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Steps to basic printing


**Basic printing is as easy as:**

1 Load the paper (see the next section).
2 Customize the Printer Properties (see page 3).
3 Print your document (see page 6).

**Step 1: Load the paper**

1 Place up to 100 sheets of paper (depending on thickness) against the right side of the sheet feeder, with the print side facing you. To load specialty papers, see page 2.

2 Squeeze the release tab and the paper guide together and slide the paper guide to the edge of the paper.
## Loading specialty papers

<table>
<thead>
<tr>
<th>Load up to:</th>
<th>Make sure:</th>
</tr>
</thead>
</table>
| 10 envelopes | - The print side is facing you and the paper guide is against the side of the envelopes.  
- The stamp location is in the upper left corner.  
- The envelopes are loaded vertically against the right side of the sheet feeder. |
| 10 greeting cards, index cards, postcards, or photo cards | - The print side is facing you and the paper guide is against the side of the cards.  
- The cards are loaded vertically against the right side of the sheet feeder. |
| 25 sheets of photo paper or photocards | - The glossy or coated side is facing you.  
- The paper guide is against the side of the paper. |
| 20 sheets of banner paper | - You place the banner paper behind the printer. Then bring the unattached edge of the first page over the printer and into the sheet feeder.  
- The paper guide is against the side of the paper. |
| Note: Make sure you select Banner or Banner A4 paper size in the Printer Properties. For help, see page 5. |
| 10 transparencies | - The rough side of the transparency is facing you (smooth side down).  
- The paper guide is against the edge of the transparencies. |
| 100 sheets of custom-sized paper | - The print side is facing you and the paper guide is against the side of the paper.  
- Your paper size fits within these dimensions:  
  - Width:  
    - 76 mm to 215.9 mm  
    - 3.0 in. to 8.5 in.  
  - Length:  
    - 127 mm to 432 mm  
    - 5.0 in. to 17.0 in. |
| 25 iron-on transfers | - You load the iron-on transfers following the instructions on the package.  
- The paper guide is against the side of the iron-on transfers. |
Step 2: Customize the Printer Properties

Your printer software includes several applications that let you easily perform printing tasks. One of these applications is called Printer Properties.


Opening the Printer Properties

You can open the Printer Properties from almost any application. This lets you change printer settings ONLY for the document you are currently creating in the application.

To open the Printer Properties from an application:

1. Open the application’s File menu.
2. Choose Print (or Printer) Setup.
3. In the Printer Setup dialog box, click the Properties, Option, or Setup button (depending on the application).
4. Change settings as needed. For help, see page 4.

When you open the Printer Properties from Windows, the settings apply to all documents, unless you change them from the application.

To open the Printer Properties from Windows:

1. From the Start menu, select Settings, and then select Printers.
2. From the Printers folder, right-click the printer icon for your printer.
3. Select Properties from the sidebar menu.
Click the...

**Paper** tab to:
- Select a paper size and orientation.
- Set the number of copies to print.
- Reverse the printing order of your document pages. The first page of your document will be on top of the stack in the paper exit tray.
- Collate your document.

**Help** button on any tab in the Printer Properties to access the printer driver Help.

**Document/Quality** tab to select:
- The Document Type you are printing.
- A paper type.
- A print quality setting.
- Web Smoothing when you are printing from the Internet.
- The default settings.
Choosing printer settings for specialty papers

When your printer software was installed, the Printer Properties settings were set to the default settings. Use the default settings for printing most documents on plain paper. To change your printer settings for printing on specialty papers, use the following table:

