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! HP Customer Care Online is a great place to start for answers to questions about your HP DeskJet printer—24 hours a day, seven days a week.

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 at the following web sites:

- English: http://www.hp.com/support/home_products
- French: http://www.hp.com/cposupport/fr/
- German: http://www.hp.com/cposupport/de/
- Spanish: http://www.hp.com/cposupport/es/

From HP Customer Care Online you can link to HP Customer Care User Forums and HP Customer Care Email.

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 47 in this User’s Guide for phone numbers.)
Acknowledgments

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Edition 1, December 1999

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# Table of Contents

Introduction ........................................................................................................ iii

Chapter 1 Printing Basics  
Buttons and Lights ................................................................. 1  
Paper Trays ................................................................. 2  
Printer Maintenance Tips ................................................................. 3

Chapter 2 Using Your Printer Software  
Choosing Your Printer ................................................................. 4  
Other Ways to Select a Default Printer ........................................... 4  
Desktop Printing ................................................................. 5  
Checking Printer Status ................................................................. 5  
Page Setup - Controlling Page Layout ........................................... 6  
Print Dialog Box ................................................................. 7  
Printing on Different Types of Paper and Media ....................... 13  
HP DeskJet Utility Window ................................................................. 25

Chapter 3 Using and Caring for Your Print Cartridges  
Print Cartridge Status ................................................................. 27  
Replacing Print Cartridges ................................................................. 29  
Storing Print Cartridges ................................................................. 31  
Cleaning Print Cartridges ................................................................. 32  
Damage Resulting from Refilling the Print Cartridges ................ 35

Chapter 4 Getting Help When Things Go Wrong  
Troubleshooting Tips ................................................................. 36  
HP Customer Care ................................................................. 46

Chapter 5 Supplies and Accessories  
Printer Supplies ................................................................. 50  
Printer Quick Start Posters and User’s Guide for Macintosh ........ 50  
Paper and Other Media ................................................................. 51  
Ordering Information ................................................................. 52
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 page 47 for phone numbers.)
Special Features of Your HP DeskJet Printer

Your new HP DeskJet printer is equipped with these special features:

- Stunning photo quality through HP's Color Layering Technology
- Laser-quality black text
- Excellent print quality on plain paper
- Uncompromising performance with print speeds of up to 9 pages per minute for black text and 7.5 pages per minute for text with color graphics
- Sleek design with space-saving Fold-Up paper tray

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 at http://www.hp.com/support/home_products for the latest product information, troubleshooting, and printer software updates.
1 Printing Basics

Buttons and Lights

The HP DeskJet printer buttons (shown below) let you turn the printer on and off, cancel a print job, or resume printing. The lights give you 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.

- **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 27 for more information.

- **Resume Button and Light** – When this light flashes an action is needed such as load paper or clear a paper jam. To continue printing, press the Resume Button. See “What do the flashing lights mean?” on page 41.

- **Power Button and Light** – Use the Power Button to turn the printer on and off. When the green light above the Power Button flashes, printing is in progress.

**Warning**
Always use 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.
Printing Basics

Paper Trays

Fold-Up Tray

The Fold-Up tray, at the front of the printer, contains the IN and OUT trays. The Fold-Up tray must always be lowered to print or to access the ink cartridges.

IN Tray

To print, place paper or other media types in the IN tray. Lower the Fold-Up tray and pull out the IN tray. Be sure to slide the paper guides out of the way before loading the media print side down. Slide all media as far as it will go into the IN tray. Once you insert the media you want to use, slide the paper guides so they rest snugly against the media. When printing on small media, make sure the IN tray is pushed back in.

When printing on legal-sized paper, leave the IN tray pulled out.
Printing Basics

OUT Tray

The printer sends finished pages to the OUT tray.

OUT Tray Flap Down — This is the typical position for most types of printing. The down position also allows single envelope printing and printing on media smaller than 100 x 148 mm or 4 x 5 5/8 inches. For information about printing on other media, see Chapter 2.

Out Tray Flap Up — The OUT Tray Flap must be in the up position to properly load banner paper. The OUT Tray Flap must remain in the up position to print banners.

Printer Maintenance Tips

Because the printer ejects ink onto the paper in a fine mist, ink smudges will eventually appear on the printer case. To remove smudges, stains, and/or dried ink from the exterior of the printer, use a soft cloth moistened with water.

When cleaning your printer, keep these tips in mind:

- Do not clean the interior of the printer. Keep all fluids away from the interior.
- 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 print cartridge support rod. Noise is normal when the print cartridge cradles slide back and forth.

For information on cleaning print cartridges and the print cartridge cradle, see page 32.
Choosing Your Printer

Note: You should have already installed your printer software. If not, please see the Quick Start Poster or the HP Printer Software CD that came with your printer.

If you haven’t already selected your HP DeskJet printer as the default printer in the Chooser, follow the directions below to do so now.

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 930C.
5. Close the Chooser.

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 930C.
- If your control strip is on, then select the desired printer by clicking the printer icon in the control strip, and choosing the DeskJet 930C.
- Drag the document you want to print to the desktop icon of the printer you want to use.
- Click the HP DeskJet printer icon you want to use, and choose Set Default Printer from the Printing 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.
Using Your Printer Software

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>![Icon]</td>
<td>Idle printer (default)</td>
<td>![Icon]</td>
<td>Printing stopped on default printer</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Idle printer (not default)</td>
<td>![Icon]</td>
<td>Error on default printer</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Printing on default printer</td>
<td>![Icon]</td>
<td>Printer not available or connected</td>
</tr>
</tbody>
</table>
Using Your Printer Software

Page Setup - Controlling Page Layout

You control settings such as paper size, scaling, and page orientation 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

Make sure you correctly choose the size of paper, envelopes, or other media you have in the IN tray.

Enter a number from 20 to 400. 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

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** saves any print settings you select for this and future documents
- **Revert to Defaults** returns your print settings to the original HP-defined settings
- **Cancel** cancels settings you have entered and closes the Print dialog box
- **Print** starts printing
Using Your Printer Software

General

General is the default panel selected in the Print dialog box. 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 access the following print-control panels from the General menu:

- Paper Type/Quality (see “Paper Type/Quality” on page 9)
- Layout (see “Layout” on page 9)
- Color (see “Color” on page 10)
- Background Printing (see “Background Printing” on page 11)
- Ink Controls allows you to adjust the ink volume and dry time
Using Your Printer Software

Paper Type/Quality

Choose from a wide range of paper types.

Print Quality
Draft: Quick printing
Normal: Everyday printing
Best: Highest quality
High Res Photo: Photo quality when photo media and Best are selected.

Layout

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.

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 appropriate Binding (side or top).
Using Your Printer Software

Color

Your HP DeskJet 900 Series printer 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 components 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, printing will be faster, but you won’t be able to work on other tasks until the printing is complete.

Choose:
- Background to continue working while printing
- Foreground for faster printing

Click the button that matches the desired timing for your print job
## Using Your Printer Software

The following table describes additional features available when using background printing. To access these features from the desktop, double-click the DeskJet 930C printer icon.

<table>
<thead>
<tr>
<th>Background Printing 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 print 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 portable  
                                 |   computer 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.           |
Printing on Different Types of Paper and Media

The HP DeskJet 930C Series printer is designed to encompass so many different types of print media that you’re practically set up as a small print shop. This chapter explains how to use the different printing materials.

### Printing Photographs

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
</table>
| **8.5 x 11 in. or A4 Photo Paper** | 1 Remove all paper from the IN tray.  
2 Insert up to 30 sheets of the photo paper (printable side down) into the IN tray.  
3 Slide the paper guides snugly against the edges of the paper. Make sure the IN tray is pushed in.  
4 Choose the print settings that match the type and size of the photo paper.  
5 Print the photos. |

**HP print settings to choose**

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

- **Paper Type/Quality**  
  - *Paper Type*: Choose appropriate photo paper type  
  - *Print Quality*: Choose Best

- **Layout**  
  - *Pages per Sheet*: 1  
  - *Print Both Sides*: Unchecked

**Guidelines to remember**

- For best results use HP Photo Paper.  
- The photo needs to be in electronic (digital) form, before you can print it. Take a digital picture, scan a photo, or have your local camera shop provide an electronic file of your photo.
## Printing Greeting Cards and Hagaki

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Printer" /></td>
<td>1. Slide out both of the paper guides, and remove all paper from the IN tray.</td>
</tr>
<tr>
<td></td>
<td>2. Insert up to 5 cards into the IN tray as far as they will go.</td>
</tr>
<tr>
<td></td>
<td>3. Slide the paper guides snugly against the edges of the cards.</td>
</tr>
<tr>
<td></td>
<td>4. Choose the print settings that match the type and size of the cards.</td>
</tr>
<tr>
<td></td>
<td>5. Print the cards.</td>
</tr>
</tbody>
</table>

### HP print settings to choose

<table>
<thead>
<tr>
<th>Page Setup</th>
<th>Guidelines to remember</th>
</tr>
</thead>
<tbody>
<tr>
<td>- <strong>Paper Size</strong>: Choose appropriate card size</td>
<td>- For best results use HP Greeting Card Paper.</td>
</tr>
<tr>
<td>- <strong>Orientation</strong>: Choose Portrait icon</td>
<td>- For Hagaki, use Plain Paper or Inkjet Paper.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Paper Type/Quality</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>- <strong>Paper Type</strong>: Choose greeting card type or Plain Paper or Inkjet Paper for Hagaki</td>
<td>- Use Plain Paper setting to print Hagaki’s address side.</td>
<td></td>
</tr>
<tr>
<td>- <strong>Print Quality</strong>: Choose Normal</td>
<td>- If you have pre-folded greeting cards, unfold the cards, then load the cards into the IN tray.</td>
<td></td>
</tr>
</tbody>
</table>

