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Expanding Possibilities

| H P | DesignJet ColorPro Series | Wide-Format Printers |

Quick Reference Guide

HP DesignJet ColorPro CAD (C7777A)
HP DesignJet ColorPro GA (C7778A)

Acknowledgments

Notice

Contents

Identifying Printer Parts
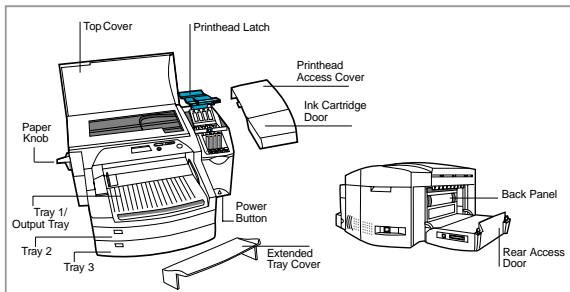
Control Panel

Navigating the Menu System

1. Press [Menu] until the desired menu appears.
2. Press [Item] until the desired item appears.
3. Press [Value] to enter the desired values.
   To scroll through the values, you may press and hold the [Value] key.

4. Press [Select] to save or activate your selection.
5. Press ◇ to exit the menu without changing the settings or to place the printer online.

To Check the Printer's Configuration

From the printer, you can print the following information:

- **Menu Map** – The Menu Map gives an overview of the different settings that can be configured as well as diagnostics that can be performed through the key panel.
- **Diagnostic Page** – The Diagnostic Page shows general printer information and current network parameters.

To Print a Menu Map

1. Press [Menu] until SELF TEST MENU appears.
2. Press [Item] until PRINT MENU MAP appears.
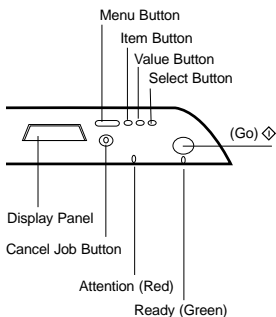3. Press [Select] to print the menu map.
   For more information on the Menu Map items, please refer to "Control Panel Menus" in the *User's Guide*.

To Print a Diagnostic Page

1. Press [Menu] until SELF TEST MENU appears.
2. Press [Item] until PRINT DIAGNOSTIC PAGE appears.
3. Press [Select] to print the diagnostic page.
   For more information on the Diagnostic Page, please refer to "Understanding the Diagnostic Test" in the *User's Guide*.

Common Printer Messages

Note: Brackets [ ] in the Message column indicate variables.

Message	Explanation	Solution
[COLOR]CART FAULTY, REPLACE	One of the ink cartridges (black, cyan, magenta or yellow) is faulty.	Replace the indicated cartridge.
[COLOR]CART MISSING, INSERT	One of the ink cartridges (black, cyan, magenta or yellow) is missing.	Insert the indicated cartridge.
[COLOR]CART NEAR EXPIRY	One of the ink cartridges (black, cyan, magenta or yellow) is near expiry. To obtain optimum print quality, it is recommended that you do not use expired ink cartridges.	Be prepared to replace the indicated color cartridge.
[COLOR] INK LOW	One of the ink cartridges (black, cyan, magenta or yellow) is low on ink. You may still continue to print with this cartridge until the ink has totally run out.	Be prepared to replace the indicated color cartridge.

Message	Explanation	Solution
[COLOR] INK OUT, REPLACE CART	One of the ink cartridges (black, cyan, magenta or yellow) is out of ink.	Replace the indicated cartridge.
[COLOR] PRNT-HD FAULTY, REPLACE	One of the printheads (black, cyan, magenta or yellow) is faulty.	Replace the indicated printhead.
[COLOR] PRNT-HD MISSING, INSERT	One of the printheads (black, cyan, magenta or yellow) is missing.	Insert the indicated printhead.
CANCELING JOB	The printer is canceling current print job.	
CARRIAGE JAM, OPEN ACC COVER	The carriage is jammed.	Open the printhead access cover to remove obstruction. When finished, close the printhead access cover and align printheads.
CARRIAGE JAM, OPEN TOP COVER	The carriage is jammed.	Open the top cover to clear obstruction. When finished, close the top cover and press ◊ to resume printing.

