HP DeskJet Printer

Reference Manual for Windows
640C Series

Acknowledgments

Microsoft®, Windows®, Windows NT®, and MS Windows® are U.S. registered trademarks of Microsoft Corporation. Screenshot(s) reprinted by permission from Microsoft Corporation.

Notice

©Copyright by Hewlett-Packard Company 1999

All rights are reserved. No part of this document may be photocopied, reproduced, or translated to another language without the prior written consent of Hewlett-Packard Company.

First edition: January 2000

Finding More Information

For more information, see the electronic *User's Guide*. Insert the printer software CD into your CD-ROM drive and begin the installation process by running **setup.exe**. At the opening screen select *Open the User's Guide*.

- For the latest product information, troubleshooting, and printer software updates, visit HP's web site at: **http://www.hp.com/support/home_products**

- Right-click on any Print Settings option to view electronic help about specific printer settings.

- Go to **Start ➜ Programs ➜ HP DeskJet 640C Series** to consult the *Release Notes* file.

- If you are using DOS, information can be found in a text document (*dosread.txt*). This document is on the printer software CD in the **\<language code>\djcp** directory. For example, "enu" is the language code for English, so *dosread.txt* is located in the **\enu\djcp** directory. If you have diskettes, the file is located in the root directory. For a list of language codes, see page 21.

- If you are a Windows 2000 Professional user, visit HP's web site at **http://www.hp.com/cposupport/eschome.html** for more information.

Table of Contents

How to Print

1. Lay out the page and choose the text, pictures, fonts, and colors from your software program (such as a word processor or drawing program).

2. Choose your print settings in the HP print settings box. To find the HP print settings box:
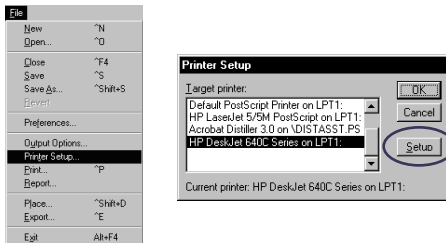
Try This...

a. Click **File** and then click **Print**.
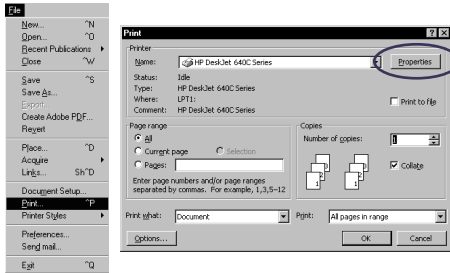
b. Then click whichever button you see—**Properties**, **Setup**, or **Printer**.

c. If you still don't see the box, click **Setup**, **Options**, or **Properties**.

...Or Try This

a. If Print isn't there, click **Printer Setup** or **Print Setup**.

b. Then click whichever button you see—**Setup** or **Options**.

Once you're there, choose print quality, paper size, paper type, and scale to fit options on the **Setup** tab. For photo-realistic output, use the HP Photo Cartridge. Be sure to check **HP Photo Cartridge** on the **Setup** tab.

> **Note:** *Your HP print settings box may differ from those shown here.*
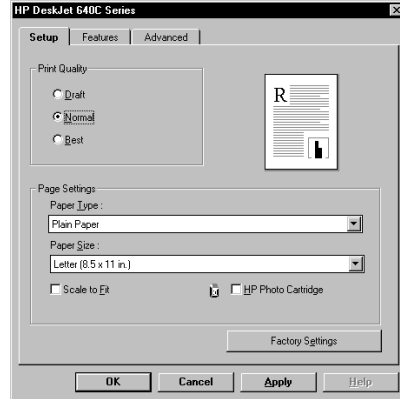
Choose paper orientation, mirror image, reverse-order printing options, two-sided printing, multiple page printing, and poster printing options on the **Features** tab.
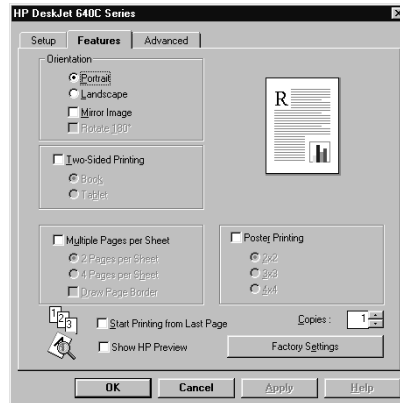
Choose color options on the **Advanced** tab. To print in black and white, check **Print in Grayscale**. Make your photocopied and faxed images sharper by choosing **Optimize for Photocopy or Fax**.

3. Click **OK** in the **Print** dialog box of your software program to start printing.

The next time you want to print this document, you can use the **Print** button at the top of the screen in your software program — simply click it to print one copy using the same print settings.

It takes a few moments for the printing to start, because the printer is receiving information from the computer.

For more information about the HP Print Settings box, see the electronic *User's Guide* which you can access from the HP printer software CD.