### Guidelines to remember

- Align the card edges before inserting the cards.
- For ease of loading small cards, pull out the IN tray and raise the OUT Tray Flap. After you have inserted the cards, push the IN tray in and lower the OUT Tray Flap.
Printing Envelopes and Other Small Media

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
</table>
| Single envelope and small media [sized between 77 x 127 mm (3 x 5 in.) and 100 x 148 mm (4 x 5 5/8 in.)] | 1. Slide the envelope, with its flap side on the left and flap facing up, or other small media into the single envelope slot. Push the envelope in until it stops.  
2. Choose the print settings that match the type and size of the envelope.  
3. Print the media. |

**HP print settings to choose**
- **Page Setup**
  - *Paper Size:* Choose appropriate envelope size  
  - *Orientation:* Choose Portrait icon  

- **Paper Type/Quality**
  - *Paper Type:* Choose Plain Paper  
  - *Print Quality:* Choose Normal  

- **Layout**
  - *Pages per Sheet:* 1  
  - *Print Both Sides:* Unchecked  

**Guidelines to remember**
- Make sure the OUT Tray Flap is in the down position.  
- Avoid envelopes that have clasps or windows.  
- Avoid envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged.  
- If your software program includes an envelope-printing feature, follow those instructions instead of the procedure here.
## Using Your Printer Software

### I want to print...

#### Stack envelopes

![Stack envelopes](image)

1. Slide out both of the paper guides, and remove all paper from the IN tray.
2. Slide up to 15 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.

### HP print settings to choose

- **Page Setup**
  - **Paper Size:** Choose appropriate envelope size
  - **Orientation:** Choose Portrait icon

- **Paper Type/Quality**
  - **Paper Type:** Choose Plain Paper
  - **Print Quality:** Choose Normal

- **Layout**
  - **Pages per Sheet:** 1
  - **Print Both Sides:** Unchecked

### I should...

- **Guidelines to remember**
  - Never load more than 15 envelopes at one time.
  - Align the envelope edges before inserting them.
  - Avoid envelopes that have clasps or windows.
  - Avoid envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged.
  - If your software program includes an envelope-printing feature, follow those instructions instead of the procedure here.
### Printing Small Media

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small Media (larger than 100 x 148 mm) (4 x 5 5/8 in.)</td>
<td>1. Make sure the IN tray is pushed in.</td>
</tr>
<tr>
<td></td>
<td>2. Raise the OUT Tray Flap to the up position.</td>
</tr>
<tr>
<td></td>
<td>3. Insert small media into the IN tray as far as they will go.</td>
</tr>
<tr>
<td></td>
<td>4. Slide the paper guides snugly against the edges of the media.</td>
</tr>
<tr>
<td></td>
<td>5. Lower the OUT Tray Flap.</td>
</tr>
<tr>
<td></td>
<td>6. Choose the print settings that match the type and size of the cards.</td>
</tr>
<tr>
<td></td>
<td>7. Print.</td>
</tr>
</tbody>
</table>

### HP print settings to choose

**Page Setup**
- **Paper Size:** Choose appropriate card size
- **Orientation:** Choose Portrait icon

**Paper Type/Quality**
- **Paper Type:** Choose Plain Paper
- **Print Quality:** Choose Normal

**Layout**
- **Pages per Sheet:** 1
- **Print Both Sides:** Unchecked

### Guidelines to remember

- Align the card edges before inserting the cards.
- If you get an “out of paper” message, make sure that the photo paper or other small media is positioned properly in the IN tray. Place the media on the right side and towards the printer. The IN tray should be pushed in so that the paper length guide can hold the media in place.
- If your media is smaller than 100 x 148 mm (4 x 5 5/8 inches, use the single envelope slot to load your media one sheet at a time.
## Printing Labels

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
</table>
| ![Printer](image) | 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. Insert up to 20 label sheets (label side down).  
3. Slide the paper guides snugly against the sheets.  
4. Choose the print settings that match the type and size of labels.  
5. Print the labels. |

### HP print settings to choose

- **Page Setup**  
  - *Paper Size*: Choose A4 or Letter (8.5x11 in.)  
  - *Orientation*: Choose appropriate orientation

- **Paper Type/Quality**  
  - *Paper Type*: Choose Plain Paper  
  - *Print Quality*: Choose Normal

- **Layout**  
  - *Pages per Sheet*: 1  
  - *Print Both Sides*: Unchecked

### Guidelines to remember

- Use only paper labels that are designed specifically for use with inkjet printers.  
- Never load more than 20 sheets at one time.  
- Use only full sheets of labels.  
- Make sure the sheets are not sticky, wrinkled, or pulling away from their protective backing.  
- **Do not** use plastic or clear labels. The ink will not dry when used with plastic or clear labels.
Printing Transparencies

I want to print... | I should...
--- | ---
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 25 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.

HP print settings to choose

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

Paper Type/Quality
- Paper Type: Choose transparency type
- Print Quality: Choose Normal or Best

Layout
- Pages per Sheet: 1
- Print Both Sides: Unchecked

Guidelines to remember

- For best results, use HP Premium Inkjet Transparency Film or HP Premium Inkjet Rapid-dry Transparencies. The film coating on HP Premium Inkjet Rapid-Dry Transparencies is especially developed to work with HP inks, giving you crisp images and text and the fastest drying times. In addition, they won’t jam your printer.
## Using Your Printer Software

### Printing Iron-on Transfers

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Slide out both of the paper guides, and remove all paper from the IN tray.</td>
</tr>
<tr>
<td></td>
<td>2. Load the transfer paper transparent (or glossy) side down.</td>
</tr>
<tr>
<td></td>
<td>3. Slide the paper guides snugly against the sheets.</td>
</tr>
<tr>
<td></td>
<td>4. Choose the print settings that match the type and size of your iron-on transfers.</td>
</tr>
<tr>
<td></td>
<td>5. Print your transfer.</td>
</tr>
</tbody>
</table>

#### HP print settings to choose

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

**Paper Type/Quality**
- *Paper Type*: Choose HP Premium Inkjet Paper
- *Print Quality*: Choose Best

**Layout**
- *Pages per Sheet*: 1
- *Print Both Sides*: Unchecked

#### Guidelines to remember

- If you want the text or picture on your t-shirt as you see it on the screen, flip the document by clicking *Flip Horizontal*.
- For best results, use HP Iron-On T-Shirt Transfers.
## Printing Banners

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tear off the number of sheets (up to 20) you need.</td>
<td>1. Tear off the number of sheets (up to 20) you need.</td>
</tr>
<tr>
<td>Tear off and discard the perforated strips, if any.</td>
<td>2. Tear off and discard the perforated strips, if any.</td>
</tr>
<tr>
<td>Slide out the paper guides, and remove all paper from the IN tray.</td>
<td>3. Slide out the paper guides, and remove all paper from the IN tray.</td>
</tr>
<tr>
<td>Raise the OUT Tray Flap and leave it in the up position to print your banners.</td>
<td>4. Raise the OUT Tray Flap and leave it in the up position to print your banners.</td>
</tr>
<tr>
<td>Put the banner paper in the IN tray so that the unattached edge of the banner paper stack is toward the printer.</td>
<td>5. Put the banner paper in the IN tray so that the unattached edge of the banner paper stack is toward the printer.</td>
</tr>
<tr>
<td>Slide the paper guides snugly against the sheets.</td>
<td>6. Slide the paper guides snugly against the sheets.</td>
</tr>
<tr>
<td>Choose the print settings that match the type, size, and orientation of the banner.</td>
<td>7. Choose the print settings that match the type, size, and orientation of the banner.</td>
</tr>
<tr>
<td>Print the banner.</td>
<td>8. Print the banner.</td>
</tr>
</tbody>
</table>

### HP print settings to choose

- **Page Setup**
  - *Paper Size*: Choose U.S. Letter Banner or A4 Banner
  - *Orientation*: Choose appropriate orientation

- **Paper Type/Quality**
  - *Paper Type*: Choose Plain Paper or HP Banner Paper
  - *Print Quality*: Choose Normal

- **Layout**
  - *Pages per Sheet*: 1
  - *Print Both Sides*: Unchecked

### Guidelines to remember

- When printing banners, be sure that the OUT Tray Flap is placed in the up position.
- For best results, use HP Banner Paper.
- If you are having problems printing a banner, see “Banners aren’t printing correctly.” on page 44.
### Printing Posters

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Load paper in the IN tray.</td>
<td>1</td>
</tr>
<tr>
<td>Slide the paper guides snugly against the sheets.</td>
<td>2</td>
</tr>
<tr>
<td>Choose the print settings that match the type and size of your poster.</td>
<td>3</td>
</tr>
<tr>
<td>Print your poster.</td>
<td>4</td>
</tr>
</tbody>
</table>

#### HP print settings to choose

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

- **Paper Type/Quality**
  - *Paper Type*: Choose Plain Paper
  - *Print Quality*: Choose Normal

- **Layout**
  - *Pages per Sheet*: 2x2 Poster, 3x3 Poster, or 4x4 Poster
  - *Print Both Sides*: Unchecked

#### Guidelines to remember

- After printing, trim the edges on each sheet and tape the sheets together.
Two-Sided Printing

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
</table>
| Manual Two-Sided Printing 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.  
6 Begin printing.  
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. |

| Tablet Binding | |

**HP print settings to choose**

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

**Paper Type/Quality**
- *Paper Type*: Choose appropriate type  
- *Print Quality*: Choose Normal

**Layout**
- *Pages per Sheet*: 1  
- *Print Both Sides*: Check this box, then choose the Book icon (for binding on the side) or Tablet icon (for binding at the top). Uncheck Automatic.

