

quick help

hp deskjet 656c series printer

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learn about the printer

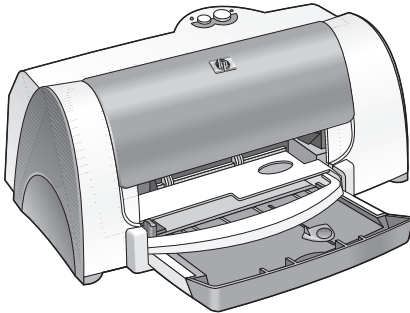
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- **notices and acknowledgments**
- **learning about printer features**
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introducing the hp deskjet 656c series printer

Congratulations! You have purchased an HP Deskjet 656c series printer which is equipped with the following features:

- Photo-cartridge printing for high quality photo printing
- Fold up paper tray for easy storage

HP printers are designed to help you get the best results for your printing needs. Read about these and other features in the following sections.



terms and conventions

The following terms and word conventions are used in *quick help*.

terms

The HP Deskjet 656c series printer is referred to as the **HP Deskjet**, **the printer**, or **hp deskjet 656c**.

symbols

The > symbol guides you through a series of software steps.
For example:

Click **Start** > **Programs** > **hp deskjet 656c series** > **hp deskjet 656c series Toolbox** to open the HP Deskjet Toolbox.

cautions and warnings

A **Caution** indicates the possible chance of damage to the HP Deskjet 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.

A **Warning** indicates the possible chance of harm to yourself or to others. For example:



Warning! Keep print cartridges out of the reach of children.

icons

A **Note** icon indicates that additional information is provided. For example:



For best results use HP products.

A **Mouse** icon indicates that additional information is available through the **What's This?** help feature.



To find more information about options on each tab screen, point to an option and click the right mouse button to display the **What's This?** dialog box. Click **What's This?** to view more information about the selected option.

notices and acknowledgments

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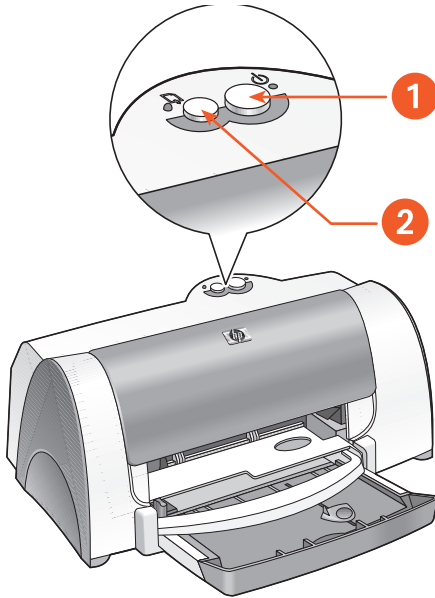
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learning about printer features

buttons and lights

The printer buttons are used to turn the printer on and off or to resume printing. The lights give you visual cues about the status of the printer.



1. power button and light 2. resume button and light

resume button and light

The light on the **Resume** button flashes when an action is required such as loading paper or clearing a paper jam. When the problem is corrected, press the **Resume** button to continue printing.

power button and light

The **Power** button turns the printer on and off. The green light on the **Power** button flashes when printing is in progress.

Caution! 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.

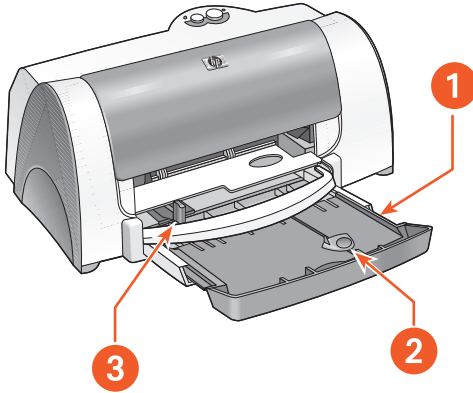
paper trays

The printer has an In tray and an Out tray. Place paper or other media in the In tray for printing. Printed pages are deposited in the Out tray.

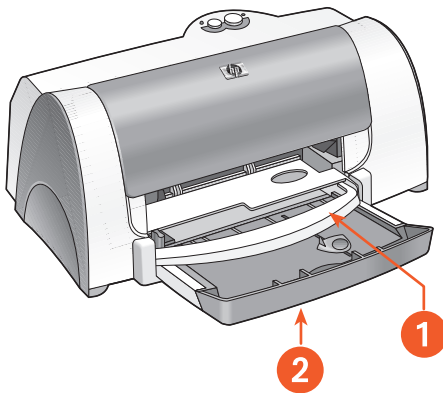
using paper trays

In tray

The In tray holds paper or other media to be printed.



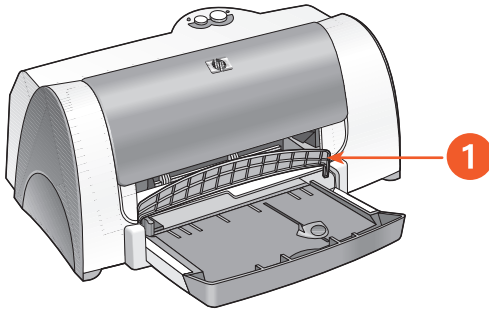
1. In tray pulled out 2. paper length guide 3. paper width guide



1. Out tray 2. In tray pushed in

out tray

Change the position of the Out tray for different printing tasks.



1. Out tray up

Out tray up - Raise the tray to properly load paper.

Out tray down - Leave the tray in the down position for most types of printing and single envelope printing.

printing

The printer is controlled by software installed on the computer. The printer software, also called a printer driver, provides dialog boxes to communicate print requests to the printer.

printing in Windows 98, Me, and 2000

Follow these instructions to print in Windows 98, Me, and 2000:

