

user's guide

To find an answer to a question, select one of the topics below:

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- [special features](#)
- [getting started](#)
- [connectivity](#)
- [printing](#)
- [maintenance](#)
- [troubleshooting](#)
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notices

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notices and acknowledgements

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terms and conventions

The following terms and conventions are used in the *user's guide*.

terms

The HP Deskjet printer may be referred to as the **HP printer** or **printer**.

symbols

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

Click [File](#) > [Print](#).

cautions and warnings

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

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

A **Warning** indicates possible harm to you or to others. For example:



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

icons

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



For great results use HP products.

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



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 information about the selected option.

A **Do Not** icon indicates that an action is not recommended.



Do not clean the interior of the printer.

accessibility

Your HP printer provides a number of features that make it accessible for people with disabilities.

visual

The printer software is accessible for users with visual impairments or low vision through the use of Windows accessibility options and features. It also supports most assistive technology such as screen readers, Braille readers, and voice-to-text applications. For users who are color blind, colored buttons and tabs used in the software and on the HP printer have simple text or icon labels that convey the appropriate action.

mobility

For users with mobility impairments, the printer software functions can be executed through keyboard commands. The software also supports Windows accessibility options such as StickyKeys, ToggleKeys, FilterKeys, and MouseKeys. The printer doors, buttons, paper trays, and paper guides can be operated by users with limited strength and reach.

support

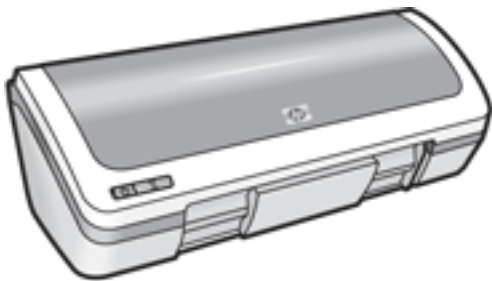
For more details about the accessibility of this product and HP's commitment to product accessibility:

- Visit HP's Web site at: www.hp.com/accessibility
- Email HP at: accessibility@hp.com

special features

Congratulations! You have purchased an HP Deskjet printer that is equipped with several exciting features:

- **Brilliant photo-quality printing:** Great printing performance with the black and tri-color [print cartridges](#) installed.
- **Six-ink upgradeable printing:** Enhance photo printing with a [photo print cartridge](#) (purchased separately).
- **Borderless printing:** Print 4 x 6 inch photos and cards to the edges of the paper using the [borderless printing](#) feature.
- **User friendly:** Easy to install and operate.
- **Cancel button:** Save paper and ink by cancelling print jobs quickly and easily with the [Cancel button](#).
- **Ink level indicator:** Know the approximate ink level of each print cartridge with the onscreen [ink level indicator](#).
- **Compact:** Small, lightweight, and easy to set up, store, or carry.
- **Quality:** Built to give you the best results for your printing needs.



print cartridges

Three print cartridges can be used with the printer.

- black print cartridge
- tri-color print cartridge
- photo print cartridge



1. black print cartridge 2. tri-color print cartridge 3. photo print cartridge

Not all print cartridges may be packaged with your printer.

print cartridge selection

printer model	print cartridge	selection number	product number
HP Deskjet 3600 Series (except HP Deskjet 3658/3668)	black	27	c8727
	tri-color	28	c8728
	photo	58	c6658
HP Deskjet 3658/3668	Please refer to the graphic instructions located under the printer cover, or the hardcopy <i>reference guide</i> that was included with your printer.		

For installation instructions, click [here](#).

For storage instructions, click [here](#).

For recycling instructions, click [here](#).



For print cartridge ink capacity, see the information included in the print cartridge packaging.

For great performance from your HP printer, use only genuine, factory-filled HP print cartridges.