**Guidelines to remember**

- The printer prints one side of the paper first. Then, a message on your computer screen tells you how to reload the paper and resume printing. The reverse side of the paper is then printed.  
- If you want to do two-sided printing automatically, you can purchase a Two-Sided Printing Module. This accessory may not be available in all countries (see “Supplies and Accessories” on page 50 for ordering information).
Using Your Printer Software

Printing on Legal (8.5 x 14 in.) Paper

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Raise the OUT Tray Flap and pull out the IN tray.</td>
<td></td>
</tr>
<tr>
<td>2. Slide out both of the paper guides.</td>
<td></td>
</tr>
<tr>
<td>3. Insert a stack of legal-sized paper into the IN tray, printable side down. Make sure you slide the paper as far as it will go into the IN tray, leaving the remainder of the paper resting over the edge of the IN tray.</td>
<td></td>
</tr>
<tr>
<td>4. Slide the paper width guide snugly against the stack.</td>
<td></td>
</tr>
<tr>
<td>5. Lower the OUT Tray Flap.</td>
<td></td>
</tr>
<tr>
<td>6. Choose the appropriate print settings.</td>
<td></td>
</tr>
<tr>
<td>7. Print your document.</td>
<td></td>
</tr>
</tbody>
</table>

HP print settings to choose

Page Setup
- Paper Size: Choose Legal (8.5 x 14 in.)
- Orientation: Choose appropriate orientation

Paper Type/Quality
- Paper Type: Choose appropriate type
- Print Quality: Choose Normal

Layout
- Pages per Sheet: 1
- Print Both Sides: Unchecked

Guidelines to remember

- Leave IN tray out when printing on Legal (8.5 x 14 in.) paper.
- Legal paper will extend over edge of IN tray.
Using Your Printer Software

HP DeskJet Utility Window

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

- **Select** allows you to select the DeskJet 930C from the list of printers connected to your computer (see “Select Panel” on page 26)
- **WOW!** demonstrates the HP DeskJet 930C’s photo print quality
- **Ink Level** displays the approximate amount of ink remaining in each print cartridge
- **Test** allows you to print a test document
- **Clean** allows you to automatically clean your print cartridges
- **Calibrate** allows you to automatically align the Color and Black print cartridges, and allows you to calibrate the Photo Tray
- **Support** provides links to HP’s Customer Care web site and printer software updates

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 the HP DeskJet Utility window:

1. Click the Select panel on the Utility window.
2. Select USB.
3. In the Connect To: list, choose the appropriate HP DeskJet printer.
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.
Using and Caring for Your Print Cartridges

When the Print Cartridge Status Light flashes, open the printer’s top cover and follow the instructions below. For more information on replacing print cartridges see page 29.

<table>
<thead>
<tr>
<th>Problem With Color Print Cartridge</th>
<th>It Means...</th>
<th>To Solve the Problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>The print cartridge is either:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• missing</td>
<td></td>
<td>1 Insert a print cartridge if it is missing.</td>
</tr>
<tr>
<td>• improperly installed</td>
<td></td>
<td>2 Remove and reinsert the existing print cartridge.</td>
</tr>
<tr>
<td>• the wrong print cartridge</td>
<td></td>
<td>3 If there is still a problem, verify that the cartridge is an HP C6578 Series, easy reference number 78, cartridge.</td>
</tr>
<tr>
<td>• defective</td>
<td></td>
<td>4 If the problem persists, replace the cartridge.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Problem with Black Print Cartridge</th>
<th>It Means...</th>
<th>To Solve the Problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>The print cartridge is either:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• missing</td>
<td></td>
<td>1 Insert a print cartridge if it is missing.</td>
</tr>
<tr>
<td>• improperly installed</td>
<td></td>
<td>2 Remove and reinsert the existing print cartridge.</td>
</tr>
<tr>
<td>• the wrong print cartridge</td>
<td></td>
<td>3 If there is still a problem, verify that the cartridge is an HP 51645 Series, easy reference number 45, cartridge.</td>
</tr>
<tr>
<td>• defective</td>
<td></td>
<td>4 If the problem persists, replace the cartridge.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Color Print Cartridge Low on Ink</th>
<th>It Means...</th>
<th>To Solve the Problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Color print cartridge is running low on ink.</td>
<td></td>
<td>Consider replacing the color cartridge with an HP C6578 Series, easy reference number 78, cartridge.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Black Print Cartridge Low on Ink</th>
<th>It Means...</th>
<th>To Solve the Problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black print cartridge is running low on ink.</td>
<td></td>
<td>Consider replacing the black cartridge with an HP 51645 Series, easy reference number 45, cartridge.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Print Cartridges OK</th>
<th>It Means...</th>
<th>To Solve the Problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print cartridges are operational.</td>
<td></td>
<td>No problems.</td>
</tr>
</tbody>
</table>
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, easy reference number 45.
- Tri-Color HP C6578 Series, easy reference number 78.

**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. To access the print cartridge cradle, press the Power Button to turn on the printer.
2. Open the top cover. The cradle moves to an accessible position.
3. Raise the cradle latch.
4. Lift the print cartridge out and discard it.

**Warning** Keep print cartridges out of the reach of children.
Using and Caring for Your Print Cartridges

5 Remove the replacement print cartridge from its packaging and carefully remove the protective vinyl tape.

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

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

8 Load plain white paper in the IN tray.

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

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

Note: Any time you install a new 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.

10 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.
- Store unsealed print cartridges 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**

Only use 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 outlet switch to turn the printer on and off may cause premature failure.
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 Utility window by doing the following:

1. Double-click the HP DeskJet Utility icon in the Utilities folder on your hard drive's main directory.

2. Click the Clean panel, then click the Clean button. Follow the on-screen directions.

**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 Utility icon in the Utilities folder on your hard drive's main directory.

2. Click the Clean panel, then click the Clean button. Follow the on-screen directions. If this does not prevent streaks, follow the instructions for “Manually Cleaning the Print Cartridges” on the next page.

**Caution** Be careful not to get ink on your hands or clothing.
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 into an accessible position, 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 set them on a piece of paper with the ink nozzle plate facing up.

**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 print cartridge cradle 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 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 Utility, icon in the Utilities folder on your hard drive’s main directory. Click the Test panel, 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
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, easy reference number 45.
- Tri-Color HP C6578 Series, easy reference number 78.
Getting Help When Things Go Wrong

Troubleshooting Tips

It’s frustrating when things go wrong, but the following pages contain tips that can help you determine what the problem is and how to fix it.

Be sure cable connections are secure. Make sure that you are using the right cable for your operating system. Check if your question is similar to those listed below and then follow the instructions found in that section:

- What do the flashing lights mean? See page 41.
- Is there a problem with your printout? See pages 42–45.

The printer software won’t install, what’s wrong?

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>I inserted a CD, but the computer couldn’t read it.</td>
<td>• The CD wasn’t properly inserted.</td>
<td>1 Reinsert the CD and try again. If this doesn’t solve your problem...</td>
</tr>
<tr>
<td></td>
<td>OR • The CD player may be damaged.</td>
<td>2 Try inserting a CD that you know works. If that CD doesn’t work, you may need to replace your CD player.</td>
</tr>
<tr>
<td></td>
<td>OR • The CD may be damaged.</td>
<td>3 If other CD’s work but the printer software CD doesn’t, you may have a damaged CD. You can download the printer software from the HP Customer Care web site: <a href="http://www.hp.com/support/home_products">www.hp.com/support/home_products</a></td>
</tr>
<tr>
<td></td>
<td>OR • The CD-ROM extensions may be turned off.</td>
<td>4 If you don’t have Web access, contact HP Customer Care. See page 47, to locate the phone number nearest you.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 Go to your Extensions Manager to ensure the Apple CD extension is turned on.</td>
</tr>
</tbody>
</table>
The printer software won’t install, what’s wrong? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem…</th>
</tr>
</thead>
</table>
| The software did not install correctly. | • There may be a conflict with your virus protection program. OR • There may be a conflict with another software program. OR • Your printer software didn’t install properly. | 1 Uninstall your printer software. Insert the printer software CD into your computer, select Uninstall from the Installer, then repeat the installation procedure.  
2 Close any virus protection programs that are active.  
3 If you have been using Apple’s QuickDraw GX software, turn it off. Your HP DeskJet printer is not compatible with QuickDraw GX.  
4 Exit all of your software programs.  
5 Reinstall the printer software. See the “Install Printer Software” step on the Quick Start Poster or see page 56 in this User’s Guide.  
If you are still having problems with the software installation, call an HP authorized dealer or HP Customer Care. For the phone number of the HP Customer Care Center nearest you, see page 47. |
## Getting Help When Things Go Wrong

### Why won’t it print?

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
</table>
| No page came out of the printer.| Power may be off or there may be a loose connection.                         | 1 Make sure the power is on.  
2 Make sure that all cable connections are secure. |
| You may not have any paper in the IN tray. | Double-check that the media is placed in the IN tray correctly.          |                         |
| The printer’s top cover may be open. |                                                                                | Close the printer’s top cover. |
| A problem may exist with one of the print cartridges. | If the Print Cartridge Status Light is blinking, lift the printer’s cover, check the Print Cartridge Status. Verify that the print cartridges are installed properly. See page 29. |                         |
| The printer may be slow.                | If the Power Light is blinking, the printer is in the process of printing. Be patient. |                         |
| The printer is waiting for you to press the Resume Button. | If the Resume Light is flashing, press the Resume Button. |                         |
| There may be a paper jam.           | 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.  
3 If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer.  
4 If the paper jam has cleared, print your document again.  
5 If the paper jam hasn’t cleared, open the Rear Access Door by turning the knob (counter-clockwise) and removing the door.  
6 Pull the jammed paper out of the printer, then replace the Rear Access Door. |                         |
| The Fold-Up tray may not be down.    | 1 Lower the Fold-Up tray, and pull out the IN tray.  
2 Slide out both of the paper guides.  
3 Load paper and print your document. |                         |
| The Rear Access Door may be disengaged. | 1 Insert the Rear Access Door and engage lock.  
2 Print your document again. |                         |
### Getting Help When Things Go Wrong