Message	Explanation	Solution
LEFT BACK PANEL OUT	The left side of the back panel has not been inserted properly.	Open the rear access cover and ensure that the left side of the panel is properly installed.
MEDIA IN TRAY 1, REMOVE	There is media in Tray 1 which may not be the type or size that is specified in your current print job.	Remove the media in Tray 1 and press the ◊ button to resume printing. If you wish to print through Tray 1, set your driver to pick from Tray 1 and send the print job before putting media in Tray 1.
MNL FEED LOAD [TYPE] [SIZE]	You have chosen to print through the rear manual feed.	Load the paper type and size as specified in the LCD panel and press ◊ to continue printing.
NON HP [COLOR] CART	A non-HP color cartridge has been detected. HP does not guarantee non-HP cartridges. The use of incompatible cartridges may disrupt the intricate printing system, potentially resulting in reduced print quality and even printer damage.	Use original HP ink cartridges instead.

Message	Explanation	Solution
OFFLINE	The printer is off-line.	Press ◇ to set the printer on-line.
PAPER JAM, OPEN TOP COVER	There is paper jammed in the printer.	Open the top cover to remove paper. When finished, close the top cover and press ◇ to resume printing.
PRESS ◇ TO CONTINUE	To continue your present task, press the ◇ button.	
PRINT-HDS NOT ALIGNED	The printheads have not been aligned. For best print quality, align the printheads before the next print job.	Align the printheads. See below for instructions on how to align printheads.
PRNT-HD ACCESS COVER OPEN	The printhead access cover is open.	Close the cover to resume printing.
RIGHT BACK PANEL OUT	The right side of the back panel has not been inserted properly.	Open the rear access cover and ensure that the right side of the panel is properly installed.
TOP COVER OPEN	The top cover is open.	Close the cover and press ◇ to resume printing.
TRAY 2 PAPER GUIDE REMOVED	One of the paper guides in Tray 2 has been removed.	Insert the paper guide back into Tray 2.

Message	Explanation	Solution
TRAY 3 OPEN OR GUIDE REMOVED	Tray 3 is either open or one of its paper guides has been removed.	Ensure that both the paper guides are properly installed and that Tray 3 is inserted into the printer.
TRAY [NUMBER] EMPTY, LOAD & PRESS ◇	The specified tray is empty. Load the paper size and type which this tray has been set up for.	Load the paper size and type which this tray has been set up for. If you wish to change the paper size setting of this tray, please refer to section on Loading Paper.
TRAY [NUMBER] LOAD [TYPE] [SIZE]	The type of paper loaded in the specified tray is different from that expected by the printer driver.	Either load the paper as specified, or use the [Value] button to select a different tray.
UNEXPECTED PAPER SIZE	The specified paper size is different from the paper size in the selected input tray. The output was truncated to fit the paper in the printer. Some output may have been lost.	Reload the correct media into the tray and print again.

Message	Explanation	Solution
WRONG MEDIA TYPE, [ACTION]	The media type which the printer has detected is not the type specified in your print settings.	You may wish to either load in the right media, or choose to print on existing media. You may also cancel the current print job by pressing the [Cancel Job] button.

Loading Paper

The HP DesignJet ColorPro Series printer has three paper trays and one rear feed for superior paper handling capabilities.

Tray 1 – This tray acts as a by-pass tray. It holds up to 10 sheets of paper. This tray should be used for media types and sizes that are seldom used.

Tray 2 – This tray holds up to 150 sheets of paper. It is recommended that you use this tray to hold paper that is commonly used.

Tray 3 – This tray holds up to 250 sheets of paper. It is recommended that you use this tray to hold paper that is commonly used.

Rear Manual Feed – The Rear Manual Feed is designed to provide a straight paper path for printing on thicker

media (up to 0.3mm) such as cardstock or labels without bending. This paper path allows you to print only one sheet at a time.
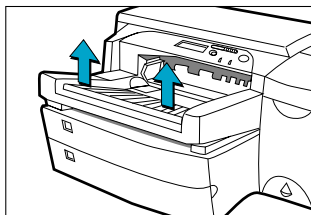
Loading Paper in Tray 1

1. Set your driver to pick paper from Tray 1 and print your document.
2. After sending your print job to the printer, the LCD panel will display the message "TRAY 1 LOAD [TYPE] [SIZE]" where the media type and size are as specified in your printer driver.
3. Slide the paper width guide to its outermost position.
4. Insert up to 10 sheets of paper along the right side of Tray 1, print side down, until they encounter resistance.