While You're Printing

Your printer will print at different speeds, depending on the complexity of the job and the print quality you have chosen. If you have lots of graphics and color in your document, it will take longer to print.
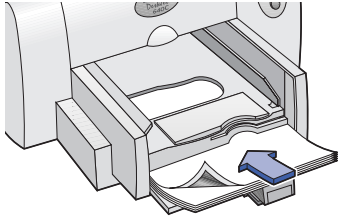
If something goes wrong

Sometimes, in spite of your best efforts, something goes wrong during printing. Maybe a sheet of paper jams in the printer or nothing happens at all. See "Solving Common Problems" on page 11 for solutions.
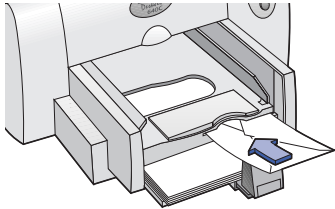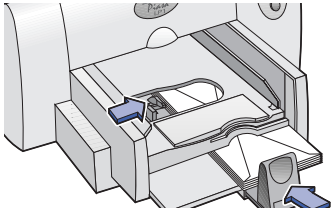
Printing on Different Types of Paper

Printing Photographs

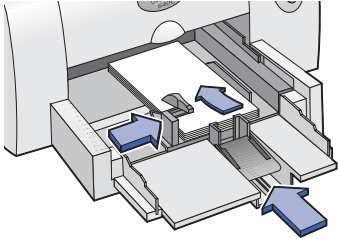| I want to print...	I should...
8.5 x 11 in. or A4 Photo Paper	1. With the printer turned on, open the top cover and remove the black print cartridge. Store the black print cartridge in the print cartridge storage container. 2. Place the photo cartridge into the now-empty cartridge cradle, and push it back into position. 3. Close the printer's top cover. 4. Align the cartridges. 5. Insert photo paper in the IN tray, printable side down. 6. Slide the paper adjusters to fit snugly against the paper's edges. 7. Choose print settings that match the type and size of the photo paper. 8. Print the photo. 9. Reset the software for the paper you'll be using next after printing completes.
HP print settings to choose	**Guidelines to remember**
Setup Tab - *Paper Type:* Choose appropriate HP Photo Paper type - *Print Quality:* **Best** - *Paper Size:* Choose appropriate paper size - *HP Photo Cartridge:* Checked **Features Tab** - *Orientation:* Choose appropriate orientation - *Two-Sided Printing:* Unchecked	• For best results use **HP Premium Photo Paper**, **Glossy**, or **HP Premium Plus Photo Paper**, **Matte** or **Glossy**. • Make sure that the photo paper is loaded in the IN tray printable side down. • For best results, remove each sheet promptly and allow it to dry printable side up. Drying time varies depending on the humidity. • After printing your photo, remove the photo cartridge from the printer and replace it with the black print cartridge. Store the photo cartridge in the storage container. • If you used any special paper, remove it from the IN tray and replace it with paper you'll be using next. • Reset the software for whatever you'll be printing next. If you need more information about working with photos, see the electronic *User's Guide*.

Printing Envelopes

I want to print...	I should...
Single envelope	1. Slide the envelope, with its flap side up and on the right, into the single-envelope slot until it stops.
	2. Make sure there's paper in the IN tray.
	3. Choose print settings that match the type and size of the envelope.
	4. Print the envelope.
	5. Reset the software for the paper you'll be using next after printing completes.
Stack of up to 20 envelopes	1. Slide out both paper adjusters, and remove all paper from the IN tray.
	2. Put a stack of up to 20 envelopes, with the flap side up and on the right, into the IN tray.
	3. Slide the paper adjusters so they fit snugly against the edges of the stack.
	4. Print the envelopes.
	5. Reset the software for the paper you'll be using next after printing completes.

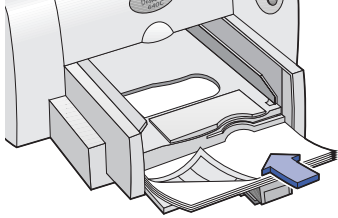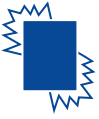| HP print settings to choose	Guidelines to remember
Setup Tab	• Avoid shiny or embossed envelopes, or those that have clasps or windows.
- *Paper Type:* **Plain Paper**	• Avoid envelopes with thick, irregular, or curled edges or with areas that are wrinkled, torn, or otherwise damaged.
- *Print Quality:* **Normal**	
- *Paper Size:* Choose appropriate envelope size	• When printing a stack of envelopes, never load more than 20 envelopes at one time.
	• Even up the stack of envelopes before inserting them by tapping the short edge on a flat surface.
Features Tab	• If printing on JIS #4 (90 x 205 mm) envelopes, follow instructions for printing cards on page 6.
- *Orientation:* Choose appropriate orientation	
- *Two-Sided Printing:* Unchecked	• When printing on JIS #3 (120 x 235 mm) or JIS #4 (90 x 205 mm) envelopes, insert with flap up and toward you.
	If you need information about printing small envelopes, see the electronic *User's Guide.*

Printing Cards

I want to print...	I should...
	1. Remove OUT tray. 2. Raise the card guide. 3. Put up to 30 cards in the IN tray. Align the right edge of the card stack with the card guide. 4. Lower the handle on the paper-length adjuster. Press the lower-inside portion of the handle to release it. 5. Slide the paper adjusters so they fit snugly against the stack. 6. Replace the OUT tray. 7. Print the cards. 8. Reset the software for the paper you'll be using next after printing completes.