<table>
<thead>
<tr>
<th>When you are printing on this specialty paper:</th>
<th>Click this Printer Properties tab:</th>
<th>To make these selections:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Envelopes</td>
<td>Paper</td>
<td>From the Paper Size area, scroll to select the appropriate envelope size.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Note:</strong> Many applications are designed to override the envelope settings in Printer Properties.</td>
</tr>
<tr>
<td>Greeting cards, index cards, or postcards</td>
<td>Document/Quality</td>
<td>From the Paper Type area, select <strong>Greeting Card Stock</strong>.</td>
</tr>
<tr>
<td></td>
<td>Paper</td>
<td>Select the appropriate Paper Size setting.</td>
</tr>
<tr>
<td>Photo, glossy or coated papers</td>
<td>Document/Quality</td>
<td>From the Paper Type area, select <strong>Glossy/Photo Paper</strong>.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Notes:</strong> For the best possible photo quality, print with a photo and color cartridge combination in your printer. For help installing a cartridge, see page 8. When printing photos, remove each photo as it exits from the printer and allow it to dry before stacking.</td>
</tr>
<tr>
<td>Sheets of custom-sized paper</td>
<td>Paper</td>
<td>From the list of Paper Sizes, scroll to select <strong>Custom</strong>. Enter the dimensions for your custom paper size. For help, see “Loading specialty papers” on page 2.</td>
</tr>
<tr>
<td>When you are printing on this specialty paper:</td>
<td>Click this Printer Properties tab:</td>
<td>To make these selections:</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>----------------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>Banner paper</td>
<td>Paper</td>
<td>From the list of Paper Sizes, select Banner or Banner A4.</td>
</tr>
<tr>
<td>Note: We recommend printing on plain paper before printing on the actual iron-on transfer.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transparencies</td>
<td>Document/Quality</td>
<td>From the Paper Type area, select Transparency.</td>
</tr>
<tr>
<td>Select Normal 600dpi or High 1200dpi Print Quality.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note: When printing transparencies, remove each transparency as it exits from the printer and allow it to dry before stacking.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Step Three: Print your document

1. From your application’s File menu, click Print.
2. From the Print dialog box, click OK or Print (depending on the application).
2 Maintaining your printer

Using the Control Program

The Control Program lets you monitor your printer and install or replace print cartridges. To open the Control Program from the Start menu, click:

1 Programs.
2 Compaq IJ600.
3 Compaq IJ600 Control Program.

Click the...

Status tab to:
- Monitor the status of your print job.
- Cancel your print job.
- Print a test page.
- View your ink levels.

Cartridges tab to:
- Install or replace print cartridges.
- Align print cartridges for best print quality.
- Clean the print nozzles.
- View cartridge part numbers and order supplies directly from Compaq’s Web site.

Options tab to enable/disable various printer software functions, such as Sound Effects and Buffer Mode.

Note: You can also access the Control Program from the Compaq IJ600 desktop icon.
Installing or replacing print cartridges

1. Make sure the Power light is On.

2. Raise the front cover. The print cartridge carrier moves to the loading position unless the printer is busy.

3. Remove the old print cartridge. Store or dispose of the old cartridge.

4. Install the replacement cartridge in the printer:

   - If you are installing a new cartridge, remove only the sticker and the transparent tape from the bottom of the print cartridge.

   - Insert the replacement print cartridge into the print cartridge carrier.

   - Push back firmly on the cartridge until it snaps securely into place.

   - Warning: DO NOT touch the gold contact area of the print cartridge.

Black Cartridge
- P/N 17G0050

Color Cartridge
- P/N 17G0060

Photo Cartridge
- P/N 12A1990
Note: For the best possible photo quality, print with a photo and color cartridge combination in your printer. For help installing a cartridge, see page 8.

5 Close the printer’s front cover.
6 From the Control Program’s Cartridges tab, select Install/Change Cartridge. For help, see page 7.
7 Select the type of cartridge you installed and click OK.
8 If you installed a new cartridge, the Alignment dialog box displays. Follow the instructions on the Alignment screen to complete the cartridge installation. For help, see the next section.

Improving print quality
If your print quality is not satisfactory, you may need to align your print cartridges or clean the print nozzles.

Aligning print cartridges

1 Load plain paper in the printer.
2 From the Control Program’s Cartridges tab, select Align Cartridges. For help, see page 7.
Your printer prints an alignment test page and the Align Cartridge dialog box displays.
The test page that prints has several alignment patterns, depending on the cartridge combination installed. Each
From each alignment group on the test page, find the number under the alignment pattern that comes closest to forming a straight line.

For example, in sample group A, the arrow points to the pattern that comes closest to forming a straight line.

In the Align Cartridges dialog box, enter the pattern numbers from the printed test page that come closest to forming a straight line.

After you have entered a number for all of the patterns, click OK.
Cleaning print nozzles

1 Load plain paper in the printer.

2 From the Control Program’s Cartridges tab, select Clean Print Nozzles. For help, see page 7.

The printer feeds a sheet of paper and prints a nozzle test pattern similar to the one shown:

3 Compare the diagonal line above the printed bars to the diagonal line below the printed bars. Look for a break in the diagonal lines above the printed bars. A broken line indicates clogged nozzles. If the bottom line still has breaks, run the test up to two more times.

- If the print quality is satisfactory after running the test three times, the print nozzles are clean. You do not need to complete the remaining steps.
- If the print quality of both lines is not satisfactory after running the test three times, wipe the print cartridge nozzles. For help, see the next section.
Wiping print nozzles and contacts

If print quality does not improve after cleaning the print nozzles (see page 11), you may need to wipe dried ink from the nozzles.