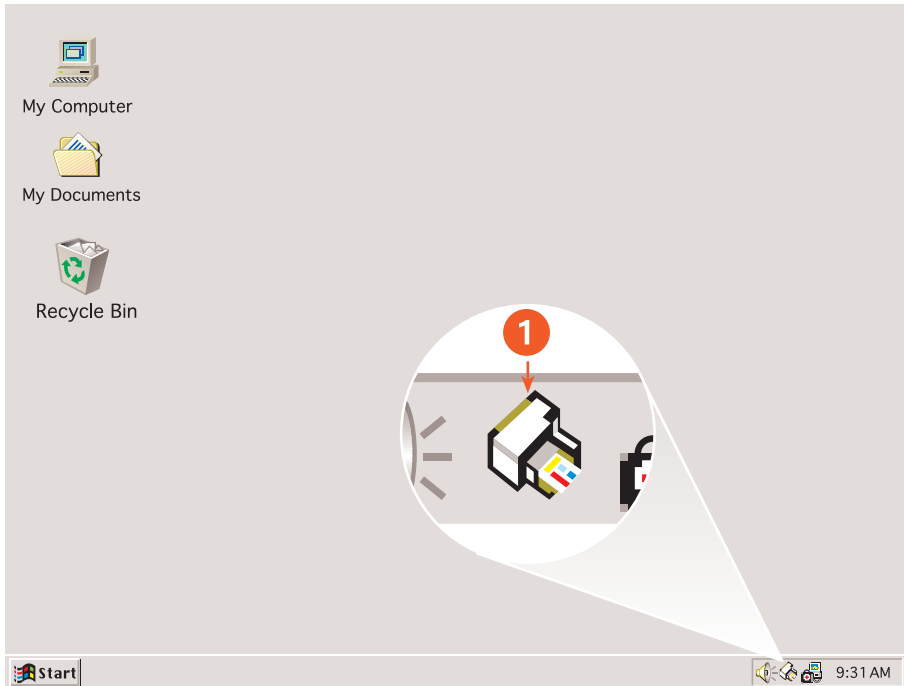
1. Open the file you want to print.
2. Use one of the following methods to display the Properties screen:
 - Click **File > Print**, then select **Properties**.
 - Click **File > Print Setup**, then select **Properties**.
 - Click **File > Print > Setup**, then select **Properties**.
3. Select the **Setup** tab to choose print quality options, paper type, paper size, and photo paper printing.
4. Select the **Features** tab to choose page orientation, two-sided printing, multiple pages per sheet, and poster printing.
5. Select the **Advanced** tab to choose color options for text, ink volume, and to make color and contrast adjustments.
6. Click **OK** to return to the Print or Print Setup screen.
7. Click **OK** to print.



To find more information about options on each tab screen, point to an option and click the right mouse button to display the **What's This?** dialog box. Click **What's This?** to view more information about the selected option.

using the taskbar icon

The Printer Settings taskbar icon allows you to change default print settings.



1. Printer Settings taskbar icon

opening the properties dialog box

1. Double-click the **Printer Settings** taskbar icon.
The Properties dialog box appears.
2. Select the available print options.
3. Click **OK**.

changing print options in the default print settings dialog box

1. Click the **Printer Settings** taskbar icon.
The Default Print Settings dialog box appears. It allows you to change the default print quality.
2. Select the following options:
 - **Print Quality: Draft, Normal, or Best**
3. Click outside of the dialog box.
A dialog box appears saying that the selections made determine what print settings the printer will use when printing. Select **Don't show me this message again** to eliminate this message in the future.
4. Click **OK**.

using printer settings taskbar icon shortcuts

1. Right-click the **Printer Settings** taskbar icon.
A shortcut menu appears displaying the names of installed printers. A check mark appears next to the selected printer. You can select another printer from the menu to change the default printer.
2. Choose one of these options:
 - **Change Default Print Settings** to open the Properties dialog box.
 - Click **Open Toolbox** to open the HP Deskjet Toolbox.
 - Click **Exit** to turn off the **Printer Settings** taskbar icon.

See also:

[the hp deskjet toolbox](#)

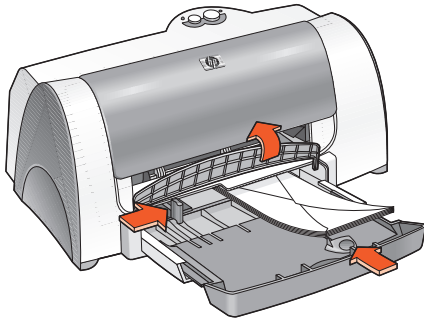
printing on paper and other media

- envelopes
- transparencies
- labels
- business cards, index cards, and other small media
- photographs
- greeting cards
- posters
- iron-on transfers
- manual two-sided printing

envelopes

preparing to print

1. Slide out both paper guides and remove all paper from the In tray.
2. Place no more than 15 envelopes—with the flap side on the right and facing up—in the right side of the In tray.
3. Push the envelopes forward until they stop.
4. Slide the paper width guide and the paper length guide against the envelopes.



printing the envelopes

If your software program includes an envelope-printing feature, do not follow these instructions. Follow the instructions provided by the software program.

1. Open the file you want to print.
2. Use one of the following methods to display the Properties dialog box:
 - Click **File > Print**, then select **Properties**.
 - Click **File > Print Setup**, then select **Properties**.
 - Click **File > Print > Setup**, then select **Properties**.

The Properties dialog box appears.

3. Select the **Setup** tab, then choose the following:
 - **Print Quality:** **Normal**
 - **Paper Type:** **Plain Paper**
 - **Paper Size:** Appropriate envelope size
4. Select the **Features** tab, then choose the following:
 - **Orientation:** Appropriate envelope orientation
 - **Two-Sided Printing:** Unchecked
5. Click **OK** to return to the Print or Print Setup screen.
6. Click **OK** to print.

printing guidelines

- Never place more than 15 envelopes in the In tray at one time.
- Align the envelope edges before inserting them.
- Avoid using envelopes that have clasps or windows.
- Avoid using envelopes that are shiny or embossed; envelopes with thick, irregular, or curled edges; or envelopes that are wrinkled, torn, or otherwise damaged.

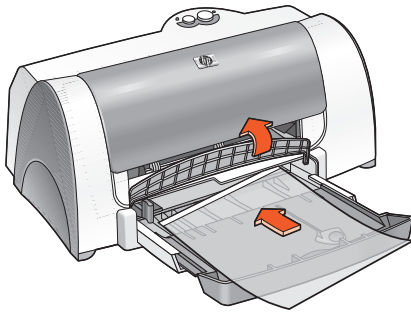


For best results use HP products.

transparencies

preparing to print

1. Slide out both 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. Place no more than 25 transparency sheets in the In tray with the rough side down and the adhesive strip toward the printer.



4. Push the transparencies forward until they stop.
5. Slide the paper guides snugly against the transparency paper.

printing transparencies

1. Open the file you want to print.
2. Use one of the following methods to display the Properties dialog box:
 - Click **File** > **Print**, then select **Properties**.
 - Click **File** > **Print Setup**, then select **Properties**.
 - Click **File** > **Print** > **Setup**, then select **Properties**.

The Properties dialog box appears.