HP print settings to choose	Guidelines to remember
Setup Tab - *Paper Type:* **Plain Paper** - *Print Quality:* **Normal** - *Paper Size:* Choose the appropriate card size **Features Tab** - *Orientation:* Choose appropriate orientation - *Two-Sided Printing:* Unchecked	• Even up the cards before inserting them by tapping the short edge on a flat surface. • Move the paper-length adjuster by pressing the inside of the handle to release and lower it, then pushing it toward the card stack until it stops. • If you encounter difficulty replacing the OUT tray, lift the top cover, wait a few moments for the print cartridge cradles to move to the center position, then replace the OUT tray, and lower the top cover. • When printing JIS #4 (90 x 205 mm) envelopes, insert envelopes with flap up and toward you. If you need information about printing cards, see the electronic *User's Guide*.
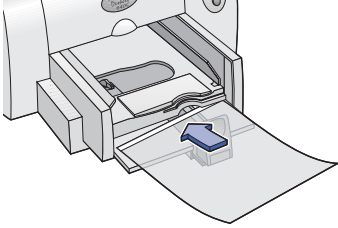
 # Printing Labels

I want to print...	I should...
	1. Slide out both the paper adjusters, and remove all paper from the IN tray. 2. Fan the edges of the label sheets to separate them. 3. Put up to 25 sheets of labels in the IN tray on top of at least 5 sheets of plain paper of the same size. 4. Slide the paper adjusters so they fit snugly against the stack. 5. Print the labels. 6. Reset the software for the paper you'll be using next after printing completes.
HP print settings to choose	**Guidelines to remember**
Setup Tab - *Paper Type:* **Plain Paper** - *Print Quality:* **Normal** - *Paper Size:* Choose the appropriate paper size **Features Tab** - *Orientation:* Choose appropriate orientation - *Two-Sided Printing:* Unchecked	• Use only A4- or U.S. letter-sized sheets of labels. • Use only paper labels designed specifically for use with inkjet printers. • Never load more than 25 sheets at one time. • Use only full sheets of paper labels. • Avoid sheets of labels that are sticky, curled, wrinkled, or pulling away from their protective backing. If you need information about printing labels, see the electronic *User's Guide*.
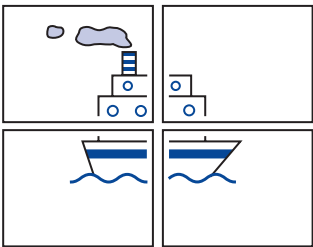
Printing Transparencies

I want to print...	I should...
	1. Slide out both the paper adjusters, and remove all paper from the IN tray. 2. Put up to 25 sheets of transparencies in the IN tray, rough side down and the adhesive strip toward the printer. 3. Slide the paper adjusters so they fit snugly against the edges of the transparencies. 4. Print the transparency. 5. Reset the software for the paper you'll be using next after printing completes.
HP print settings to choose	**Guidelines to remember**
Setup Tab - *Paper Type:* Choose the appropriate transparency film type - *Print Quality:* **Best** - *Paper Size:* Choose the appropriate transparency film size **Features Tab** - *Orientation:* Choose appropriate orientation - *Two-Sided Printing:* Unchecked	• For best results, use **HP Premium Inkjet Rapid Dry Transparencies,** which are designed specifically for use with HP Inkjet printers. • Because transparencies need longer drying times than plain paper, the printer dries them automatically before it releases them. Press the Resume 🔽 button on the front of the printer to continue printing. • For faster printing, choose **Normal** as the print quality. ⊙ If you need information about printing transparencies, see the electronic *User's Guide*.

Printing Posters

I want to print...	I should...
	1. Load paper in the IN tray. 2. Slide the paper guides snugly against the sheets. 3. Choose the print settings that match the type and size of your poster. 4. Print your poster. 5. Reset the software for the paper you'll be using next after printing completes.
HP print settings to choose	**Guidelines to remember**
Setup Tab - *Paper Type:* **Plain Paper** - *Print Quality:* **Normal** - *Paper Size:* Choose the appropriate size **Features Tab** - *Orientation:* Choose appropriate orientation - *Two-Sided Printing:* Unchecked - *Poster Printing:* Check this box and choose size **2x2**, **3x3**, or **4x4**	• After printing, trim the edges on each sheet and tape the sheets together. If you need information about printing posters, see the electronic *User's Guide*.