For help on wiping the print nozzles, see the “Troubleshooting: Print Quality” section of the printer driver Help. For help accessing the printer driver Help, see page 4.

Preserving print cartridges

To ensure the longest life from your print cartridge and optimum performance from your printer:

- Keep a new print cartridge in its packaging until you are ready to install it.
- Do not remove a print cartridge from the printer except to replace, clean, or store it in an air-tight container. The print cartridge will not print correctly if removed from the printer and left exposed for an extended period of time.
- If a print cartridge runs out of ink, leave the empty cartridge in the printer until you are ready to replace it. Printing with one of the print cartridge carriers empty may cause printer problems.

Compaq’s printer warranty does not cover repair of failures or damage caused by a refilled cartridge. Lexmark does not recommend use of refilled cartridges. Refilling cartridges can affect print quality and cause damage to the printer. For best results, use Compaq recommended supplies.
This section describes printer problems, and explains what you can do to solve them. Select a category from the list in the left margin that best describes your printing problem.

When your printer has a problem, first make sure that:

• The power supply is plugged into the printer and a properly grounded electrical outlet.
• The printer is turned On.
• If you are using a parallel cable, make sure it is an IEEE 1284-compliant parallel cable that supports bidirectional printing.
• Bidirectional (two-way) communications is enabled in your printer software.

1. From the printer’s Control Program, click the Options tab.
2. Make sure Disable Printer to PC Communications is not checked.

Printer prints slowly or doesn’t print

Your printer and your computer may not be able to communicate properly. The following events also indicate two-way communications problems:

• Print cartridge ink level indicators on the Status or Cartridges tabs of the printer’s Control Program are shaded.
• Error messages (such as Paper Out) and job progress information do not display on your computer screen.
A message displays on your computer screen indicating your printer cannot establish bidirectional communications with your computer.

Before proceeding, verify that:

• The printer software is installed correctly. For help, see page 21.
• The parallel or USB cable is securely attached to both the printer and the personal computer.
• The printer is plugged in and turned On.
• If you are using Windows 98 or Windows 2000, your printer port is set to an LPTn port for a parallel cable, or to a USB port for a USB cable. To check your printer port and change it if necessary:
  1. From the File menu of your software application, select Print.
  2. Check your printer port in the Where area.
  3. If you need to change your printer port, uninstall and then reinstall the printer software. Follow the instructions on page 21, making sure to click Cancel on an subsequent screens.

If you have a switch box or other device (such as a scanner or fax) connected to the computer’s parallel port, make sure it supports bidirectional communication. You may need to disconnect your printer from the switch box or other device and connect it directly to your computer.

**Printer ejects a blank page after appearing to print**

• Make sure you have removed the transparent tape covering the bottom of the print cartridges. For help, see page 8.
• Make sure your Compaq printer is set as the default printer.
Printer prints very slowly
If you are printing photos or your document contains graphics, it may take longer to print than regular text.

- Close any open applications not in use.
- Decrease your print quality setting.
- Consider purchasing more memory, or increasing the virtual memory for your computer.

Printer is plugged in but doesn’t print, or you get a Printer Offline message
Make sure:

- The printer is turned On and the paper is loaded correctly.
- The parallel or USB cable is securely connected.
- Your Compaq printer is set as the default printer.
- The print job is not being held or paused in the print queue. To check the printer status:
  1. From the Printers folder, double-click the Compaq IJ600 icon.
  2. Click the Printer menu and make sure no check mark appears next to the Pause Printing option.
- Remove any extra devices, such as a scanner, and connect the printer to the parallel port.

Print a test page. If the test page prints, the printer is functioning properly. Check your application.

Test page does not print
Make sure:

- Your print cartridges are properly installed, (see page 8).
- The printer is set as the default printer.
- You are using the correct cable. If you are using a parallel cable, make sure it is an IEEE 1284-compliant parallel cable that supports bidirectional printing.
Paper misfeeds or jams

Paper misfeeds or multiple sheets feed
Make sure:
- You are using a paper recommended for inkjet printers.
- You do not force the paper down into the printer when you load it. Align the top of the paper with the paper alignment guides on the paper support.
- You do not load too much paper in the sheet feeder. Depending on the thickness of your paper, the sheet feeder can hold up to 100 sheets of paper.
- The left paper guide does not cause the paper to bow in the sheet feeder.
- The printer is on a flat, level surface.