3. Select the **Setup** tab, then choose the following:
 - **Print Quality:** **Draft**, **Normal**, or **Best**
 - **Paper Type:** Appropriate transparency paper
 - **Paper Size:** Appropriate size
4. Select the **Features** tab, then choose the following:
 - **Orientation:** Appropriate orientation
 - **Two-Sided Printing:** Unchecked
5. Click **OK** to return to the Print or Print Setup screen.
6. Click **OK** to print.

printing guidelines

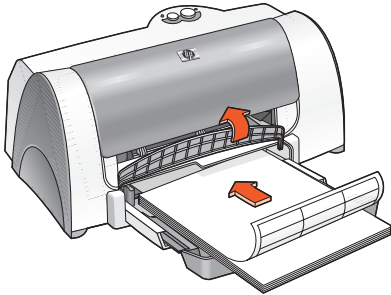


For best results use **hp premium inkjet transparency film**.

labels

preparing to print

1. Slide out both paper guides, then empty the In tray.
2. Insert 5 sheets of plain paper in the In tray.
3. Fan the edges of the label sheets to separate them, then align the edges.
4. Load no more than 20 label sheets—label side down— on top of the plain paper in the In tray.
5. Slide the paper guides snugly against the sheets.



printing labels

1. Open the file you want to print.
2. Use one of the following methods to display the Properties dialog box:
 - Click **File > Print**, then select **Properties**.
 - Click **File > Print Setup**, then select **Properties**.
 - Click **File > Print > Setup**, then select **Properties**.The Properties dialog box appears.

3. Select the **Setup** tab, then choose the following:
 - **Print Quality:** **Normal**
 - **Paper Type:** The appropriate paper type
 - **Paper Size:** Choose **A4** or **Letter (8.5 x 11 in)**
4. Select the **Features** tab, then choose the following:
 - **Orientation:** Appropriate orientation
 - **Two-Sided Printing:** Unchecked
5. Click **OK** to return to the Print or Print Setup screen.
6. Click **OK** to print.

printing guidelines

- Use only paper labels that are designed specifically for inkjet printers.
- Never place more than 20 sheets of labels in the In tray at one time.
- Use only full sheets of labels.
- Verify that the labels are not sticky, wrinkled, or pulling away from the protective backing.
- Do not use plastic or clear labels. The ink will not dry on plastic or clear labels.

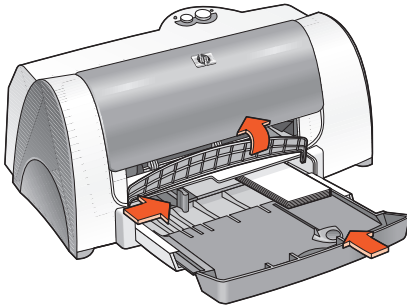


For best results use HP products.

business cards, index cards, and other small media

preparing to print

1. Slide out both paper guides and remove all paper from the tray.
2. Open the printer cover.
3. Reach through the opening in the right side of the Out tray, then lift up the card guide.
4. Close the printer cover.
5. Place no more than 30 cards in the In tray.
6. Slide the paper width guide snugly against the cards.



7. Slide the fine length guide snugly against the cards.

printing business cards, index cards, and other small media

1. Open the file you want to print.
2. Use one of the following methods to display the Properties dialog box:
 - Click **File > Print**, then select **Properties**.
 - Click **File > Print Setup**, then select **Properties**.
 - Click **File > Print > Setup**, then select **Properties**.

The Properties dialog box appears.

3. Select the **Setup** tab, then choose the following:
 - **Print Quality:** **Draft**, **Normal**, or **Best**
 - **Paper Type:** The appropriate paper type
 - **Paper Size:** Appropriate size
4. Select the **Features** tab, then choose the following:
 - **Orientation:** Appropriate orientation
 - **Two-Sided Printing:** Unchecked
5. Click **OK** to return to the Print or Print Setup screen.
6. Click **OK** to print.

printing guidelines

If an **out of paper** message appears, verify that the media is positioned properly in the In tray.



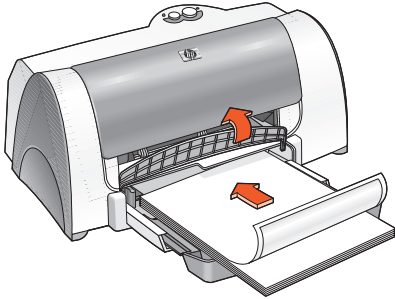
For best results use HP products.

photographs

preparing to print

1. With the printer turned on, open the top cover.
The print cradle moves to the center of the printer.
2. Pull the top of the black print cartridge towards you until it is released, then lift the cartridge from the cradle and place it in the print cartridge container.
3. Place the photo cartridge in the print cradle, then secure it into position.
If you are using a new photo cartridge, carefully remove the plastic tape from the copper contacts.
4. Close the top cover.
The print cradle returns to the home position in the side of the printer.
5. Slide out both paper guides and remove all paper from the In tray.
6. Fan the edges of the photo paper to separate them, then align the photo paper edges.

7. Place the stack of photo paper—up to 3/8 in. (10mm) in thickness—printable side down in the tray.
8. Slide the paper guides snugly against the edges of the photo paper.



9. Align the print cartridges (see [aligning print cartridges](#)).

printing photographs

1. Open the file you want to print.
2. Use one of the following methods to display the Properties dialog box:
 - Click **File > Print**, then select **Properties**.
 - Click **File > Print Setup**, then select **Properties**.
 - Click **File > Print > Setup**, then select **Properties**.

The Properties dialog box appears.

3. Select the **Setup** tab, then choose the following:
 - **Print Quality:** **Normal** or **Best**
 - **Paper Type:** The appropriate photo paper type
 - **Photo Paper Printing:**
 - **PhotoREt** for best print speed and quality, or
 - **600 x 1200 dpi** for maximum resolution
 - **Paper Size:** Appropriate paper size
 - **HP Photo Cartridge:** Check this box
4. Select the **Features** tab, then choose the following:
 - **Orientation:** Appropriate orientation
 - **Two-Sided Printing:** Unchecked
5. Click **OK** to return to the Print or Print Setup screen.
6. Click **OK** to print.
7. After you have finished printing photographs, remove the photo cartridge from the printer and install the black cartridge.

printing guidelines

- Take a digital picture, scan a photo, or obtain an electronic file of the photo from your local camera shop. The photo must be in an electronic format (digital) before it can be printed.
- Use PhotoREt for most photo paper printing.
- Select the paper type, then select the appropriate paper size from the drop-down menu.



For best results use **hp premium plus photo paper** or **hp premium photo paper**.