5. Slide the paper width guide in until it stops at the edge of the paper.
6. Press the ◇ button to print.
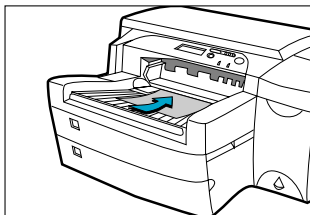
Loading Commonly-Used Media in Tray 2

- Tray 2 is a fixed tray. Tray 1 has to be removed before Tray 2 can be accessed.
- Tray 2 is designed to hold up to 150 sheets of paper and can accommodate paper sizes such as Letter, A4, Legal, B4, A3, 11"x17", 13"x19" and 330x483mm.

1. Remove Tray 1 and set it aside.

2. If you wish to change the paper size setting that has been set in the tray, go to step 3.
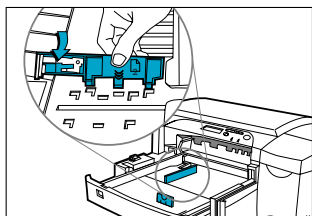   If you wish to load paper using the existing tray setting, go to step 5.

3. Snap the paper length and width guides into the slots. Paper size markings are indicated beside their respective slots.
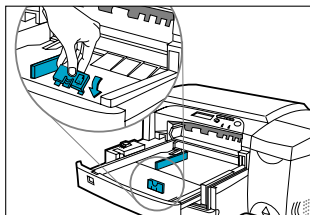
4. If you are loading paper sizes such as B4, A3, 11"x17", 13"x19" and 330x483mm, unlock the tray lock, extend the tray and re-lock the tray lock.
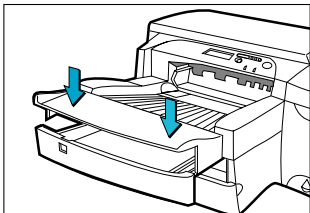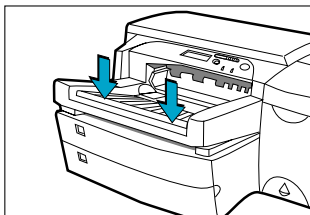

If you are loading paper sizes such as Letter, A4 and Legal, check that the tray is not extended. If it is, unlock the tray lock, push in the tray and re-lock the tray lock.
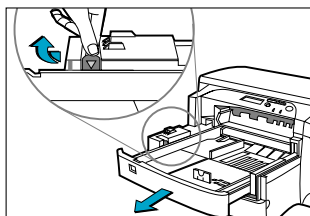
5. Insert paper, print side down into the printer.
6. Tap the left side of the stack of paper to ensure that it is flush to the right side of the tray.
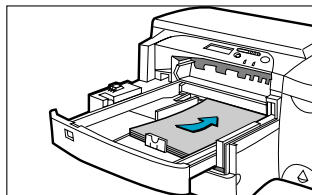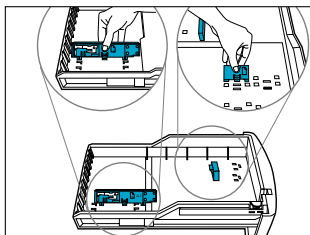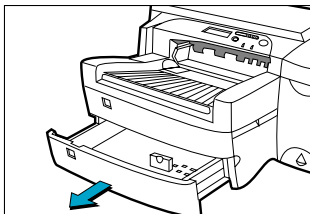
7. Replace Tray 1.
8. If Tray 2 is extended, place the extended tray cover over the tray.
9. On the control panel, press [Menu] until the PAPER HANDLING MENU appears.
10. Press [Item] to select TRAY 2 TYPE=
11. Press [Value] to select the media type you have loaded into the tray and press [Select].

Loading Commonly-Used Media in Tray 3

1. Grasp the sides of Tray 3 and pull it out of the printer.

2. If you wish to change the paper size that has been set in the tray, go to step 3. If you wish to load paper into the tray using the existing setting, go to step 5.