Printer has a paper jam
Try removing the paper from the sheet feeder. If the paper is lodged too far into the printer and can’t be removed:

1. Press the Power button to turn the printer Off.
2. Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far into the printer, raise the front cover and pull the paper out.
3. Close the front cover.
4. Press the Power button to turn the printer On.
5. Resend your document to print.

Printer does not feed envelopes or specialty papers
If regular paper feeds without problems, make sure:
- You are loading the envelopes correctly. For help, see “Loading specialty papers” on page 2.
- You are using an envelope size supported by your printer, and it is selected in Printer Properties.
Your application is designed to print envelopes. Check the user’s documentation that came with your application.

### Document prints with mistakes or poor quality

#### Print quality is poor at the left, right, top, or bottom edge of page

Your printer cannot print in the extreme margins of a page. Use these minimum settings:

- Left and right margins:
  - 6.35 mm (0.25 in.) each for all paper sizes except A4
  - For A4 size paper - 3.37 mm (0.133 in.) each
- Top and bottom margins:
  - Top - 1.7 mm (0.067 in.)
  - Bottom - 12.7 mm (0.5 in.)

#### Vertical straight lines are not smooth

To improve the print quality of vertical straight lines in tables, borders, and graphs:

- Select a higher print quality setting.
- Test the cartridge alignment. For help, see page 9.
- Clean the print nozzles. For help, see page 11.

#### Print is too dark or smudged

Make sure:

- The Paper Type setting in the Printer Properties matches the paper type loaded in the printer.
- The paper is straight and unwrinkled.
- The ink is dry before you handle the paper.
• The print quality setting is appropriate for the paper type. If you are printing on regular paper, select Quick Print 600dpi.
• The print nozzles are clean. For help, see page 11.

Printed pages have alternating bands of light and dark print (intermittent printing)
• Make sure Enable Buffer Mode is selected on the Options tab of the Control Program.
• Select the High 1200dpi Print Quality setting on the Document/Quality tab of Printer Properties.
• Your printer may have two-way communications problems. For help, see page 13.

The printer settings I selected changed
• When you change printer settings from your application, the settings apply only to the specific document you opened with that application. To make the settings apply to all documents, change the settings from Windows. For more information, see page 3.
• The settings in your application may override the Printer Properties settings. Check the documentation that came with your application for more information.

Colors on the printout differ from the colors on the screen
• Check the ink level graphic on the Cartridges tab of your printer’s Control Program. An ink cartridge may be out of ink or low on ink.
• Use a different brand of paper. Every paper brand accepts ink differently and prints with slight color variations.
• Remove any extra devices, such as a scanner, and connect the printer to the parallel port.
• Clean the print nozzles. For help, see page 11.
Colors on the printout are faded
- Check the ink level graphic on the Cartridges tab of your printer’s Control Program. Your print cartridge may be low on ink.
- Clean the print nozzles. For help, see page 11.
- Wipe the print nozzles and contacts if the colors still seem faded. For help, see the “Troubleshooting: Print Quality” section of your printer driver Help.

Characters are missing or unexpected
Make sure
- Your Compaq printer is selected as the default printer.
- Your printer and computer have two-way communication. For help, see “Printer prints slowly or doesn’t print” on page 13.

Problems with transparencies, photos, or envelopes...
Printer does not feed envelopes or specialty papers
For help, see page 16.

Glossy photo papers or transparencies stick together
- Remove each page as it exits the printer and allow it to dry before stacking.
- Use a transparency or photo paper designed for an inkjet printer.
Transparencies or photos contain white lines
• From the Printer Properties, select the High Quality 1200dpi setting.
• Your print nozzles may need cleaning. For help, see page 11.

Error messages and flashing lights

Paper Jam message
For help, see page 16.

Ink Low message
Your print cartridge is running out of ink. Purchase a new print cartridge.

The Power light is On and the Paper Feed light is blinking
• If the printer is out of paper:
  1 Load paper.
  2 Press the Paper Feed button.
• If the printer has a paper jam, see page 16.

The Power light and Paper Feed light are blinking
The print cartridge carrier has stalled. Check your screen for any error messages.
1 Turn the printer Off.
2 Wait a few seconds and turn the printer back On.
This section contains information about:
• Installing printer software
• Uninstalling printer software
• Printing from DOS
• Notices
• Safety information

Installing printer software
You can obtain the printer software using:
• the compact disc (CD-ROM)
• the World Wide Web
• diskettes

If your printer software does not install properly, a communications error message appears when you try to print. You may need to uninstall, and then reinstall the printer software. For help, see page 22.