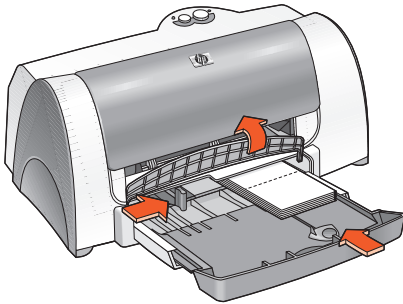
See also:

[problems with printouts](#)

greeting cards

preparing to print

1. Slide out both paper guides and remove all paper from the tray.
2. Open the printer cover.
3. Reach through the opening in the right side of the Out tray, then lift up the card guide.
4. Close the printer cover.
5. Place no more than 30 cards in the In tray.
6. Slide the paper width guide snugly against the cards.



7. Slide the colored fine length guide snugly against the cards.

printing greeting cards

1. Open the file you want to print.
2. Use one of the following methods to display the Properties dialog box:
 - Click **File > Print**, then select **Properties**.
 - Click **File > Print Setup**, then select **Properties**.
 - Click **File > Print > Setup**, then select **Properties**.

The Properties dialog box appears.

3. Select the **Setup** tab, then choose the following:
 - **Print Quality:** **Draft**, **Normal**, or **Best**
 - **Paper Type:** The appropriate paper type
 - **Paper Size:** Appropriate size
4. Select the **Features** tab, then choose the following:
 - **Orientation:** Appropriate orientation
 - **Two-Sided Printing:** Unchecked
5. Click **OK** to return to the Print or Print Setup screen.
6. Click **OK** to print.

printing guidelines

- Unfold pre-folded cards, then place them in the In tray.
- If an **out of paper** message appears, verify that the media is positioned properly in the In tray.



For best results use HP products.

See also:

[manual two-sided printing](#)

posters

preparing to print

1. Place the paper in the In tray.
2. Slide the paper guides snugly against the paper.

printing posters

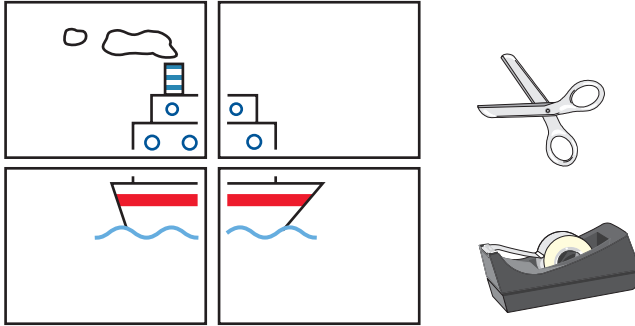
1. Open the file you want to print.
2. Use one of the following methods to display the Properties dialog box:
 - Click **File > Print**, then select **Properties**.
 - Click **File > Print Setup**, then select **Properties**.
 - Click **File > Print > Setup**, then select **Properties**.

The Properties dialog box appears.

3. Select the **Setup** tab, then choose the following:
 - **Paper Type:** **Plain Paper**
 - **Print Quality:** **Normal**
 - **Paper Size:** Appropriate size
4. Select the **Features** tab, then choose the following:
 - **Orientation:** Appropriate orientation
 - **Poster Printing:** Select this option then select **2x2**, **3x3**, or **4x4**
 - **Two-Sided Printing:** Unchecked
5. Click **OK** to return to the Print or Print Setup screen.
6. Click **OK** to print.

printing guidelines

Trim the edges on the sheets, then tape the sheets together after printing.



For best results use HP products.

iron-on transfers

preparing to print

1. With the printer turned on, open the top cover.
The print cradle moves to the center of the printer.
2. Pull the top of the black print cartridge towards you until it is released, then lift the cartridge from the cradle and place it in the print cartridge container.
3. Place the photo cartridge in the print cradle, then secure it into position.
If you are using a new photo cartridge, carefully remove the plastic tape from the copper contacts.
4. Close the top cover.
The print cradle returns to the home position in the side of the printer.
5. Slide out both paper guides and remove all paper from the tray.
6. Fan the edges of the iron-on transfer paper to separate them, then align the edges.
7. Place the iron-on transfer paper in the tray with the printable side down.
8. Slide the paper guides snugly against the transfer paper.
9. Align the print cartridges (see [aligning print cartridges](#)).

printing iron-on transfers

If your software program includes an iron-on transfer feature, do not follow these instructions. Follow the instructions provided by the software program.

1. Open the file you want to print.
2. Use one of the following methods to display the Properties dialog box:
 - Click **File > Print**, then select **Properties**.
 - Click **File > Print Setup**, then select **Properties**.
 - Click **File > Print > Setup**, then select **Properties**.

The Properties dialog box appears.

3. Select the **Setup** tab, then choose the following:
 - **Paper type:** **hp iron-on t-shirt transfers**
 - **Print Quality:** **Normal** or **Best**
 - **Paper Size:** **A4 (210 x 297 mm)** or **Letter (8.5 x 11 in.)**
 - **HP Photo Cartridge:** Check this box
4. Select the **Features** tab, then choose the following:
 - **Orientation:** Appropriate orientation
 - **Two-Sided Printing:** Leave this box unchecked
 - **Mirror Image:** Check this box
If the software program you are using automatically prints a mirror image, then do not check this box.
5. Click **OK** to return to the Print or Print Setup screen.
6. Click **OK** to print.
7. After you have finished printing iron-on transfers, remove the photo cartridge from the printer and install the black cartridge.

printing guidelines

When you print a transfer with a mirror-image, the text and pictures are horizontally reversed from what appears on the computer screen.



For best results use **hp iron-on t-shirt transfer paper**.

manual two-sided printing

preparing to print

1. Place paper in the In tray.
2. Slide the paper guides snugly against the edges of the paper.

printing manually

1. Open the file you want to print.
2. Use one of the following methods to display the Properties dialog box:
 - Click **File > Print**, then select **Properties**.
 - Click **File > Print Setup**, then select **Properties**.
 - Click **File > Print > Setup**, then select **Properties**.

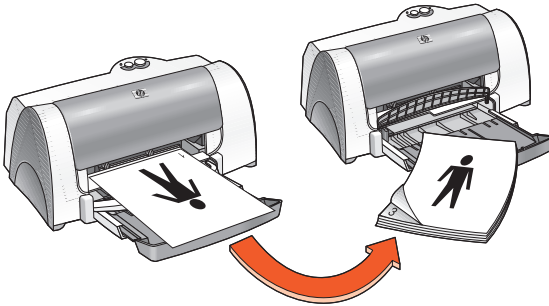
The Properties dialog box appears.

3. Select the **Setup** tab, then choose the following:
 - **Print Quality**: Appropriate print quality
 - **Paper Type**: Appropriate paper type
 - **Paper Size**: Appropriate size
4. Select the **Features** tab, then choose the following:
 - **Orientation**: Appropriate orientation
 - **Two-Sided Printing**: Check this box
 - **Book** or **Tablet**: Select the appropriate option
5. Click **OK** to return to the Print or Print Setup screen.

