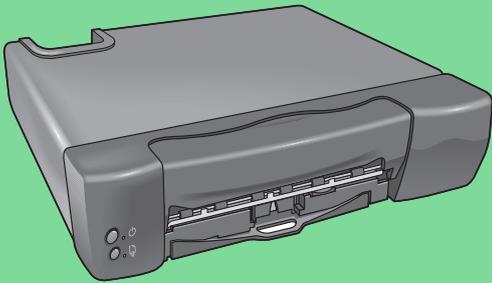


hp e-printer e20
User's Guide
User's Guide



i n v e n t



hp e–printer e20

User's Guide

English

Print History

Edition 1 August 2000

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Terms and Conventions

The following terms and word conventions are used in this User's Guide.

Terms

The HP e-printer e20 printer may be referred to as HP e-printer.

The Internet terminal provided by the interactive television service provider is also referred to as the set top box.

Cautions

A **Caution** indicates possible damage to the HP e-printer or to other equipment. For example:

Caution! Do not touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections.

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Getting Started

What's in the Box

Contents

The box contains the following items:

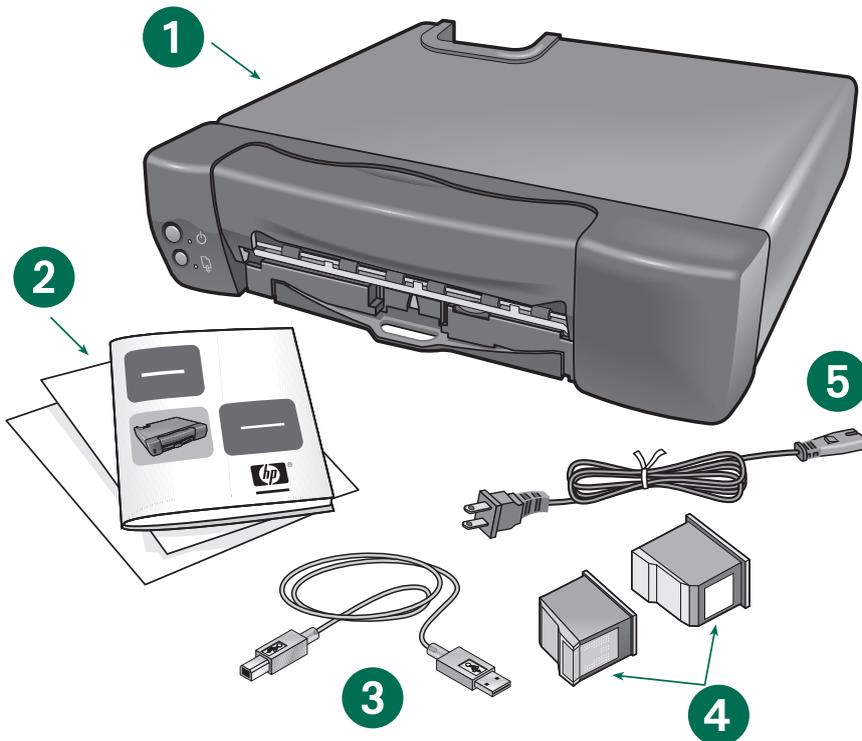
- **HP e-printer e20**
- **HP e-printer e20 *User's Guide***
- **Universal Serial Bus (USB) printer cable** (If your interactive television service provider uses a parallel cable connection, the parallel cable must be purchased separately.)
- **Power cord**

- **Black print cartridge (C6634A #34)**
- **Tri-Color print cartridge (C6635A #35)**

If anything is missing from the box, talk to your HP dealer or call HP Customer Care Support. See "HP Customer Care" for more information.

What You Need

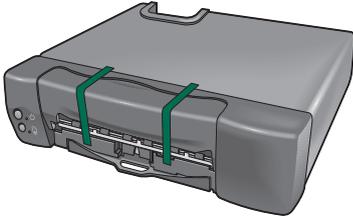
You must have an account with an interactive television service provider. It provides the Internet terminal (set top box) that allows you to access the Internet.