The HP Toolbox

Use the **HP DeskJet Toolbox** for cleaning and maintaining your printer, finding information, and printing a test page. To find the HP Toolbox, follow the instructions for your Windows system.

Windows 95, 98, and NT 4.0

- Click **Start ➜ Programs ➜ HP DeskJet 640C Series ➜ HP DeskJet 640C Series Toolbox**.
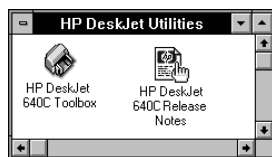
—**OR**—

- Click the HP Toolbox icon that appears in the Taskbar at the bottom of the screen when the HP Toolbox is open.

Windows 3.1*x*

- Double-click the HP Toolbox icon in the **HP DeskJet Utilities** group in the Program Manager.

—**OR**—

- Double-click the HP Toolbox icon. It's on the desktop when you start your computer.

Getting Help When Things Go Wrong

Solving Common Problems

It's frustrating when things go wrong. This section contains tips that can help you determine what the problem is and how to fix it.

USB Problems

USB Installation. If you accidentally cancelled the USB installation the first time you connected your HP DeskJet printer to your computer, follow these instructions to redisplay the USB installation screens:

1. Disconnect the USB cable from your printer.

2. Insert the printer software CD (or Disk 1 if you have diskettes) into your computer.

3. Click **Start ➜ Run**.

4. **Browse** to the CD or diskette drive. Select **Setup**, and then click **Open**.

5. The **setup.exe** file will appear in the dialog box. Click **OK**.

6. Select the **Remove HP DeskJet 640C Series Software** option.

7. Connect the USB cable to your printer again. The USB installation screen should appear again.

8. Continue with Step 8 on your *Quick Start Poster*.

Printer not responding. Make sure Windows 98 is running and your computer is connected using a USB cable. If you do not have Windows 98, you need to use a parallel cable.

USB is not enabled.

1. In Windows 98, click **Start ➜ Settings ➜ Control Panel**.

2. Double-click the **System** icon.

3. Click the **Device Manager** tab.

4. Click the plus (+) icon next to the Universal Serial Bus Controller option. If you see a USB host controller and a USB root hub listed, USB is probably enabled. If you do not see these devices listed, refer to your computer's documentation or contact the manufacturer for more information on enabling and setting up USB.

5. If you cannot enable USB, you can always use a parallel cable to connect your printer's parallel port to your computer.

Cable connections. Make sure your USB cable is connected properly. Disconnect and then reconnect the USB cable from your printer, making sure that it is securely attached.

Printing speed. When operated on a USB chain, your printer may become slower if other USB devices or software applications are being used while you're printing. For optimal print performance, avoid using other devices in the USB chain while printing.

USB hub. If you have connected your printer to a USB hub, and the "Error Writing to USB Port" message appears, your printer isn't getting good data from the other device or hub. Connect the printer directly to the USB port on the computer.

Unknown device. If you get an "Unknown device is found" message when you install the USB software, disconnect the USB cable, uninstall the printer software (see page 20), and turn off the computer and printer. Unplug the electrical power to the printer, then reconnect your printer and restart the USB software installation (see your *Quick Start Poster*).

Error writing to LPT1. You may not have plugged your USB cable in before installing the software.

1. Disconnect the USB cable from your printer.

2. Insert the printer software CD (or Disk 1 if you have diskettes) into your computer.

3. Click **Start** ➜ **Run**.

4. **Browse** to the CD or diskette drive. Select **Setup**, and then click **Open**.

5. The setup.exe file will appear in the dialog box. Click **OK**.

6. Select the **Remove HP DeskJet 640C Series software** option to remove the software.

7. Connect the USB cable to your printer again. The USB installation screen should appear again.

8. Repeat the "Install USB and printer software" step. See your *Quick Start Poster* or page 18 in your electronic *User's Guide*.

Parts of the document are missing or are in the wrong place

Paper orientation. If the printing is positioned incorrectly on the page, make sure you've selected the correct orientation (**Portrait** or **Landscape**) on the **Features** tab of the HP print settings box.

Paper size. Make sure you have selected the correct paper size in the **Setup** tab of the HP print settings box.

Alignment. If the color ink and black ink don't line up on the printed page, align the print cartridges. In the HP Toolbox, click the **Printer Services** tab, and then click **Align the Print Cartridges**.

Paper loading. If the printing is slanted or skewed, try reloading the paper. Make sure the paper adjusters fit snugly against the media.

Margin settings. If text is running off the edge of the page:

- Make sure the margins are set correctly in your software program.

- Make sure the elements in your document fit within the printable area of the page.

- Make sure you've selected the right paper size on the **Setup** tab of the HP print settings box.

Colors. If the colors are wrong or missing:

- Clean your tri-color print cartridge. In the HP Toolbox, click the **Printer Services** tab, and then click **Clean the Print Cartridges**.