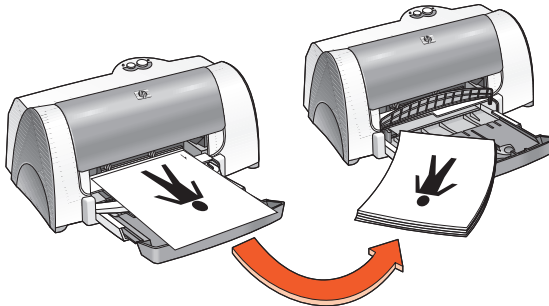
6. Click **OK** to print.

The odd-numbered pages print. Follow the instructions displayed on your screen to reload the paper and print the even-numbered pages

Please note that this process does not involve two printers. The graphics below illustrate the printed pages being loaded into the same printer.



book binding



tablet binding

7. Click **Continue** when the paper is properly reloaded.

printing guidelines

- The printer automatically prints odd-numbered pages first. Once the odd-numbered pages are printed, a message appears prompting you to reload the paper so that the even-numbered pages can be printed.



For best results use HP products.

special features

- photo cartridge printing

photo cartridge printing

The printer can use a special photo cartridge for high quality photo printing.

For photo printing instructions, see [photographs](#).

See also:

[replacing a print cartridge](#)


[print cartridge part numbers](#)

product maintenance

- replacing a print cartridge
- aligning print cartridges
- automatically cleaning print cartridges
- manually cleaning print cartridges and the print cradle
- cleaning the printer case
- refilling print cartridges
- maintaining print cartridges
- print cartridge part numbers
- the hp deskjet toolbox

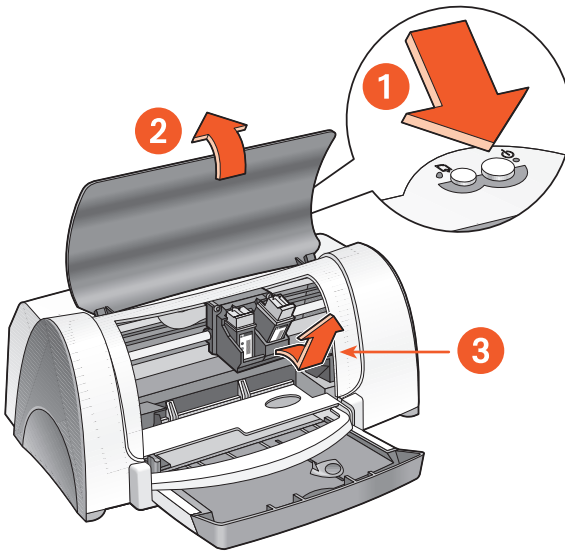
replacing a print cartridge

Before buying replacement print cartridges, verify the correct part numbers.

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

To replace a print cartridge:

1. Press the **Power** button to turn on the printer.
2. Open the top cover.
The cradle moves to the center of the printer.
3. Lift the print cartridge out of the print cartridge cradle.

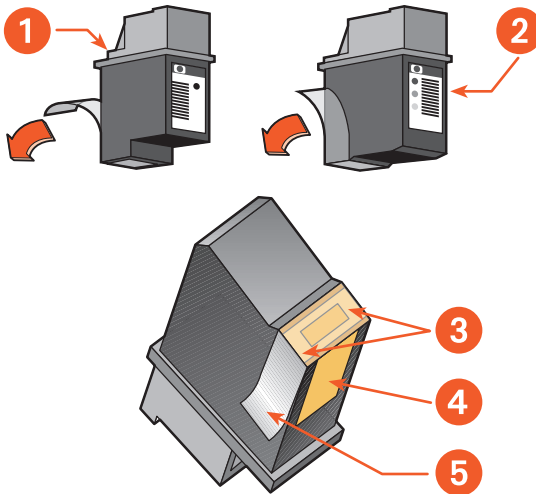


1. press power button 2. open top cover 3. lift out cartridge

4. Do one of the following:

- **If the cartridge is not new:** Remove it from where you have stored it.
- **If the cartridge is new:** Remove it from the packaging, then carefully remove the plastic tape.

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. Do not remove the copper strips. They are required electrical contacts.



1. black cartridge 2. tri-color cartridge 3. ink nozzles 4. copper contacts—do not touch or remove the copper contacts 5. plastic tape—remove only the plastic tape

For print cartridge part numbers, see [print cartridge part numbers](#).

5. Holding the print cartridge vertically with the copper contacts toward the rear of the printer, push the print cartridge down into the cradle, then tilt it forward until it secures into place.
6. Close the top cover.

After installing a new print cartridge, align the printer cartridges to ensure the best print quality.

hp inkjet product recovery program

HP is committed to providing environmental solutions for our Inkjet products. Empty Inkjet products can be returned to HP for material recycling and energy recovery.

Call toll-free (888) 447-0145 or visit HP's Website to request a postage paid envelope for returning empty Inkjet products.

In no event shall Hewlett-Packard Company be liable for any incidental, consequential, special, indirect, punitive, or exemplary damages or lost profits from any breach of these warranties or otherwise.

See also:

[aligning print cartridges](#)

[print cartridge part numbers](#)

aligning print cartridges

After installing a print cartridge, align the print cartridges to ensure the best print quality.

Aligning the print cartridges takes about two minutes to complete and requires you to examine two test pages.

To align print cartridges:

1. Insert plain white paper in the printer's In tray.
2. Open the HP Deskjet Toolbox.
3. Click the **Align the Print Cartridges** button.

Follow the onscreen instructions.

automatically cleaning print cartridges

If your printed pages are missing lines or dots, or they contain ink streaks, the print cartridges may need to be cleaned.

Print cartridges are cleaned automatically using the following procedure:

1. Insert plain white paper into the printer's In tray.
2. Open the HP Deskjet Toolbox.
3. Select **Clean the Print Cartridges** and follow the on-screen directions.



If you have questions about the cleaning feature, point to the Clean the Print Cartridge option and click the right mouse button to display the **What's This?** dialog box. Click **What's This?** for more information.

If the print quality improves, but is still not acceptable, repeat the above procedure.

If your printouts are still missing lines or dots after cleaning, the ink level may be low in one or both of the print cartridges. If so, a print cartridge may need to be replaced.

If ink streaks still appear on your printouts after cleaning, the print cartridges and print cartridge cradle may need to be cleaned manually.



Only clean print cartridges when it is necessary. Unnecessary cleaning wastes ink and shortens the life of the cartridge.