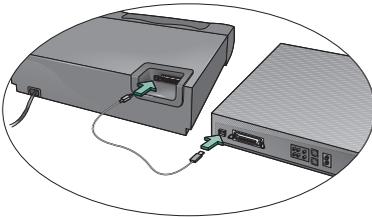
1. HP e-printer 2. Hp e-printer User's Guide 3. USB printer cable 4. Print cartridges 5. Power cord

Connecting the Printer

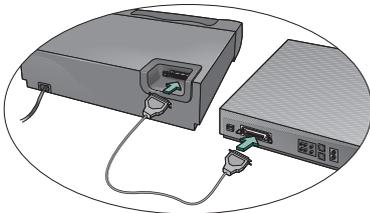
1. Remove the packing material and tape from the HP e-printer.



2. Using either a USB cable or a parallel cable, connect the HP e-printer to the set top box.



USB cable

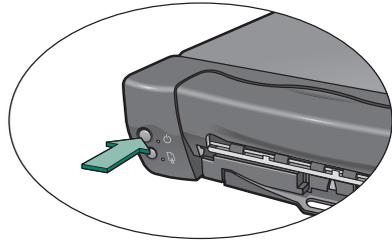


Parallel cable

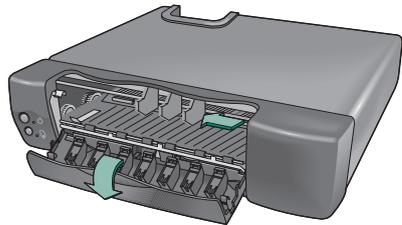
3. Plug the HP e-printer power cord into a wall outlet.

Installing the Print Cartridges

1. Press the **Power** button to turn on the printer.

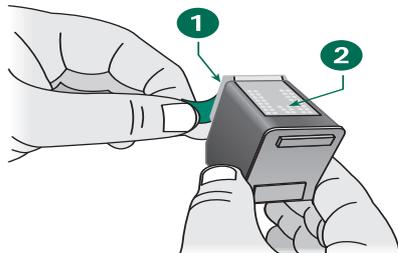


2. Open the front cover of the printer. The print cartridge cradle moves to the center of the printer.



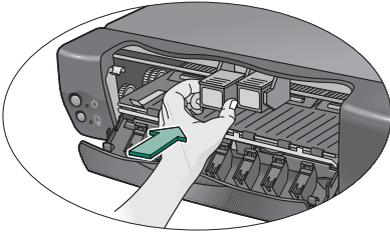
3. Carefully remove the vinyl tape from the black print cartridge.

Caution! Do not touch the ink nozzles or the copper contacts when you are removing the vinyl tape.

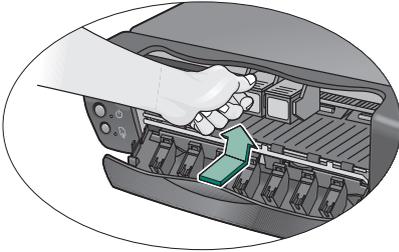


1. Ink nozzles (under vinyl tape)
2. Copper contacts

4. Insert the black print cartridge in the left side of the cradle.



5. Push the print cartridge up to snap it into position.



6. Repeat steps 3 through 5 to insert the tri-color print cartridge in the right side of the cradle.

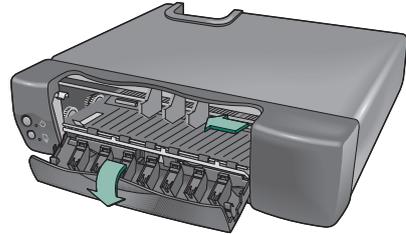
Caution! The printer will not operate unless both print cartridges are properly installed.

7. Close the front cover of the printer. The **Resume** light continues to blink for a few seconds and then stops. The print cartridge cradle returns to the right side of the printer.