- Replace the tri-color print cartridge.

- Check **Print in Grayscale** to clear this option on the **Advanced** tab of the HP print settings box.

Communications. If meaningless characters are printing on your page, the computer might have lost communication with your printer. Try turning your computer and printer off and then turn them on again. If the problem persists, make sure all cables are securely attached.

The print quality is poor

Cartridges. If ink is smearing, streaking, or is splotchy:

- You might need to clean the print cartridges. See the HP Toolbox for instructions.
- You might need to replace the print cartridges. See the HP Toolbox for instructions.
- Make sure you have removed the protective piece of vinyl tape from the print cartridges.
- If the color and black ink aren't lining up on the printed page, go to the HP Toolbox and click **Align the Print Cartridges**.

Paper. If the printing is faded or the colors are dull or bleeding into each other, make sure:

- you're using paper intended for inkjet printers.
- you've loaded the paper print side down.
- you have selected the correct paper type on the **Setup** tab of the HP print settings box.

Ink. You can control the amount of ink on the page by changing the **Print Quality**.

- If you have smearing, you may be using too much ink. On the **Setup** tab of the HP print settings box, click **Normal** or **Draft** instead of **Best**. You can also reduce the amount of ink by using the **Ink Volume** slider on the **Advanced** tab.
- You may be printing in **Draft** mode. Click **Normal** or **Best** on the **Setup** tab of the HP print settings box.

No page came out of the printer

Be patient. Complex documents, such as color photographs, take a while to print. Check the power light; if it's blinking, the printer is processing information.

Power. Make sure the printer is on (the power light on the front of your printer should be on) and that all connections are firm.

Cover. Make sure the top cover of the printer is closed.

Blinking lights. See "What the Buttons and Lights Do" on page 15.

Paper. Make sure you put the paper in the IN tray correctly.

Print cartridges. Make sure both print cartridge cradles contain properly installed cartridges with the correct HP part number.

Printer not responding. If you are using a parallel port on the printer you might be using the wrong cable (HP IEEE 1284-compliant). If you have the correct cable, turn off the printer and then turn it back on.

"There is a problem" message. Perform the steps in the box and click **Retry**. If the box reappears, click **Skip**. If the printer is connected to the computer with a parallel cable, be sure you are using a bi-directional HP IEEE 1284-Compliant Parallel Interface Cable.

⁇ A blank page came out of the printer

Tape. Make sure you've removed the protective pieces of vinyl tape on the print cartridges.

Default printer. Make sure you've selected the HP DeskJet 640C Series printer as the default printer.

Ink. You may have run out of ink. Replace the cartridges.

Faxes. If you've received an electronic fax at your computer and the printer prints a blank page when you try to print the fax, try saving the fax in a graphic format (such as TIF). Then place it in a word-processing document, and print from there.

Clearing Paper Jams

When a paper jam occurs, the Power ⏻ and Resume ⏬ lights alternately flash. Follow these instructions to clear a paper jam.

1. Turn off the printer.
2. Open the top cover and remove the OUT tray.
3. Pull the jammed paper out of the printer.

   Remove all torn pieces from the paper path.
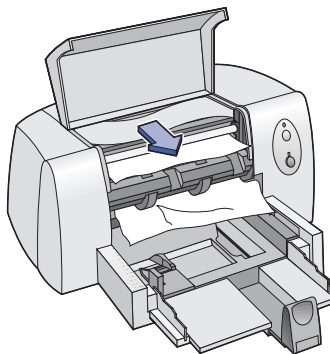
4. Remove any wrinkled or torn paper from the IN tray.
5. Reload the paper.
6. Replace the OUT tray and close the top cover.
7. Turn on the printer.

What the Buttons and Lights Do

There are two buttons and three lights on the front of the printer. In general, the lights indicate when the printer is operating correctly or when it needs attention from you. The buttons are used to control the printer.

When these lights are...	You need to...
⏻ Turned off and 📄 Turned off	Press Power ⏻ to turn on the printer.
⏻ Steadily lit and 📄 Turned off	Send a document to the printer. The printer is in the ready-to-print state.
⏻ Steadily lit and 📄 Blinking	If you just installed a print cartridge, make sure the cartridge is securely snapped into the printer with the arrow aligned with the dots on the top of the print cartridge cradle. Close the top cover of the printer if it is open. Check the IN tray to make sure it contains paper and that the paper is correctly loaded in the tray. Press Resume 📄 to clear the error condition. Then check your computer screen for any reported error message and corrective action instructions.
⏻ Blinking and 📄 Turned off	No action required. This indicates that either the computer is sending a document to the printer or that the printer is currently busy printing a document.
⏻ Blinking and 📄 Blinking	Press Power ⏻ to turn off the printer. At the computer, cancel any documents awaiting printing. Press Power ⏻ again to turn on the printer. If that doesn't solve the problem, press the Power ⏻ to turn it off. Unplug the printer. Plug the printer back in, and press the Power ⏻ to turn it on.

