

HP DeskJet 930C Series Printer User's Guide for Macintosh

English



Expanding Possibilities



* C 6 4 2 7 - 9 0 1 1 9 *



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/
Japanese:	http://www.jpn.hp.com/CPO_TC/eschome.htm
Portuguese:	http://www.hp.com/cposupport/pt/
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 49 in this User's Guide for phone numbers.)

Acknowledgments

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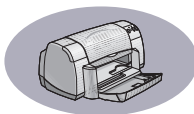
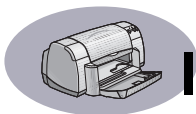


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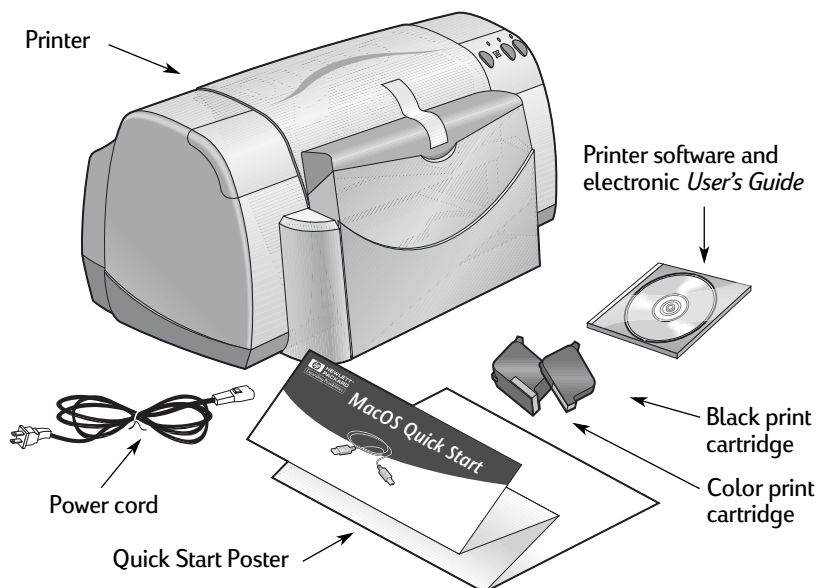
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Introduction

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 49 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 in the printer.



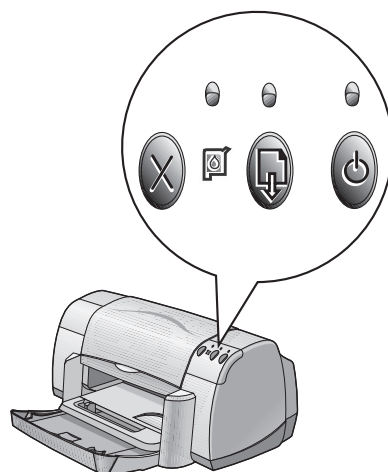
Print Cartridge Status Light – When lit, the light above this symbol indicates that you need to check the status of your print cartridges. See “Print Cartridge Status” on page 28 for more information.



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 42.



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.



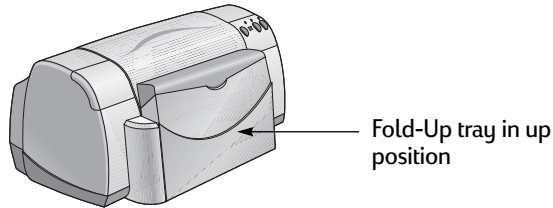
Warning

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.

Paper Trays

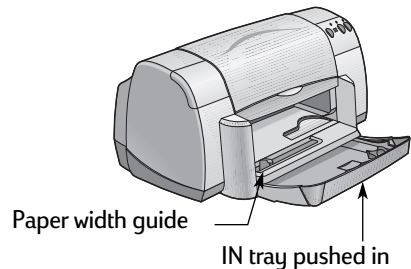
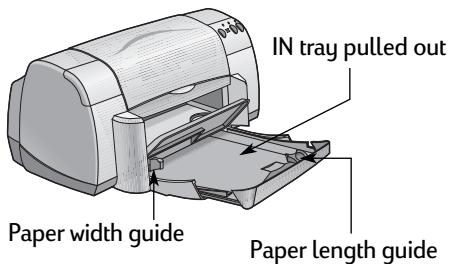
Fold-Up Tray

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.

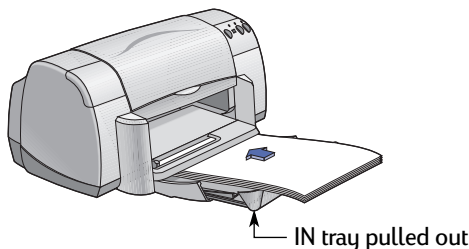


IN Tray

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.

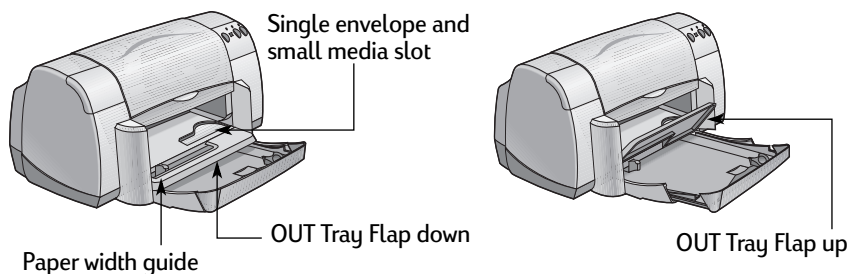


OUT Tray

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. For information on cleaning print cartridges and the print cartridge cradle, see page 33. 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.

Caution

For maximum performance and reliability, the printer should be handled and stored in an upright, level position.

Do not tip your printer after heavy use. If the printer is tipped soon after heavy printing, excess ink can spill. Clean up spilled ink using the methods just described.

2

Using Your Printer Software

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. How you select the **HP Deskjet** in the Chooser depends on whether your computer is connected to the printer via USB or AppleTalk.

USB Connection

- 1 Make sure the computer and printer are turned on, and your printer is connected to your computer with a USB cable.
- 2 From the **Apple** menu, select **Chooser**.
- 3 In the left side of the Chooser window, click the **HP DeskJet Series** icon.
- 4 In the right side of the Chooser window, click **HP DeskJet 930C**.
- 5 Close the **Chooser**.

AppleTalk Network Connection

- 1 Make sure the computer and printer are both turned on and connected to your AppleTalk network. You will need an external print server, such as an HP Jetdirect 300X External Print Server, to connect the printer to your AppleTalk network.
- 2 From the **Apple** menu, select **Chooser**.
- 3 Click the **Active** button next to AppleTalk.
- 4 In the left side of the Chooser window, click the **HP DeskJet Series** icon.
- 5 Select the **printer zone**, if necessary.
- 6 In the right side of the Chooser, click **HP DeskJet 930C**.
- 7 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 HP **DeskJet 930C**.
- If your control strip is on, then select the desired printer by clicking the **printer icon** at the bottom of the screen, and choosing the HP **DeskJet 930C**.
- Drag the document you want to print to the desktop icon of the printer you want to use.
- Double-click the icon of the **HP Deskjet printer** you want to use, and choose **Set Default Printer** from the **Print** menu.

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

Desktop Printing

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







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

OR

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

Checking Printer Status

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

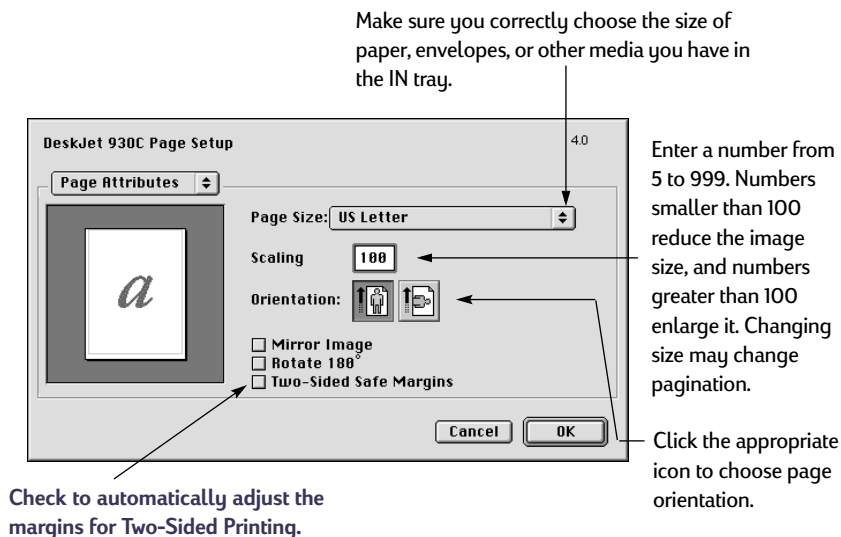
Icon	Description	Icon	Description
 hp deskjet 930c	Idle printer (default)	 hp deskjet 930c	Printing stopped on default printer
 hp deskjet 930c	Idle printer (not default)	 hp deskjet 930c	Error on default printer
 hp deskjet 930c	Printing on default printer	 hp deskjet 930c	Printer not available or connected

Page Setup - Controlling Page Layout

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

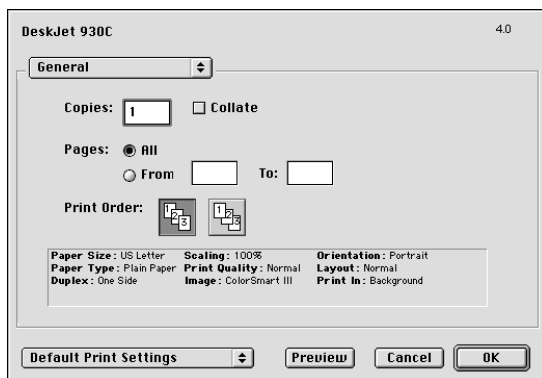
- 1 Open the software program used to create your document.
- 2 From the **File** menu, select **Page Setup**.