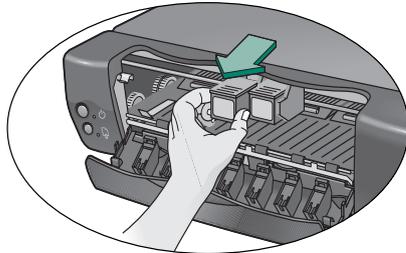
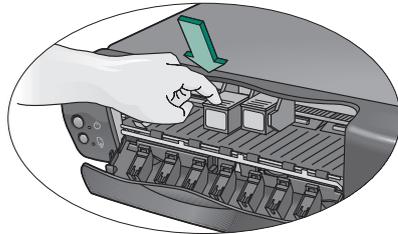
If the Resume light continues to blink, see "Solving a Problem" for help.

Removing and Replacing Print Cartridges

1. Open the front cover of the printer. The print cartridge cradle moves to the center of the printer.



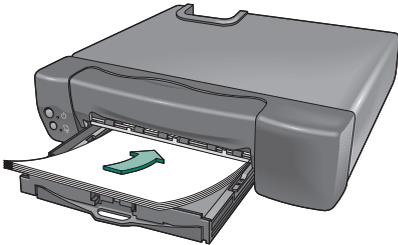
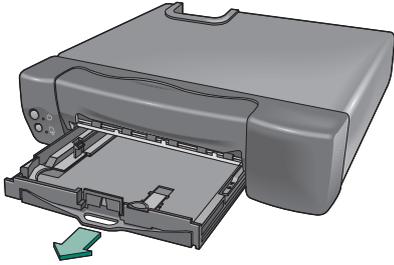
2. Push down the wire lever to release the printer cartridge from the cradle.



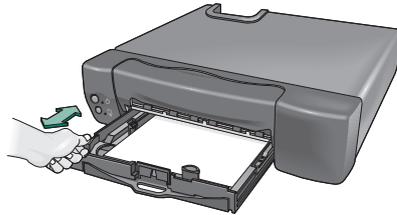
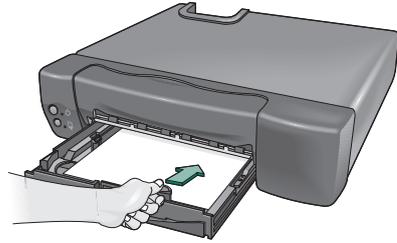
3. Follow steps 3 through 6 in "Installing the Print Cartridges" to install new print cartridges.

Inserting Paper and Printing a Test Page

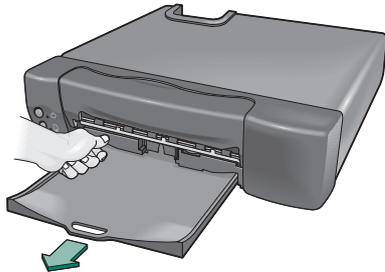
1. Pull out the In tray and insert a stack of paper.
 - In tray capacity: 100 sheets
 - Out tray capacity: 50 sheets



2. Adjust the paper length and width guides so that they fit snugly against the edges of the paper.



3. Push in the tray. Pull out the Out tray until it is fully extended to catch the paper as it is printed.



4. Press and hold down the **Power** button.
5. Press the **Resume** button once, then release the **Power** button.

A test page prints, verifying that the printer is set up correctly.

If the Test Page Does Not Print

1. Verify that the print cartridges are correctly installed.
2. Verify that the printer is connected to the power source and turned on.
3. Repeat steps 4 and 5 in "Inserting Paper and Printing a Test Page."

If the test page does not print, see "HP Customer Care" for help.

Registering the Printer

It is important to register your printer to receive these benefits:

- Faster expert technical support
- Early notice of product and software upgrades
- Exclusive online tips and tricks

Register your printer by going to the following Website:

www.interactive.hp.com/hho/

Select the **Registration & Profiling** option and follow the onscreen instructions to register your printer.