See also:

[the hp deskjet toolbox](#)

[manually cleaning print cartridges and the print cradle](#)

[replacing a print cartridge](#)

[cleaning the printer case](#)

manually cleaning print cartridges and the print cradle

If the printer is used in a dusty environment, a small amount of debris may accumulate inside the case. This debris can include dust, hair, carpet, or clothing fibers. When it gets on the print cartridges and cradle, it can cause ink streaks and smudges on printed pages. Ink streaking is easily corrected by manually cleaning the cartridges and cradle.

gathering cleaning supplies

You will need the following items to clean the print cartridges and cradle:

- Distilled, filtered, or bottled water. Tap water contains contaminants that damage print cartridges.
- Cotton swabs or other soft, lint-free material that will not stick to the cartridges.
- Scrap paper or a paper towel on which to set the print cartridges while you are working.

Be careful not to get ink on your hands or clothing as you clean.

preparing to clean

Remove the print cartridges from the printer before cleaning.

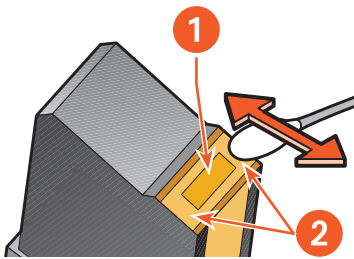
1. Press the **Power** button to turn on the printer, then raise the top cover. The print cradle moves to the center of the printer.
2. Disconnect the power cord from the back of the printer.

3. Remove the print cartridges and place them on a piece of paper with the ink nozzle plate facing up.
Do not leave the cartridges outside the printer for more than 30 minutes.

Caution! Do not touch the print cartridge ink nozzles or copper contacts. Do not remove the copper strips.

cleaning print cartridges

1. Dip the end of a clean cotton swab into the distilled water and remove any excess water.
2. Clean the face and edges of the print cartridge with the swab, as shown in the following illustration.
Do not wipe the nozzle plate.



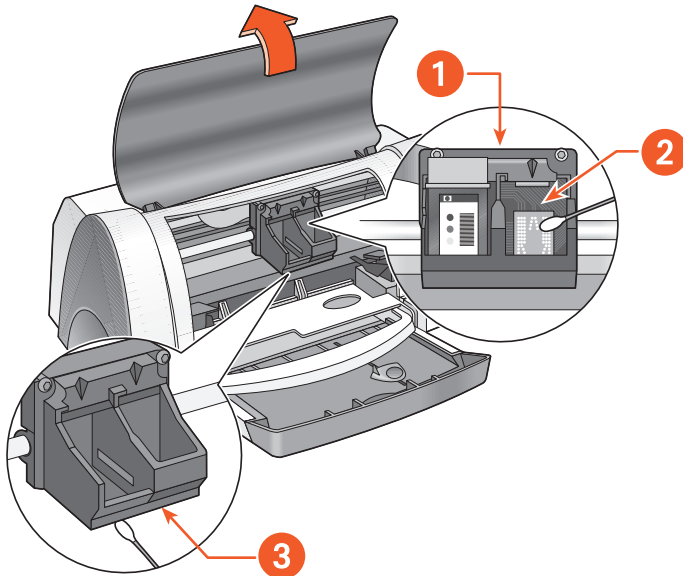
1. nozzle plate 2. clean these areas

3. Inspect the face and edges of the print cartridge for fibers.
Repeat steps 1 and 2 above if fibers are still present.

cleaning the print cradle

If you use the dual-cartridge printing option after printing with only one cartridge, you may need to clean the back plate of the unused compartment. To clean the print cradle:

1. Dip the end of a clean cotton swab into the distilled water and remove any excess water.
2. Wipe the compartment's back plate.
Repeat this process until no ink residue appears on a clean swab.
3. Wipe the underside of the print cartridge cradle walls.
Repeat this process until no ink residue appears on a clean swab.



1. print cartridge cradle 2. right compartment back plate 3. cradle wall

cleaning the service station

1. Dip the end of a clean cotton swab into the distilled water and remove any excess water.
2. Clean the rim of the sponge holder.
3. Remove any ink and fibers from the top of the sponge. If the sponge is higher than the rim, use the cotton swab to push it below the rim.
4. Gently wipe the wipers and top surface of the caps.

after cleaning

1. Reinsert the print cartridges and close the printer's top cover.
2. Reconnect the power cord to the back of the printer, then press the **Power** button to turn on the printer.
3. Print a test page from the HP Deskjet Toolbox by selecting **Print a Test Page**.
4. Repeat the cleaning procedure if smeared ink still appears on the printouts.

See also:

[aligning print cartridges](#)
[the hp deskjet toolbox](#)

cleaning the printer case

The printer ejects ink onto paper in a fine mist, and small amounts of ink may be deposited on the printer case over time. Follow these guidelines when cleaning the outside of the printer:

- Use a soft damp cloth to remove dust, smudges, stains, and spilled ink from the printer case exterior. Use water only. Do not use household cleaners or detergents.
- Do not lubricate the rod on which the print cartridge cradle moves. It is normal to hear noise as the cradle moves back and forth on the rod when the printer is new. The noise decreases with use.



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

refilling print cartridges

Do not refill HP print cartridges. Refilling print cartridges causes the electronic and mechanical components of the print cartridge to exceed their normal life cycle. It also creates many potential problems, such as:

- **Poor print quality.** Non-HP inks can contain elements that clog the cartridge nozzles and cause inconsistent print quality. Non-HP inks can also contain elements that corrode the cartridges' electrical components, resulting in poor printouts.
- **Potential damage.** Ink from a refilled cartridge can leak onto the electrical components in the printer. This can cause severe printer damage, resulting in downtime and repair costs.

Caution! Damage that results from modifying or refilling HP print cartridges is specifically excluded from HP printer's warranty coverage.

To get the best performance from your printer, use only genuine, factory-filled HP print cartridges.

See also:

[print cartridge part numbers](#)

maintaining print cartridges

The following tips will help maintain HP print cartridges and ensure consistent print quality:

- Keep all print cartridges in their sealed packages until they are needed. Print cartridges should be stored at room temperature (60–78 degrees F or 15.6–26.6 degrees C).
- If print cartridges have been removed from their sealed packages and not used, store the cartridges in an HP storage container. Do not allow anything to touch the nozzles.
- If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape will damage the print cartridge.
- Once print cartridges are installed in the printer, leave them in the print cartridge cradle unless they are being manually cleaned. This prevents ink from evaporating or clogging the print cartridges.