#### Why won’t it print? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
</table>
| ![Question Mark] A blank page came out of the printer. | You may be out of ink. | 1 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 27.  
2 If you are out of ink, replace the print cartridge. See “Replacing Print Cartridges” on page 29.  
3 Print your document again. |
| ![Question Mark] You may have forgotten to remove the vinyl tape from the print cartridge. | Make sure you have removed the protective piece of vinyl tape on each of the print cartridges. See “Replacing Print Cartridges” on page 29. |
| ![Question Mark] You may be 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 it from there. |
## Why won’t it print? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>The printer is really slow.</td>
<td>Your computer may have less than the minimum system requirements.</td>
<td>1. Check the amount of RAM and processor speed in your computer. See “System Requirements” on page 57.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Free up some space on your hard drive. Having less than 100MB of free space on your computer’s hard drive can mean longer processing times.</td>
</tr>
<tr>
<td></td>
<td>Too many software programs may be running at the same time.</td>
<td>Close all unnecessary software programs.</td>
</tr>
<tr>
<td></td>
<td>You may be using outdated printer software.</td>
<td>Check the printer driver you are using. Be sure to check the HP web site 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>You may be printing a complex document containing graphics or photographs.</td>
<td>Be patient. Large, complex documents containing graphics or photographs print slower than text-only documents.</td>
</tr>
</tbody>
</table>
## What do the flashing lights mean?

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Power Light is flashing.</td>
<td>Your printer may be receiving data.</td>
<td>Be patient.</td>
</tr>
<tr>
<td>The Resume Light is flashing.</td>
<td>You may be out of paper.</td>
<td>1 Insert paper.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 Press the Resume Button.</td>
</tr>
<tr>
<td></td>
<td>You may have a paper jam.</td>
<td>1 Pull the paper out of either the IN tray or the OUT tray.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 Press the Resume Button on the front of the printer.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4 If the paper jam has cleared, print your document again.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 If the paper jam hasn’t cleared, open the Rear Access Door by turning the knob (counter clockwise) and removing the door.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6 Pull the jammed paper out of the printer, then replace the Rear Access Door.</td>
</tr>
<tr>
<td></td>
<td>You may be printing a two-sided document by hand and the first side has finished printing.</td>
<td>1 Follow the on-screen directions for how to insert the paper.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 Press the Resume Button.</td>
</tr>
<tr>
<td>The Print Cartridge Status Light is flashing.</td>
<td>The top cover may be open.</td>
<td>Close the top cover.</td>
</tr>
<tr>
<td></td>
<td>There may be a problem with one of the print cartridges.</td>
<td>See “Print Cartridge Status” on page 27.</td>
</tr>
<tr>
<td>All of the lights are flashing.</td>
<td>The printer may need to be reset.</td>
<td>1 Press the Power Button to turn the printer off. Then press the Power Button again to turn the printer back on.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 If that doesn’t solve the problem, press the Power Button to turn the printer off.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 Unplug the printer.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4 Plug the printer back in.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 Press the Power Button to turn the printer on.</td>
</tr>
</tbody>
</table>
**Getting Help When Things Go Wrong**

### Is there a problem with your printout?

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
</table>
| Parts of the document are missing or are in the wrong place. | Paper may not be loaded correctly. | 1. Make sure the media is correctly oriented in the IN tray.  
2. Make sure the paper guides fit snugly against the media. |
| | You may have selected the wrong paper orientation. | Make sure you have selected the correct orientation (portrait or landscape) on the Page Setup dialog box. See "Page Setup - Controlling Page Layout" on page 6. |
| | You may have selected the wrong paper size. | Make sure you have selected the correct paper size in the Page Setup dialog box. See "Page Setup - Controlling Page Layout" on page 6. |
| | You may be trying to print text or graphics that are larger than your paper size. | Make sure text and graphics are scaled correctly in your document. See "Paper Size, Scaling, and Page Orientation" on page 6. |
| | You may have selected the wrong margins. | Make sure the margins are within the printable area. See "Minimum Printing Margins" on page 59. |
| | You may have accidentally left Poster Printing selected. | Uncheck Poster Printing in the Layout panel. See "Layout" on page 9. |
## Is there a problem with your printout? *continued*

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
</table>
| Print quality is poor. | You may not be using the most appropriate media for the desired output. | - Make sure that you are using media intended for HP DeskJet printers.  
- Print quality is dramatically improved if you print on paper specifically designed for a certain output (photographs, for example), rather than using plain paper. |
|                      | You may be printing on the wrong side of the media. | Make sure that the media is loaded print side down. |
|                      | You may not have selected the correct paper type in the printer software. | Make sure that you have selected the correct paper type on the Paper Type/Quality dialog box. See “Paper Type/Quality” on page 9. |
|                      | You may be printing in Draft mode. | If 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 9. |
|                      | If you have smearing, you may be using too much ink. | 1 Click Normal or Draft instead of Best on the Paper Type/Quality dialog box. See “Paper Type/Quality” on page 9.  
2 Reduce the amount of ink. From the HP DeskJet 900 Series Print dialog box, select the Ink Controls panel. Use the sliders to adjust ink volume.  
3 Increase the dry time. From the HP DeskJet 900 Series Print dialog box, select the Ink Controls panel. Use the sliders to adjust dry time. |
|                      | You may be running out of ink. | 1 Check the print cartridges status. See “Print Cartridge Status” on page 27.  
2 If you are running out of ink, replace the print cartridge. See “Replacing Print Cartridges” on page 29. |
|                      | You may need to clean the print cartridges. | See “Cleaning Print Cartridges” on page 32. |
## Is there a problem with your printout? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Print quality is poor.</strong></td>
<td>You may have forgotten to remove the vinyl tape from the print cartridge.</td>
<td>Make sure that you have removed the protective piece of vinyl tape on each of the print cartridges. See “Replacing Print Cartridges” on page 29.</td>
</tr>
<tr>
<td></td>
<td>You may have the incorrect “Image” setting in the Color panel of the Print dialog box.</td>
<td>Click the Revert to Defaults button in the Color panel of the Print dialog box. See “Color” on page 10.</td>
</tr>
<tr>
<td></td>
<td>Your print cartridges may be out of alignment.</td>
<td>If the color and black ink aren’t lining up on the printed page, go to the HP DeskJet 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 Utility Window” on page 25.</td>
</tr>
<tr>
<td><strong>Banners aren’t printing correctly.</strong></td>
<td>You may have forgotten to raise the OUT Tray Flap.</td>
<td>Make sure that the OUT Tray Flap is up.</td>
</tr>
<tr>
<td></td>
<td>You may have problems with the paper.</td>
<td>• If several sheets feed into the printer together, unfold and refold the paper.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If paper doesn’t feed into the printer correctly, be sure that the unattached edge of the banner paper stack is toward the printer (see page 21).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If the paper creases going through the printer, the paper might be unsuitable for banner printing.</td>
</tr>
<tr>
<td></td>
<td>You may have problems with your banner software.</td>
<td>Make sure you selected the paper size U.S. Letter Banner or A4 Banner on the Page Setup dialog box. See “Page Setup - Controlling Page Layout” on page 6.</td>
</tr>
</tbody>
</table>
## Getting Help When Things Go Wrong

### Is there a problem with your printout? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photos aren’t printing correctly.</td>
<td>You may not have inserted the photo media correctly.</td>
<td>Insert the photo media <em>glossy side down</em>.</td>
</tr>
</tbody>
</table>
|                       | The photo paper may not be fully engaged. | 1 Review the printing instructions on page 13.  
2 Make sure that the paper length guides are snug up against the photo paper. |
|                       | You may not have selected the appropriate Paper Type or Paper Size. | 1 From the Page Setup dialog box, select *Photo 4 x 6 in., 102 x 152 mm (with tear-off tab)* as the Paper Size. See “Page Setup - Controlling Page Layout” on page 6.  
2 In your software program, choose Print from the File menu. On the Paper Type/Quality panel of the Print dialog box, select *HP Premium Plus Photo Paper, Glossy* as the Paper Type. See “Print Dialog Box” on page 7.  
3 Click Save Settings.  
4 Print your document. |
|                       | You may not have selected Best print quality. | 1 Go to the Paper Type/Quality dialog box. See “Paper Type/Quality” on page 9.  
2 Select Best print quality. |
| Binding margin appears in the wrong place when trying to do Two-Sided Printing. | You may have selected the wrong paper orientation. | • Make sure you have selected the correct Binding option in the Layout panel of the Print dialog box. See “Layout” on page 9. |
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 or by phone, you’ll find the support you need—and you’ll find it fast.

From HP Customer Care Online you can link to HP Customer Care User Forums and HP Customer Care Email.

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.

HP Customer Care by Email

Connect with HP via email and receive a personal reply from an HP Customer Care service technician. Responses are normally provided within 24 hours of receipt (excluding holidays). A great option for those non-urgent questions.

HP Customer Care Online

Click your way to a quick solution! HP Customer Care Online is a great place to go for answers to questions about your HP 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.

