moistened with water. **Do not** use household cleaners or detergent. In the event that a household cleaner or detergent is used on the printer, wipe the printer’s exterior surfaces with a soft cloth moistened with water.
- **Do not** lubricate the rod on which the print cartridge cradle moves. Noise is normal when the cradles move back and forth.

For information on cleaning print cartridges and the print cartridge cradle, see “Cleaning Print Cartridges” on page 34.
1 Using Your Printer

NOTES:
Choosing Your Printer

If you haven’t already selected your HP DeskJet as the default printer in the Chooser, you should do so now. How you select the HP DeskJet in the Chooser depends on whether your computer is connected to the printer via USB or AppleTalk.

USB Connection

1. Make sure the computer and printer are turned on, and your printer is connected to your computer with a USB cable.
2. From the Apple menu, select Chooser.
3. In the left side of the Chooser window, click the DeskJet 900 Series icon.
4. In the right side of the Chooser window, click DeskJet 970C.
5. Close the Chooser.

AppleTalk Network Connection

1. Make sure the computer and printer are both turned on and connected to your AppleTalk network. You will need an HP JetDirect 300X External Print Server to connect the printer to your AppleTalk network.
2. From the Apple menu, select Chooser.
3. Click the Active button next to AppleTalk.
4. In the left side of the Chooser window, click the DeskJet 900 Series icon.
5. Select the printer zone, if necessary.
6. In the right side of the Chooser, click DeskJet 970C.
7. Close the Chooser.
Using Your Printer Software

Other Ways to Select a Default Printer

Besides using the Chooser, you can also select a default printer in the following ways:

- Select the desired printer by clicking on the menu bar printer icon at the top of the screen, and choosing the DeskJet 970C.

- If your control strip is on, then select the desired printer by clicking the printer icon at the bottom of the screen, and choosing the DeskJet 970C.

- Drag the document you want to print to the desktop icon of the printer you want to use.

- Double-click the icon of the HP DeskJet printer you want to use, and choose Set Default Printer from the Print menu.

The Print command will send your documents to this printer until you select a new default printer. If you switch printers, check your document before you print it to see whether the formatting or pagination changed.

Desktop Printing

Desktop printing is useful when you have a number of documents to print at once, or when you have a document that is already formatted for printing on a particular printer. There are two methods to print documents from the desktop. To perform desktop printing, either:

- Drag the icons of the documents you want to print to the desktop icon of the printer you want to use.

or

- Select the icons of the documents you want to print, then choose Print from the File menu. When the Print dialog box appears, select your print options, then click the Print button.
Checking Printer Status

You can tell the status of a printer by looking at its desktop icon:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Icon" /></td>
<td>Idle printer (default)</td>
<td><img src="image2.png" alt="Icon" /></td>
<td>Printing stopped on default printer</td>
</tr>
<tr>
<td><img src="image3.png" alt="Icon" /></td>
<td>Idle printer (not default)</td>
<td><img src="image4.png" alt="Icon" /></td>
<td>Error on default printer</td>
</tr>
<tr>
<td><img src="image5.png" alt="Icon" /></td>
<td>Printing on default printer</td>
<td><img src="image6.png" alt="Icon" /></td>
<td>Printer not available or connected</td>
</tr>
</tbody>
</table>
Page Setup - Controlling Page Layout

You control settings such as paper size, scaling, page orientation, and watermarks from the **HP DeskJet 900 Series Page Setup** dialog box. To get to this dialog box:

1. Open the software program used to create your document.

2. From the **File** menu, select **Page Setup**.

**Paper Size, Scaling, and Page Orientation**

- **Check to automatically adjust margins for Two-Sided Printing.**
- **Make sure you correctly choose the size of paper, envelopes, or other media you have in the IN tray.**
- **Enter a number from 5 to 999. Numbers smaller than 100 reduce the image size, and numbers greater than 100 enlarge it. Changing size may change pagination.**
- **Click the appropriate icon to choose page orientation.**
Using Your Printer Software

Watermarks

Traditionally, a watermark is an indelible image impressed on a piece of paper that is visible by holding the paper up to the light. Your HP DeskJet printer can’t do that, but can create the illusion of a watermark by putting an image on each page of your document. Your HP DeskJet 970C comes with a number of watermarks, and you can create more.

Creating Your Own Watermark File

Use any drawing or other program that can save PICT files to create your own custom watermarks, such as your company logo.

1. Create the image and save it as a PICT file.

2. Save the PICT file inside the Printing Prefs folder.

   To find the Printing Prefs folder, open the System Folder, then open the Preferences folder. The name you use when saving the file is the name that will appear in the Watermark dialog box.

   **Note:** Make the watermark with solid colors. When you print the document, you can use the Density control to make the watermark lighter.
Using Your Printer Software

Print Dialog Box

You control settings such as number of copies, all or specific pages to print, paper type, print quality, page layout, color, and background printing from the HP DeskJet 900 Series Print dialog box. To get to this dialog box, select Print from your software program's File menu.

Buttons

There are four buttons at the bottom of every Print dialog box:

- **Save Settings**, which saves any print settings you select
- **Revert to Defaults**, which returns your print settings to the original HP-defined settings
- **Cancel**, which cancels settings you have entered and closes the Print dialog box
- **Print**, which starts printing

General

**General** is the default panel selected in the Print dialog box menu. This panel lets you select the number of copies you want to print, whether you want to print the entire document or select pages, and whether you want to print from the front of your document or begin printing from the end forward.
You may also choose the following options from the **General** menu:

- **Paper Type/Quality** (see "Paper Type/Quality" on page 14)
- **Layout** (see “Layout” on page 14)
- **Color** (see “Color” on page 15)
- **Background Printing** (see “Background Printing” on page 16)
- **Ink Controls** (see “Basic Troubleshooting” beginning on page 39)
Using Your Printer Software

Paper Type/Quality

This dialog box allows you to specify the number of pages printed on each sheet of paper, or to print a poster by specifying the number of pages printed across and down. You also set Two-Sided Printing options from this dialog box.

Layout

Choose from a wide range of paper types.

Print Quality
- Draft: Quick printing
- Normal: Every day printing
- Best: Highest quality
- High Res Photo: Only for photo media

Prints a mirrored image of your document.

Choose the number of pages (1, 2, or 4) to print on each sheet. or
Print a poster:
Choose the size of your poster by choosing the number of pages across and down (2x2, 3x3, or 4x4).

Check to print a border around each page.

If you check Print Both Sides, choose the appropriate method: Manual or Automatic (if using the Automatic Two-Sided Printing Module).

If you check Print Both Sides, choose appropriate Binding (side or top).
Using Your Printer Software

Color

Your HP DeskJet 970C uses HP’s Color Matching technology to intelligently analyze each element on a page—text, graphics, and photographs—and provide the best color output.

**HP Color Matching** is the default Image setting on the Color panel. While you can adjust saturation, brightness, and color tone with the sliders that appear when you choose this option, the center position of the sliders is optimized for most printing uses and types of media.

The **ColorSync** setting can be used for color matching with other computers using the ColorSync matching system.

**Grayscale** prints in shades of gray. With this setting, you also have the option to optimize printing for fax and photocopy.

**Black & White** prints only in black and white (no color, no gray).
Using Your Printer Software

Background Printing

Choose **Background** if you want to continue working while printing takes place. If you choose **Foreground** printing, you won’t be able to work on other tasks until the printing is complete, but printing will be faster.

The following table describes additional features available when using background printing. To access these features from the desktop, double-click the HP DeskJet 970C printer icon.
## Background Printing Options

<table>
<thead>
<tr>
<th>Options</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| Delete a print job       | • Select the job title or icon, then click the Trash icon.  
                            or  
                            • Drag the document’s icon to the Trash on your desktop.  
                            These methods delete only the print job, not the document itself.                                                                               |
| Hold/pause a print job   | • Select the job title or icon, then click the Pause button.  
                            The print request will pause until you select its title again and click the Resume Button.   
                            or  
                            • Drag the document icon to the Waiting to Print list of documents.                                                                          |
| Mark a print request “Urgent” | • Select the job title or icon, then click the small clock.  
                                      • In the dialog box that appears, click Urgent. This moves the print request to the top of your list.                                                |
| Print at a specific time | • Select the job title or icon, then click the small clock.  
                                      • In the dialog box that appears, click At Time, then set the time and date to print.                                                           |
| Sort/change the order of print jobs | • From the View menu, choose the title of the column by which you want to sort or choose.  
                                            • To see and change the print order, sort by Print Time.  
                                            • Drag and drop the print job title to the desired place in the list.                                                                           |
| Stop and restart printing | • Choose Stop Print Queue from the Printing menu.  
                                      • To resume printing, choose Start Print Queue. This is a good way to save print requests when using a PowerBook while away from your printer.         |
| Change printers          | To move a print job from one printer to another printer of the same type:  
                                      • Drag the icon for the print request to the icon of the desired printer.  
                                      If you’re not sure whether the two printers are of the same type, try moving the print request anyway; the printer software won’t let you move a print request to an incompatible printer. |
## Using Your Printer Software

### Printing on Different Types of Paper and Media

<table>
<thead>
<tr>
<th>What do you want to print</th>
<th>What you need to do</th>
</tr>
</thead>
</table>
| **Single envelope**       | 1. Slide the envelope, with its flap side on the left and flap facing up, into the OUT tray’s single envelope slot. Continue sliding until the envelope stops.  
2. Choose the print settings that match the type and size of the envelope.  
3. Print the envelope. |
| **Stack of up to 15 envelopes** | 1. Slide out both of the paper guides, and remove all paper from the IN tray.  
2. Slide the envelopes, with their flap side on the left and flap facing up, into the IN tray as far as they will go.  
3. Slide the paper guides snugly against the edges of the envelopes.  
4. Choose the print settings that match the type and size of the envelopes.  
5. Print the envelopes. |
| **Greeting Cards**        | 1. Slide out both of the paper guides, and remove all paper from the IN tray.  
2. Insert up to 45 cards into the IN tray as far as they will go.  
3. Slide the paper guides snugly against the edges of the cards.  
4. Choose the print settings that match the type and size of the cards.  
5. Print the cards. |