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.

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

Korean:
>   http://www.hp.co.kr/go/support

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

Spanish:
>   http://www.hp.com/cposupport/es

Simplified Chinese:
>   http://www.hp.com.cn/go/support

Traditional Chinese:
>   http://support.hp.com.tw/psd

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.

Note: *HP Customer Care by Email may not be available in all languages.*

Printer Software

Printer software (also referred to as a printer driver) allows your printer to talk with your computer. HP provides printer software and software updates for Windows 3.1*x*, 95, 98, NT 4.0, and Windows 2000. For MS-DOS printer software, contact the manufacturer of your software program. The table below shows several options for getting printer software.

	In the U.S.	Elsewhere in the world
First time setup?	• Download the printer software from the **HP Customer Care Online** web site. See page 16 for the web site addresses. • Create diskettes using a computer with a CD-ROM drive. To create the diskettes, begin the printer software installation. When the opening screen appears, select **Make diskettes of your printer software** and follow on-screen instructions. • Call (661) 257-5565 to order 3.5-inch diskettes. Nominal shipping and handling charges may apply. Bonus software provided on the CD will not be provided on diskettes.	• Download the printer software from the **HP Customer Care Online** web site. See page 16 for the web site addresses. • Create diskettes using a computer with a CD-ROM drive. To create the diskettes, begin the printer software installation. When the opening screen appears, select **Make diskettes of your printer software** and follow on-screen instructions.
Need software updates?	• Download the printer software from the **HP Customer Care Online** web site. See page 16 for the web site addresses. • Call (661) 257-5565 to order 3.5-inch diskettes. Software updates are available for the cost of the CDs or diskettes plus shipping.	• Download the printer software from the **HP Customer Care Online** web site. See page 16 for the web site addresses. • Call the HP Customer Care Center nearest you. See page 18 for phone numbers.

HP Customer Care by Phone

	Region	Phone Support *
DeskJet 640C Series	North America (including Canada)	90 days
	Asia Pacific	90 days
	Europe	90 days
	Latin America	1 year

Long distance charges may apply in different regions.

Before placing a call for help, please make sure that:

1. You have checked your *Quick Start Poster* and this *Reference Manual* for installation and troubleshooting tips.
2. You have checked **HP Customer Care Online** for product help. See page 16 for HP web site addresses.
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 back of the printer).

     _____

   - Your printer's model number (the label is on the front of the printer).

     _____

   - The model of the computer.

     _____

   - The version of the printer software.

     _____

Then we can help you with your questions immediately!

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

- Africa/Middle East   41 22/780 41 11
- Argentina   (541) 778-8380
- Australia   +61 3 8877 8000
- Austria   43 (0) 660 6386
- Belgium (Dutch)   32 (0)2 62688 06
- Belgium (French)   32 (0)2 62688 07
- Brazil   011 829-6612
- Canada   (905) 206-4663
- Chile   800 36 0999
- China   8610-65645959
- Czech Republic   42 (2) 471 7321
- Denmark   45 (0) 39 294099
- Finland   358 (9) 2034 7288
- France   33 (0) 143623434
- Germany   49 (0) 180 532 6222
- Greece   30 1 689 64 11
- Hong Kong   (800) 96 7729
- Hungary   36 (1) 252 4505
- India   91 11 682 60 35
- Indonesia   6221 350 3408
- Ireland   353 (0) 1662 5525
- Israel   972-9-9524848
- Italy   39 (0) 2 264 10350
- Japan, Osaka   81 6 6838 1155
- Japan, Tokyo   81 3 3335-8333
- Korea   02 3270 0700
- Malaysia   03 2952566
- Mexico D.F.   258 9922
- Mexico, Guadalajara 01 800 472 6684
- Middle East/Africa   41 22/780 41 11
- Netherlands   31 (0) 20 606 8751
- New Zealand   (09) 356-6640
- Norway   47 (0) 22 116299
- Philippines   65 272 5300
- Poland   (+48) 22 519 06 00
- Portugal   351 (0) 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 8801111
- 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 (page 16) 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 will not exceed $25.

- 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 24), 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 limited warranty period, 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.

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.

More About Your Printer

Uninstalling the Printer Software

If you need to uninstall the printer driver for your HP DeskJet printer for any reason, perform **one** of the steps listed for your operating system. If something unexpected happened during installation, it is safest to run the uninstall utility directly from the CD rather than from the uninstall program that was installed on your hard drive.

For Windows 95, Windows 98, and Windows NT 4.0 do *one* of the following:

- From the *Start* menu, click *Programs,* click *HP DeskJet 640C Series,* and then click *HP DeskJet 640C Series Uninstall.*

—OR—

- From the *Start* menu, click *Settings,* click *Control Panel,* and then click *Add/Remove Programs.* Select *HP DeskJet 640C Series (Remove only).*

—OR—

- Insert the CD into your computer and run **Setup.exe**. Select *Remove HP DeskJet 640C Series software.*

For Windows 3.1*x*, do *one* of the following:

- In *Program Manager,* locate your HP DeskJet Series group. Double-click the Uninstall icon to uninstall your printer software.