Paper Size, Scaling, and Page Orientation



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 Print** dialog box. To get to this dialog box, select **Print** from your software program's **File** menu.



Buttons

The buttons at the bottom of every Print dialog box are:

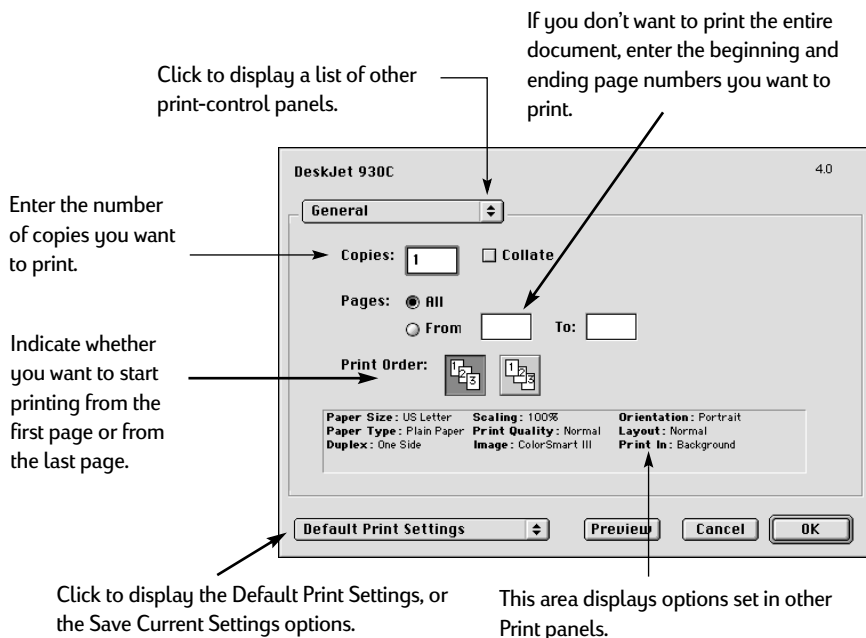
- **Default Print Settings** returns the setting to the system default.

OR

- **Save Current Settings** allows you to review the current print settings, assign a name to the settings, and save them under that name
- **Preview** allows you to view your document before you print it so you can see how the document will print with the current settings.
- **Cancel** cancels settings you have entered and closes the Print dialog box.
- **OK** starts printing.

General

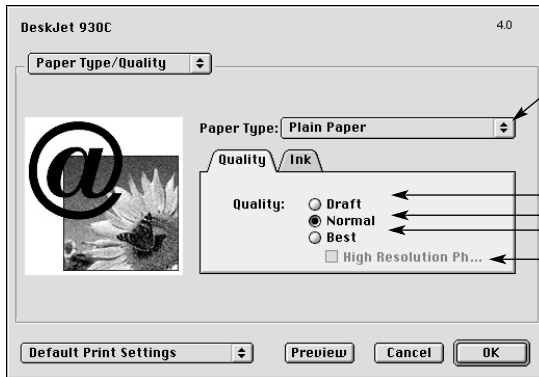
General is the default panel selected in the Print dialog box. This panel lets you select the number of copies you want to print, whether you want to print the entire document or select pages, and whether you want to print from the front of your document or begin printing from the end forward.



You may also access the following print-control panels from the **General** menu:

- **Paper Type/Quality** (see “Paper Type/Quality” on page 10)
- **Layout** (see “Layout” on page 10)
- **Color** (see “Color” on page 11)
- **Background Printing** (see “Background Printing” on page 12)

Paper Type/Quality



Choose from a wide range of paper types.

Print Quality

Draft: Quick printing

Normal: Everyday printing

Best: Highest quality

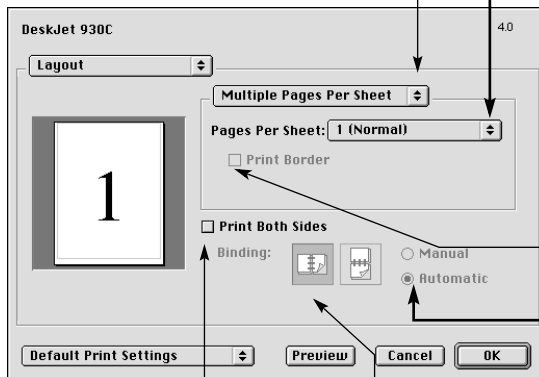
High Resolution Photo: Photo quality when photo media and **Best** are selected.

- **Ink** tab settings allow you to adjust the ink volume and dry time.

Layout

This dialog box allows you to specify the number of pages printed on each sheet of paper. You also set **Two-Sided Printing** options from this dialog box.

Select **Booklet** to print the document as a center-folded booklet.
OR Select **Multiple Pages Per Sheet** to print many pages on each sheet of paper.



Choose the number of pages to print on each sheet. OR

Print a poster:

Choose the **Tiling** option, then select 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.

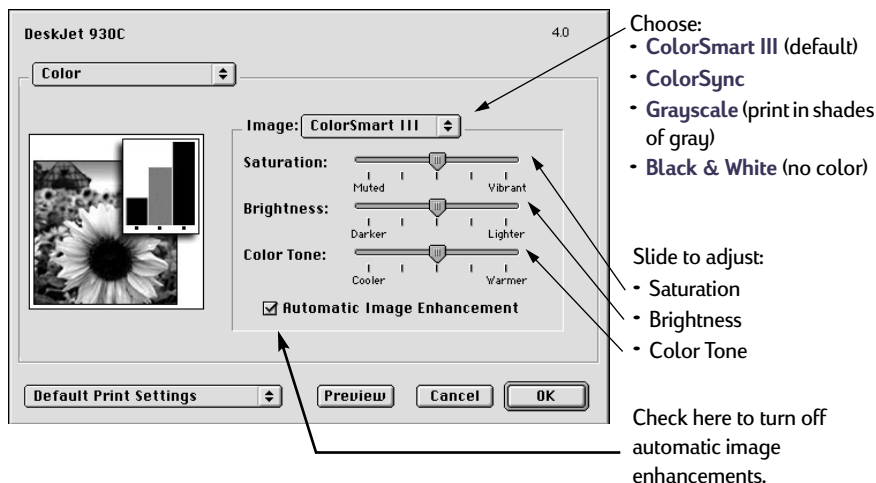
Automatic printing on both sides is only available with the optional two-sided printing module.

Check here to print on both sides of the paper.

If you check **Print Both Sides**, choose appropriate **Binding** (side or top).

Color

Your **HP Deskjet 930C** 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.



The **ColorSmart III** setting lets you check a box to disable image enhancements.

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). "Black only" is not recommended for use with glossy paper.

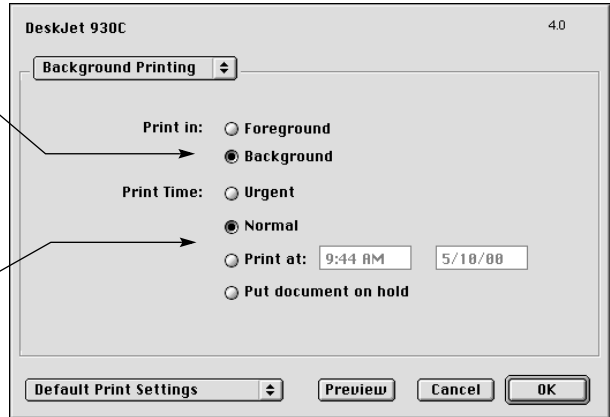
Background Printing

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



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

Background Printing Options	Instructions
Delete a print job	<ul style="list-style-type: none"> • Select the job title or icon, then click the Trash icon. or • Drag the document's icon to the Trash on your desktop. <p>These methods delete only the print job, not the document itself.</p>
Hold/pause a print job	<ul style="list-style-type: none"> • 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"	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Choose Stop Print Queue from the Printing menu. • To resume printing, choose Start Print Queue. <p>This is a good way to save print requests when using a portable computer while away from your printer.</p>
Change printers	<p>To move a print job from one printer to another printer of the same type:</p> <ul style="list-style-type: none"> • Drag the icon for the print request to the icon of the desired printer. <p>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.</p>

Getting the Right Paper

Most plain photocopy paper works fine in your printer, particularly paper that is marked for use in inkjet printers. To get the best results, use one of the Hewlett-Packard papers, which were developed especially for HP inks and your printer.