See next page ➤
Using Your Printer Software

<table>
<thead>
<tr>
<th>HP print settings to choose</th>
<th>Guidelines to remember</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Page Setup</strong></td>
<td></td>
</tr>
<tr>
<td>- Paper Size: Choose</td>
<td>• Make sure paper is</td>
</tr>
<tr>
<td>appropriate envelope</td>
<td>loaded in the IN tray.</td>
</tr>
<tr>
<td>size</td>
<td>• Make sure the OUT</td>
</tr>
<tr>
<td>- Orientation: Choose</td>
<td>tray is in the down</td>
</tr>
<tr>
<td>Portrait icon</td>
<td>position.</td>
</tr>
<tr>
<td><strong>Paper Type/Quality</strong></td>
<td>• Avoid envelopes that</td>
</tr>
<tr>
<td>- Paper Type: Choose</td>
<td>have clasps or windows.</td>
</tr>
<tr>
<td>Plain Paper</td>
<td>• Avoid envelopes that</td>
</tr>
<tr>
<td>- Print Quality: Choose</td>
<td>are shiny or embossed,</td>
</tr>
<tr>
<td>Normal</td>
<td>envelopes with thick,</td>
</tr>
<tr>
<td><strong>Layout</strong></td>
<td>irregular, or curled</td>
</tr>
<tr>
<td>- Pages per Sheet: 1</td>
<td>edges, or envelopes</td>
</tr>
<tr>
<td>- Print Both Sides:</td>
<td>that are wrinkled,</td>
</tr>
<tr>
<td>Unchecked</td>
<td>torn, or otherwise</td>
</tr>
<tr>
<td></td>
<td>damaged.</td>
</tr>
<tr>
<td></td>
<td>• If your software</td>
</tr>
<tr>
<td></td>
<td>program includes an</td>
</tr>
<tr>
<td></td>
<td>envelope-printing</td>
</tr>
<tr>
<td></td>
<td>feature, follow those</td>
</tr>
<tr>
<td></td>
<td>instructions instead</td>
</tr>
<tr>
<td></td>
<td>of the procedure here.</td>
</tr>
<tr>
<td></td>
<td>• For ease of loading</td>
</tr>
<tr>
<td></td>
<td>small cards, raise the</td>
</tr>
<tr>
<td></td>
<td>the OUT tray. After you</td>
</tr>
<tr>
<td></td>
<td>have inserted the</td>
</tr>
<tr>
<td></td>
<td>cards, lower the OUT</td>
</tr>
<tr>
<td></td>
<td>tray.</td>
</tr>
<tr>
<td></td>
<td>• Align the card edges</td>
</tr>
<tr>
<td></td>
<td>before inserting the</td>
</tr>
<tr>
<td></td>
<td>cards.</td>
</tr>
<tr>
<td></td>
<td>• If you have pre-folded</td>
</tr>
<tr>
<td></td>
<td>greeting cards, unfold</td>
</tr>
<tr>
<td></td>
<td>the cards, then load</td>
</tr>
<tr>
<td></td>
<td>the cards into the IN</td>
</tr>
<tr>
<td></td>
<td>tray.</td>
</tr>
</tbody>
</table>
## Using Your Printer Software

<table>
<thead>
<tr>
<th>What do you want to print</th>
<th>What you need to do</th>
</tr>
</thead>
</table>
| **Cards (index, business, and other small media)** | 1 Pull out the IN tray.  
2 Slide out both of the paper guides, and remove all paper from the IN tray.  
3 Insert up to 45 cards into the IN tray as far as they will go.  
4 Slide the paper guides snugly against the edges of the cards.  
5 Push in the IN tray.  
6 Choose the print settings that match the type and size of the cards.  
7 Print the cards. |
| **Photos** | 1 Pull out the IN tray.  
2 Slide out both of the paper guides, and remove all paper from the IN tray.  
3 Insert photo paper in the IN tray (HP logo side up or glossy side down).  
4 Slide the paper guides snugly against the sheets.  
5 Push in the IN tray.  
6 Choose the print settings that match the type and size of the photo paper.  
7 Print the photos. |
| **Labels** | 1 Slide out both of the paper guides, and remove all paper from the IN tray.  
2 Fan the edges of the label sheets to separate them, then align the label edges.  
3 Insert up to 20 label sheets (label side down).  
4 Slide the paper guides snugly against the sheets.  
5 Choose the print settings that match the type and size of the labels.  
6 Print the labels. |

See next page ➤
## Using Your Printer Software

<table>
<thead>
<tr>
<th>HP print settings to choose</th>
<th>Guidelines to remember</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Page Setup</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>Paper Size</strong>: Choose appropriate card size</td>
<td>• For ease of loading small cards, raise the OUT tray. After you have inserted the cards, lower the OUT tray.</td>
</tr>
<tr>
<td>- <strong>Orientation</strong>: Choose Portrait icon</td>
<td>• Align the card edges before inserting the cards.</td>
</tr>
<tr>
<td><strong>Paper Type/Quality</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>Paper Type</strong>: Choose Plain Paper</td>
<td></td>
</tr>
<tr>
<td>- <strong>Print Quality</strong>: Choose Normal</td>
<td></td>
</tr>
<tr>
<td><strong>Layout</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>Pages per Sheet</strong>: 1</td>
<td></td>
</tr>
<tr>
<td>- <strong>Print Both Sides</strong>: Unchecked</td>
<td></td>
</tr>
</tbody>
</table>

| **Page Setup**              |                         |
| - **Paper Size**: Choose appropriate paper size | • For best results, use HP Premium Photo Paper, Glossy, or HP Plus Premium Photo Paper, Matte or Glossy. |
| - **Orientation**: Choose appropriate orientation |                          |
| **Paper Type/Quality**      |                         |
| - **Paper Type**: Choose photo paper type |                          |
| - **Print Quality**: Choose Best |                          |
| **Layout**                  |                         |
| - **Pages per Sheet**: 1    |                         |
| - **Print Both Sides**: Unchecked |                          |

| **Page Setup**              |                         |
| - **Paper Size**: Choose A4 or Letter (8.5x11 in) | • Use only paper labels that are designed specifically for use with inkjet printers. |
| - **Orientation**: Choose appropriate orientation | • Never load more than 20 sheets at one time. |
| **Paper Type/Quality**      |                         |
| - **Paper Type**: Choose Plain Paper | • Use only full sheets of labels. |
| - **Print Quality**: Choose Normal | • Make sure the sheets are not sticky, wrinkled, or pulling away from their protective backing. |
| **Layout**                  |                         |
| - **Pages per Sheet**: 1    |                         |
| - **Print Both Sides**: Unchecked | • Do not use plastic or clear labels. The ink will not dry when used with plastic or clear labels. |
## Using Your Printer Software

<table>
<thead>
<tr>
<th>What do you want to print</th>
<th>What you need to do</th>
</tr>
</thead>
</table>
| **Transparencies** | 1 Slide out both of the paper guides, and remove all paper from the IN tray.  
2 Fan the edges of the transparency sheets to separate them, then align the edges.  
3 Insert a stack of up to 30 transparency sheets, rough side down and the adhesive strip towards the printer.  
4 Slide the paper guides snugly against the transparencies.  
5 Choose the print settings that match the type and size of the transparencies.  
6 Print the transparencies.  
7 The printer waits for transparencies to dry before releasing them automatically. Press the **Resume Button** to continue printing. |

![Adhesive strip](image)

| **Banners** | 1 Tear off the number of sheets (up to 20) you need.  
2 Tear off and discard the perforated strips, if any.  
3 Slide out the paper guides, and remove all paper from the IN tray.  
4 Raise the OUT tray and leave it in the Up position.  
5 Put the paper in the IN tray so that the unattached edge is at the top of the stack. Insert the first edge into the IN tray until it stops. Make sure the IN tray is pushed in.  
6 Slide paper guides snugly against the sheets.  
7 Choose the appropriate paper type, size, and orientation.  
8 Print the banner. |

![Banner paper](image)

| **Posters** | 1 Load paper in the IN tray.  
2 Slide the paper guides snugly against the sheets.  
3 Choose the print settings that match the type and size of your poster.  
4 Print your poster. |

![Posters](image)