If the set top box does not allow you to browse the Internet, access the Website using a computer or other Web access tool.

Note You will need the printer's 10 character serial number located on the back of the printer. Write your printer's serial number here for future reference:

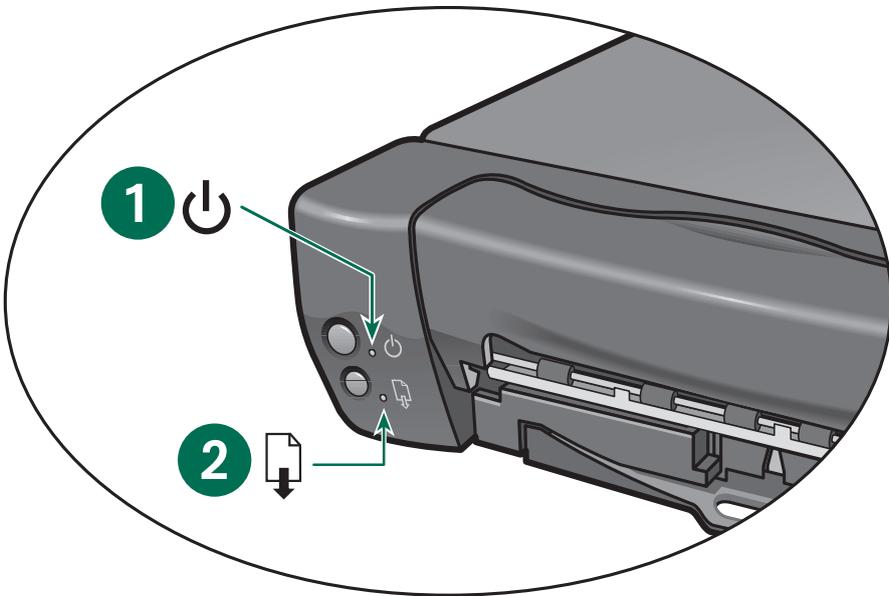
Printing

Printing Information from the Internet

Follow the instructions provided with the set top box to print screens or Website content.

Buttons and Lights

There are two buttons and two lights on the front of the printer. The buttons are used to control the printer. The lights indicate if the printer is operating correctly or if it needs maintenance. See the instructions following the graphic for what to do if the lights are on, blinking, or off.



1. Power light 2. Resume light

What to Do if...

Power light is off

Resume light is off

Press the **Power** button to turn on the printer.

Power light is on

Resume light is off

Send a document to the printer. The printer is in the ready-to-print state.

Power light is blinking

Resume light is off

No action is needed. This indicates that either the computer is sending a document to the printer or the printer is currently printing another document.

Power light is on

Resume light is blinking

If you recently installed a print cartridge, verify that:

- the vinyl tape has been removed from the cartridge
- the cartridge is securely inserted into the cradle
- the arrow on the print cartridge is aligned with the dots on the top of the print cartridge cradle.

If the Power light remains on and the Resume light continues to blink, try these solutions:

1. Close the front cover of the printer if it is open.
2. Verify that the In tray contains paper and that the paper is correctly placed in the tray.
3. Press the **Resume** button to clear the error condition. Look at your television screen for any error messages or corrective action instructions.

Power light is blinking

Resume light is blinking

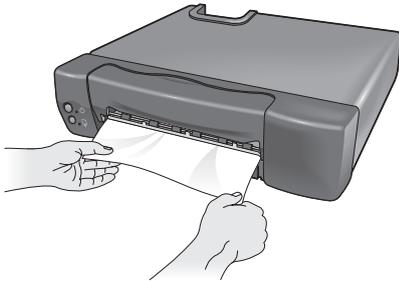
1. Press the **Power** button to turn off the printer. Follow the instructions provided with your set top box to cancel any documents waiting to print.
2. Press the **Power** button to turn on the printer. If the problem is not corrected:
 - press the **Power** button to turn the printer off.
 - unplug the printer.
 - plug the printer back in and press the **Power** button to turn it on.