Brightness. Some papers are whiter than others and produce sharper, more vibrant colors. For photographs, you'll want to use HP Premium Plus Photo Paper or HP Premium Photo Paper for the best results for projects that use other colored images, HP Bright White Inkjet or HP Premium Inkjet paper work well.

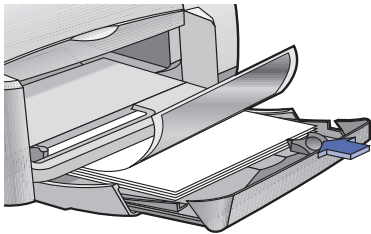
For information on supported paper weights and sizes, see "Paper and Other Media" on page 52.

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.

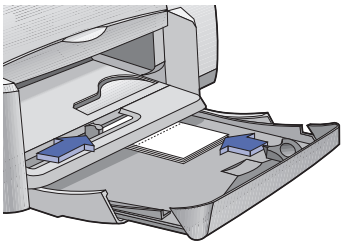


Printing Photographs

I want to print...	I should...
<p>8.5 x 11 in. or A4 Photo Paper</p> 	<ol style="list-style-type: none"> 1 Pull out the IN tray. 2 Slide out both of the paper guides, and remove all paper from the IN tray. 3 Insert up to 20 sheets of the photo paper (printable side down) into the IN tray. 4 Slide the paper guides snugly against the edges of the paper. 5 Push in the IN tray. 6 From your software program's File menu, select Print. 7 Choose the print settings that match the type and size of the photo paper. 8 Print the photos.
HP print settings to choose	Guidelines to remember
<p>Page Setup</p> <ul style="list-style-type: none"> - <i>Paper Size:</i> Choose appropriate paper size - <i>Orientation:</i> Choose appropriate orientation <p>Paper Type/Quality</p> <ul style="list-style-type: none"> - <i>Paper Type:</i> Choose appropriate photo paper type - <i>Print Quality:</i> Choose Best <p>Layout</p> <ul style="list-style-type: none"> - <i>Pages per Sheet:</i> 1 (Normal) - <i>Print Both Sides:</i> Unchecked 	<ul style="list-style-type: none"> • 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. • Use Best for photo paper printing.

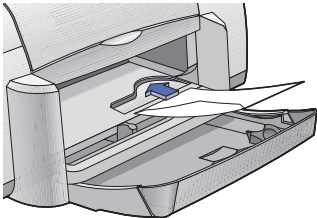


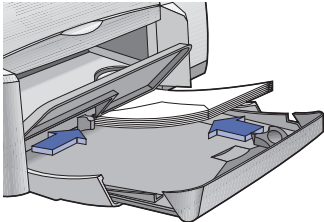
Printing Greeting Cards and Hagaki

I want to print...	I should...
	<ol style="list-style-type: none"> 1 Pull out the IN tray. 2 Slide out both of the paper guides, and remove all paper from the IN tray. 3 Insert up to 5 cards into the IN tray as far as they will go. 4 Slide the paper guides snugly against the edges of the cards. 5 Push in the IN tray. 6 From your software program's File menu, select Print. 7 Choose the print settings that match the type and size of the cards. 8 Print the cards.
HP print settings to choose	Guidelines to remember
<p>Page Setup</p> <ul style="list-style-type: none"> - <i>Paper Size</i>: Choose appropriate card size - <i>Orientation</i>: Choose Portrait icon <p>Paper Type/Quality</p> <ul style="list-style-type: none"> - <i>Paper Type</i>: Choose greeting card type or Plain Paper or Inkjet Paper for Hagaki - <i>Print Quality</i>: Choose Normal <p>Layout</p> <ul style="list-style-type: none"> - <i>Pages per Sheet</i>: 1 (Normal) - <i>Print Both Sides</i>: Unchecked 	<ul style="list-style-type: none"> • For best results use HP Greeting Card Paper. • For Hagaki, use Plain Paper or Inkjet Paper. • Use Plain Paper setting to print Hagaki's address side. • If you have pre-folded greeting cards, unfold the cards, then load the cards into the IN tray. • 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. • If you get an "out of paper" message, make sure the 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.



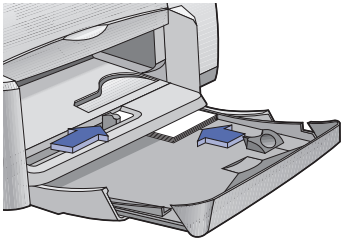
Printing Envelopes and Other Small Media

I want to print...	I should...
<p>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.)]</p> 	<ol style="list-style-type: none"> 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 From your software program's File menu, select Print. 3 Choose the print settings that match the type and size of the envelope. 4 Print the envelope.
HP print settings to choose	Guidelines to remember
<p>Page Setup</p> <ul style="list-style-type: none"> - <i>Paper Size:</i> Choose appropriate envelope size - <i>Orientation:</i> Choose Portrait icon <p>Paper Type/Quality</p> <ul style="list-style-type: none"> - <i>Paper Type:</i> Choose Plain Paper - <i>Print Quality:</i> Choose Normal <p>Layout</p> <ul style="list-style-type: none"> - <i>Pages per Sheet:</i> 1 (Normal) - <i>Print Both Sides:</i> Unchecked 	<ul style="list-style-type: none"> • 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.

I want to print...	I should...
<p>Stack envelopes</p> 	<ol style="list-style-type: none"> 1 Pull out the IN tray. 2 Slide out both of the paper guides, and remove all paper from the IN tray. 3 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. 4 Slide the paper guides snugly against the edges of the envelopes. 5 Push in the IN tray. 6 From your software program's File menu, select Print. 7 Choose the print settings that match the type and size of the envelopes. 8 Print the envelopes.
HP print settings to choose	Guidelines to remember
<p>Page Setup</p> <ul style="list-style-type: none"> - <i>Paper Size:</i> Choose appropriate envelope size - <i>Orientation:</i> Choose Portrait icon <p>Paper Type/Quality</p> <ul style="list-style-type: none"> - <i>Paper Type:</i> Choose Plain Paper - <i>Print Quality:</i> Choose Normal <p>Layout</p> <ul style="list-style-type: none"> - <i>Pages per Sheet:</i> 1 (Normal) - <i>Print Both Sides:</i> Unchecked 	<ul style="list-style-type: none"> • 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.

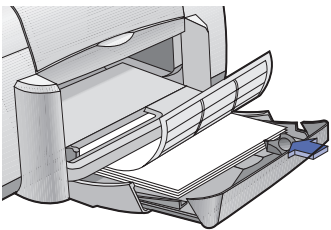


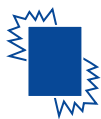
Printing Small Media

I want to print...	I should...
<p>Small Media (larger than 100 x 148 mm (4 x 5 5/8 in.))</p> 	<ol style="list-style-type: none"> 1 Make sure the IN tray is pushed in. 2 Raise the OUT Tray Flap to the up position. 3 Insert small media into the IN tray as far as they will go. 4 Slide the paper guides snugly against the edges of the media. 5 Lower the OUT Tray Flap. 6 Choose the print settings that match the type and size of the cards. 7 Print.
HP print settings to choose	Guidelines to remember
<p>Page Setup</p> <ul style="list-style-type: none"> - <i>Paper Size</i>: Choose appropriate card size - <i>Orientation</i>: Choose Portrait icon <p>Paper Type/Quality</p> <ul style="list-style-type: none"> - <i>Paper Type</i>: Choose Plain Paper - <i>Print Quality</i>: Choose Normal <p>Layout</p> <ul style="list-style-type: none"> - <i>Pages per Sheet</i>: 1 - <i>Print Both Sides</i>: Unchecked 	<ul style="list-style-type: none"> • 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.

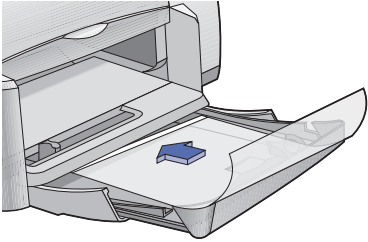



Printing Labels

I want to print...	I should...
	<ol style="list-style-type: none"> 1 Pull out the IN tray. 2 Slide out both of the paper guides, and remove all paper from the IN tray. 3 Fan the edges of the label sheets to separate them, then align the label edges. Insert up to 20 label sheets (label side down). 4 Slide the paper guides snugly against the sheets. 5 Push in the IN tray. 6 From your software program's File menu, select Print. 7 Choose the print settings that match the type and size of labels. 8 Print the labels.
HP print settings to choose	Guidelines to remember
<p>Page Setup</p> <ul style="list-style-type: none"> - <i>Paper Size:</i> Choose A4 or Letter (8.5x11 in.) - <i>Orientation:</i> Choose appropriate orientation <p>Paper Type/Quality</p> <ul style="list-style-type: none"> - <i>Paper Type:</i> Choose Plain Paper - <i>Print Quality:</i> Choose Normal <p>Layout</p> <ul style="list-style-type: none"> - <i>Pages per Sheet:</i> 1 (Normal) - <i>Print Both Sides:</i> Unchecked 	<ul style="list-style-type: none"> • 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.