Using the CD-ROM
To install the printer software:
1 Start Windows.
2 Click Cancel on any screens that appear.
3 When the desktop appears, insert the software CD.
   The Compaq U600 software installation screen appears.
4 Click Install Printer Software.
   Note: If the CD does not run automatically when you insert it:
   a From the Start menu, select Run.
   b In the command-line text box, type the letter of your CD-ROM drive, followed by :\setup (for example, d:\setup), and then click OK.

Using the World Wide Web
If your computer does not have a CD-ROM drive, you can download a driver from Compaq’s World Wide Web site at www.compaq.com/
1 From Compaq’s web page, select the appropriate driver for your operating system.
2 Select Save to Disk.
3 Select a location on your hard disk drive.
4 Double-click the executable (.exe) file to open it.
5 Follow the instructions on your screen.

Using diskettes
If your computer does not have a CD-ROM drive, you can create driver diskettes using a friend’s computer or a computer at your Compaq dealer that has a CD-ROM drive. You will need at least three blank 3.5 inch diskettes.

To create diskettes of the printer software:
1 Insert the printer software CD into the CD-ROM drive.
   If the CD does not run automatically:
   a From the Start menu, select Run.
   b In the command-line text box, type the letter of your CD-ROM drive, followed by :\setup (for example, d:\setup), and then click OK.
2 When the Compaq U600 software installation screen displays, select Tools.
3 Select Create Diskettes.
4 Follow the instructions on the screen.
To install the printer software from diskettes:
1 Start Windows.
2 Insert Setup Disk 1 into your disk drive.
3 From the Start menu, choose Run.
4 In the command-line text box, type the letter of your disk drive, followed by :/setup (for example, a:/setup), and then click OK.
5 When prompted by the printer software, insert the appropriate disks into your disk drive and click OK.
6 Follow the instructions on the screen.

Ordering Diskettes
If your computer does not have a CD-ROM drive, and you do not have access to either the World Wide Web or a computer with a CD-ROM drive, you can order diskettes from our Technical Support Center.

Uninstalling printer software
If your printer software does not install properly, or your printer port is not set to the correct port, you may need to uninstall, and then reinstall your printer software.

To reinstall the printer software, follow the instructions from “Installing printer software” on page 21.

Printing from DOS
DOS printing is available when you are using a parallel cable connection.

To open your printer online Help system and find information on printing from DOS:
1 Open the Printer Properties (for help, see page 3) or the Control Program (for help, see page 7).
2 Click the Help button in the lower-right corner of the software screen.
3 At the top of the Help screen, click Help Contents.
4 Scroll down the screen to How to...
5 From the How to... topics, click Print from Windows and DOS applications.

Electronic emission notices
Federal Communications Commission (FCC) compliance information statement
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. 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.

The FCC Class B 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, may 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 receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user’s authority to operate this equipment.
To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:
Compaq Computer Corporation
P. O. Box 692000, Mail Stop 510101
Houston, Texas 77269-2000
Or, call (281) 514-3333

Industry Canada compliance statement
This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis de conformité aux normes d’Industrie Canada
Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Community (EC) directives conformity
This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the Directive has been signed by the the assigned parties within Compaq Computer Corporation.
This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

Japanese VCCI Notice
この装置は、情報処理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、この環境で動作しないときや他の装置に障害を及ぼすことがあります。市販の電波受信機を障害に伴ない動作させないようご使用ください。

The United Kingdom Telecommunications Act 1984
This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

Energy Star
The EPA ENERGY STAR Computers program is a partnership effort with computer manufacturers to promote the introduction of energy-efficient products and to reduce air pollution caused by power generation.
Companies participating in this program introduce personal computers, printers, monitors, or fax machines that power down when they are not being used. This feature will cut the energy used by up to 50 percent. Compaq is proud to be a participant in this program.

As an Energy Star Partner, Compaq Computer Corporation has determined that this product meets the Energy Star guidelines for energy efficiency.

Power supply information
If your power supply fails, replace it with the Compaq replacement part or other UL LISTED Direct Plug-In Power Unit marked “Class 2” and rated 30 Vdc at 500 mA to 830 mA.
Safety information

- If your product is NOT marked with this symbol [ ] , it MUST be connected to an electrical outlet that is properly grounded.

- The power cord must be connected to an electrical outlet that is near the product and easily accessible.

- Refer service or repairs, other than those described in the operating instructions, to a professional service person.

- This product is designed, tested, and approved to meet strict global safety standards with the use of specific authorized components. The safety features of some parts may not always be obvious. The printer manufacturer is not responsible for the use of other replacement parts.
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