3. Snap the paper length and width guides into the slots. Paper size markings are indicated beside their respective slots.
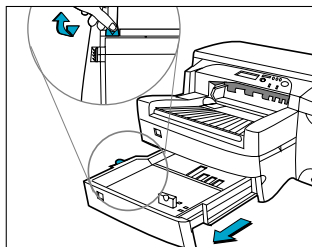
4. If you are loading paper sizes such as B4, A3, 11"x17", 13"x19" and 330x483mm, unlock the tray lock, extend the tray and re-lock the tray lock. If you are loading paper sizes such as Letter, A4 and Legal, check that the tray is not extended. If it is, unlock the tray lock, push in the tray and re-lock the tray lock.

5. Load paper by aligning the paper edge to the paper length guide first. Tap the left side of the stack of paper to ensure that it is flushed to the right side of the tray.
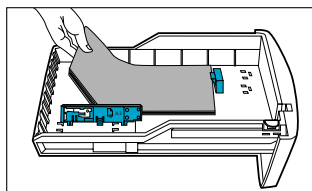
6. Reinsert Tray 3 into the printer.
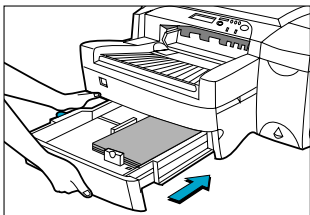7. If Tray 3 is extended, place the extended tray cover over the tray.

8. On the control panel, press [Menu] until the PAPER HANDLING MENU appears.
9. Press [Item] to select TRAY 3 TYPE=
10. Press [Value] to select the media type you have loaded into the tray and press [Select].
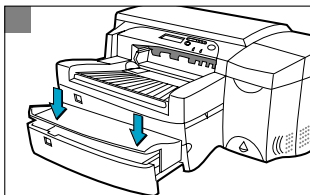
Loading Paper in the Rear Manual Feed

1. Set your driver to pick from the rear manual feed and print your document.
2. After sending your print job to the printer, the LCD panel will display the message "MNL FEED LOAD [TYPE] [SIZE]" where the media type and size are as specified in your printer driver.
3. Insert the media into the rear manual feed at the back of the printer, making sure that the edge of the sheet is aligned with the alignment mark on the left side of the slot. Wait for the printer to grip the media before releasing it.
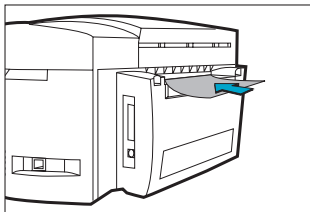
Maintaining the Printer

Cleaning Printheads

Whenever print quality noticeably decreases it is a good idea to perform the cleaning procedure from the printer's Control Panel.

The "Clean Printhead" utility consists of three levels of cleaning. Each level of cleaning uses some ink to clear the printheads. It is recommended that you start with Level 1 before proceeding to subsequent levels. Note that Level 3 takes the longest and uses the most ink.

To run the "Clean Printhead" utility through the printer's Control Panel:

1. Press [Menu] until DIAGNOSTICS MENU appears.
2. Press [Item] to either CLEAN PRNT-HDS LEVEL 1, 2 or 3.
3. Press [Select] to clean printheads.

Aligning Printheads

Although you may not notice misalignment, it is recommended that you run the "Align Printheads" utility whenever the LCD displays the message "PRNT-HDS NOT ALIGNED". This ensures that you have the best possible print quality. You may align the printheads from the printer's Control Panel.

To run the "Align Printheads" utility through the printer's Control Panel:
1. Press [Menu] until DIAGNOSTICS MENU appears.
2. Press [Item] until ALIGN PRNT-HDS appears.
3. Press [Select].
4. The printer will print a page with five sets of alignment patterns.
5. In each set (A, B, C, D or E) select the most aligned (straightest) pair of lines (1, 2, 3, 4 or 5).
6. Enter the corresponding numbers in the Control Panel by pressing [Value].
7. When you have entered a value for a set, press [Item] to move to the next.
8. When you have finished entering the values press [Select].
9. The printer will print a confirmation page consisting of two squares and a cross.
10. Check the confirmation page to see if the lines on the squares and the cross are aligned.
11. Realign the printheads if the confirmation page is not satisfactory.