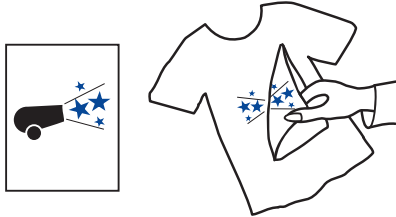


Printing Transparencies

I want to print...	I should...
	<ol style="list-style-type: none"> 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 Push in the IN tray. 6 From your software program's File menu, select Print. 7 Choose the print settings that match the type and size of the transparencies. 8 Print the transparencies. 9 The printer waits for transparencies to dry before releasing them automatically. Press the Resume Button  to continue printing.
HP print settings to choose	Guidelines to remember
<p>Page Setup</p> <ul style="list-style-type: none"> - <i>Paper Size:</i> Choose appropriate size - <i>Orientation:</i> Choose appropriate orientation <p>Paper Type/Quality</p> <ul style="list-style-type: none"> - <i>Paper Type:</i> Choose transparency type - <i>Print Quality:</i> Choose Normal or Best <p>Layout</p> <ul style="list-style-type: none"> - <i>Pages per Sheet:</i> 1 (Normal) - <i>Print Both Sides:</i> Unchecked 	<ul style="list-style-type: none"> • 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.

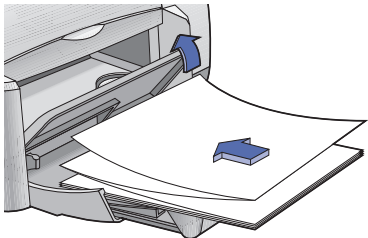


Printing Iron-on Transfers

I want to print...	I should...
	<ol style="list-style-type: none"> 1 Pull out the IN tray. 2 Slide out both of the paper guides, and remove all paper from the IN tray. 3 Load the iron-on transfer paper with the printable side down. 4 Slide the paper guides snugly against the sheets. 5 Push in the IN tray. 6 From your software program's File menu, select Print. 7 Choose the print settings that match the type and size of your iron-on transfers. 8 Print your transfer.
HP print settings to choose	Guidelines to remember
<p>Page Setup</p> <ul style="list-style-type: none"> - <i>Paper Size</i>: Choose appropriate size - <i>Orientation</i>: Choose appropriate orientation <p>Paper Type/Quality</p> <ul style="list-style-type: none"> - <i>Paper Type</i>: Choose HP Premium Inkjet Paper - <i>Print Quality</i>: Choose Best <p>Layout</p> <ul style="list-style-type: none"> - <i>Pages per Sheet</i>: 1 (Normal) - <i>Print Both Sides</i>: Unchecked 	<ul style="list-style-type: none"> • If you want the text or picture on your t-shirt as you see it on the screen, flip the document by clicking Mirror Image. • For best results, use HP Iron-On T-Shirt Transfers.

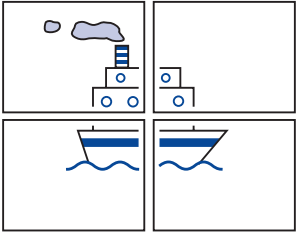


Printing Banners

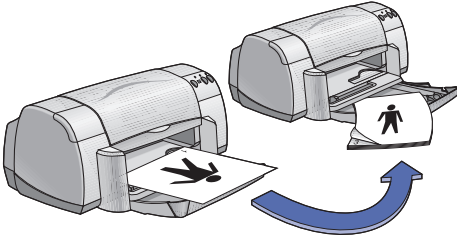
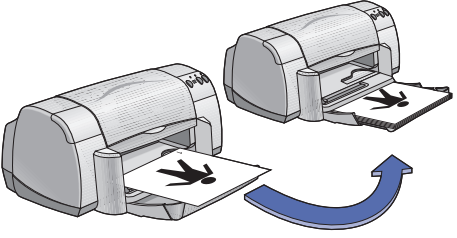
I want to print...	I should...
	<ol style="list-style-type: none"> 1 Tear off the number of sheets (up to 20) you need. 2 Tear off and discard the perforated strips, if any. 3 Pull out the IN tray. 4 Slide out the paper guides, and remove all paper from the IN tray. 5 Raise the OUT Tray Flap and leave it in the up position to print your banners. 6 Put the banner paper in the IN tray so that the unattached edge of the banner paper stack is toward the printer. 7 Slide the paper guides snugly against the sheets. 8 Push in the IN tray. 9 From your software program's File menu, select print. 10 Choose the print settings that match the type, size, and orientation of the banner. 11 Print the banner.
HP print settings to choose	Guidelines to remember
<p>Page Setup</p> <ul style="list-style-type: none"> - <i>Paper Size:</i> Choose U.S. Letter Banner or A4 Banner - <i>Orientation:</i> Choose appropriate orientation <p>Paper Type/Quality</p> <ul style="list-style-type: none"> - <i>Paper Type:</i> Choose Plain Paper or HP Banner Paper - <i>Print Quality:</i> Choose Normal <p>Layout</p> <ul style="list-style-type: none"> - <i>Pages per Sheet:</i> 1 (Normal) - <i>Print Both Sides:</i> Unchecked 	<ul style="list-style-type: none"> • 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 45.



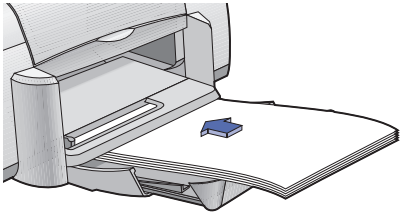
Printing Posters

I want to print...	I should...
	<ol style="list-style-type: none"> 1 Pull out the IN tray. 1 Slide out both of the paper guides, and load paper in the IN tray. 2 Slide the paper guides snugly against the sheets. 3 Push in the IN tray. 4 From your software program's File menu, select Print. 5 Choose the print settings that match the type and size of your poster. 6 Print your poster.
HP print settings to choose	Guidelines to remember
<p>Page Setup</p> <ul style="list-style-type: none"> - <i>Paper Size</i>: Choose appropriate size - <i>Orientation</i>: Choose appropriate orientation <p>Paper Type/Quality</p> <ul style="list-style-type: none"> - <i>Paper Type</i>: Choose Plain Paper - <i>Print Quality</i>: Choose Normal <p>Layout</p> <ul style="list-style-type: none"> - <i>Tiling</i>: Select this option - <i>Pages per Sheet</i>: 2x2, 3x3, or 4x4 - <i>Print Both Sides</i>: Unchecked 	<ul style="list-style-type: none"> • After printing, trim the edges on each sheet and tape the sheets together.

Two-Sided Printing

I want to print...	I should...
<p>Manual Two-Sided Printing Book Binding</p>  <p>Tablet Binding</p> 	<ol style="list-style-type: none"> 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 Push in the IN tray. 5 From your software program's File menu, select Print. 6 Choose the print settings that match the type and size of your paper. 7 Begin printing. 8 Carefully follow the reloading instructions displayed on your computer screen. 9 When the paper is properly reloaded, click Continue in the message box on your computer screen.
HP print settings to choose	Guidelines to remember
<p>Page Setup</p> <ul style="list-style-type: none"> - <i>Paper Size</i>: Choose appropriate size - <i>Orientation</i>: Choose appropriate orientation <p>Paper Type/Quality</p> <ul style="list-style-type: none"> - <i>Paper Type</i>: Choose appropriate type - <i>Print Quality</i>: Choose Normal <p>Layout</p> <ul style="list-style-type: none"> - <i>Pages per Sheet</i>: 1 (Normal) - <i>Print Both Sides</i>: Check this box, then choose the Book icon (for binding on the side) or Tablet icon (for binding at the top). Uncheck Automatic. 	<ul style="list-style-type: none"> • 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 51 for ordering information).

Printing on Legal (8.5 x 14 in.) Paper

I want to print...	I should...
	<ol style="list-style-type: none"> 1 Raise the OUT Tray Flap and pull out the IN tray. 2 Slide out both of the paper guides. 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. 4 Slide the paper width guide snugly against the stack. 5 Lower the OUT Tray Flap. 6 Choose the appropriate print settings. 7 Print your document.
HP print settings to choose	Guidelines to remember
<p>Page Setup</p> <ul style="list-style-type: none"> - <i>Paper Size:</i> Choose Legal (8.5 x 14 in.) - <i>Orientation:</i> Choose appropriate orientation <p>Paper Type/Quality</p> <ul style="list-style-type: none"> - <i>Paper Type:</i> Choose appropriate type - <i>Print Quality:</i> Choose Normal <p>Layout</p> <ul style="list-style-type: none"> - <i>Pages per Sheet:</i> 1 - <i>Print Both Sides:</i> Unchecked 	<ul style="list-style-type: none"> • Leave IN tray out when printing on Legal (8.5 x 14 in.) paper. • Legal paper will extend over edge of IN tray.