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 at the following web sites:

**English:**
http://www.hp.com/support/home_products

**French:**
http://www.hp.com/cposupport/fr/

**German:**
http://www.hp.com/cposupport/de/

**Japanese:**
http://www.jpn.hp.com/CPO_TC/eschome.htm

**Portuguese:**
http://www.hp.com/cposupport/pt/

**Spanish:**
http://www.hp.com/cposupport/es/
Getting Help When Things Go Wrong

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 software updates:

- Download the printer software by accessing the HP Customer Care Online web site. See “HP Customer Care Online” on page 46 for the addresses of the HP web sites.
- If you are in the U.S. and need a software update, you can download the printer software from:
  If you do not have access to the web site, call (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 Customer Care Online (see page 46), call the HP Customer Care Center (see page 47) nearest you.

HP Customer Care by Phone

Within 90 days from the time of your purchase, phone 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:

1. You have checked your Quick Start Poster and this User’s Guide for installation and troubleshooting tips.
2. You have checked HP Customer Care Online (see page 46) for product help.
3. If you cannot solve your problem using the above, then call an HP service technician while you’re in front of your computer and printer. Before you call, be sure you have the following information:

   - 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).

Then we can help you with your questions immediately!

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

See the list below for your country’s HP Customer Care Center phone number:

<table>
<thead>
<tr>
<th>Region</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa/Middle East</td>
<td>41 22/780 41 11</td>
</tr>
<tr>
<td>Argentina</td>
<td>(541) 778-8380</td>
</tr>
<tr>
<td>Australia</td>
<td>+61 3 8877 8000</td>
</tr>
<tr>
<td>Austria</td>
<td>43 (0) 660 6386</td>
</tr>
<tr>
<td>Belgium (Dutch)</td>
<td>32 (0) 2 62688 06</td>
</tr>
<tr>
<td>Belgium (French)</td>
<td>32 (0) 2 62688 07</td>
</tr>
<tr>
<td>Brazil</td>
<td>011 829-6612</td>
</tr>
<tr>
<td>Canada</td>
<td>(905) 206-4663</td>
</tr>
<tr>
<td>Chile</td>
<td>800 36 0999</td>
</tr>
<tr>
<td>China</td>
<td>8610-65645959</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>42 (2) 471 7321</td>
</tr>
<tr>
<td>Denmark</td>
<td>45 (0) 39 294099</td>
</tr>
<tr>
<td>Finland</td>
<td>358 (9) 2034 7288</td>
</tr>
<tr>
<td>France</td>
<td>33 (0) 143623434</td>
</tr>
<tr>
<td>Germany</td>
<td>49 (0) 180 532 6222</td>
</tr>
<tr>
<td>Greece</td>
<td>30 1 689 64 11</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>(800) 96 7729</td>
</tr>
<tr>
<td>Hungary</td>
<td>36 (1) 252 4505</td>
</tr>
<tr>
<td>India</td>
<td>91 11 682 60 35</td>
</tr>
<tr>
<td>Indonesia</td>
<td>6221 350 3408</td>
</tr>
<tr>
<td>Ireland</td>
<td>353 (0) 1662 5525</td>
</tr>
<tr>
<td>Israel</td>
<td>972-9-9524848</td>
</tr>
<tr>
<td>Italy</td>
<td>39 (0) 2 264 10350</td>
</tr>
<tr>
<td>Japan, Tokyo</td>
<td>81 3 3335-8333</td>
</tr>
<tr>
<td>Japan, Osaka</td>
<td>81 6 6838 1155</td>
</tr>
<tr>
<td>Korea</td>
<td>02 3272 0700</td>
</tr>
<tr>
<td>Malaysia</td>
<td>03 2952566</td>
</tr>
<tr>
<td>Mexico D.F.</td>
<td>258 9922</td>
</tr>
<tr>
<td>Mexico, Guadalajara</td>
<td>01 800 472 6684</td>
</tr>
<tr>
<td>Middle East/Africa</td>
<td>41 22/780 41 11</td>
</tr>
<tr>
<td>Netherlands</td>
<td>31 (0) 20 606 8751</td>
</tr>
<tr>
<td>New Zealand</td>
<td>(09) 356-6640</td>
</tr>
<tr>
<td>Norway</td>
<td>47 (0) 22 116299</td>
</tr>
<tr>
<td>Philippines</td>
<td>65 272 5300</td>
</tr>
<tr>
<td>Poland</td>
<td>(+48) 22 519 06 00</td>
</tr>
</tbody>
</table>

Portugal                 | 351 (0) 1 318 00 65        |
Russia                   | 7095 923 50 01            |
Singapore                | 65 272 5300               |
Spain                    | 34 (9) 02321 123           |
Sweden                   | 46 (0) 8 6192170           |
Switzerland              | 41 (0) 84 88011111        |
Taiwan                   | 886 2-2717-0055           |
Thailand                 | (66-2) 661 4011           |
Turkey                   | 90 1 224 59 25            |
United Kingdom           | 44 (0) 171 512 5202       |
U.S.                     | (208) 344-4131            |
Venezuela                | 800 47 888                |
Venezuela, Caracas       | 207 8488                 |

After the Free Phone Support Period

You can still get help from HP for a fee. Prices are subject to change without notice. HP Customer Care Online help (see page 46) on the internet 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 $25 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 Limited Warranty period (see page 61, Printer), you will not be charged for the phone support service. However, for countries where the above toll-free phone numbers are not available, the regular long-distance charges may apply.
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

Printer Supplies

For ordering information see page 52.

<table>
<thead>
<tr>
<th>Part Name</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interface Cables</td>
<td></td>
</tr>
<tr>
<td>HP USB-Compliant Interface Cable</td>
<td>C6518A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Print Cartridges</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td></td>
</tr>
<tr>
<td>Tri-color</td>
<td></td>
</tr>
<tr>
<td>HP 51645 Series</td>
<td></td>
</tr>
<tr>
<td>HP 6578 Series</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Power Cords</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S., Canada, Brazil, Latin America, Saudi Arabia</td>
<td>8120-8900</td>
</tr>
<tr>
<td>Japan</td>
<td>8121-0021</td>
</tr>
<tr>
<td>Singapore, Malaysia, Hong Kong</td>
<td>8121-0026</td>
</tr>
<tr>
<td>South Africa</td>
<td>8121-0020</td>
</tr>
<tr>
<td>India</td>
<td>8121-0025</td>
</tr>
<tr>
<td>Argentina</td>
<td>8121-0019</td>
</tr>
<tr>
<td>Australia</td>
<td>8121-0018</td>
</tr>
<tr>
<td>China, Taiwan, Philippines</td>
<td>8121-0024</td>
</tr>
<tr>
<td>Korea</td>
<td>8121-0017</td>
</tr>
<tr>
<td>Europe, Jordan, Lebanon, North Africa, Israel, Russia, Baltic countries, Thailand, Indonesia, Caribbean, Latin America</td>
<td>8121-0023</td>
</tr>
<tr>
<td>U.K., Middle East</td>
<td>8121-0022</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Replaceable Parts</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DJ930C Series Printer Cleanout Access Door Assembly</td>
<td>C6426-60038</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accessories</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Two-Sided Printing Module (not available in all countries)</td>
<td>C6463A</td>
</tr>
</tbody>
</table>

Printer Quick Start Posters and User’s Guide for Macintosh

Most HP printer documentation is available for viewing and printing at http://www.hp.com/support/home_products.

<table>
<thead>
<tr>
<th>Language</th>
<th>Quick Start Poster</th>
<th>User’s Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dutch</td>
<td>C6427-90061</td>
<td>C6427-90072</td>
</tr>
<tr>
<td>English</td>
<td>C6427-90062</td>
<td>C6427-90071</td>
</tr>
<tr>
<td>French</td>
<td>C6427-90063</td>
<td>C6427-90073</td>
</tr>
<tr>
<td>German</td>
<td>C6427-90064</td>
<td>C6427-90074</td>
</tr>
<tr>
<td>Greek</td>
<td>C6427-90065</td>
<td></td>
</tr>
<tr>
<td>Italian</td>
<td>C6427-90066</td>
<td>C6427-90075</td>
</tr>
<tr>
<td>Japanese</td>
<td>C6427-90067</td>
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<tr>
<td>Portuguese</td>
<td>C6427-90085</td>
<td>C6427-90105</td>
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<td>Spanish</td>
<td>C6427-90068</td>
<td>C6427-90077</td>
</tr>
<tr>
<td>Swedish</td>
<td>C6427-90069</td>
<td>C6427-90078</td>
</tr>
<tr>
<td>Turkish</td>
<td>C6427-90070</td>
<td></td>
</tr>
</tbody>
</table>
### Supplies and Accessories

#### Paper and Other Media

Availability of special media varies by country.