Solving a Problem

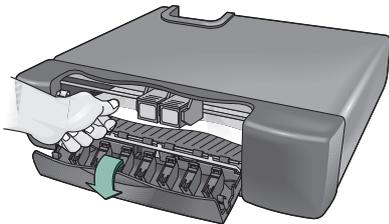
Clearing Paper Jams

When a paper jam occurs, the **Power** and **Resume** lights alternately blink. Follow these instructions to clear a paper jam:

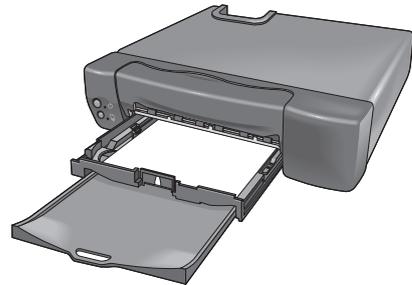
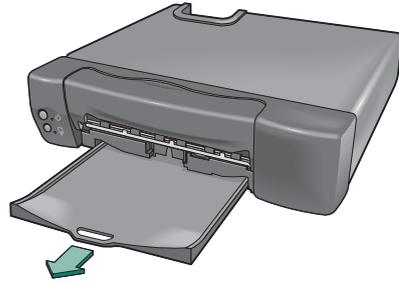
1. Turn off the printer.
2. Gently remove the jammed paper.
If the paper cannot be removed, then go to step 3.



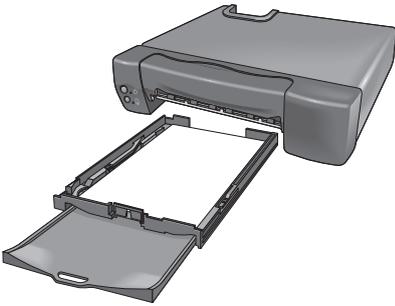
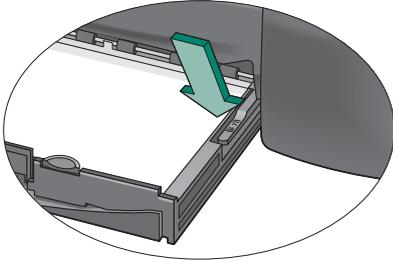
3. Open the front cover and gently remove the jammed paper.
If the paper cannot be removed, then go to step 4.



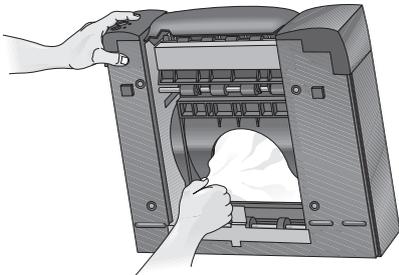
4. Pull out the Out tray until it is fully extended, then pull out the In tray.



5. Press the lever on the right side of the paper tray pan to remove both the In and Out trays from the printer.



6. Lift the printer to inspect the open portion on the bottom of the printer. Remove any jammed paper from the opening.



7. Replace the paper trays and press the **Power** button to turn on the printer.
8. Press the **Resume** button to continue printing or follow the instructions provided with your set top box to cancel the print job.

Page Does Not Print

Try these solutions:

- **Be patient.** Complex documents, such as color photographs, take time to print. If the light is blinking, the printer is processing information.
- **Power.** Verify that the printer is on (the Power light on the front of the printer should be lit) and that all connections are secure.
- **Cover.** Verify that the front cover of the printer is closed.
- **Paper.** Verify that the paper is inserted correctly in the In tray.
- **Print cartridges.** Verify that the print cartridge cradle contains properly installed cartridges which have the correct HP part number.
- **Printer not responding.** Verify that the cable connections are secure. HP strongly recommends using an IEEE 1284 compliant cable when using a parallel cable.