HP Deskjet Utility

The **HP Deskjet 930C Utility** is located in the Utilities folder on your hard drive's main directory. The **HP Deskjet Utility** window has six panels, as shown below:



- **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).

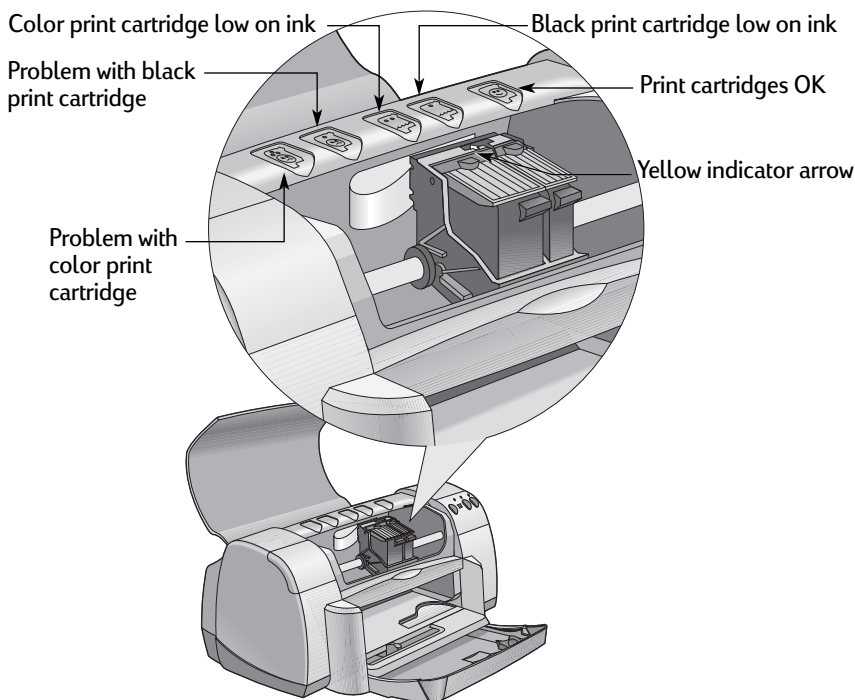
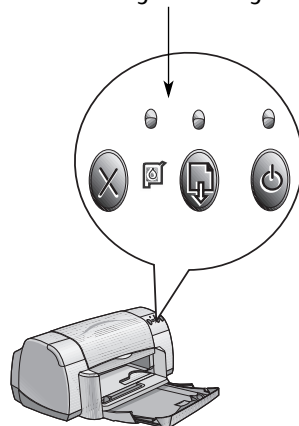
3 Using and Caring for Your Print Cartridges

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.

Print Cartridge Status Light



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 30.

If the arrow points to...	It means...	To solve the problem...
Problem with color print cartridge 	The print cartridge is either: <ul style="list-style-type: none"> • missing • improperly installed • the wrong print cartridge for the printer • defective 	<ol style="list-style-type: none"> 1 Insert a print cartridge if it is missing. 2 Remove and reinsert the existing print cartridge. 3 If there is still a problem, verify that the cartridge is an HP C6578 Series, easy reference number 78, cartridge. 4 If the problem persists, replace the cartridge.
Problem with black print cartridge 	The print cartridge is either: <ul style="list-style-type: none"> • missing • improperly installed • the wrong print cartridge for the printer • defective 	<ol style="list-style-type: none"> 1 Insert a print cartridge if it is missing. 2 Remove and reinsert the existing print cartridge. 3 If there is still a problem, verify that the cartridge is an HP 51645 Series, easy reference number 45, cartridge. 4 If the problem persists, replace the cartridge.
Color print cartridge low on ink 	Color print cartridge is running low on ink.	Consider replacing the color cartridge with an HP C6578 Series, easy reference number 78 , cartridge.
Black print cartridge low on ink 	Black print cartridge is running low on ink.	Consider replacing the black cartridge with an HP 51645 Series, easy reference number 45 , cartridge.
Print cartridges OK 	Print cartridges are operational.	No problems.


Replacing Print Cartridges

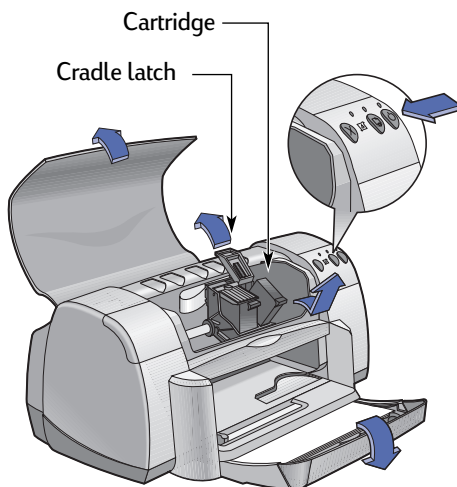
Note: When buying replacement print cartridges, check the part numbers carefully. The print cartridge numbers for your printer are:

- Black HP 516**45** Series, easy reference number **45**.
- Tri-Color HP C65**78** Series, easy reference number **78**.

To replace a print cartridge:

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.

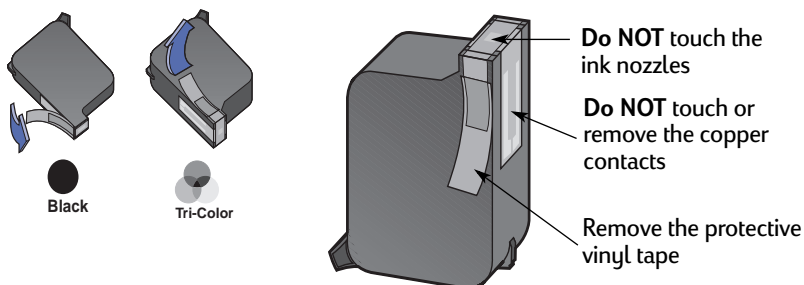
- 1 To access the print cartridge cradle, make sure the OUT tray is down and then press the Power Button  to turn on the printer.
- 2 Open the top cover. The cradle moves to an accessible position.
- 3 Raise the cradle latch.
- 4 Lift the print cartridge out and discard it.



Warning

Keep print cartridges out of the reach of children.

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




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.

- 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.

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.

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.
- Do not attempt to reattach the vinyl tape previously removed from the print cartridges. Reattaching the tape will damage the cartridges.

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:

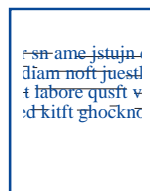
- 1 Double-click the **HP Deskjet Utility** icon in the Utilities folder on your hard drive's main directory.
- 2 Click the **Clean** panel, then click the **Clean** button. Follow the on-screen directions.

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

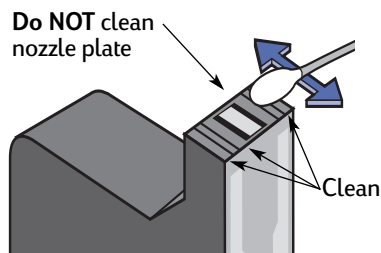
Keep new and used print cartridges out of the reach of children.

- 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.



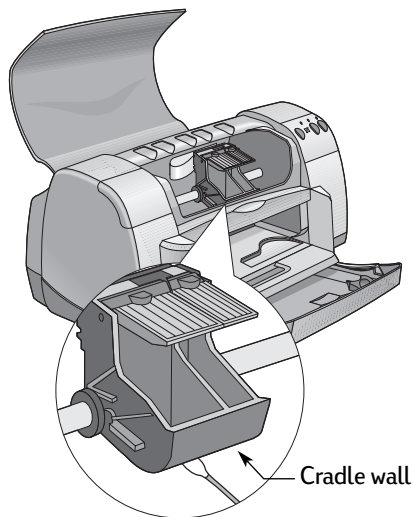
- 7 Repeat the cleaning process for the other print cartridge.

Caution

Once you've removed the print cartridges, make sure that they are not outside of the print cartridge cradle longer than 30 minutes.

Manually Cleaning the Print Cartridge Cradle

- 1 Using clean, moistened swabs, wipe the underside of each wall of the cradle.
- 2 Repeat until no ink residue is seen on a clean swab.
- 3 Reinsert the print cartridges, then close the printer's top cover.
- 4 Load white paper into the IN tray.
- 5 Reinsert the electrical power cord into the back of the printer.
- 6 Print a test page. Double-click the **HP Deskjet 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/go/support>

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 516**45** Series, easy reference number **45**.
- Tri-Color HP C65**78** Series, easy reference number **78**.

4 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:



The printer software won't install, what's wrong? See pages 37–38.



Why won't it print? See pages 39–40.



What do the flashing lights mean? See page 42.



Is there a problem with your printout? See pages 43–46.