See next page ➤
## Using Your Printer Software

<table>
<thead>
<tr>
<th>HP print settings to choose</th>
<th>Guidelines to remember</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Page Setup</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>Paper Size</strong>: Choose appropriate size</td>
<td></td>
</tr>
<tr>
<td>- <strong>Orientation</strong>: Choose appropriate orientation</td>
<td></td>
</tr>
<tr>
<td><strong>Paper Type/Quality</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>Paper Type</strong>: Choose transparency type</td>
<td></td>
</tr>
<tr>
<td>- <strong>Print Quality</strong>: Choose Normal or Best</td>
<td></td>
</tr>
<tr>
<td><strong>Layout</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>Pages per Sheet</strong>: 1</td>
<td></td>
</tr>
<tr>
<td>- <strong>Print Both Sides</strong>: Unchecked</td>
<td></td>
</tr>
<tr>
<td><strong>Page Setup</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>Paper Size</strong>: Choose U.S. Letter Banner or A4 Banner</td>
<td></td>
</tr>
<tr>
<td>- <strong>Orientation</strong>: Choose appropriate orientation</td>
<td></td>
</tr>
<tr>
<td><strong>Paper Type/Quality</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>Paper Type</strong>: Choose Plain Paper or HP Banner Paper</td>
<td></td>
</tr>
<tr>
<td>- <strong>Print Quality</strong>: Choose Normal</td>
<td></td>
</tr>
<tr>
<td><strong>Layout</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>Pages per Sheet</strong>: 1</td>
<td></td>
</tr>
<tr>
<td>- <strong>Print Both Sides</strong>: Unchecked</td>
<td></td>
</tr>
<tr>
<td><strong>Page Setup</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>Paper Size</strong>: Choose appropriate size</td>
<td></td>
</tr>
<tr>
<td>- <strong>Orientation</strong>: Choose appropriate orientation</td>
<td></td>
</tr>
<tr>
<td><strong>Paper Type/Quality</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>Paper Type</strong>: Choose Plain Paper</td>
<td></td>
</tr>
<tr>
<td>- <strong>Print Quality</strong>: Choose Normal</td>
<td></td>
</tr>
<tr>
<td><strong>Layout</strong></td>
<td></td>
</tr>
<tr>
<td>- <strong>Pages per Sheet</strong>: Choose 2x2 Poster, 3x3 Poster, or 4x4 Poster</td>
<td></td>
</tr>
<tr>
<td>- <strong>Print Both Sides</strong>: Unchecked</td>
<td></td>
</tr>
</tbody>
</table>

**Guidelines to remember**

- For best results, use HP Premium Inkjet Transparency Film or HP Premium Inkjet Rapid-dry Transparencies.
- When printing banners, be sure that the OUT tray is raised into the up position and the IN tray is pushed in.
- For best results, use HP Banner Paper.
- Trim the edges on each sheet and tape the sheets together.
### Using Your Printer Software

#### What do you want to print

<table>
<thead>
<tr>
<th>Manual Two-Sided Printing</th>
<th>What you need to do</th>
</tr>
</thead>
</table>
| Book Binding                                        | 1. Remove all paper from the OUT tray.  
|                                                     | 2. Load paper into the IN tray.  
|                                                     | 3. Slide the paper guides snugly against the sheets.  
|                                                     | 4. In the **Layout** dialog box, click **Print Both Sides**, then select either the **Book** or **Tablet** icon, and uncheck **Automatic**.  
|                                                     | 5. Choose the print settings that match the type and size of your paper.  
|                                                     | 7. Carefully follow the reloading instructions displayed on your computer screen.  
|                                                     | 8. When the paper is properly reloaded, click **Continue** in the message box on your computer screen.                                                                                                               |

<table>
<thead>
<tr>
<th>Tablet Binding</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Iron-on transfers</th>
<th></th>
</tr>
</thead>
</table>
|                                                     | 1. Slide out both of the paper guides, and remove all paper from the IN tray.  
|                                                     | 2. Load the transfer paper, one sheet at a time on top of other paper in the IN tray, transparent side (or the side on which you wish to print) down.  
|                                                     | 3. Slide the paper guides snugly against the sheets.  
|                                                     | 4. Choose the print settings that match the type and size of your iron-on transfers.  
|                                                     | 5. Print your transfers.                                                                                                                                                                                          |

See next page ➤
## Using Your Printer Software

<table>
<thead>
<tr>
<th><strong>HP print settings to choose</strong></th>
<th><strong>Guidelines to remember</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Page Setup</strong></td>
<td>• You can do manual Two-Sided Printing with either the Rear Access Door or Automatic Two-Sided Printing Module attached.</td>
</tr>
<tr>
<td>- <em>Paper Size:</em> Choose appropriate size</td>
<td></td>
</tr>
<tr>
<td>- <em>Orientation:</em> Choose appropriate orientation</td>
<td></td>
</tr>
<tr>
<td><strong>Paper Type/Quality</strong></td>
<td>• The printer automatically prints the odd-numbered pages first. The printer then displays a message on your computer screen, telling you how to reload the paper for printing the even-numbered pages.</td>
</tr>
<tr>
<td>- <em>Paper Type:</em> Choose appropriate type</td>
<td></td>
</tr>
<tr>
<td>- <em>Print Quality:</em> Choose Normal</td>
<td></td>
</tr>
<tr>
<td><strong>Layout</strong></td>
<td>• When you print a mirrored-image document, the text and pictures are flipped horizontally from what you see on your computer screen.</td>
</tr>
<tr>
<td>- <em>Pages per Sheet:</em> 1</td>
<td></td>
</tr>
<tr>
<td>- <em>Print Both Sides:</em> Check this box, then choose the <strong>Book</strong> icon (for binding on the side) or <strong>Tablet</strong> icon (for binding at the top). Uncheck <strong>Automatic</strong>.</td>
<td></td>
</tr>
<tr>
<td>- <em>Print Both Sides:</em> Unchecked</td>
<td></td>
</tr>
<tr>
<td>- <em>Print Quality:</em> Choose <strong>Best</strong>, then check <strong>Mirrored Printing</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Example:**

- **Page Setup**
  - *Paper Size:* Choose appropriate size
  - *Orientation:* Choose appropriate orientation

- **Paper Type/Quality**
  - *Paper Type:* Choose HP Premium Inkjet Paper
  - *Print Quality:* Choose **Best**, then check **Mirrored Printing**

- **Layout**
  - *Pages per Sheet:* 1
  - *Print Both Sides:* Unchecked
Using Your Printer Software

HP DeskJet 900 Series Utility Window

The HP DeskJet 900 Series Utility is located in the Utilities folder on your hard drive's main directory. The HP DeskJet 900 Series Utility window has six panels, as shown below:

- **Select**, which allows you to select the **HP DeskJet 970C** from the list of printers connected to your computer (see “Select Panel” on page 27)
- **WOW!**, which demonstrates the HP DeskJet 970C's print quality
- **Ink Level**, which displays the approximate amount of ink remaining in each print cartridge
- **Test**, which allows you to print a test document
- **Clean**, which allows you to automatically clean your print cartridges
- **Calibrate**, which allows you to automatically align the Color and Black print cartridges

Simply click a panel, then choose your option(s).
Using Your Printer Software

Select Panel

Use this panel when any of the functions on the Utility window prompt you to select a printer. For example, if you want to calibrate your printer by choosing the Calibrate panel, you will be prompted to first select your printer if it is not already selected.

To select your printer from within the HP DeskJet 900 Series Utility window:

1 Click the Select panel on the Utility window.
2 Select the type of connection between your printer and computer (either USB or AppleTalk).
3 If you are on a large AppleTalk network, choose the printer Zone.
4 In the Connect To: list, choose the DeskJet 970C.
Using Your Printer Software

NOTES:
3 Using and Caring for Your Print Cartridges

Print Cartridge Status

The Print Cartridge Status Light flashes when one or both of your print cartridges are low on ink, improperly installed, or malfunctioning. It will also flash if you are trying to use the wrong print cartridge type. If the problem is low ink, the light will stop flashing when you open the top cover. For any other print cartridge related problem, the Print Cartridge Status Light will continue to flash.

To check the status of your print cartridges, open the printer’s top cover. The yellow arrow on the print cartridge cradle aligns with one of five Print Cartridge Status icons.
When the Print Cartridge Status Light flashes, open the printer’s top cover and follow the instructions below.

<table>
<thead>
<tr>
<th>If the arrow points to...</th>
<th>It means...</th>
<th>To solve the problem...</th>
</tr>
</thead>
</table>
| Problem with color print cartridge | The print cartridge is either:  
  - missing  
  - improperly installed  
  - the wrong print cartridge for the printer  
  - defective | 1 Insert print cartridge if there is none.  
  2 Reinsert print cartridge if there is one.  
  3 If the above do not solve the problem, verify the cartridge is an HP C6578 Series cartridge.  
  4 If the problem persists, replace the cartridge. |
| Problem with black print cartridge | The print cartridge is either:  
  - missing  
  - improperly installed  
  - the wrong print cartridge for the printer  
  - defective | 1 Insert print cartridge if there is none.  
  2 Reinsert print cartridge if there is one.  
  3 If the above do not solve the problem, verify the cartridge is an HP 51645 Series cartridge.  
  4 If the problem persists, replace the cartridge. |
| Color print cartridge low on ink | Color print cartridge is running low on ink. | Consider replacing the color cartridge with an HP C6578 Series cartridge. |
| Black print cartridge low on ink | Black print cartridge is running low on ink. | Consider replacing the black cartridge with an HP 51645 Series cartridge. |
| Print cartridges OK | Print cartridges are operational. | No problems. |
Replacing Print Cartridges

**Note:** When buying replacement print cartridges, check the part numbers carefully. The print cartridge numbers for your printer are:
- Black HP 51645 Series
- Tri-Color HP C6578 Series

**Note:** When a print cartridge runs out of ink, leave the empty cartridge in the cradle until you can replace it. The printer does not print with only one print cartridge in the cradle.

To replace a print cartridge:

1. Press the Power Button to turn on the printer. The print cartridges will move.
2. Open the top cover and raise the cradle latch.
3. Lift the print cartridge out of the cradle and discard it.

**Warning**

Keep print cartridges out of the reach of children.

4. Remove the replacement print cartridge from its packaging and carefully remove the protective vinyl tape.
**3 Using and Caring for Your Print Cartridges**

**Warning** Do NOT touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connection. Also, do NOT remove the copper strips; these are required electrical contacts.