<table>
<thead>
<tr>
<th>Paper Type/Description</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HP Bright White Inkjet Paper</strong></td>
<td></td>
</tr>
<tr>
<td>A4 (210 x 297 mm), 200 sheets</td>
<td>C5977A</td>
</tr>
<tr>
<td>A4 (210 x 297 mm), 500 sheets</td>
<td>C1825A</td>
</tr>
<tr>
<td>U.S. letter, 200 sheets</td>
<td>C5976A</td>
</tr>
<tr>
<td>U.S. letter, 500 sheets</td>
<td>C1824A</td>
</tr>
<tr>
<td><strong>HP Premium Inkjet Paper</strong></td>
<td></td>
</tr>
<tr>
<td>A4 (210 x 297 mm), 200 sheets</td>
<td>C51634Z</td>
</tr>
<tr>
<td>U.S. letter, 200 sheets</td>
<td>C51634Y</td>
</tr>
<tr>
<td><strong>HP Premium Inkjet Heavyweight Paper</strong></td>
<td></td>
</tr>
<tr>
<td>A4 (210 x 297 mm), 100 sheets</td>
<td>C1853A</td>
</tr>
<tr>
<td>U.S. letter, 100 sheets</td>
<td>C1852A</td>
</tr>
<tr>
<td><strong>HP Professional Brochure &amp; Flyer Paper, Matte</strong></td>
<td></td>
</tr>
<tr>
<td>U.S. letter, 50 sheets</td>
<td>C6955A</td>
</tr>
<tr>
<td><strong>HP Professional Brochure &amp; Flyer Paper, Glossy</strong></td>
<td></td>
</tr>
<tr>
<td>Asian A4 (210 x 297 mm), 50 sheets</td>
<td>C6819A</td>
</tr>
<tr>
<td>European A4 (210 x 297 mm), 50 sheets</td>
<td>C6818A</td>
</tr>
<tr>
<td>U.S. letter, 50 sheets</td>
<td>C6817A</td>
</tr>
<tr>
<td><strong>HP Photo Paper, Two-Sided, Satin/Glossy</strong></td>
<td></td>
</tr>
<tr>
<td>Asian A4 (210 x 297 mm), 20 sheets</td>
<td>C6765A</td>
</tr>
<tr>
<td>European A4 (210 x 297 mm), 20 sheets</td>
<td>C1847A</td>
</tr>
<tr>
<td>U.S. letter, 20 sheets</td>
<td>C1846A</td>
</tr>
<tr>
<td><strong>HP Premium Photo Paper, Glossy</strong></td>
<td></td>
</tr>
<tr>
<td>Asian A4 (210 x 297 mm), 15 sheets</td>
<td>C6043A</td>
</tr>
<tr>
<td>European A4 (210 x 297 mm), 15 sheets</td>
<td>C6040A</td>
</tr>
<tr>
<td>U.S. letter, 15 sheets</td>
<td>C6039A</td>
</tr>
<tr>
<td><strong>HP Premium Plus Photo Paper, Glossy</strong></td>
<td></td>
</tr>
<tr>
<td>European A4 (210 x 297 mm), 20 sheets</td>
<td>C6832A</td>
</tr>
<tr>
<td>U.S. letter, 20 sheets</td>
<td>C6831A</td>
</tr>
<tr>
<td><strong>HP Premium Plus Photo Paper, Matte</strong></td>
<td></td>
</tr>
<tr>
<td>European A4 (210 x 297 mm), 20 sheets</td>
<td>C6951A</td>
</tr>
<tr>
<td>U.S. letter, 20 sheets</td>
<td>C6950A</td>
</tr>
<tr>
<td><strong>HP Premium Plus Photo Paper, Glossy Snapshot</strong></td>
<td></td>
</tr>
<tr>
<td>European A4 (102 x 152 mm finished size), 20 sheets</td>
<td>C6945A</td>
</tr>
<tr>
<td>U.S. (4 x 6 in. finished size), 20 sheets</td>
<td>C6944A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Paper Type/Description</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HP Premium Inkjet Transparency Film</strong></td>
<td></td>
</tr>
<tr>
<td>A4 (210 x 297 mm), 20 sheets</td>
<td>C3832A</td>
</tr>
<tr>
<td>A4 (210 x 297 mm), 50 sheets</td>
<td>C3835A</td>
</tr>
<tr>
<td>U.S. letter, 20 sheets</td>
<td>C3828A</td>
</tr>
<tr>
<td>U.S. letter, 50 sheets</td>
<td>C3834A</td>
</tr>
<tr>
<td><strong>HP Premium Inkjet Rapid-dry Transparencies</strong></td>
<td></td>
</tr>
<tr>
<td>A4 (210 x 297 mm), 50 sheets</td>
<td>C6053A</td>
</tr>
<tr>
<td>U.S. letter, 50 sheets</td>
<td>C6051A</td>
</tr>
<tr>
<td><strong>HP Banner Paper</strong></td>
<td></td>
</tr>
<tr>
<td>A4 (210 x 297 mm), 100 sheets</td>
<td>C1821A</td>
</tr>
<tr>
<td>U.S. letter, 100 sheets</td>
<td>C1820A</td>
</tr>
<tr>
<td><strong>HP Matte Greeting Cards, White/Quarter-Fold</strong></td>
<td></td>
</tr>
<tr>
<td>A4 (210 x 297 mm), 20 sheets</td>
<td>C6042A</td>
</tr>
<tr>
<td>20 sheets, 20 envelopes</td>
<td>C1812A</td>
</tr>
<tr>
<td>U.S. letter, 20 sheets, 20 envelopes</td>
<td>C1821A</td>
</tr>
<tr>
<td><strong>HP Felt-textured Greeting Cards, Ivory/Half-fold</strong></td>
<td></td>
</tr>
<tr>
<td>U.S. letter, 20 sheets, 20 envelopes</td>
<td>C6828A</td>
</tr>
<tr>
<td><strong>HP Glossy Greeting Cards, White/Half-fold</strong></td>
<td></td>
</tr>
<tr>
<td>A4 (210 x 297 mm), 10 sheets</td>
<td>C6045A</td>
</tr>
<tr>
<td>10 sheets, 10 envelopes</td>
<td>C6044A</td>
</tr>
<tr>
<td>U.S. letter, 20 sheets, 20 envelopes</td>
<td>C6044A</td>
</tr>
<tr>
<td><strong>HP Iron-on T-Shirt Transfers</strong></td>
<td></td>
</tr>
<tr>
<td>Asian A4, (210 x 297 mm), 10 sheets</td>
<td>C6066A</td>
</tr>
<tr>
<td>European A4 (210 x 297 mm), 10 sheets</td>
<td>C6050A</td>
</tr>
<tr>
<td>U.S. letter, 10 sheets</td>
<td>C6049A</td>
</tr>
<tr>
<td><strong>HP Restickables, Large Round Inkjet Stickers</strong></td>
<td></td>
</tr>
<tr>
<td>U.S. letter, 10 sheets (90 stickers)</td>
<td>C6822A</td>
</tr>
<tr>
<td><strong>HP Restickables, Large Square Inkjet Stickers</strong></td>
<td></td>
</tr>
<tr>
<td>U.S. letter, 10 sheets (90 stickers)</td>
<td>C6823A</td>
</tr>
</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.
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 and accessories directly from HP at www.hpshopping.com, or call the HP Shopping Village at 1-888-999-4747.

- **Argentina:** (54 1) 787-7100  
  Fax: (54 1) 787-7213  
  Hewlett-Packard Argentina,  
  Montañaes 2150 1428  
  Buenos Aires, Argentina
- **Australia/New Zealand:** (03) 895-2895  
  China Resources Bldg.  
  26 Harbour Road  
  Wanchai, Hong Kong
- **Austria-South-East Area:** (43-0222) 25 000, ext. 755  
  Fax: (43-0222) 25 000, ext. 610  
  Hewlett-Packard Ges.m.b.H.  
  Ersatzteilverkauf Lieblg. 1  
  A-1222 Wien
- **Belgium:** 02/778 3092 (or 3090, 3091)  
  Fax: 02/778 3076  
  Hewlett-Packard Belgium SA/NV  
  100 bd. de la Woluwe/Woluwedal  
  1200 BRUXELLES
- **Brazil:** Centro de Informacoes HP  
  Grande São Paulo: 822-5565  
  Demais Localidades: 0800-157751  
  Fax: (011) 829-7116  
  Centro de Informacoes HP  
  Hewlett Packard Brasil S.A.  
  Caixa Postal 134, Rua Clodomiro Amazonas, 258  
  CEP 04534-011, São Paulo - SP
- **Canada:** (800) 387-3154, (905) 206-4725  
  Fax: (905) 206-3485/-3739  
  Hewlett-Packard (Canada) Ltd.  
  5150 Spectrum Way  
  Mississauga, Ontario L4W 5G1  
  Toronto: (416) 67-8383
- **Chile:** (56 2) 203-3233  
  Fax: (56 2) 203-3234  
  Hewlett-Packard de Chile SA  
  Av. Andres Bello 2777, Oficina 1302  
  Los Condes, Santiago, Chile
- **Denmark:** 45 99 14 29  
  Fax: 42 81 58 10  
  Hewlett-Packard A/S  
  Kongevejen 25, 3460 BIRKEROD
- **Finland:** (90) 8872 2397  
  Fax: (90) 8872 2620  
  Hewlett-Packard Oy  
  Varaosamymyty, Pirspankalliontie 17  
  02200 ESPOO
- **France:** (1) 40 85 71 12  
  Fax: (1) 47 98 26 08  
  EuroParts  
  77 101 avenue du Vieux Chemin de Saint-Denis  
  92625 GENNEVILLIERS
- **Germany:** 07031-145444  
  Fax: 07031-141395  
  Hewlett-Packard GmbH, HP Express Support  
  Ersatzteil-Verkauf, Herrenberger Str. 130  
  71034 BOBLINGEN
- **International Sales Branch:** (41) 22 780 4111  
  Fax: (41) 22 780-4770  
  Hewlett-Packard S. A., ISB  
  39, rue de Veyrot 1217 MEYRIN 1  
  GENEVE - SUISSE
- **Italy:** 02/9212.2336/2475  
  Fax: 02/9210757  
  Hewlett-Packard Italiana S. P. A.  
  Ufficio Parti di ricambio  
  Via G. Di Vittorio, 9  
  20063 Cernusco s/N (MI)
- **Japan:** (03) 3335-8333  
  Hewlett-Packard Japan Ltd.  
  29-21 Takeda-Higashi 3-chone, suginami-ku  
  Tokyo 168-8585
- **Latin America Headquarters:** (305) 267-4220  
  Fax: (305) 267-4247  
  5200 Blue Lagoon Drive, Suite 950  
  Miami, FL 33126
- **Mexico:** (52 5) 258-4600  
  Fax: (54 1) 258-4362  
  Hewlett-Packard de México, S.A. de C.V  
  Prolongación Reforma #470  
  Colonia Lomas de Santa Fe, C.P. 01210 México, D.F.
Supplies and Accessories