Caution! Do not unplug the printer until printing is complete, the print cartridge cradle returns to the home position on the right side of the printer, and the printer has been turned off. Print cartridges dry out if not stored in the home position.

print cartridge part numbers

When replacing print cartridges for your printer, buy print cartridges with the following part numbers:

- **Black:** HP No. 20 (C6614 Series)
- **Tri-color:** HP No. 49 (51649 Series)
- **Photo:** C1816A Series

the hp deskjet toolbox

The HP Deskjet Toolbox contains a number of useful tools to calibrate the printer, clean the print cartridges, print a test page, and print a diagnostics page.

To open the HP Deskjet Toolbox:

- Click **Start > Programs > hp deskjet 656c series > hp deskjet 656c series Toolbox**.

OR

- Right-click the Printer Settings Taskbar icon and select **Open Toolbox**.



To find out more about HP Deskjet Toolbox utilities, open the Toolbox, point to an option, and click the right mouse button to display the **What's This?** dialog box. Click **What's This?** for information about the tool selected.

solve a problem

- printer lights are flashing
- printer is not printing
- printer is too slow
- problems with printouts

printer is not printing

paper does not come out of the printer

Follow these instructions to correct the problem.

check the printer

Verify the following:

1. The printer is connected to the power source.
2. The cable connections are secure.
3. The printer is turned on.
4. The media is correctly placed in the In tray.
5. The printer's top cover is closed.

check the printer lights

1. If the Print Cartridge Status light is blinking, lift the printer cover to verify that the print cartridges are properly installed.
For installation instructions, see [replacing a print cartridge](#).
2. If the **Power** light is blinking, the printer is in the process of printing.
3. If the **Resume** light is blinking, press the **Resume** button.

reinstall the printer software

See the quick start setup poster for more information.

paper jams

1. Remove the paper from the In and Out trays.
2. Press the **Resume** button on the front of the printer.
3. Open the printer cover, then remove any paper in the printer.
4. If you are printing labels, verify that a label did not become detached from the label sheet while passing through the printer.
5. Close the printer cover, the press the **Resume** button.
6. Print the document if the paper jam is cleared.

error messages appear when using a USB connection

the error message “there was an error writing to <name of usb port>” appears

The printer may not be receiving correct data from the other USB device or hub. Connect the printer directly to the USB port on the computer.

printer does not turn on

The printer may have drawn too much power.

1. Disconnect the power cord from the printer.
2. Wait approximately 10 seconds.
3. Reconnect the power cord to the printer.
4. Press the **Power** button to turn on the printer.

See also:

[printing](#)

If you continue to have problems, contact **HP Customer Care**.

printer lights are flashing

Flashing lights indicate the printer status.

power light is flashing

The printer may be receiving data and preparing to print. The light stops flashing when the printer has finished receiving data.

resume light is flashing

printer may be out of paper

1. Place paper in the In tray.
2. Press the **Resume** button on the front of the printer.

a paper jam may have occurred

1. Remove the paper from the In and Out trays.
2. Press the **Resume** button.
3. Open the top cover, then remove any paper in the printer.
If you are printing labels, verify that a label did not get stuck while going through the printer.
4. Close the printer cover, then press the **Resume** button.
5. Print the document if the paper jam is cleared.
6. Press the **Resume** button.

all lights are flashing

The printer may need to be restarted.

1. Press the **Power** button to turn off the printer.
2. Press the **Power** button to turn on the printer.
Proceed to step 3 if the lights continue to flash.
3. Press the **Power** button to turn off the printer.
4. Disconnect the printer from the power source.
5. Reconnect the printer to the power source.
6. Press the **Power** button to turn on the printer.

If you continue to have problems, contact **HP Customer Care**.

printer is too slow

The print speed and overall performance of the printer can be affected by several variables.

computer does not meet system requirements

1. Verify the computer's RAM and processor speed.
See *Product Specifications* for more information.
2. Close all unnecessary software programs.
Too many software programs may be running at the same time.
3. Increase space on the hard drive.
If your computer has less than 100 MB available on the hard drive, the printer processing time will be longer. See the manual that came with your computer regarding how to manage space on the computer's hard drive.

printer software is outdated

1. Verify the printer driver being used.
2. Log onto HP's Website to download the most recent software updates for your printer. See the *quick reference guide* for Website information.

complex documents, graphics, or photographs are printing

Documents containing graphics or photographs print more slowly than text documents.

conflicting USB cable connections

A printing conflict may occur when the printer and several USB devices are attached to a hub. Use one of the following methods to solve the problem:

- Attach the printer's USB cable directly to the computer instead of a hub.
- When the printer is attached to a hub, do not use other USB devices also attached to the hub while printing.

See also:

[printing](#)

[the hp deskjet toolbox](#)

[product specifications for the hp deskjet 656c series printer](#)

If you continue to have problems, contact **HP Customer Care**.

problems with printouts

blank pages print

The printer may process pages containing no text or images if:

- One or both print cartridges is empty.
- The vinyl tape is not removed from a print cartridge.
- A fax is being printed.
- The printer is configured for the wrong print cartridge.
- The print job was prematurely cancelled. Turn the printer off and then on again.

check the print cartridges

1. Replace the print cartridge if it is empty.
2. Remove the protective piece of vinyl tape if it is still attached to the print cartridge.

save a facsimile (fax) file in graphic format

1. Save the fax in a graphic format with a .tiff file name extension.
2. Copy and insert the graphic into a word processing document.
3. Save the document.
4. Print the document in the word processing program.

document is printed off-center or at an angle

1. Verify that the paper is correctly placed in the In tray.
2. Verify that the paper guides fit snugly against the paper.
3. Reprint the document.

parts of the document are missing or printed in the wrong place

Follow these instructions to reset paper orientation, page size, print margins, and other options:

1. Use one of the following methods to display the Properties dialog box:
 - Click **File > Print**, then select **Properties**.
 - Click **File > Print Setup**, then select **Properties**.
 - Click **File > Print > Setup**, then select **Properties**.

The Properties dialog box appears.

2. Select the **Features** tab then choose the following options:
 - **Orientation:** Appropriate orientation
 - **Poster Printing:** Deselect **Poster Printing** if appropriate
3. Select the **Setup** tab, then verify that the appropriate paper size is selected.
4. Verify that the margins are set within the printable area.

printout does not reflect new print settings

The printer's default settings may differ from the software application's print settings. Select the appropriate print settings within the application.

color documents are printing in grayscale

Color documents may print in grayscale because the printer is set for grayscale printing instead of color printing.

setting the printer to print in color

1. Use one of the following methods to display the Properties dialog box:
 - Click **File** > **Print**, then select **Properties**.
 - Click **File** > **Print Setup**, then select **Properties**.
 - Click **File** > **Print** > **Setup**, then select **Properties**.

The Properties dialog box appears.