—OR—

- Insert the CD into your computer and run **Setup.exe**. Select *Remove HP DeskJet 640C Series software.*

Print Cartridges

When buying replacement print cartridges, check the part numbers carefully so that you buy the correct print cartridge for your printer. The table below shows the correct part number and easy selection number for your printer model.

HP DeskJet Model	Print Cartridge		
	Black	Color	Photo
640C	**20** Black HP C66**14** Series	**49** Tri-Color HP 516**49** Series	Photo Cartridge HP C1816 Series

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

To replace a print cartridge:

1. Turn on the printer, and open the top cover.

   The print cartridge cradle moves to an accessible position, and the Resume 🔲 light flashes.

2. Grasp the top of the empty print cartridge, pull it toward you until it pops loose. Lift the print cartridge out of the cradle and discard it.

3. Remove the new print cartridge from its packaging and carefully remove the protective vinyl tape covering the ink nozzles.

20 Black Print Cartridge · Vinyl Tape · Ink Nozzles · Vinyl Tape · **49** Tri-color Print Cartridge · Ink Nozzles
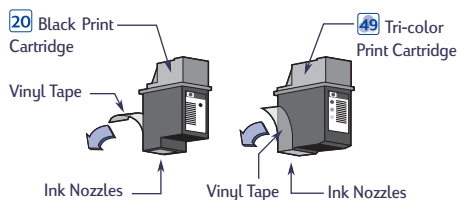
WARNING: Do NOT touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections. Also, do NOT remove the copper strips; these are required electrical contacts.

4. Place the new cartridge into its cradle.

5. Align the arrow on the print cartridge with the notch on top of the cradle, and push the arrow toward the notch until the print cartridge snaps into place.
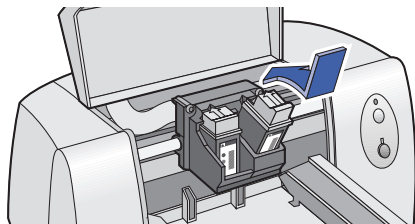
6. Close the top cover.

   The print cartridge cradle returns to the home position on the right side of the printer, and the Resume 🗎 light stops flashing.

7. Align the print cartridges.

For more information about the care and maintenance of your print cartridges, see the electronic *User's Guide*.

Language Codes for DOS

The language codes for locating the *dosread.txt* file on the printer software CD are listed below. This text file is in the **\<language code>\djcp** directory on the printer software CD.

Language	Code
Chinese, Simplified	chs
Chinese, Traditional	cht
Czech	csy
Danish	dan
German	deu
English	enu
Spanish	esm
Finnish	fin
French	fra
Hungarian	hun
Italian	ita
Korean	kor
Dutch	nld
Norwegian	non
Polish	plk
Portuguese	ptb
Russian	rus
Swedish	svc
Thai	tha

Product Specifications

Printers

HP DeskJet 640C printer model number C6464A
HP DeskJet 640CL printer model number C6465A
HP DeskJet 642C printer model number C6466A

Print technology

Drop-on-demand thermal inkjet printing

Print speeds

	640C Series Pages per minute
Black text	
Best	1
Normal	3
Draft	6
Mixed text with color graphics	
Best	.5
Normal	1
Draft	3
Color print speed (tri-color and photo cartridge)	
5 x 7 inch image	.25

Black True Type™ text resolution

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

Color resolution (black and tri-color cartridges)

300 x 300 dpi on plain paper
600 x 300 dpi black and color (on glossy paper, transparency film, and premium paper)

Color resolution (tri-color and photo cartridges)

600 x 300 dpi with 6 inks, using PhotoREt Technology and all paper types (Best and Normal modes)

MS-DOS (graphics)

Full-page 75, 150, 300 dpi

Printer command language

HP PCL Level 3

Standard Character Sets

United Kingdom (ISO 4), German (ISO 21), French (ISO 69), Italian (ISO 15), Danish/Norwegian (ISO 60), Swedish (ISO 11), Spanish (ISO 17), ANSI ASCII (ISO 6), Legal, PC-8, Roman-8, PC-850, PC-8 Danish/Norwegian, ECMA-94, Latin 1 (ISO 8859/1), PC-852, Latin 2 (ISO 8859/2), Latin 5 (ISO 8859/9), and PC-8 Turkish

Vertical Alignment

± 0.002 in

Built-in (internal) fonts

Courier (portrait and landscape orientations)

Pitch:	5, 10, 16.67, 20 cpi
Point size:	6, 12, 24 pt
Style:	Upright (Italic: 5, 10, 20 cpi)
Stroke weight:	Normal, Bold