- **Netherlands:** 0 33 450 1808
  Fax: 0 33 456 0891
  Hewlett-Packard Nederland B. V.
  Parts Direct Service
  Basicweg 10
  3821 BR AMERSFOORT

- **Norway:** 2273926
  Fax: 22735611
  Hewlett-Packard Norge A/S, Express Support
  Drammensveien 169-171
  0212 Oslo

- **Spain:** 1 631 14 81
  Fax: 1 631 12 74
  Hewlett-Packard Española S.A.
  Departamento de Venta de Piezas
  Ctra N-VI, Km. 16,500
  28230 LAS ROZAS, Madrid

- **Sweden:** 8-4442239
  Fax: 8-4442116
  Hewlett-Packard Sverige AB
  Skalholstsgatan 9, Box 19
  164 93 KISTA

- **Switzerland:** 056/279 286
  Fax: 056/279 280
  Elbatex Datentechnik AG
  Schwimmbadstrasse 45, 5430 WETTINGEN

- **United Kingdom:**
  +44 1765 690061
  Fax: +44 1765 690731
  Express Terminals, 47 Allhallowgate
  Ripon, North Yorkshire

- **United States:** (800) 227-8164

- **Venezuela:** (58 2) 239-4244/4133
  Fax: (58 2) 207-8014
  Hewlett-Packard de Venezuela C.A.
  Tercera Transversal de Los Ruices Norte
  Edificio Segre, Caracas 1071, Venezuela
  Apartado Postal 50933, Caracas 1050

Elsewhere in the world

- **Hewlett-Packard Company**
  Intercontinental Headquarters,
  3495 Deer Creek Road,
  Palo Alto, CA 94304, U.S.A.
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. Plug in the electrical power cord

2. Load white paper
3 Insert the print cartridges
   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.

4 Connect the 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.
5 Install the printer software
   a Insert the HP Printer Software CD into your CD-ROM drive.
   b Double-click the **HP DeskJet 900 Series Installer** icon.

Follow the on-screen instructions to complete the installation. Your computer will restart when the installation is complete.

d After your computer restarts, the **HP DeskJet Utility (Select Printer)** dialog box opens.

Follow the instructions in this dialog box to select the **DeskJet 900 Series** printer.
## Specifications

- **DeskJet 930C model no. C6427A**
- **DeskJet 932C model no. C6427B**
- **DeskJet 935C model no. C6427C**

### Print Technology
- Drop-on-demand thermal inkjet printing

#### Black Text Print Speed *
- Draft: 9 pages per min.

#### Mixed Text with Color Graphics Print Speed *
- Draft: 7.5 pages per min.

#### 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 **

### Software Compatibility
- USB Connection: MacOS version 8.1 or later

### System Requirements
- USB Connection:
  - PowerPC MacOS computer with a USB port
  - MacOS version 8.1 or later
  - 32 MB RAM
  - 8 MB (minimum) available hard-disk space

### Duty Cycle
- 2,000 pages per month

### Memory
- 4 MB built-in RAM

### 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
- 440 mm wide x 196 mm high x 400 mm deep (tray down with paper) or 250 mm deep (tray up)
- 17.34 in wide x 7.72 in high x 15.76 in deep (tray down with paper) or 9.85 in deep (tray up)

### Weight
- 5.72 kg (12.61 lb) without print cartridges

### Operating Environment
- Maximum operating temperature: 41 to 104°F, 5 to 40°C
- Humidity: 5 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 maximum when off
- 4 watts average non-printing
- 25 watts average 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.

### Declared noise emissions in accordance with ISO 9296
- Sound power level, LWAd (Lw=10dB): 5.9 B in normal mode.
- Sound pressure level, LpAm (bystander positions): 46 dB in normal mode.

---

* 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.
**Media Weight**

<table>
<thead>
<tr>
<th>Media Type</th>
<th>Weight Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper:</td>
<td>60 to 90 g/sm² (16 to 24 lb)</td>
</tr>
<tr>
<td>U.S. Letter</td>
<td>75 to 90 g/sm² (20 to 24 lb)</td>
</tr>
<tr>
<td>Legal</td>
<td>75 to 90 g/sm² (20 to 24 lb)</td>
</tr>
<tr>
<td>Envelopes:</td>
<td>75 to 90 g/sm² (20 to 24 lb)</td>
</tr>
<tr>
<td>Cards:</td>
<td>110 to 200 g/sm² (110 lb index max.)</td>
</tr>
<tr>
<td>Banner Paper:</td>
<td>60 to 90 g/sm² (16 to 24 lb)</td>
</tr>
</tbody>
</table>

**Media Handling**

<table>
<thead>
<tr>
<th>Media Type</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheets:</td>
<td>up to 100</td>
</tr>
<tr>
<td>Banners:</td>
<td>up to 20 sheets</td>
</tr>
<tr>
<td>Envelopes:</td>
<td>up to 15</td>
</tr>
<tr>
<td>Cards:</td>
<td>up to 30 cards</td>
</tr>
<tr>
<td>Greeting cards:</td>
<td>up to 5 cards</td>
</tr>
<tr>
<td>Transparencies:</td>
<td>up to 25</td>
</tr>
<tr>
<td>Labels:</td>
<td>up to 20 sheets of labels use only U.S. letter- or A4-sized sheets</td>
</tr>
<tr>
<td>OUT tray capacity:</td>
<td>up to 50 sheets</td>
</tr>
</tbody>
</table>

**Alignment**

<table>
<thead>
<tr>
<th>Alignment Type</th>
<th>Accuracy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vertical</td>
<td>+/- .058 mm (.002 in.) in normal mode</td>
</tr>
<tr>
<td>Skew</td>
<td>+/- .152 mm (.006 in.) on plain paper</td>
</tr>
<tr>
<td></td>
<td>+/- .254 mm (.010 in.) on HP transparency films</td>
</tr>
</tbody>
</table>

**Media Size**

<table>
<thead>
<tr>
<th>Media Type</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper:</td>
<td></td>
</tr>
<tr>
<td>U.S. Letter</td>
<td>216 x 279 mm (8.5 x 11 in.)</td>
</tr>
<tr>
<td>Legal</td>
<td>216 x 356 mm (8.5 x 14 in.)</td>
</tr>
<tr>
<td>Executive</td>
<td>184 x 279 mm (7.25 x 10.5 in.)</td>
</tr>
<tr>
<td>A4</td>
<td>210 x 297 mm</td>
</tr>
<tr>
<td>A5</td>
<td>148 x 210 mm</td>
</tr>
<tr>
<td>B5-JIS</td>
<td>182 x 257 mm</td>
</tr>
<tr>
<td>User Defined:</td>
<td>Width: 77 to 216 mm (3.0 to 8.5 in.)</td>
</tr>
<tr>
<td></td>
<td>Length: 127 to 356 mm (5.0 to 14 in.)</td>
</tr>
<tr>
<td>Banner:</td>
<td>U.S. Letter 216 x 279 mm (8.5 x 11 in.)</td>
</tr>
<tr>
<td></td>
<td>A4 210 x 297 mm</td>
</tr>
<tr>
<td>Envelopes:</td>
<td>U.S. No. 10 105 x 241 mm (4.3 x 9.5 in.)</td>
</tr>
<tr>
<td></td>
<td>Invitation A2 111 x 146 mm (4.37 x 5.75 in.)</td>
</tr>
<tr>
<td></td>
<td>DL 220x110 mm</td>
</tr>
<tr>
<td></td>
<td>C6 114x162 mm</td>
</tr>
<tr>
<td>Index/Greeting Cards:</td>
<td>76 x 127 mm (3 x 5 in.)</td>
</tr>
<tr>
<td></td>
<td>102 x 152 mm (4 x 6 in.)</td>
</tr>
<tr>
<td></td>
<td>127 x 203 mm (5 x 8 in.)</td>
</tr>
<tr>
<td>A6:</td>
<td>105 x 148.5 mm</td>
</tr>
<tr>
<td>Hagaki:</td>
<td>100 x 148 mm</td>
</tr>
<tr>
<td>Labels:</td>
<td>U.S. Letter 216 x 279 mm (8.5 x 11 in.)</td>
</tr>
<tr>
<td></td>
<td>A4 210 x 297 mm</td>
</tr>
<tr>
<td>Transparencies:</td>
<td>U.S. Letter 216 x 279 mm (8.5 x 11 in.)</td>
</tr>
<tr>
<td></td>
<td>A4 210 x 297 mm</td>
</tr>
<tr>
<td>Photo (with tear-off tab):</td>
<td>102 x 152 mm (4 x 6 in.)</td>
</tr>
</tbody>
</table>
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 dialog box, the paper width must be between 77 and 215 mm (3 and 8.5 inches) and the paper length must be between 127 and 356 mm (5 and 14 inches).