5 Push the print cartridge firmly, straight down into the print cartridge cradle.

6 Close the cradle latch. When the latch is fully closed, you will hear a click.

7 Load plain white paper in the IN tray.

8 Close the top cover, then a calibration page will print.

**Note:** Any time you install a valid print cartridge, the printer software prints a calibration page to ensure your print quality. If you are in the middle of printing and stop to change a print cartridge, the software will wait until your printing has completed before it executes the calibration test.

9 If the Print Cartridge Status Light continues to blink after you install the new print cartridge, check the part number on the print cartridge to ensure you installed the correct one.
Using and Caring for Your Print Cartridges

Storing Print Cartridges

To maintain excellent print quality from your print cartridges:

- Keep all 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.
- Once installed, leave the print cartridges in their cradle at all times to keep them from drying out or becoming clogged.
- If you store an unsealed print cartridge, do so in an airtight plastic container.
- Do not unplug the printer until printing is complete and the print cartridge cradles have returned to their home position on the right side of the printer. The print cartridges will dry out if not stored in their home position.

Warning

Use only the Power Button on the front of the printer to turn the printer on or off. Using a power strip, surge protector, or a wall-mounted outlet switch to turn the printer on or off may cause premature failure.
3 Using and Caring for Your Print Cartridges

Cleaning Print Cartridges

When Do You Need to Clean?

Clean the print cartridges if your printed page is missing lines or dots, or if it contains ink streaks.

If You See Missing Lines or Dots...

Clean the print cartridges from the HP DeskJet 900 Series Utility window by doing the following:

1. Double-click the HP DeskJet 900 Series Utility icon in the Utilities folder on your hard drive’s main directory.
2. Click the Clean panel, then click the Clean button and follow the instructions displayed on your screen.

Note: Unnecessary cleaning wastes ink and shortens the life of the print cartridge.

If You See Ink Streaks...

Clean the print cartridges and the print cartridge cradle by following the instructions below.

1. Double-click the HP DeskJet 900 Series Utility icon in the Utilities folder on your hard drive’s main directory.
2. Click the Clean tab, then click the Clean button. If this does not prevent streaks, follow the instructions for “Manually Cleaning the Print Cartridges” below.

Caution: Be careful not to get ink on your hands or clothing.
Using and Caring for Your Print Cartridges

Manually Cleaning the Print Cartridges and Print Cartridge Cradle

In order to properly clean the print cartridges and cradle, you will need distilled or bottled water and cotton swabs or a similar lint-free absorbent material that will not stick to the cartridges.

Manually Cleaning the Print Cartridges

1. Press the Power Button to turn the printer on, then lift the top cover.

2. After the print cartridges move to the center and stop, unplug the power cord from the back of the printer.

**Warning** Keep new and used print cartridges out of the reach of children.

3. Remove the print cartridges and place them wide side down on a piece of paper.

**Caution** Do NOT touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connection. Also, do NOT remove the copper strips; these are required electrical contacts.

4. Dip a clean cotton swab into distilled water and squeeze any excess water from the swab.

5. Clean the face and edges of the print cartridge as shown. DO NOT wipe the nozzle plate.

6. Inspect the cartridge for fibers on the face and edges. If fibers are still present, repeat the cleaning process.

7. Repeat the cleaning process for the other print cartridge.

**Caution** Once you’ve removed the print cartridges, make sure that they are not outside of the printer longer than 30 minutes.
Using and Caring for Your Print Cartridges

Manually Cleaning the Print Cartridge Cradle

1. Using clean, moistened swabs, wipe the underside of each wall of the cradle.

2. Repeat until no ink residue is seen on a clean swab.

3. Reinsert the print cartridges, then close the printer’s top cover.

4. Load white paper into the IN tray.

5. Reinsert the electrical power cord into the back of the printer.

6. Print a test page. Double-click the HP DeskJet 900 Series Utility icon in the Utilities folder on your hard drive’s main directory, click the Test tab, then click the Test button.

Note: If streaking still appears, repeat the procedure until the test printout is clean. You will find additional maintenance tips at http://www.hp.com/support/home_products.
Using and Caring for Your Print Cartridges

Damage Resulting from Refilling the Print Cartridges

To get the best performance from your printer, Hewlett-Packard recommends using only genuine HP supplies for HP DeskJet printers, including genuine factory-filled HP print cartridges.

Damage resulting from the modification or refilling of HP print cartridges is specifically excluded from the coverage of HP printer warranties.

**Note:** When buying replacement print cartridges, check the part numbers carefully. The print cartridge numbers for your printer are:
- Black HP 51645 Series
- Tri-Color HP C6578 Series
3 Using and Caring for Your Print Cartridges

NOTES:
## Getting Help When Things Go Wrong

### Basic Troubleshooting

The following table lists the most common printing problems and their solutions.

<table>
<thead>
<tr>
<th>What if...</th>
<th>Check this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have problems with installation.</td>
<td>• Make sure your printer is on and all connections are secure.</td>
</tr>
<tr>
<td></td>
<td>• Close any virus protection programs that are running on your computer.</td>
</tr>
<tr>
<td></td>
<td>• Insert the printer software CD into your computer, select <strong>Uninstall</strong> from the Installer, then repeat the installation procedure.</td>
</tr>
<tr>
<td></td>
<td>• If you have been using Apple’s QuickDraw GX software, turn it off. Your HP DeskJet printer is not compatible with QuickDraw GX.</td>
</tr>
<tr>
<td></td>
<td>• If you are still having problems with the installation, call an authorized HP dealer or HP Customer Care representative. For the phone number of the support center nearest you, see “HP Customer Care by Phone” on page 46.</td>
</tr>
<tr>
<td>Printer software isn’t working from the CD.</td>
<td>• Make sure your CD-ROM drive is working by inserting a CD that you know works.</td>
</tr>
<tr>
<td></td>
<td>• If you suspect the CD is flawed, see “HP Customer Care by Phone” on page 46.</td>
</tr>
<tr>
<td>Something unexpected happened during installation or you need to uninstall the printer driver for any reason.</td>
<td>1 Insert the printer software CD into your computer.</td>
</tr>
<tr>
<td></td>
<td>2 Select <strong>Uninstall</strong> from the Installer, then repeat the installation procedure.</td>
</tr>
<tr>
<td>Text or graphics are in the wrong place.</td>
<td>• Make sure you have selected the correct orientation (portrait or landscape) on the <strong>Page Setup</strong> dialog box. See “Page Setup - Controlling Page Layout” on page 10.</td>
</tr>
<tr>
<td></td>
<td>• Make sure the media is correctly oriented in the IN tray.</td>
</tr>
<tr>
<td></td>
<td>• Make sure the paper guides fit snugly against the media.</td>
</tr>
<tr>
<td>The printer is really slow.</td>
<td>• Check the amount of RAM and processor speed in your computer (see page 57).</td>
</tr>
<tr>
<td></td>
<td>• Having less than 100 MB of free space on your computer’s hard drive can mean longer processing times.</td>
</tr>
<tr>
<td></td>
<td>• Check the printer driver that you are using. Be sure to regularly check the HP website at <a href="http://www.hp.com/support/home_products">http://www.hp.com/support/home_products</a> for the most recent software updates.</td>
</tr>
<tr>
<td></td>
<td>• Large, complex documents containing graphics or photographs print slower than text-only documents.</td>
</tr>
<tr>
<td></td>
<td>• When printing photographs, select <strong>Best</strong> or <strong>Normal</strong> print quality.</td>
</tr>
<tr>
<td></td>
<td>• You may be running numerous software programs simultaneously. Exit one or more of the programs.</td>
</tr>
<tr>
<td></td>
<td>• Third-party devices connected between your printer and your computer can slow the printer.</td>
</tr>
<tr>
<td></td>
<td>• Printing over a network can cause the printer to print slower.</td>
</tr>
</tbody>
</table>
## Getting Help When Things Go Wrong

<table>
<thead>
<tr>
<th>What if...</th>
<th>Check this...</th>
</tr>
</thead>
</table>
| No page came out of the printer. | - Make sure the power is on and all connections are secure.  
- Make sure the printer cover is closed.  
- Make sure the media is correctly loaded in the IN tray.  
- If the Power Light is blinking, the printer is processing information. Be patient.  
- If the Resume Light is blinking, press the Resume Button.  
- If the Print Cartridge Status Light is blinking, lift the printer cover, check the Print Cartridge Status, and verify that the print cartridge cradle contains properly installed print cartridges.  
- Determine whether paper is stuck in the printer. If it is, see “Clearing a Paper Jam” on page 43.  
- Make sure the Automatic Two-Sided Printing Module or Rear Access Door is in place. |
| A blank page came out of the printer. | - Make sure you have removed the protective piece of vinyl tape on each of the print cartridges. See “Replacing Print Cartridges” on page 31.  
- Lift the printer cover and check the Print Cartridge Status icons to make sure you are not out of ink. See “Print Cartridge Status” on page 29.  
- If you are trying to print a fax:  
  1 Save the fax in a graphic format (such as TIFF).  
  2 Place it in a word processing document, and print from there. |
| Something is missing from the page. | - Make sure you have set the correct margins.  
- Make sure the margins are within the printable area. See “Minimum Printing Margins” on page 59.  
- Make sure the text and graphics are scaled correctly in your document. |
| Text is printing off the edge of the page. | - Make sure the margins are set correctly in your software program.  
- Make sure the text and graphics in your document fit within the printable area of the page. See “Minimum Printing Margins” on page 59.  
- Make sure you have selected the right paper size from the **Page Setup** dialog box. See “Page Setup - Controlling Page Layout” on page 10. |
### Getting Help When Things Go Wrong