The Resume Light Continues to Blink

If the **Resume** light continues to blink and the print cartridge cradle does not move to the right side of the printer, try these solutions:

- Remove and reinstall the print cartridges. Verify that the print cartridges are in the print cartridge cradle before you push them forward into position.
- Verify that no obstruction prevents the print cartridge cradle from moving freely on the rod.
- Verify that the vinyl tape has been removed from each of the print cartridges.

If the problem persists, see “HP Customer Care” for help.

A Blank Page Prints

Try these solutions:

- **Tape.** Verify that the vinyl tape has been removed from each of the print cartridges.
- **Ink.** Replace the cartridges if they are empty.

Meaningless Characters Print

If meaningless characters are printing on the page, the HP e-printer may have lost connection with the Internet.

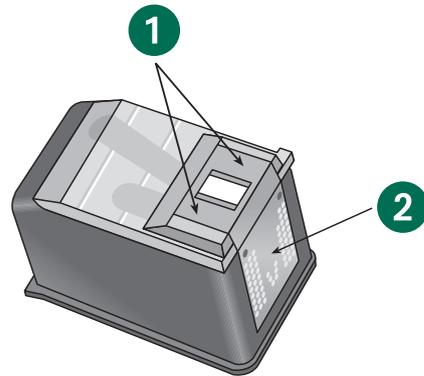
1. Verify that all cables are securely attached.
2. Turn off the HP e-printer.
3. Follow the instructions provided with your set top box to cancel the print job.
4. Press the **Power** button to turn on the printer.

If the problem persists, see “HP Customer Care” for help.

The Print Quality is Poor

Try these solutions:

- **Printer placement.** HP recommends that you place your printer on a solid, sturdy surface—such as a small table or a shelf in an entertainment center. If you place your printer directly on top of your TV, the heat from the TV may cause the print cartridge ink to evaporate.
- **Print size.** Most text, like email and small text on Web pages, prints very well. As the text gets larger, it is converted to a graphic image which may be slightly fuzzy when printed.
- **Printing images or text from an Internet terminal on an HP e-printer.** Text and colors may look different than they appear on the screen when printed. When you print from an Interactive television, some images are automatically reformatted to give the best possible printout of the Web page.
- **Ink.** If ink is smeared or streaked, clean the nozzle plate and ink nozzles with a clean, lint-free cloth or cotton swab and distilled water.



1. Nozzle plate surrounding ink nozzles
2. Copper contacts

HP Customer Care

HP printers set the standard for quality and reliability, so you have made an excellent choice. If you need help, HP's award-winning Customer Care service and support is ready to provide expert advice on using your HP printer. They also can answer specific questions about any problems you may be having. Whether online or by phone, you will quickly find the support you need.

HP Customer Care OnLine

Click your way to a quick solution. HP Customer Care OnLine is a great place to go for information about HP printers. Get instant access to everything from helpful printing tips to the latest product and software updates—24 hours a day, seven days a week, at no cost to you.

Obtain information about the HP e-printer at the following Website:

<http://www.hp.com/go/support>

Use either:

- the set top box if it offers Web browsing
- other Web access tools

HP Customer Care User Forums

Check out HP's online user forums. They are friendly and informative. Review existing messages left by other HP users to find the answers you need. You also can post your questions, then check back later for ideas and suggestions from knowledgeable users and system operators.

HP Customer Care by Email

If you have email access, contact HP via email and receive a personal reply from an HP Customer Care service technician. Responses are normally provided within 24 hours of receipt (excluding holidays). This is a great option for your non-urgent questions. To send an email, go to:

<http://contact.external.hp.com/support/static>

HP Customer Care Audio Tips (U.S. Only)

Call our toll-free, automated support line at (877) 283-4684 for fast and simple solutions to commonly asked HP printer questions.