2. Select the **Advanced** tab, then select the following option:
 - **Print in Grayscale**: Deselect this box.
3. Click **Apply**.
4. Click **OK**.

select the correct printer

Verify that the **hp deskjet 656c series** printer is selected as the destination printer.

color and black text/graphics are not aligned on the document

Align the print cartridges. For instructions, see [aligning print cartridges](#).

photos are not printing correctly

1. Verify that the photo print cartridge is installed.
2. Verify that the photo media is placed in the In tray with the print side down.
3. Slide the paper forward until it stops.
4. Slide the paper guides snugly against the paper, then push in the tray.
5. Use one of the following methods to display the Properties dialog box:
 - Click **File > Print**, then select **Properties**.
 - Click **File > Print Setup**, then select **Properties**.
 - Click **File > Print > Setup**, then select **Properties**.

The Properties dialog box appears.

6. Select the **Setup** tab, then select the following options:
 - **Paper Type:** an **hp photo paper**
 - **Paper Size:** Appropriate size
 - **Print Quality:** **Best**
7. Click **Apply > OK** to return to the Print or Print Setup screen.
8. Click **OK** to reprint the photo.

See also:

[replacing a print cartridge](#)
[minimum printing margins](#)

If you continue to have problems, contact **HP Customer Care**.

product specifications

- product specifications for the hp deskjet 656c series printer
- minimum printing margins
- system requirements

product specifications for the hp deskjet 656c series printer

hp deskjet 656c model no. C8942A
hp deskjet 656cxi model no. C8942B
hp deskjet 656cse model no. C8942C

black text print speed

Draft: Up to 6 pages per minute

mixed text with color graphics print speed

Draft: Up to 3 pages per minute

black truetype text resolution (depending on paper type)

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

color resolution (depending on paper type)

Draft: 300 x 300 dpi
Normal: 600 x 300 dpi + PhotoREt
Best: 600 x 300 dpi + PhotoREt

photo paper printing resolution

PhotoREt
600 x 1200 dpi

print technology

Drop-on-Demand thermal inkjet printing

software compatibility

MS Windows compatible (98, Me, and 2000)

duty cycle

1,000 pages per month

memory

512 KB built-in RAM
32 KB receiver buffer

buttons/lights

Resume button and light
Power button and light

i/o interface

Universal Serial Bus (USB) 2.0 compatible

dimensions

With paper tray folded up:

473 mm wide x 220 mm high x 253 mm deep
18.62 in wide x 8.66 in high x 9.96 in deep

With paper tray extended:

473 mm wide x 220 mm high x 390 mm deep
18.62 in wide x 8.66 in high x 15.35 in deep

weight

5.5 kg (12 lb) without power supply and pens

operating environment

Maximum operating conditions:

Temperature: 41 to 104 degree F, 5 to 40 degrees C
Humidity: 15 to 80 percent RH non-condensing

Recommended operating conditions for best print quality:

Temperature: 59 to 95 degrees F or 15 to 35 degrees C
Humidity: 20 to 80 percent RH non-condensing

Storage conditions:

Temperature: -40 to 140 degrees F, -40 to 60 degrees C

power consumption

2 watts maximum when off
2.5 watts minimum non-printing
23 watts average when printing

power requirements

Input Voltage: 100 to 240 Vac ($\pm 10\%$)
Input Frequency: 50/60 Hz (± 3 Hz)
Accommodates the worldwide range of AC line voltages and frequencies.

declared noise emissions in accordance with ISO 9296

Sound power level, LwAd (1B=10 dB):

6.2 B in normal mode

Sound pressure level, LpAm (bystander positions):

49 dB in normal mode

alignment

Skew:

$\pm .152$ mm/mm (.006 in/in) on plain paper
 $\pm .254$ mm/mm (.010 in/in) on hp transparency films

media weight

Paper: 60 to 135 g/m² (16 to 36 lb)

Envelopes: 75 to 90 g/m² (20 to 24 lb)

Cards: Up to 200 g/m² (110 lb index max)

media handling

Sheets: up to 100

Envelopes: up to 15

Cards: up to 30 cards

Greeting cards: up to 30 cards

Transparencies: up to 25

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

Photo paper: a stack measuring up to 10mm (3/8 in) thick

Out tray capacity: up to 50 sheets

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 148.5 x 210 mm

B5-JIS 182 x 257 mm

User Defined:

Width 127 to 216 mm (5.0 to 8.5 in)

Length 148 to 356 mm (5.83 to 14 in)

Envelopes:

U.S. No. 10 105 x 241 mm (4.12 x 9.5 in)

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

DL 220 x 110 mm

C6 114 x 162 mm

Index/Greeting Cards:

102 x 152 mm (4 x 6 in)

127 x 203 mm (5 x 8 in)

A6: 105 x 148 mm

Hagaki: 100 x 148 mm

Labels:

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

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)

print cartridges

See also:

[print cartridge part numbers](#)

minimum printing margins

The printer cannot print outside a designated area of the page so your document content must be contained within the printable area.

A4 paper

Left and Right Margins: 3.2 mm (0.13 in)
Top Margin: 1.8 mm (0.07 in)
Bottom Margin: 15 mm (0.59 in)

letter, legal, and executive paper

Left and Right Margins: 6.4 mm (0.25 in)
Top Margin: 1.8 mm (0.07 in)
Bottom Margin: 15 mm (0.59 in)

A5, B5, and user defined paper

Left and Right Margins: 3.2 mm (0.125 in)
Top Margin: 1.8 mm (0.07 in)
Bottom Margin: 21.3 mm (0.839 in)

cards (4 x 6, 5 x 8, and A6)

Left and Right Margins: 3.2 mm (0.125 in)
Top Margin: 1.8 mm (0.07 in)
Bottom Margin: 21.3 mm (0.839 in)

Hagaki postcards

Left and Right Margins: 3.2 mm (0.125 in)
Top Margin: 1.8 mm (0.07 in)
Bottom Margin: 21.3 mm (0.839 in)

envelopes

Left Margin: 21.3 mm (0.839 in)
Right Margin: 1.8 mm (0.07 in), 1 mm (0.04 in) US No. 10
Top Margin: 1.0 mm (0.125 in)
Bottom Margin: 1.0 mm (0.125 in)

system requirements

Microsoft Windows 2000

Minimum Processor Speed: Pentium 133 MHz

Required RAM: 64 MB

Required Free Hard Disk Space: 40 MB

Microsoft Windows 98

Minimum Processor Speed: Pentium 66 MHz

Required RAM: 32 MB

Required Free Hard Disk Space: 40 MB

Microsoft Windows Me

Minimum Processor Speed: Pentium 150 MHz

Required RAM: 32 MB

Required Free Hard Disk Space: 40 MB

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- What's This? help feature **4**