<table>
<thead>
<tr>
<th>What if...</th>
<th>Check this...</th>
</tr>
</thead>
</table>
| The print quality is poor. | - Make sure you are using media intended for HP DeskJet printers, and that the media is loaded print side down.  
- Make sure you have selected the correct paper type on the Paper Type/Quality dialog box. See “Paper Type/Quality” on page 14.  
- If the printing appears faded or dull, click Normal or Best instead of Draft on the Paper Type/Quality dialog box. See “Paper Type/Quality” on page 14.  
- If the colors bleed or the ink smears, click Normal or Draft instead of Best on the Paper Type/Quality dialog box. See “Paper Type/Quality” on page 14. You may also want to decrease ink Density or increase Dry Time.  
1 Choose Print from the File menu.  
2 Choose Ink Controls from the General menu.  
3 Use the sliders to adjust ink density and ink drying time.  
- Make sure you are not out of ink. See “Replacing Print Cartridges” on page 31.  
- You might need to clean the print cartridges. See “Cleaning Print Cartridges” on page 34.  
- If the color ink and black ink aren’t lining up on the printed page, go to the HP DeskJet 900 Series Utility located in the Utilities folder in your hard drive’s main directory, click the Calibrate tab, then click the Align button. See “HP DeskJet 900 Series Utility Window” on page 26. |
| Colors are wrong or missing. | - Verify that you removed the protective vinyl tape from the print cartridge.  
- Check the print cartridges status. See “Print Cartridge Status” on page 29.  
- You might need to clean your color print cartridge. See “Cleaning Print Cartridges” on page 34.  
- Click the Revert to Defaults button in the Color tab of the Print dialog box. See “Print Dialog Box” on page 12. |
| Banners aren’t printing correctly. | - Make sure the OUT tray is up.  
- If several sheets feed into the printer together, unfold and refold the paper.  
- If the paper creases going through the printer, the paper might be unsuitable for banner printing. |
| Watermark is off-center. | - When you create the image, keep in mind how the watermark scaling options affect the placement of the image. The software determines placement of the watermark based on the location of the upper-left and lower-right corners of the image. In your drawing program, you can place a dot above and to the left of the image in the watermark to define the corner. If you don’t want the dot to be visible in your printed document, make the dot white. |
| Print Both Sides was selected, but printing is only on one side of the paper. | - Re-attach the Automatic Two-Sided Printing Module. See “Installing the Automatic Two-Sided Printing Module” on page 3.  
- Make sure you selected Automatic on the Layout dialog box. See “Layout” on page 14.  
- Turn Background Printing on. See “Background Printing” on page 16. |
## Getting Help When Things Go Wrong

<table>
<thead>
<tr>
<th>What if...</th>
<th>Check this...</th>
</tr>
</thead>
</table>
| In Two-Sided Printing, the binding margin appears in the wrong place.    | • Check the **Page Setup** dialog box to ensure you have checked **Two Sided Safe Margins** and selected the correct paper orientation. See “Page Setup - Controlling Page Layout” on page 10.  
  • Make sure you selected the right **Binding** option in the **Layout** dialog box. See “Layout” on page 14. |
| Print order (front to back, or back to front) isn’t working.              | • Turn **Background Printing** on. See “Background Printing” on page 16.                                                                 |
| Print Cartridge Status Light won’t stop blinking.                        | • See “Print Cartridge Status” on page 29.  
  • Make sure the printer’s top cover is closed.                            |
| The printer is jammed.                                                   | • See “Clearing a Paper Jam” on page 43.                                                                                                 |
| You have printing problems on a networked printer.                       | • Make sure the printer has not been renamed. If the printer has been renamed, return the printer name to HP DeskJet 970C.  
  • Do not rename the printer icon if you are using a JetDirect 300X External Print Server.  
  • Do not rename the printer while it is printing.                         |
Getting Help When Things Go Wrong

Clearing a Paper Jam

If the paper jams in the printer:

1. Pull the paper out of either the IN tray or the OUT tray.
2. Press the Resume Button on the front of the printer to clear the paper jam.
3. If the paper jam has cleared, print your document again. If the paper jam was not cleared by pressing the Resume Button, and you cannot remove the jammed paper from the front of the printer, follow the steps below.

If the Automatic Two-Sided Printing Module is attached and the paper jam is in the Module:

1. Press the button on top of the Two-Sided Printing Module and lower the access door.
2. Pull the jammed paper out of the Module, then close the access door.
3. If the paper jam has cleared, print your document again.

If the Automatic Two-Sided Printing Module is attached and the paper jam is in the back of the printer:

1. Simultaneously press the release buttons, located on each side of the module, to remove the module.
2. Pull the jammed paper out of the printer, then replace the Module.
Getting Help When Things Go Wrong

If the Rear Access Door is attached and the paper jam is in the back of the printer:

1. Turn the knob on the Rear Access Door (counterclockwise) and remove the door.

2. Pull the jammed paper out of the printer, then replace the Rear Access Door.

**Note:** If you were printing labels, see if a label has come unglued from a label sheet while going through the printer.

**Note:** If after clearing the paper jam the print cartridge cradle sticks, remove and reinstall the print cartridges. For instructions, see “Replacing Print Cartridges” on page 31.
Getting Help When Things Go Wrong

HP Customer Care

HP DeskJet printers set the standard for quality and reliability, so you have made an excellent choice. Should you need help, however, HP Customer Care’s award-winning service and support is nearby to provide expert advice on using your HP printer or to answer specific questions about a problem you are having. Whether online, by fax, or by phone, you’ll find the support you need—and you’ll find it fast.

Electronic Support Information

If you have a modem connected to your computer and subscribe to an online service or have direct access to the Internet, you can obtain a wide variety of information about your printer.

HP Customer Care Online

Click your way to a quick solution! A great place to go for answers to questions about HP products is HP Customer Care online at http://www.hp.com/support/home_products. You’ll get instant access to everything from helpful printing tips to the latest product and software updates—24 hours a day, seven days a week, all at no charge to you.

HP Customer Care User Forums

They’re friendly. They’re informative. Check out our online user forums. Simply review existing messages left by other HP users to find the answers you’re looking for. You can also post your questions, then check back later for ideas and suggestions from knowledgeable users and system operators. You can access the user forums directly from http://www.hp.com/support/home_products.

Printer Software

Printer software (also referred to as a printer driver) allows your printer to talk with your computer. HP provides several options for getting printer software and updates:

- If you are in the U.S. and need a software update, you can order by calling (661) 257-5565. Software updates are available for the cost of the CDs plus shipping.
- If you are outside the U.S. and cannot download the driver from HP’s web site, call the HP Customer Care Center nearest you. See page 46.

HP Customer Care Repair

If your HP printer is ever in need of repair, simply call the HP Customer Care Center. A trained service technician will diagnose the problem and coordinate the repair process for you. This service is free during your printer’s standard warranty. Beyond the warranty period, repairs are charged on a time and materials basis.
Getting Help When Things Go Wrong

HP Customer Care by Phone

Within 90 days from the time of your purchase, telephone support is provided to you free of charge. However, if you are calling long distance, long-distance charges may apply. Before placing a call for help, please make sure that:

- You have checked your Quick Start Poster and this User's Guide for installation and troubleshooting tips.
- You have the following information available:
  - Your printer's serial number (the label is on the printer's bottom).
  - Your printer's model number (the label is on the front of the printer).
  - The model of the computer.
  - The version of the printer and software program (if applicable).

If you need help from a service technician, call us while you're in front of your computer and printer. That way we can help you with your questions immediately!

Africa/Middle East 41 22/780 41 11
Argentina 541781-4061/69
Australia 613 92728000
Austria 43 (0)660 6386
Belgium (Dutch) 32 (0)12 6268806
Belgium (French) 32 (0)12 6268807
Brazil 55 11 829-6612
Canada 1 866 206-4663
China 86 10 6262 3888 610
Czech Republic 42 (2) 471 7321
Denmark 45 (0) 39 294099
Finland 358 (9)143623434
France 33 (0)143623434
Germany 49 (0) 180 5258 143
Greece 30 1 689 64 11
Hong Kong 852 967 7729
Hungary 36 (1) 252 4505
India 91 11 682 60 35
Indonesia 6221 350 3408
Ireland 353 (0) 1662 5525
Israel 972-9-9524848
Italy 39 (0) 224 59 25
Japan, Tokyo 81 3 3335-8333
Japan, Osaka 81 6 838 1155
Korea 82 2 3270 0700
Malaysia 03 2952566
Mexico D.F. 52 46 00
Mexico, Guadalajara 669 95 00
Mexico, Monterrey 378 42 40
Middle East/Africa 41 22/780 41 11
Netherlands 31 (0) 20 606 8751
New Zealand (09) 356-6640
Norway 47 (0) 22 116299
Philippines 65 272 5300
Poland (+48) 22 519 06 00
Portugal 351 (0) 144 17 199
Russia 7095 923 50 01
Singapore 65 272 5300
Spain (34) 9 02321 123
Sweden 46 (0) 6192170
Switzerland 41 (0) 84 8801111
Taiwan 886 2-2777-0055
Thailand (66-2) 661 4011
Turkey 90 1 224 59 25
United Kingdom 44 (0) 171 512 5202
U.S. 208-344-4131
Venezuela 58 2 239 5664

After the Warranty

You can still get help from HP for a fee. Prices are subject to change without notice. (Online help is still available for free!)

- For quick questions in the United States only, call (900) 555-1500. The charges are $2.50 per minute and begin when you connect with a service technician.
- For calls from Canada, or for calls in the U.S. that you anticipate might be longer than ten minutes in length, call (800) 999-1148. The fee is US $2 per call, charged to your Visa or MasterCard.
- If, during your phone call, it is determined that your printer requires repair and you are within your printer’s hardware warranty period, your phone charges will be reversed.