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

What is the problem?	Possible cause	To solve the problem...
I inserted a CD, but the computer couldn't read it.	<ul style="list-style-type: none">• The CD wasn't properly inserted. <i>OR</i> <ul style="list-style-type: none">• The CD player may be damaged. <i>OR</i> <ul style="list-style-type: none">• The CD may be damaged. <i>OR</i> <ul style="list-style-type: none">• The CD-ROM extension may be turned off.	<ol style="list-style-type: none">1 Reinsert the CD and try again. If this doesn't solve your problem...2 Try inserting a CD that you know works. If that CD doesn't work, you may need to replace your CD player.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: www.hp.com/go/support4 If you don't have Web access, contact HP Customer Care. See page 49, to locate the phone number nearest you.








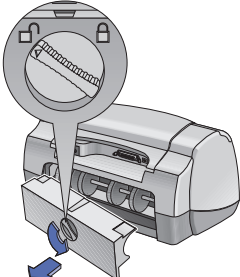



The printer software won't install, what's wrong? *continued*

What is the problem?	Possible cause	To solve the problem...
<p>The software did not install correctly. <i>OR</i> You need to uninstall the printer software for any reason.</p>	<ul style="list-style-type: none"> • There may be a conflict with your virus protection program. <p><i>OR</i></p> <ul style="list-style-type: none"> • There may be a conflict with another software program. <p><i>OR</i></p> <ul style="list-style-type: none"> • There may be a conflict with a peripheral device connected to the printer. 	<ol style="list-style-type: none"> 1 Make sure your printer is on and all connections are secure. 2 Close any virus protection programs that are running on your computer. 3 Uninstall your printer software. Insert the printer software CD into your computer, select Uninstall from the Installer, then repeat the installation procedure. 4 If you have been using Apple's QuickDraw GX software, turn it off. Your HP Deskjet printer is not compatible with QuickDraw GX. <p>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 49.</p>



Why won't it print?

What is the problem?	Possible cause	To solve the problem...
 <p>No page came out of the printer.</p>	Power may be off or there may be a loose connection.	<ol style="list-style-type: none"> 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 30.
	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  .
	<p>There may be a paper jam.</p> 	<ol style="list-style-type: none"> 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. 7 Print your document again.
	The Fold-Up tray may not be down.	<ol style="list-style-type: none"> 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.	<ol style="list-style-type: none"> 1 Insert the Rear Access Door and engage lock. 2 Print your document again.




Why won't it print? *continued*

What is the problem?	Possible cause	To solve the problem...
The printer is really slow.	Your computer may have less than minimum system requirements.	<ol style="list-style-type: none"> 1 Check the amount of RAM and processor speed in your computer. 2 Free up some space on the computer's hard drive. Having less than 100 MB of free space on your computer's hard drive can mean longer processing times.
	You may have several software programs open at the same time.	Close all unnecessary software programs.
	You may be using outdated printer software.	Check the printer driver you are using. Check HP's web site for the most recent software updates (see page 48 for web site addresses).
	You may be printing a complex document that contains graphics or photographs.	Be patient. Large, complex documents containing graphics or photographs print slower than text documents.
	The Paper Type option may be set to Automatic .	When the paper type is set to Automatic, the printer scans the first page of a print job to determine the appropriate paper type. This may take a few seconds. To avoid this, choose a specific paper type rather than using the default Automatic settings.








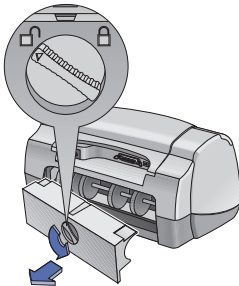







Why won't it print? *continued*

What is the problem?	Possible cause	To solve the problem...
 A blank page came out of the printer.	You may be out of ink.	<ol style="list-style-type: none"> 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 28. 2 If you are out of ink, replace the print cartridge. See "Replacing Print Cartridges" on page 30. 3 Print your document again.
	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 30.
	You may be trying to print a fax.	<ol style="list-style-type: none"> 1 Save the fax in a graphic format, such as TIFF. 2 Place it in a word processing document and print it from there.






What do the flashing lights mean?

What is the problem?	Possible cause	To solve the problem...
The Power Light  is flashing.	Your printer may be receiving data.	Be patient. The light will stop flashing when the printer has finished receiving data.
The Resume Light  is flashing.	You may be out of paper.	<ol style="list-style-type: none"> 1 Insert paper. 2 Press the Resume Button .
	You may have a paper jam. 	<ol style="list-style-type: none"> 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. 7 Print your document again.
	You may be printing a two-sided document manually and the first side has finished printing.	<ol style="list-style-type: none"> 1 Follow the on-screen directions for how to insert the paper. 2 Press the Resume Button .
The Print Cartridge Status Light  is flashing.	The top cover may be open.	Close the top cover.
	There may be a problem with one of the print cartridges.	See "Print Cartridge Status" on page 28.
All of the lights are flashing.	The printer may need to be reset.	<ol style="list-style-type: none"> 1 Press the Power Button  to turn the printer off. Then press the Power Button  again to turn the printer back on. 2 If that doesn't solve the problem, press the Power Button  to turn the printer off. 3 Unplug the printer. 4 Plug the printer back in. 5 Press the Power Button  to turn the printer on.




Is there a problem with your printout?

What is the problem?	Possible cause	To solve the problem...
 <p>Parts of the document are missing or are in the wrong place.</p>	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 7.
	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 7.
	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 7.
	You may have selected the wrong margins.	Make sure the margins are within the printable area. See “Minimum Printing Margins” on page 60.
	You may have accidentally left Tiling selected.	Uncheck Tiling in the Layout panel. See “Layout” on page 10.
The document printed at an angle or is off-center.	Paper may not be loaded correctly.	<ol style="list-style-type: none"> 1 Make sure the media is correctly oriented in the IN tray. 2 Make sure the paper guides fit snugly against the media.







Is there a problem with your printout? *continued*

What is the problem?	Possible cause	To solve the problem...
 Print quality is poor.	The printer may be running out of ink.	<ol style="list-style-type: none"> 1 Check the print cartridges status. See “Print Cartridge Status” on page 28. 2 If the printer is running out of ink, replace the print cartridge. See “Replacing Print Cartridges” on page 30.
	You may not be using the most appropriate media for the desired output.	<ul style="list-style-type: none"> • 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 10.
	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 10.
	If you have smearing, you may be using too much ink.	Click Normal or Draft instead of Best on the Paper Type/Quality dialog box. See “Paper Type/Quality” on page 10. You may also want to decrease ink Density or increase Dry Time . <ol style="list-style-type: none"> 1 Choose Print from the File menu. 2 Choose Ink Controls from the General menu. 3 Use the sliders to adjust ink density and ink drying time.
	You may need to clean the print cartridges.	See “Cleaning Print Cartridges” on page 33.






Is there a problem with your printout? *continued*

What is the problem?	Possible cause	To solve the problem...
 Print quality is poor. (continued)	You may have forgotten to remove the vinyl tape from the print cartridge.	Make sure that you have removed the protective piece of vinyl tape on each of the print cartridges. See “Replacing Print Cartridges” on page 30.
	You may have the incorrect “Image” setting in the Color panel of the Print dialog box.	Click the Revert to Defaults button in the Color panel of the Print dialog box. See “Color” on page 11.
	Your print cartridges may be out of alignment.	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” on page 27.
 Banners aren’t printing correctly.	You may have forgotten to raise the OUT Tray Flap.	Make sure that the OUT Tray Flap is up.
	You may have problems with the paper.	<ul style="list-style-type: none"> • If several sheets feed into the printer together, unfold and refold the paper. • 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 23). • If the paper creases going through the printer, the paper might be unsuitable for banner printing.
	You may have forgotten to select Banner in the printer software.	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 7.



Is there a problem with your printout? *continued*

What is the problem?	Possible cause	To solve the problem...
 Photos aren't printing correctly.	You may not have inserted the photo media correctly.	Insert the photo media <i>glossy side down</i> .
	The photo paper may not be fully engaged.	<ol style="list-style-type: none"> 1 Review the printing instructions on page 15. 2 Make sure that the paper length guides are snug up against the photo paper.
	You may not have selected the appropriate Paper Type/Quality .	<ol style="list-style-type: none"> 1 Go to the Paper/Type Quality dialog box. See "Paper Type/Quality" on page 10. 2 Select HP Photo Paper as the Paper Type. 3 Select Best as the Quality type. 4 Select High Res Photo from better print resolution. 5 Print your document.
	You may not have selected Best print quality.	<ol style="list-style-type: none"> 1 Go to the Paper Type/Quality dialog box. See "Paper Type/Quality" on page 10. 2 Select Best print quality.
	The photo may not be in an electronic (digital) format.	Take a digital picture, scan a photo, or get an electronic file of your photo from a camera shop.
When the paper type defaults to Automatic , the print quality looks different.	When the paper type defaults to Automatic , the print quality is automatically set to Normal . If the Paper Type is set to a specific paper type, the print Quality may be set.	After selecting the Paper Type, choose the desired print Quality. See "Paper Type/Quality" on page 10.