Letter, Legal, and Executive Paper

<table>
<thead>
<tr>
<th></th>
<th>Left</th>
<th>Right</th>
<th>Top</th>
<th>Bottom</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4 Paper</td>
<td>6.4 mm</td>
<td>6.4 mm</td>
<td>1.8 mm</td>
<td>11.7 mm</td>
</tr>
<tr>
<td>A5, B5, and Custom Paper Size</td>
<td>3.4 mm</td>
<td>3.4 mm</td>
<td>1.8 mm</td>
<td>11.7 mm</td>
</tr>
<tr>
<td>Cards (3 x 5, 4 x 6, 5 x 8, and A6)</td>
<td>3.2 mm</td>
<td>3.2 mm</td>
<td>1.8 mm</td>
<td>11.7 mm</td>
</tr>
<tr>
<td>Hagaki Postcards</td>
<td>3.2 mm</td>
<td>3.2 mm</td>
<td>1.8 mm</td>
<td>11.7 mm</td>
</tr>
<tr>
<td>Envelopes</td>
<td>3.2 mm</td>
<td>3.2 mm</td>
<td>1.8 mm</td>
<td>11.7 mm</td>
</tr>
</tbody>
</table>

Banners, A4 (210 x 297 mm, 8.27 x 11.7 in)

<table>
<thead>
<tr>
<th></th>
<th>Left</th>
<th>Right</th>
<th>Top</th>
<th>Bottom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left</td>
<td>3.4 mm</td>
<td>3.4 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
</tr>
<tr>
<td>Right</td>
<td>3.4 mm</td>
<td>3.4 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
</tr>
<tr>
<td>Top</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
</tr>
<tr>
<td>Bottom</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
</tr>
</tbody>
</table>

Banners, Letter (8.5 x 11 in.)

<table>
<thead>
<tr>
<th></th>
<th>Left</th>
<th>Right</th>
<th>Top</th>
<th>Bottom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left</td>
<td>6.4 mm</td>
<td>6.4 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
</tr>
<tr>
<td>Right</td>
<td>6.4 mm</td>
<td>6.4 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
</tr>
<tr>
<td>Top</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
</tr>
<tr>
<td>Bottom</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
</tr>
</tbody>
</table>

Photo with tear-off tab 112 x 152 mm (4 x 6.5 in.)

<table>
<thead>
<tr>
<th></th>
<th>Left</th>
<th>Right</th>
<th>Top</th>
<th>Bottom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left</td>
<td>3.2 mm</td>
<td>3.2 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
</tr>
<tr>
<td>Right</td>
<td>3.2 mm</td>
<td>3.2 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
</tr>
<tr>
<td>Top</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
</tr>
<tr>
<td>Bottom</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
<td>0.0 mm</td>
</tr>
</tbody>
</table>
Regulatory Notices

Hewlett-Packard Company

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.
Limited Warranty Statement

<table>
<thead>
<tr>
<th>HP Product</th>
<th>Duration of Limited Warranty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software</td>
<td>90 Days</td>
</tr>
<tr>
<td>Ink cartridges</td>
<td>90 Days</td>
</tr>
<tr>
<td>Printer</td>
<td>1 Year</td>
</tr>
</tbody>
</table>

A. Extent of Limited Warranty
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 allowed by local law, the remedies provided in this Warranty Statement are the customer’s sole and exclusive remedies.

3. 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.

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 Product(s) properly exchange date data with it. The duration of the Year 2000 warranty extends through January 31, 2001.
Index

A
accessories iii, 50

B
background printing 11, 12
banners
  choosing paper for 21
  ordering 51
  printing 3, 21
  problems 44
specifications 58
Best mode 57
black and white printing 10
book binding 23
brightness 10
buttons
  Cancel 1, 7, 57
  Power 1, 29, 31, 33, 41, 57
  Print 7
  Resume 1, 19, 38, 41, 57
  Revert to Default 7
  Save Settings 7

C
cables
  ordering 50
  recommended iii
  USB iii
Cancel button 1, 7, 57
capacity, paper tray iv
cards
  printing 14–17
  specifications 51, 58, 59
color resolved
changing printers 12
change the order of print jobs 12
cleaning
  print cartridge cradle 34
  print cartridges 33
  printer 3
Color panel 10
color resolution 57
color tone 10

ColorSync 10
color, computer, controlling from 4
connections
  USB 4
Customer Care 46
customer support 46

D
default printer 4
delete a print job 12
desktop printing 5
door, rear access 38, 41
dpi, 2400 printing
  Color Layering 57
Draft mode 57
drivers, see printer software
duty cycle 57

E
energy usage 57
envelope slot 3
envelopes
  printing single 15
  printing stack 16
  specifications 58, 59
environment, operating 57

F
fax printing, problems 39
FCC statement 60
features iv
foreground printing 11

G
General panel 8
general, getting help, see help
greyscale 10
greeting cards
  printing 14–17
  specifications 58, 59

H
help
  customer 46
electronic iv
HP Customer Care 46–49
  information sources iv
  technical support 46
user forums iv
web sites iv
High Res Photo mode 9
HP Color Matching 10
HP Customer Care 46–49

I
I/O interface 57
icons
  print cartridge status 28
  printer status 5
IN tray
  capacity of 58
  use 2
index cards
  printing 17
  specifications 58, 59
  tray capacity 58
ink
  density 43
  ordering 50
  replacing 29
  streaking 32
ink cartridges
  cleaning 32–33
  damage from refilling 35
  Light 30
  ordering 50
  part numbers 29, 35
  problems 31, 32
  replacement 29
  status 27
  storing 31
  using 31
installing
printer software 36, 37
problems 36, 37
software 36
iron-on transfers
ordering 51
printing 20

J
jams, see paper jams

L
labels
paper jams with 38
printing 18
specifications 58
tray capacity 58
Layout panel 9
lights
Online 1
Power 1, 57
Print Cartridge Status 1, 27, 30
Resume 1, 57
Low on Ink
checking ink level 27
print cartridge status light 27, 28

M
maintenance
print cartridges 27
printer 3
manual two-sided printing 23
margins, minimum printing 59
media, see paper
metric paper sizes 58
modes
Best 57
Draft 57
High Res Photo 9, 57
Normal 57
printing speeds 57

N
noise, emissions 57
Normal mode 57

O
online support, web site iv
operating environment 57
ordering
parts and accessories 52
supplies 50
OUT tray
capacity 58
OUT tray flap 3

P
page orientation 6
Page Setup dialog box 6
paper
adjusting paper guides 2
printing on different types 13
specifications 58, 59
supplies 51
User Defined Size 58
weight, recommended 58
paper guides 2
paper jams, clearing 38, 41
paper size 6
specifications 58, 59
paper sizes
User Defined 58
paper trays
adjusting paper guides 2
capacity iv, 58
envelope slot 3
IN tray 2
OUT tray 3
positions 2
Paper Type/Quality panel 9
parts
numbers 50
ordering 50
supplies 50
pausing/holding a print job 12
posters, printing 9, 22
Power
button 57
consumption 57
cord iii
cord, ordering 50
light 57
print
at a specific time 12
Print button 7
print cartridge status 27
icons 28
Print Cartridge Status light 57
print cartridges
cleaning 32–33
damage from refilling 35
light 30
low on ink 28
ordering 50
part numbers 29, 35, 50
problems 30, 31
recommended temperatures 31
replacement 29
status 27
status icons 28
status light 1
storing 31
using 31
Print dialog box 7
print margins, specifications 59
print problems, see problems
print quality iv
2400 dpi 57
cleaning print cartridges 32
improving 43
problems 43, 45
using refilled print cartridges 35
print technology 57
printer
accessories iii, 50
buttons 1
cable
parallel 50
USB 50
cleaning 3
components iii
communication 38
controlling 4
driver updates, see software updates
drivers, see printer software

Lights 1
maintenance 3
noise 57
package contents iii
paper trays 58
parts 50
recommended cables iii
selecting default 4
setting up iii
smudges on 3
software 47
software updates 47
specifications 57
status 5
trays 2
printer software
downloading 47
problems installing 36
updates iv
printing
2400 dpi 57
banners 21
book 23
business cards 17
cards 14–17
envelopes, single 15
envelopes, stack 16
faxes 39
from the desktop 5
greeting cards 14–17
index cards 17
iron-on transfers 20
labels 18
posters 9, 22
quality 30, 43
stop/restart 12
tablet 23
transparencies 19
two-sided, book 23
two-sided, tablet 23
printing problems, see problems
problems
banner printing 44
blank page came out of printer 39
CD, not reading 36
fax 39
flashing lights 41
help 36
ink streaks 32
installing printer software 37
jam 38
lights flashing 41
missing lines or dots 32
no page not came out 38
output 42, 43
page did not print 38
paper jam 38
parts of output in wrong place 42
parts of output missing 32, 42
photos 45
power light flashing 41
print cartridge status light flashing 41
print cartridges 31
print quality 43, 45
printing 38–40
resume light flashing 41
slow printer 40
software installation 37
software, not reading 36
too much ink 43

Q
quality iv
See print quality
Quick Start Poster
ordering 50

R
rear access door
removing 38, 41
replacement parts 50
recycle 66
regulatory notices 60
resolution
2400 dpi 57
best 57
color 57
draft 57
normal 57
specifications 57
TrueType Text 57
restart printing 12
Resume button 57
Resume light 57
Revert to Default button 7

S
saturation 10
Save Settings button 7
scaling 6
Select panel 26
selecting a default printer 4
setting up printer iii
setup
problems 36–37
single envelope slot 3
size
media 58
User Defined Paper Size 58
software compatibility 57
software, see printer software
sort the order of print jobs 12
specifications 58
speed, printing 57
status, Print Cartridge Status light 1
stop printing 12
streaking ink 32
stuck paper, see paper jams
supplies 50
ordering 50
paper and other media 51
part names and numbers 50

T
tablet binding 23
technical support 46
transfers, printing 20
transparencies
ordering 51
printing 19
specifications 58
trays
capacity 58
envelope slot 3, 15
IN tray 2, 58
OUT tray 58
OUT tray flap 3
photo 2
positions 2
use 2
troubleshooting, see problems
TrueType Text resolution 57
two-sided printing 23

U
updates for software 47
urgent print requests 12
USB connection 4
User’s Guide, ordering 50
Utility window 25, 26

W
warranty
extensions 49
statement 61
web sites iv, 34, 36, 40, 50, 52
weight
paper 58
printer 57
recommended media 58
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 19 309.

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.