Extended Warranty Options

If you would like to extend your printer coverage beyond the one year factory warranty, you have the following options:

- Consult your reseller to get extended coverage.
- If your reseller does not offer service contracts, please call HP directly and ask about our HP Service Agreements. In the U.S., call (800) 446-0522; in Canada, call (800) 268-1221. For HP Service Agreements outside the U.S. and Canada, contact your local HP Sales Office.
## 5 Supplies and Accessories

### Part Names and Numbers

<table>
<thead>
<tr>
<th>Part Name</th>
<th>Part Description</th>
<th>Part Number</th>
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<tr>
<td><strong>Interface Cables</strong></td>
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<tr>
<td>HP IEEE 1284-Compliant Parallel Interface Cable</td>
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<td>C2950A C2951A</td>
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<tr>
<td>HP USB-Compliant Interface Cable</td>
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<td><strong>HP JetDirect Print Servers</strong></td>
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<tr>
<td>HP JetDirect 300X External Print Server</td>
<td>Ethernet/802.3 RJ-45 (10Base-T/100Base-Tx) Single Port</td>
<td>J3263</td>
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<td><strong>Print Cartridges</strong></td>
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<td>Black</td>
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<td>Tri-color</td>
<td>HP C6578 Series</td>
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<td>Power Cord</td>
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<td>Power Cord</td>
<td>Europe, Jordan, Lebanon, North Africa, Israel, Russia, Baltic countries, Thailand, Indonesia, Caribbean, Latin America</td>
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<td><strong>Other Replaceable Parts</strong></td>
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<tr>
<td>DJ970C Series Printer Top Cover</td>
<td>Access Door Assembly</td>
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<td>DJ970C Series Printer Cleanout</td>
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<td>DJ970C Series Automatic Two-Sided Printing Module</td>
<td>Access Door Assembly</td>
<td>C6426-60033</td>
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## Supplies and Accessories

### Printer Quick Start Posters and User’s Guides for Macintosh


<table>
<thead>
<tr>
<th>Language</th>
<th>Quick Start Poster Part Numbers</th>
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<tr>
<td>Dutch</td>
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<td>Turkish</td>
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## Supplies and Accessories

### Paper and Other Media

*Availability of special media varies by country.*

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<tr>
<th>Paper Type</th>
<th>Description</th>
<th>Part Number</th>
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<tbody>
<tr>
<td>HP Bright White Inkjet Paper</td>
<td>A4 (210 x 297 mm), 200 sheets</td>
<td>C5977A</td>
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<td>A4 (210 x 297 mm), 500 sheets</td>
<td>C1824A</td>
</tr>
<tr>
<td></td>
<td>U.S. letter, 200 sheets</td>
<td>C5976A</td>
</tr>
<tr>
<td></td>
<td>U.S. letter, 500 sheets</td>
<td>C1824A</td>
</tr>
<tr>
<td>HP Premium Inkjet Paper</td>
<td>A4 (210 x 297 mm), 200 sheets</td>
<td>51634Z</td>
</tr>
<tr>
<td></td>
<td>U.S. letter, 200 sheets</td>
<td>51634Y</td>
</tr>
<tr>
<td>HP Premium Inkjet Heavyweight Paper</td>
<td>A4 (210 x 297 mm), 100 sheets</td>
<td>C1853A</td>
</tr>
<tr>
<td></td>
<td>U.S. letter, 100 sheets</td>
<td>C1852A</td>
</tr>
<tr>
<td>HP Professional Brochure &amp; Flyer Paper, Matte</td>
<td>U.S. letter, 50 sheets</td>
<td>C6955A</td>
</tr>
<tr>
<td>HP Photo Paper, Two-Sided, Satin/Glossy</td>
<td>Asian A4 (210 x 297 mm), 20 sheets</td>
<td>C6765A</td>
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<tr>
<td></td>
<td>European A4 (210 x 297 mm), 20 sheets</td>
<td>C1847A</td>
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<td>U.S. letter, 20 sheets</td>
<td>C1846A</td>
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<td>Asian A4 (210 x 297 mm), 15 sheets</td>
<td>C6043A</td>
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<tr>
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<td>European A4 (210 x 297 mm), 15 sheets</td>
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<td>U.S. letter, 15 sheets</td>
<td>C6039A</td>
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<td>HP Premium Plus Photo Paper, Glossy</td>
<td>Asian A4 (210 x 297 mm), 20 sheets</td>
<td>C6933A</td>
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<td></td>
<td>European A4 (210 x 297 mm), 20 sheets</td>
<td>C6832A</td>
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<td>U.S. letter, 20 sheets</td>
<td>C6831A</td>
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<tr>
<td>HP Premium Plus Photo Paper, Matte</td>
<td>European A4 (210 x 297 mm), 20 sheets</td>
<td>C6959A</td>
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<td></td>
<td>U.S. letter, 20 sheets</td>
<td>C6950A</td>
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<tr>
<td>HP Premium Plus Photo Paper, Glossy Snapshot</td>
<td>European 4 x 6 in (finished size), 20 sheets</td>
<td>C6945A</td>
</tr>
<tr>
<td></td>
<td>U.S. 4 x 6 in (finished size), 20 sheets</td>
<td>C6944A</td>
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<tr>
<td>HP Premium Inkjet Transparency Film</td>
<td>A4 (210 x 297 mm), 20 sheets</td>
<td>C3832A</td>
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<td>A4 (210 x 297 mm), 50 sheets</td>
<td>C3835A</td>
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<td>U.S. letter, 20 sheets</td>
<td>C3828A</td>
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<td>U.S. letter, 50 sheets</td>
<td>C3834A</td>
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<tr>
<td>HP Premium Inkjet Rapid-dry Transparencies</td>
<td>A4 (210 x 297 mm), 50 sheets</td>
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<tr>
<td></td>
<td>U.S. letter, 50 sheets</td>
<td>C6051A</td>
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<tr>
<td>HP Banner Paper</td>
<td>A4 (210 x 297 mm), 100 sheets</td>
<td>C1824A</td>
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<tr>
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<td>U.S. letter, 100 sheets</td>
<td>C1820A</td>
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<tr>
<td>HP Matte Greeting Cards, White/Quarter-fold</td>
<td>A4 (210 x 297 mm), 20 sheets, 20 envelopes</td>
<td>C6042A</td>
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<td></td>
<td>U.S. letter, 20 sheets, 20 envelopes</td>
<td>C1812A</td>
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<tr>
<td>HP Felt-textured Greeting Cards, Ivory/Half-fold</td>
<td>U.S. letter, 20 sheets, 20 envelopes</td>
<td>C6082A</td>
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<tr>
<td>HP Iron-on T-Shirt Transfers</td>
<td>European A4 (210 x 297 mm), 10 sheets</td>
<td>C6050A</td>
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<tr>
<td></td>
<td>Asian A4 (210 x 297 mm), 10 sheets</td>
<td>C6056A</td>
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<tr>
<td></td>
<td>U.S. letter, 10 sheets</td>
<td>C6049A</td>
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<td>HP Restickables, Large Round Inkjet Stickers</td>
<td>U.S. letter, 10 sheets (90 stickers)</td>
<td>C6822A</td>
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<tr>
<td>HP Restickables, Large Square Inkjet Stickers</td>
<td>U.S. letter, 10 sheets (90 stickers)</td>
<td>C6823A</td>
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</tbody>
</table>

**Note:** To find out which recycled papers are recommended for your printer, contact your local HP Sales Office and ask for the HP Inkjet Printer Family Paper Specifications Guide, HP part number 5961-0920.
Supplies and Accessories

Ordering Information

To order printer supplies or accessories, call your nearest HP dealer or call HP DIRECT at the following numbers for fast shipping service.

In the U.S., you can buy supplies directly from HP at www.hp.com/go/shopping (the HP Shopping Village).