Is there a problem with your printout? *continued*

What is the problem?	Possible cause	To solve the problem...
Automatic is set as the paper type, but the printer does not use the optimal paper mode.	The paper may be marked, scratched, or wrinkled.	The Automatic Paper-Type Sensor is less accurate if the paper is damaged. Make sure the paper is free of marks, scratches, or wrinkles.
	The paper may be letterhead or stationary with a preprinted pattern at the top edge.	<ul style="list-style-type: none"> • The Automatic Paper-Type Sensor always sets this type of letterhead or stationary to Plain Paper. • Manually select the appropriate paper type. See "Paper Type/Quality" on page 10.
	The paper may be dark in color or contain metallic fibers.	<ul style="list-style-type: none"> • The Automatic Paper-Type Sensor may set this type of media to Plain Paper. • Manually select the appropriate paper type. See "Paper Type/Quality" on page 10.
Automatic is set as the paper type, but when preparing to print, the printer ejects a blank sheet of paper.	The printer may have been placed in direct sunlight, which affects the Automatic Paper-Type Sensor.	Move the printer out of the direct sunlight.
Binding margin appears in the wrong place when trying to do Two-Sided Printing.	You may have selected the wrong paper orientation.	<ul style="list-style-type: none"> • Make sure you have selected the correct Binding option in the Layout panel of the Print dialog box. See "Layout" on page 10.



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.

Electronic Support Information

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



HP Customer Care Online

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

HP Customer Care User Forums

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

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 **HP's web site**
<http://www.hp.com/go/support/>
- If you are in the U. S. and need a software update, you can order by calling (661) 257-5565. Software updates are available for the cost of the CDs plus shipping.
- If you are outside the U.S. and cannot download the driver from **HP's web site**, call the **HP Customer Care Center** (see page 49) nearest you.



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.



HP Customer Care by Phone

Within one year 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:

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

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

Argentina	(541) 778-8380
Australia	+61 3 8877 8000
Austria	+43 (0) 711 420 10 80
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	+86 (0) 10 6564 5959
Czech Republic	+42 (0)2 6130 7310
Denmark	+45 (0) 39 29 4099
English International	+44 (0) 171 512 5202
Finland	+358 (0) 203 4 7 288
France	+33 (0) 143623434
Germany	+49 (0) 180 52 58 143
Greece	+30 (0) 1 619 64 11
Hong Kong	(800) 96 7729
Hungary	+36 (0) 1382 1111
India	+91 11 682 60 35
Indonesia	+62 (21) 350 3408
Ireland	+353 (0) 1662 5525

Israel	+972-(0)-9-9524848
Italy	+39 (0) 2 264 10350
Japan	+81 3 3335-8333
Korea	+82 (2) 3270 0700
Korea, outside Seoul	080 999 0700
Malaysia	+60 (3) 2952566
Malaysia, Penang	1 300 88 00 28
Mexico	01 800 472 6684
Netherlands	+31 (0) 20 606 8751
New Zealand	+64 (9) 356-6640
Norway	+47 22 116299
Philippines	+66 (2) 867 3551
Poland	+48 22 519 06 00
Portugal	+351 21 318 6333
Republic of South Africa, inside RSA	086 000 1030
Republic of South Africa, outside RSA	+27-11 258 9301
Russia, Moscow	+7 095 797 3520
Russia, St. Petersburg	+7 812 346 7997
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 (0) 212 221 6969
United Kingdom	+44 (0) 207 512 5202
U.S.	(208) 344-4131
Venezuela	800 47 888
Vietnam	+84 (0) 8 823 4530

After the Warranty

You can still get help from HP for a fee. Prices are subject to change without notice. **HP Customer Care Online** help (see page 48) 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 62), 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.

Printer Supplies

For ordering information see page 53.

Part Name	Part Number
Interface Cables	
HP USB-Compliant Interface Cable	C6518A
Print Cartridges	
● Black	HP 516 45 Series
● Tri-color	HP 657 8 Series
Power Cords	
U.S., Canada, Brazil, Latin America, Saudi Arabia	8120-8900
Japan	8121-0021
Singapore, Malaysia, Hong Kong	8121-0026
South Africa	8121-0020
India	8121-0025
Argentina	8121-0019
Australia	8121-0018
China, Taiwan, Philippines	8121-0024
Korea	8121-0017
Europe, Jordan, Lebanon, North Africa, Israel, Russia, Baltic countries, Thailand, Indonesia, Caribbean, Latin America	8121-0023
U.K., Middle East	8121-0022
Other Replaceable Parts	
DJ930C Series Printer Cleanout Access Door Assembly	C6426-60038
Accessories	
Two-Sided Printing Module (not available in all countries)	C6463A

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.

Language	Part Number	
	Quick Start Poster	User's Guide
Dutch	C6455-90046	C6455-90092
English	C6455-90046	C6455-90086
French	C6455-90046	C6455-90087
German	C6455-90046	C6455-90088
Italian	C6455-90046	C6455-90091
Japanese	C6455-90047	C6455-90094
Portuguese	C6455-90046	C6455-90090
Spanish	C6455-90046	C6455-90089
Swedish	C6455-90046	C6455-90093

Paper and Other Media

Availability of special media varies by country.

Paper Type/Description	Part Number
HP Bright White InkJet Paper	
A4 (210 x 297 mm), 200 sheets	C5977B
A4 (210 x 297 mm), 500 sheets	C1825A
U.S. letter, 250 sheets	C5976B
U.S. letter, 500 sheets	C1824A
HP Premium InkJet Paper	
A4 (210 x 297 mm), 200 sheets	C51634Z
U.S. letter, 200 sheets	C51634Y
HP Premium InkJet Heavyweight Paper	
A4 (210 x 297 mm), 100 sheets	C1853A
HP Professional Brochure & Flyer Paper, Matte	
U.S. letter, 50 sheets	C6955A
HP Professional Brochure & Flyer Paper, Glossy	
Asian A4 (210 x 297 mm), 50 sheets	C6819A
European A4 (210 x 297 mm), 50 sheets	C6818A
U.S. letter, 50 sheets	C6817A
HP Photo Paper, Two-Sided, Satin/Glossy	
Asian A4 (210 x 297 mm), 20 sheets	C6765A
European A4 (210 x 297 mm), 20 sheets	C1847A
U.S. letter, 20 sheets	C1846A
HP Premium Photo Paper, Glossy	
Asian A4 (210 x 297 mm), 15 sheets	C6043A
European A4 (210 x 297 mm), 15 sheets	C6040A
U.S. letter, 15 sheets	C6039A
HP Premium Plus Photo Paper, Glossy	
European A4 (210 x 297 mm), 20 sheets	C6832A
U.S. letter, 20 sheets	C6831A
HP Premium Plus Photo Paper, Matte	
European A4 (210 x 297 mm), 20 sheets	C6951A
U.S. letter, 20 sheets	C6950A
HP Premium Plus Photo Paper, Glossy	
European A4 (102 x 152 mm finished size), 20 sheets	C6945A
U.S. (4 x 6 in. finished size), 20 sheets	C6944A

Paper Type/Description	Part Number
HP Premium Inkjet Transparency Film	
A4 (210 x 297 mm), 20 sheets	C3832A
A4 (210 x 297 mm), 50 sheets	C3835A
U.S. letter, 20 sheets	C3828A
U.S. letter, 50 sheets	C3834A
HP Banner Paper	
A4 (210 x 297 mm), 100 sheets	C1821A
U.S. letter, 100 sheets	C1820A
HP Matte Greeting Cards, White/Quarter-fold	
A4 (210 x 297 mm), 20 sheets, 20 envelopes	C6042A
U.S. letter, 20 sheets, 20 envelopes	C1812A
HP Felt-textured Greeting Cards, Ivory/Half-fold	
U.S. letter, 20 sheets, 20 envelopes	C6828A
HP Glossy Greeting Cards, White/Half-fold	
A4 (210 x 297 mm), 10 sheets, 10 envelopes	C6045A
U.S. letter, 10 sheets, 10 envelopes	C6044A
HP Iron-on T-Shirt Transfers	
Asian A4, (210 x 297 mm), 10 sheets	C6065A
European A4 (210 x 297 mm), 10 sheets	C6050A
U.S. letter, 10 sheets	C6049A
HP Restickables, Large Round Inkjet Stickers	
U.S. letter, 10 sheets (90 stickers)	C6822A
HP Restickables, Large Square Inkjet Stickers	
U.S. letter, 10 sheets (90 stickers)	C6823A
HP Photo Quality Inkjet Paper, Glossy	
U.S. letter, 100 sheets	C7007A
HP Photo Quality Inkjet Paper, Matte	
Asian A4, (210 x 297 mm), 25 sheets	C7006A
European A4 (210 x 297 mm), 25 sheets	C6984A
U.S. letter, 25 sheets	C6983A

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,
Montañeses 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 (0) 71114 201080
Fax: (43-0222) 25 000, ext. 610
Hewlett-Packard Ges.m.b.H.
Ersatzteilverkauf Liebg. 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
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) 671-8383
- **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
Varaosamynti, Piispankalliontie 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 BÖBLINGEN
- **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: 02/92101757
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 Takaido-Higashi 3-chone, sugninami-ku
Tokyo 168-8585
- **Korea:** (02) -3270-0720
Fax: (02) 3270-0894
Hewlett Packard Korea
16-58 Hangangro3ga Yongsangu
Seoul, Korea
- **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.
- **Netherlands:** 0 33 450 1808
Fax: 0 33 456 0891
Hewlett-Packard Nederland B. V.
Parts Direct Service
Basicweg 10
3821 BR AMERSFOORT
- **Norway:** 22735926
Fax: 22735611
Hewlett-Packard Norge A/S, Express Support
Drammensveien 169-171
0212 Oslo
- **Spain:** 1 6 31 14 81
Fax: 1 6 31 12 74
Hewlett-Packard Espanola 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
Skalholtsgatan 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
- +44 181 568 7100
Fax: +44 181 568 7044
Parts First, Riverside Works
Isleworth, Middlesex, TW7 7BY
- +44 1734 521587
Fax: +44 1734 521712
Westcoast, 28-30 Richfield Avenue
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- **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.