CG Times (portrait and landscape orientations)

Pitch:	Proportional
Point size:	5, 6, 7, 8, 10, 12, 14 pt
Style:	Upright, Italic
Stroke weight:	Normal, Bold

Letter Gothic (portrait and landscape orientations)

Point and pitch:	6, 12, and 24 pt for 6, 12 and 24 cpi (Upright only): 4.75, 9.5, and 19 pt for 16.67 cpi
Style:	Upright
Stroke weight:	Normal, Bold

Univers (portrait and landscape orientations)

Pitch:	Proportional
Point size:	5, 6, 7, 8, 10, 12, 14 pt
Style:	Upright (Italic: 5, 6, 10, 12 pt)
Stroke weight:	Normal, Bold

Software compatibility

MS Windows 3.1x, 95, 98, and NT 4.0
MS-DOS applications
Mac OS 8.1 or above (USB-connected Macintosh only)

Reliability

20,000 hours MTBF
1,000 total pages per month maximum

Buttons/lights

Resume button and light
Power button and light

I/O interface

Centronics parallel, IEEE-1284-compliant with 1284-B receptacle (Bi-Tronics, ECP)
Universal Serial Bus

Printer memory

512 KB built-in RAM
32 KB receive buffer

Dimensions

Width:	436 mm (17.2 in)
Height:	199 mm (7.9 in)
Depth:	405 mm (16 in)

Weight

5.3 kg (11.6 lbs)

Power requirements

Power Adapter (universal input)

Input Voltage:	100 to 240 VAC (±10%)
Input Frequency:	50 to 60 Hz (±3 Hz)

Automatically accommodates the world-wide range of AC line voltages and frequencies. There is no on/off switch on the power adapter.

Operating environment

Maximum operating conditions:

Temperature	41 to 104º F, 5 to 40º C
Humidity	10 to 80% RH noncondensing

Recommended operating conditions for best print quality:

Temperature	59 to 95º F or 15 to 35º C
Humidity	20 to 80% RH noncondensing

Storage conditions:

Temperature	-40 to 140º F, -40 to 60º C

Declared noise emissions in accordance with ISO 9296:

	Normal Mode
Sound Power, L_{wAd} (1B = 10 dB):	6.3 B(A)
Sound Pressure, L_{pAm} (Bystander position):	50 dB(A)

Power consumption

2 watts maximum when off
2.5 watts maximum nonprinting
23 watts maximum when printing

Recommended media weight

Paper:	60 to 135 g/m^2 (16 to 36 lb index)
Envelopes:	75 to 90 g/m^2 (20 to 24 lb)
Cards:	110 to 200 g/m^2 (110 lb index max.; 8.5 pt max. thickness)

Media handling

Sheets:	up to 100 sheets
Multiple envelopes:	up to 20 envelopes
Single envelope:	only 1 envelope
Cards:	up to 30 cards
Transparencies:	up to 50 sheets
Labels:	up to 25 sheets
	Use only U.S. letter- or A4-sized sheets specifically designed for use with inkjet printers.
OUT tray capacity:	up to 50 sheets

Printable paper sizes

U.S. letter		8.5 x 11 in
U.S. legal		8.5 x 14 in
Executive		7.25 x 10.5 in
European A4		210 x 297 mm
European A5		148 x 210 mm
B5-JIS		182 x 257 mm
User Defined size:	Width:	5.0 to 8.5 in
		127 to 215 mm
	Length:	5.83 to 14 in
		148 to 356 mm
U.S. No. 10 envelope		4.12 x 9.5 in
Invitation A2 envelope		4.37 x 5.75 in
European DL envelope		220 x 110 mm
European C6 envelope		114 x 162 mm
Index card		102 x 152 mm
		4 x 6 in
Index card		127 x 203 mm
		5 x 8 in
European A6 card		105 x 148 mm
Japanese Hagaki Postcard		100 x 148 mm

Limited Warranty Statement

Region	Software	Print Cartridges	Printer
North America (including Canada)	90 days	90 days	90 days
Asia Pacific	1 year	90 days	1 year
Europe	1 year	90 days	1 year
Latin America	1 year	90 days	1 year

A. Extent of Limited Warranty

1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
3. HP's limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:
   a. Improper or inadequate maintenance or modification;
   b. Software, interfacing, media, parts, or supplies not provided or supported by HP; or
   c. Operation outside the product's specifications.
4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any software, media, or ink cartridge product which is covered by HP's warranty, HP shall replace the defective product. If HP receives, during the applicable warranty period, notice of a defect in any hardware product which is covered by HP's warranty, HP shall either repair or replace the defective product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP's limited warranty is valid in any country where the covered HP product is distributed by HP except for the Middle-East, Africa, Argentina, Brazil, Mexico, Venezuela, and France's "Departments d'Outre-Mer"; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of Warranty

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

C. Limitations of Liability

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

D. Local Law

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

HP Year 2000 Warranty

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