<table>
<thead>
<tr>
<th>Country</th>
<th>Phone or Fax</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>(54) 787-7100</td>
<td>Hewlett-Packard Argentina Montañoses 250 1428 Buenos Aires, Argentina</td>
</tr>
<tr>
<td></td>
<td>Fax: (54) 787-7213</td>
<td></td>
</tr>
<tr>
<td>Australia/New Zealand</td>
<td>610 895-2895</td>
<td>China Resources Bldg. 26 Harbour Road Wanchai, Hong Kong</td>
</tr>
<tr>
<td>Austria - South-East Area</td>
<td>(43) 0222</td>
<td>Hewlett-Packard Ges.m.b.H. Ersatzteilverkauf Lieblg. I A-1222 Wien</td>
</tr>
<tr>
<td></td>
<td>25 000, ext. 755</td>
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<tr>
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<td>Fax: 43 0222 25 000, ext. 610</td>
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<tr>
<td>Brazil</td>
<td>Centro de Informações HP</td>
<td>Centro de Informações HP Hewlett-Packard Brasil S.A. Caixa postal 134, Rua Clodomiro Amazonas, 258 CEP 04534-011, São Paulo - SP</td>
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<tr>
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<td>Grande São Paulo: 822-5565</td>
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<tr>
<td></td>
<td>Demais localidades: 0800-157751</td>
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<tr>
<td></td>
<td>Fax: (11) 829-7116</td>
<td></td>
</tr>
<tr>
<td>Canada</td>
<td>Canada: (800) 387-3154, (905) 206-4725</td>
<td>Hewlett-Packard (Canada) Ltd. 5150 Spectrum Way Mississauga, Ontario L4W 5G1</td>
</tr>
<tr>
<td></td>
<td>Fax: (905) 206-3485/-3739</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Toronto: (416) 671-8383</td>
<td></td>
</tr>
<tr>
<td>Chile</td>
<td>(56) 2 203-3233</td>
<td>Hewlett-Packard de Chile SA Av. Andres Bello 2777, Oficina 1302 Las Condes, Santiago, Chile</td>
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<tr>
<td></td>
<td>Fax: (56) 2 203-3244</td>
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<tr>
<td>Denmark</td>
<td>45 99 14 29</td>
<td>Hewlett-Packard A/S Kongevejen 25, 3460 BIRKEROD</td>
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<tr>
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<td>Fax: 42 81 58 10</td>
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</tr>
<tr>
<td>Finland</td>
<td>(90) 8872 2397</td>
<td>Hewlett-Packard Oy Varaosamuynti, Piispankalliontie 17 02200 ESPOO</td>
</tr>
<tr>
<td></td>
<td>Fax: (90) 8872 2620</td>
<td></td>
</tr>
<tr>
<td>France</td>
<td>(33) 40 85 7112</td>
<td>EuroParts 77 101 avenue du Vieux Chemin de Saint-Denis 92625 GENNEVILLIERS</td>
</tr>
<tr>
<td></td>
<td>Fax: (33) 47 98 26 08</td>
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</tr>
<tr>
<td>Germany</td>
<td>07031-145444</td>
<td>Hewlett-Packard GmbH, HP Express Support Ersatzteil-Verkauf, Herrenberger Str. 130 71034 BOBLINGEN</td>
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<tr>
<td></td>
<td>Fax: 07031-141395</td>
<td></td>
</tr>
<tr>
<td>International Sales Branch</td>
<td>(41) 22 780 411</td>
<td>Hewlett-Packard S. A., ISB 39 rue de Veyrot 1217 MEYRIN I GENEVE - SUISSE</td>
</tr>
<tr>
<td></td>
<td>Fax: (41) 22 780-4770</td>
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<tr>
<td>Italy</td>
<td>02/9212.2336/2475</td>
<td>Hewlett-Packard Italiana S. P. A. Ufficio Parti di ricambio Via G. Di Vittorio, 9 20063 Cerusco s/N MI</td>
</tr>
<tr>
<td>Country</td>
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<tr>
<td>Japan</td>
<td>- 033 3335-8333</td>
<td>Hewlett-Packard Japan Ltd. 29-21 Takaido-Higashi 3-chome, suginami-ku Tokyo 168-8585</td>
</tr>
<tr>
<td>Latin America</td>
<td>- 0305-267-4220</td>
<td>5200 Blue Lagoon Drive, Suite 950 Miami, FL 33326</td>
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<tr>
<td>Mexico</td>
<td>- (52) 258-4600</td>
<td>Hewlett-Packard de Mexico, S.A. de C.V Prolongación Reforma 470 Colonia Lomas de Santa Fe, C.P. 03200 México, D.F.</td>
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<tr>
<td>Netherlands</td>
<td>- 0 33 450 1808</td>
<td>Hewlett-Packard Nederland B. V. Parts Direct Service Basicweg 10 3821 BR AMERSFOORT</td>
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<tr>
<td>Norway</td>
<td>- 227-9526</td>
<td>Hewlett-Packard Norge A/S, Express Support Drammensveien 169-171 0212 Oslo</td>
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<td>Spain</td>
<td>- 1 6 31 14 81</td>
<td>Hewlett-Packard Española S.A. Departamento de Venta de Piezas Ctra N-VI, Km. 16.500 28230 LAS ROZAS, Madrid</td>
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<tr>
<td>Sweden</td>
<td>- 8-442239</td>
<td>Hewlett-Packard Sverige AB Skalholtsgatan 9, Box 19 164 93 KISTA</td>
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<tr>
<td>Switzerland</td>
<td>- 056/279 286</td>
<td>Elbatex Datentechnik AG Schwimmbastrasse 45, 5430 WETTINGE</td>
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<tr>
<td>United Kingdom</td>
<td>- +44 1765 690061</td>
<td>Express Terminals, 47 Althallowgate Ripon, North Yorkshire</td>
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<tr>
<td></td>
<td>- +44 1765 690731</td>
<td>Parts First, Riverside Works Isleworth, Middlesex, TW7 7BY</td>
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<tr>
<td></td>
<td>- +44 181 568 7000</td>
<td>Westcoast, 28-30 Richfield Ave. Reading, Berkshire, RG1 8BJ</td>
</tr>
<tr>
<td>United States</td>
<td>- (800) 227-8164</td>
<td>Hewlett-Packard Company Intercontinental Headquarters 3495 Deer Creek Road, Palo Alto, CA 94304, U.S.A.</td>
</tr>
<tr>
<td>Venezuela</td>
<td>- (58 2) 239-4244/4133</td>
<td>Hewlett-Packard de Venezuela C.A. Tercera Transversal de Los Ruices Norte Edificio Segre, Caracas 1071, Venezuela Apartado Postal 50933, Caracas 1050</td>
</tr>
<tr>
<td>Elsewhere in the world</td>
<td></td>
<td>Hewlett-Packard Company Intercontinental Headquarters 3495 Deer Creek Road, Palo Alto, CA 94304, U.S.A.</td>
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A Setup Instructions

Using a USB Connection

You can connect your HP DeskJet 900 Series directly to your computer using a USB cable if your computer supports USB (Universal Serial Bus). Before you connect your printer to your computer, make sure your configuration meets these requirements:

- Your computer must support USB
- You will need a USB-compliant interface cable, such as HP Part Number C6518A
- Your computer must be turned on and running MacOS 8.1 or higher

1 Attach Automatic Two-Sided Printing Module

   a  Turn knob on printer’s Rear Access Door counter-clockwise and remove door.

   b  Insert module into back of printer.

2 Plug in Electrical Power Cord
A Setup Instructions

3 Load White Paper

4 Insert Print Cartridge

a Press Power Button to turn on printer.

b Remove vinyl tape from print cartridges.
   Do NOT touch or remove copper strip on print cartridges.

c Open top cover, then insert print cartridges.

d Close top cover.
   Printer will print a calibration page.
Setup Instructions

5 Connect USB Cable

- You can connect to any USB port.
- A USB cable, such as an HP USB-Compliant Interface Cable (part number C6518A), should be purchased separately.

6 Install Printer Software

a Insert the HP Printer Software CD into your CD-ROM drive.
b Double-click the HP DeskJet 900 Series Installer icon.
c Follow the on-screen instructions to complete the installation. Your computer will restart when the installation is complete.
d After your computer restarts, the DeskJet 900 Series Utility (Select Printer) dialog box opens. Follow the instructions in this dialog box to select the HP DeskJet 900 Series printer.
Setup Instructions

Using an AppleTalk Connection

You can print to an HP DeskJet 900 Series printer using an AppleTalk network connection if your printer is turned on and connected to your AppleTalk network with an HP JetDirect 300X External Print Server. To set up an AppleTalk printer connection:

- Your HP DeskJet 900 Series printer must be turned on and connected to your AppleTalk network with an HP JetDirect 300X External Print Server
- Your computer must be turned on and connected to your AppleTalk network
- AppleTalk must be active on your computer
- Your computer must be running MacOS 7.6.1 or higher

If your configuration meets these requirements, see “AppleTalk Network Connection” on page 7 to set up an AppleTalk network connection.

Connecting Your Printer to an HP JetDirect 300X External Print Server

If you would like to print to an HP DeskJet 900 Series printer but your printer is not connected to an HP JetDirect 300X External Print Server, connect the printer to an HP JetDirect 300X External Print Server according to the instructions that came with the print server, then see “AppleTalk Network Connection” on page 7 to set up an AppleTalk network connection.
Specifications

DeskJet 970Cxi model no. C6429A
DeskJet 970Cse model no. C6429B
Black Text Print Speed*
Draft: 12 pages per min.
Mixed Text with Color Graphics Print Speed*
Draft: 10 pages per min.
Duty Cycle
5,000 pages per month
Black TrueType™ Text Resolution (depends on paper type)
Draft: 300 x 600 dpi
Normal: 600 x 600 dpi
Best: 600 x 600 dpi
Color Resolution (depends on paper type)
Draft: 300 x 600 dpi
Normal: Color Layering
Best: Color Layering**
Print Technology
Drop-on-demand thermal inkjet printing
Software Compatibility
USB Connection: MacOS version 8.1 or later
AppleTalk Connection: MacOS version 7.6.1 or later
System Requirements
USB Connection:
PowerPC MacOS-based computer with a USB port
MacOS version 8.1 or later
32 MB RAM
8 MB (minimum) available hard-disk space
AppleTalk Connection:
68030 or 68040 Mac or PowerPC MacOS-based computer
MacOS version 7.6.1 or later
16 MB RAM
8 MB (minimum) available hard-disk space
Memory
2 MB built-in RAM, 4 KB buffer

Buttons/Lights
Cancel Button
Print Cartridge Status Light
Resume Button and Light
Power Button and Light
I/O Interface
Centronics Parallel, IEEE 1284-Compliant with 1284-B receptacle
Universal Serial Bus
Dimensions
With Automatic Two-Sided Printing Module:
440 mm wide x 196 mm high x 430 mm deep
17.32 in wide x 7.72 in high x 16.93 in deep
Without Automatic Two-Sided Printing Module:
440 mm wide x 196 mm high x 370 mm deep
17.32 in wide x 7.72 in high x 14.56 in deep
Weight
With Automatic Two-Sided Printing Module
6.8 kg (15 lb) without print cartridges
Without Automatic Two-Sided Printing Module
5.9 kg (15 lb) without print cartridges
Operating Environment
Maximum operating temperature:
41 to 104 °F, 5 to 40 °C
Humidity: 15 to 80% RH noncondensing
Recommended operating conditions for best print quality:
59 to 95 °F or 15 to 35 °C
20 to 80% RH noncondensing
Storage temperature: -40 to 140 °F, -40 to 60 °C
Power Consumption
2 watts average maximum when off
4 watts average maximum non-printing
25 watts average maximum when printing
Power Requirements
Input Voltage: 100 to 240 VAC (±10%)
Input Frequency: 50/60 Hz (±3 Hz)
Automatically accommodates the world-wide range of AC line voltages and frequencies.