HP Customer Care by Phone

Telephone support is provided to you free of charge within one year from the date of your purchase. Long-distance charges may apply if you are calling long distance. Before placing a call for help, confirm that:

- You have read the installation and troubleshooting tips in this guide
- You have checked HP Customer Care OnLine for product help
- You have called HP Customer Care Audio Tips (only in the U.S.), or our toll-free automated support line at (877) 283-4684

If you cannot solve the problem using the above resources, then call an HP service technician at (208) 344-4131 while you're in front of your HP e-printer. Before you call, locate the following information on the label attached to the back of the printer:

- The HP e-printer serial number
- The HP e-printer part number

After the Free Phone Support Period

After the one year of free phone support, you can continue to get help from HP for a fee. Prices are subject to change without notice. However, HP Customer Care OnLine help is always available at no cost.

- For calls in the United States that may last under 10 minutes, call (900) 555-1500. The cost is US\$2.50 per minute and will not exceed US\$25.
- For calls that may last longer than 10 minutes, or calls from Canada, dial (800) 999-1148. The cost is US\$25 per call, charged to VISA or MasterCard.
- If your HP e-printer is covered under the Limited Warranty period, and needs to be replaced or the print cartridge is defective, you will not be charged for phone support service. Limited Warranty information is printed at the end of this guide. However, regular long-distance charges may apply.

Printer Specifications

Product Number

C7801A

Print Quality

Black: 600 x 300 dpi

Color: 300 x 300 dpi

Print Speed

Black: 2.2 pages per minute

Color: 1.1 pages per minute

Compatibility

For a complete, up-to-date list of supported Internet terminals, go to:

<http://www.hp.com/go/tvprint>

Media Sizes

US letter 8.5 x 11 in. (216 x 279 mm)

A4 210 x 297 mm

Recommended Media Weight

Paper: 16 to 36 lb (60 to 135 g/m²)

Media Handling (Built-In Feeders)

In tray capacity: up to 100 sheets

Out tray capacity: up to 50 sheets

Reliability

20,000 hours MTBF 1000 pages per month maximum

Print Method

Plain paper drop-on-demand thermal inkjet printing

I/O Interface

Centronics parallel, IEEE 1284 compliant with 1284-B receptacle (cable not included)

USB (cable included)

Dimensions

16.0 in (406 mm) W x 4 in (102 mm)

H x 14.25 in (362 mm) D

Weight

11.6 lb (5.3 kg)

Power Requirements

Power modules: U.S.A., Canada
120V/60Hz

Power Consumption

2 watts maximum when off

4.5 watts maximum non-printing

14 watts maximum when printing

Operating Environment

Maximum operating temperature:

41 F (5 C) to 104 F (40 C)

Humidity:

10–80 percent RH non-condensing

Recommended operating conditions for best print quality:

59 F (15 C) to 95 F (35 C),

20–80 percent RH non-condensing

Storage temperature:

-40 F (-40 C) to 140 F (60 C)

Declared noise emissions in accordance with ISO 9296:

Sound Power: (1B =10dB) Normal mode: 6.3dB

Sound Pressure: (bystander positions)

Normal mode: 50dB

Replaceable Parts

Print cartridges:

Black C6634A #34

Color C6635A #35

Regulatory

Limited Warranty Statement

HP Product	Duration of Limited Warranty
Software	90 days
Ink cartridges	90 days
Printer	1 year

A. Extent of Limited Warranty

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

B. Limitations of Warranty

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

C. Limitations of Liability

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

D. Local Law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:

- a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
- b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
- c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

4. 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.

Energy Consumption

This printer was designed with energy conservation in mind. This printer averages 4 watts in stand-by mode. Not only does this save natural resources, but it also saves money without affecting the high performance of the printer.

This product qualifies for the ENERGY STAR Program (U.S. and Japan). ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products.



ENERGY STAR is a US registered service mark of the US EPA. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.

Energy Consumption in Off-Mode

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

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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:

- This device may not cause harmful interference, and
- 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

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 (B급 기기)

이 기기는 비업무용^ㄱ 전자파장해검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

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.



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