# Removing Paper Jams

If paper is jammed in the printer, follow these instructions to clear the jam:
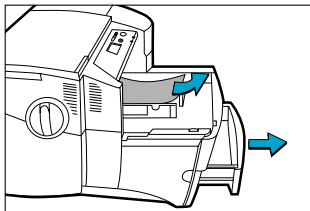
1. Remove all media from trays 1, 2 and 3. Pull out any paper that is visibly stuck.
2. Lift the top cover and pull out any paper that may be stuck.
3. If you are unable to free the jammed paper, pull out the handle of the paper knob; pull the knob away from the printer and rotate to remove the paper.
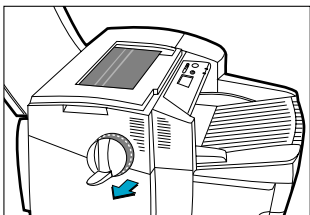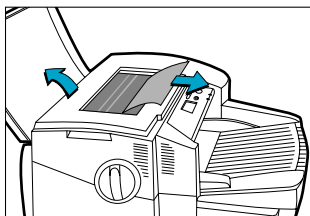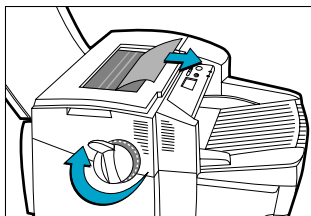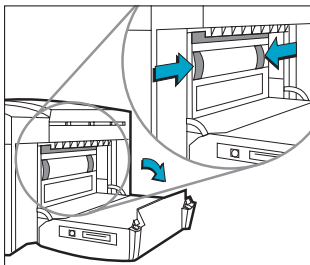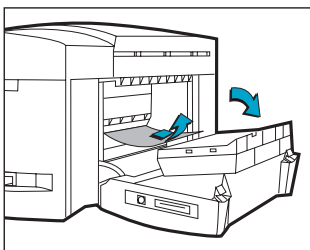
4. If the LCD still reports a paper jam, go to the back of the printer and lower the rear access door by lifting the two rear door latches.
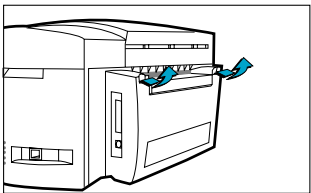
5. Remove the back panel by pressing the two catches inwards.

6. Pull out any paper that may be stuck inside.

7. Replace the back panel and make sure it fits securely.

8. Close the rear access door and turn on the printer.

Resetting the Printer

You can reset the printer by selecting the appropriate items in the Resets Menu.

Use this menu with caution. You can lose buffered page data or printer configuration settings when you select these items. Only reset the printer under the following circumstances:

- You want to restore the printer's default settings;
- Communication between the printer and computer has been interrupted.

Supported Paper Sizes

The HP DesignJet ColorPro printer is able to print on the following paper sizes:

Tray 1 and Rear Media Feed:	Tray 2 and Tray 3:
All media sizes from 4" x 6" to 13" x 19" (102mm x 153mm to 330mm x 483mm)	Letter (8.5" x 11") Legal (8.5" x 14") Tabloid (11" x 17") Super B (13" x 19") A4 (210mm x 297mm) A3 (297mm x 420mm) 330mm x 483mm

For More Information

Please check on the following documentation for more information:

Getting Started Guide – Information on how to set up the printer.

User's Guide – For printer specifications and troubleshooting information.

Network Guide – For instructions on how to share the printer over a network.

Web Site – http://www.hp.com/go/designjet or http://www.hp.com provide a link to the HP Web site for the latest printer software, product and support information.

Imation™ Matchprint™ Inkjet System Compatibility

If you require high-quality CMYK images created with leading-edge color matching technology from your HP DesignJet ColorPro GA printer, you should install the Imation Matchprint Inkjet System. This system, produced in conjunction with Imation Corp., a world-leading provider of color proofing systems, consists of:

- Imation™ Matchprint™ Color RIP Software, with its advanced productivity and functional features
- Imation™ Matchprint™ Inkjet Bases, formulated to deliver consistent, reliable color reproduction.

So the combination of your HP DesignJet ColorPro GA printer, Imation™ Matchprint™ Color RIP software, and Imation™ Matchprint™ Inkjet Bases enables you to create high-quality inkjet color proofs.

For further information about the Imation™ Matchprint™ Inkjet System, visit Imation's web site: www.imation.com.