*Approximate figures. Exact speed will vary depending on the system configuration, software program, and document complexity.
**A High Resolution Mode of 2400 x 1200 dpi is also available.
B Specifications

Declared noise emissions in accordance with ISO 9296.

Sound power level, LWAd (1B=10dB): 5.9 B in Normal mode.

Sound pressure level, LpAm (bystander positions): 46 dB in Normal mode.

Media Weight

Paper:
- U.S. Letter: 60 to 90 gsm (16 to 24 lb)
- Legal: 75 to 90 gsm (20 to 24 lb)

Envelopes: 75 to 90 gsm (20 to 24 lb)

Cards: 110 to 200 gsm (110 lb index max)

Banner Paper: 60 to 90 gsm (16 to 24 lb)

Media Size

Paper:
- U.S. Letter: 216 x 279 mm (8.5 x 11 in)
- Legal: 216 x 356 mm (8.5 x 14 in)
- Executive: 184 x 279 mm (7.25 x 10.5 in)
- A4: 210 x 297 mm
- A5: 148 x 210 mm
- B5-JIS: 182 x 257 mm

Custom Size:
- Width: 77 to 216 mm (3.0 to 8.5 in)
- Length: 77 to 356 mm (3.0 to 14 in)

Banners:
- U.S. Letter: 216 x 279 mm (8.5 x 11 in)
- A4: 210 x 297 mm

Envelopes:
- U.S. No. 10: 105 x 146 mm (4.3 x 5.75 in)
- Invitation A2: 111 x 164 mm (4.37 x 6.46 in)
- DL: 220 x 110 mm
- C6: 114 x 162 mm

Index Cards: 76 to 127 mm (3 x 5 in)

A6: 105 x 148.5 mm

Hagaki: 100 x 148 mm

Labels:
- U.S. Letter: 216 x 279 mm (8.5 x 11 in)
- A4: 210 x 297 mm

Transparencies: 216 x 279 mm (8.5 x 11 in)

Alignment

Vertical: +/- .058 mm (.002 in) in normal mode

Skew: +/- .152 mm (.006 in) on plain paper

Transparencies: +/- .254 mm (.010 in) on HP transparency films

OUT tray capacity: up to 50 sheets
Specifications

Minimum Printing Margins
The printer cannot print outside a certain area of the page, so you must make sure the contents of your document fall within the printable area.

When you use nonstandard paper sizes and select the Custom Paper Size setting from the Page Setup window, the paper width must be between 3 and 8.5 inches (77 and 215 mm) and the paper length must be between 3 and 14 inches (77 and 356 mm).

These margins do not apply when you are using the Automatic Two-Sided Printing Module.

Letter and Legal Paper
Left: 6.4 mm (0.25 in)
Right: 6.4 mm (0.25 in)
Top: 1.8 mm (0.07 in)
Bottom: 11.7 mm (0.46 in)

A4 Paper
Left: 3.4 mm (0.134 in)
Right: 3.4 mm (0.134 in)
Top: 1.8 mm (0.07 in)
Bottom: 11.7 mm (0.46 in)

Executive, A5, B5, and Custom Paper
Left: 3.2 mm (0.125 in)
Right: 3.2 mm (0.125 in)
Top: 1.8 mm (0.07 in)
Bottom: 11.7 mm (0.46 in)

Cards (3 x 5, 4 x 6, 5 x 8, and A6)
Left: 3.2 mm (0.125 in)
Right: 3.2 mm (0.125 in)
Top: 1.8 mm (0.07 in)
Bottom: 11.7 mm (0.46 in)

Hagaki Postcards
Left: 3.2 mm (0.125 in)
Right: 3.2 mm (0.125 in)
Top: 1.8 mm (0.07 in)
Bottom: 11.7 mm (0.46 in)

Envelopes
Left: 3.2 mm (0.125 in)
Right: 3.2 mm (0.125 in)
Top: 1.8 mm (0.07 in)
Bottom: 11.7 mm (0.46 in)

Banners, A4 (210 x 297 mm, 8.27 x 11.7 in)
Left: 3.4 mm (0.134 in)
Right: 3.4 mm (0.134 in)
Top: 0.0 mm (0.00 in)
Bottom: 0.0 mm (0.00 in)

Banners, Letter (8.5 x 11 in)
Left: 6.4 mm (0.25 in)
Right: 6.4 mm (0.25 in)
Top: 0.0 mm (0.00 in)
Bottom: 0.0 mm (0.00 in)

Photo with tear-off tab (112 x 152 mm, 4 x 6.5 in)
Left: 3.2 mm (0.125 in)
Right: 3.2 mm (0.125 in)
Top: 3.2 mm (0.125 in)
Bottom: 3.2 mm (0.125 in)
B Specifications

NOTES:
Legal Information

Regulatory Notices

Hewlett-Packard Company
Models C6429A, C6429B

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 your authority to operate this equipment. Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

For further information, contact:
Hewlett-Packard Company
Manager of Corporate Product Regulations
3000 Hanover Street
Palo Alto, Ca 94304
(415) 857-1501

NOTE: 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, can 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 interference 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.

LED Indicator Statement

The display LEDs meet the requirements of EN 60825-1.

この装置は、情報処理装置等電波障害自主規制協議会（V C C I）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

사용자 안내문 (A급 기기)
이 기기는 업무용으로 전자파장해괴성전을 받은 기기이니, 만약 잘못 구입하였을 경우 한정된 공간에서 비업무용으로 교환하시기 바랍니다.

사용자 안내문 (B급 기기)
이 기기는 비업무용으로 전자파장해괴성전을 받은 기기에서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.
### Limited Warranty Statement

**HP Product**  
Duration of Limited Warranty

**Software**  
90 Days

**Ink cartridges**  
90 Days

**Printer**  
1 Year

#### A. Extent of Limited Warranty

1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.

2. For software products, HP’s limited warranty applies only to a failure to execute programming instructions.

3. HP’s limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:
   a. Improper or inadequate maintenance or modification;
   b. Software, interfacing, media, parts, or supplies not provided or supported by HP; or
   c. Operation outside the product’s specifications.

4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.

5. If HP receives, during the applicable warranty period, notice of a defect in any software, media, or ink cartridge product which is covered by HP’s warranty, HP shall replace the defective product. If HP receives, during the applicable warranty period, notice of a defect in any hardware product which is covered by HP’s warranty, HP shall either repair or replace the defective product, at HP’s option.

6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP’s warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.

7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.

8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.

9. HP’s limited warranty is valid in any country where the covered HP product is distributed by HP except for the Middle-East, Africa, Argentina, Brazil, Mexico, Venezuela, and France’s “Departements D’Outre-Mer”; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility where the product is distributed by HP or by an authorized importer.

#### B. Limitations of Warranty

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

#### C. Limitations of Liability

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer’s sole and exclusive remedies.

2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

#### D. Local Law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
   a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
   b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
   c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF HP PRODUCTS TO SUCH CUSTOMERS.

### HP Year 2000 Warranty

Subject to all of the terms and limitations of the HP Limited Warranty Statement stated above, HP warrants that this HP Product will be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000, including leap year calculations, when used in accordance with the Product documentation provided by HP (including any instructions for installing patches or upgrades), provided that all other products (e.g., hardware, software, firmware) used in combination with such HP Products do not improperly exchange date data with it. The duration of the Year 2000 warranty extends through January 31, 2001.
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Environmental Statement

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

Reduction and Elimination

**Paper Use:** The printer's automatic/manual two-sided printing capability reduces paper usage and the resulting demands on natural resources. This printer is suited for the use of recycled papers according to DIN 19309.

**Ozone:** Ozone-depleting chemicals such as CFCs have been eliminated from Hewlett-Packard manufacturing processes.

**Recycling**

Design for recycling has been incorporated into this printer. The number of materials has been kept to a minimum, while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair. Plastic parts have been primarily designed in no more than two colors to enhance recycling options. A few small parts are colored specifically to highlight customer access points.

**Printer Packaging:** The packaging materials for this printer have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the HP DeskJet printer assists in minimizing both packaging materials and damage rates.

**Plastic parts:** All major plastics and plastic parts are marked according to international standards. All plastic parts used in the printer housing and chassis are technically recyclable and all use a single polymer.

**Product Longevity:** To ensure the longevity of your DeskJet Printer, HP provides the following:

- Extended Warranty - HP SupportPack provides coverage for the HP hardware and product and all HP supplied internal components. HP SupportPack must be purchased by the customer within 30 days of purchase. Contact the nearest HP dealer about this service.
- Spare Parts and Consumables are available for five years after production has stopped.
- Product Take-back - To return this product and ink cartridges to HP at the end of its useful life, call your local HP Sales or Service Office for instructions.

**Energy Consumption**

This printer was designed with energy conservation in mind. This printer averages 4 watts in stand-by mode. Not only does this save natural resources, but it also saves money without affecting the high performance of this printer. This product qualifies for the ENERGY STAR Program (U.S. and Japan). ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products. ENERGY STAR is a US registered service mark of the US EPA. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.

**Energy consumption in off-mode:** When the printer is off, a minimal amount of energy is still being consumed. Energy consumption can be prevented by turning the printer power off, then disconnecting the end of the printer power cord from the electrical source.