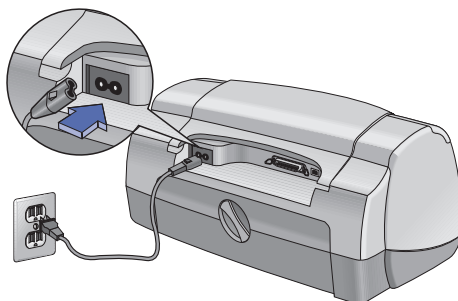
A Setup Instructions

Using a USB Connection

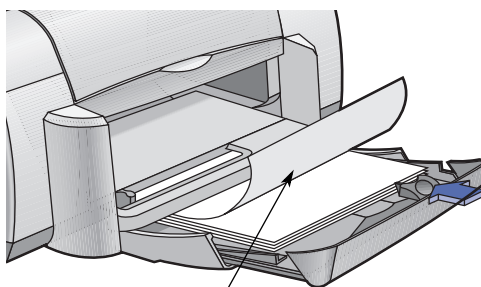
You can connect your HP DeskJet 900 Series directly to your computer using a USB cable if your computer supports USB (Universal Serial Bus). Before you connect your printer to your computer, make sure your configuration meets these requirements:

- 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



Printable side
down

3 Insert the print cartridges

a Press Power Button  to turn on printer.

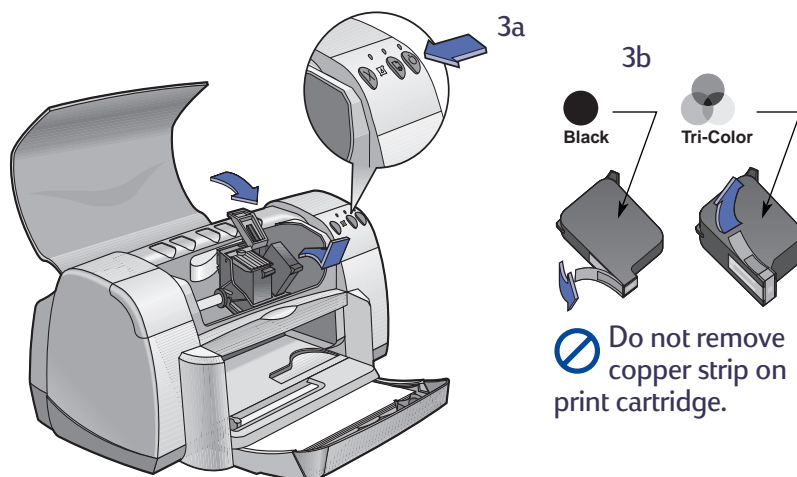
b Remove vinyl tape from print cartridges.

Do NOT touch or remove copper strip on print cartridges.

c Open top cover, then insert print cartridges.

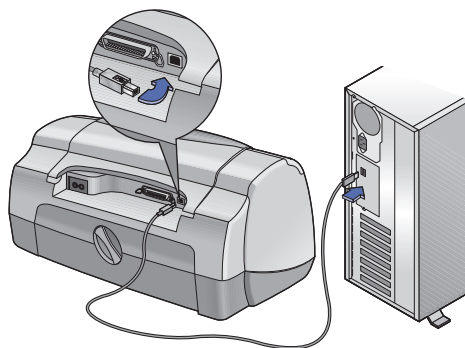
d Close top cover.

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.



- c** Follow the on-screen instructions to complete the installation. Your computer will restart when the installation is complete.
- d** After your computer restarts, the **HP Deskjet Utility (Select Printer)** dialog box opens.
Follow the instructions in this dialog box to select the **HP DeskJet 900 Series** printer.

B 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 8.5.1 or later
AppleTalk Connection: MacOS version 7.6.1 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

4MB 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 (1B=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

Paper:

U.S. Letter 60 to 90 g/sm² (16 to 24 lb)Legal 75 to 90 g/sm² (20 to 24 lb)Envelopes: 75 to 90 g/sm² (20 to 24 lb)Cards: 110 to 200 g/sm² (110 lb index max.)Banner Paper: 60 to 90 g/sm² (16 to 24 lb)**Media Handling**

Sheets: up to 100

Banners: up to 20 sheets

Envelopes: up to 15

Cards: up to 30 cards

Greeting cards: up to 5 cards

Transparencies: up to 25

Labels: up to 20 sheets of labels (use only U.S. letter- or A4-sized sheets)

OUT tray

capacity: up to 50 sheets

Alignment

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

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

+/- .254 mm (.010 in.) on HP
transparency films**Media Size**

Paper:

U.S. Letter 216 x 279 mm (8.5 x 11 in.)

Legal 216 x 356 mm (8.5 x 14 in.)

Executive 184 x 279 mm (7.25 x 10.5 in.)

A4 210 x 297 mm

A5 148 x 210 mm

B5-JIS 182 x 257 mm

User Defined:

Width 77 to 216 mm (3.0 to 8.5 in.)

Length 127 to 356 mm (5.0 to 14 in.)

Banner:

U.S. Letter 216 x 279 mm (8.5 x 11 in.)

A4 210 x 297 mm

Envelopes:

U.S. No. 10 105 x 241 mm (4.3 x 9.5 in.)

Invitation A2 111 x 146 mm (4.37 x 5.75 in.)

DL 220x110 mm

C6 114x162 mm

Index/Greeting Cards: 76 x 127 mm (3 x 5 in.)

102 x 152 mm (4 x 6 in.)

127 x 203 mm (5 x 8 in.)

A6: 105 x 148.5 mm

Hagaki: 100 x 148 mm

Labels:

U.S. Letter 216 x 279 mm (8.5 x 11 in.)

A4 210 x 297 mm

Transparencies:

U.S. Letter 216 x 279 mm (8.5 x 11 in.)

A4 210 x 297 mm

Photo (with tear-off tab) 102 x 152 mm (4 x 6 in.)

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

Left:	6.4 mm (0.25 in.)
Right:	6.4 mm (0.25 in.)
Top:	1.8 mm (0.07 in.)
Bottom:	11.7 mm (0.46 in.)

A4 Paper

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

A5, B5, and Custom Paper Size

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

Cards (3 x 5, 4 x 6, 5 x 8, and A6)

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

Hagaki Postcards

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

Envelopes

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

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

Left:	3.4 mm (0.134 in.)
Right:	3.4 mm (0.134 in.)
Top:	0.0 mm (0.00 in.)
Bottom:	0.0 mm (0.00 in.)

Banners, Letter (8.5 x 11 in.)

Left:	6.4 mm (0.25 in.)
Right:	6.4 mm (0.25 in.)
Top:	0.0 mm (0.00 in.)
Bottom:	0.0 mm (0.00 in.)

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

Left:	3.2 mm (0.125 in.)
Right:	3.2 mm (0.125 in.)
Top:	3.2 mm (0.125 in.)
Bottom:	3.2 mm (0.125 in.)

C Legal Information

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.

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

사용자 안내문 (A급 기기)

이 기기는 업무용으로 전자파장애검정을 받은 기기이오니, 만약 잘못 구입하셨을 때에는 구입한 곳에서 비업무용으로 교환하시기 바랍니다.

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장애검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Limited Warranty Statement

HP Product	Duration of Limited Warranty
Software	90 Days
Ink cartridges	90 Days
Printer	1 Year

A. Extent of Limited Warranty

- 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.
- 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.
- 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:
 - Improper or inadequate maintenance or modification;
 - Software, interfacing, media, parts, or supplies not provided or supported by HP; or
 - Operation outside the product's specifications.
- 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.
- 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.
- 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.
- HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- 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.
- 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 "Départements D'Outre-Mer"; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility where the product is distributed by HP or by an authorized importer.

B. Limitations of Warranty

- 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

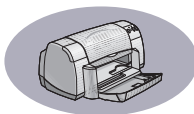
- To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS 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

- 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.
- 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:
 - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
 - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
 - 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.
- 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.



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