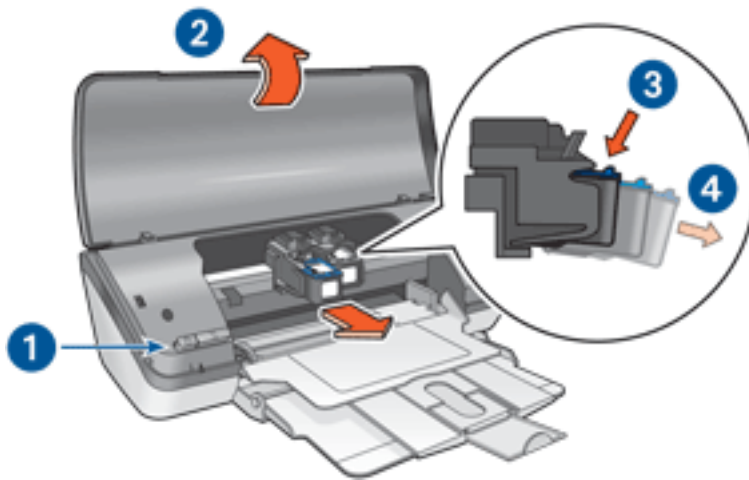
Caution! Damage that is directly attributable to modified or refilled HP print cartridges is specifically excluded from the HP printer's warranty coverage.

replacing print cartridges

Before buying replacement print cartridges, verify the correct [part numbers](#).

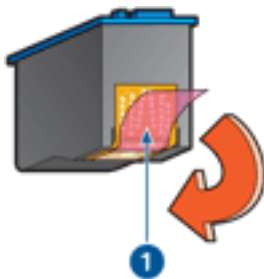
To replace a print cartridge:

1. Press the **Power** button to turn on the printer.
2. Open the printer cover.
The cradle moves to the center of the printer.
3. Push down on the print cartridge and slide it out of the print cartridge cradle.



1. press power button 2. lift printer cover 3. push down on print cartridge 4. slide print cartridge out of cradle

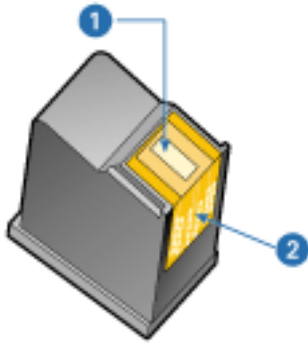
4. Remove the replacement print cartridge from its packaging and carefully remove the plastic tape. Hold the print cartridge so that the copper strip is on the bottom and facing toward the printer.



1. remove plastic tape

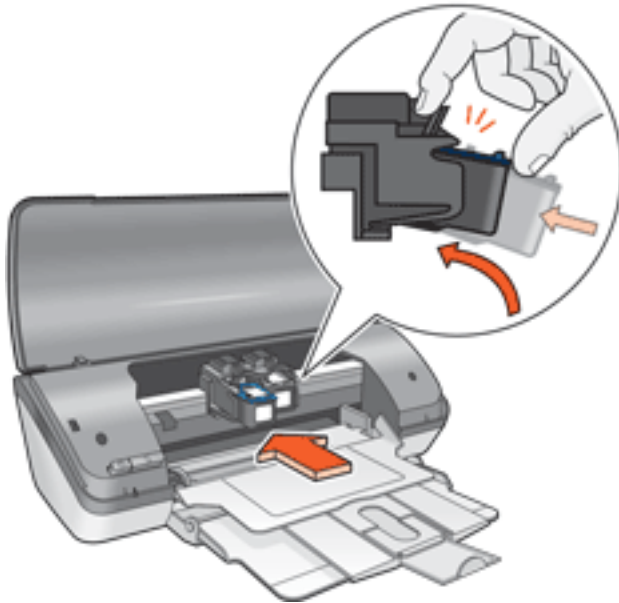
Caution! Do not touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections. Do not remove the copper strips. They

are required electrical contacts.



1. ink nozzles 2. copper contacts

5. Slide the print cartridge firmly into the cradle at a slight upward angle until you feel resistance.



6. Push the cartridge into the cradle.
You hear a snap when the print cartridge is correctly positioned.
7. Close the printer cover.
8. [Calibrate](#) the printer for optimum print quality.

For information on how to recycle your empty print cartridges, [click here](#).



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

calibrating print cartridges

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

To calibrate print cartridges:

1. Load a stack of plain white paper in the In tray.
2. Go to printer maintenance.
3. Click [Calibrate Printer](#).
4. Click [Calibrate](#), then follow the onscreen instructions.

print cartridge recovery

Customers interested in recycling their genuine HP print cartridges can participate in HP's empty print cartridge return and recycle program. HP offers this program in more countries/regions than any other print cartridge manufacturer in the world. This program is provided as a free service to HP customers as an environmentally sound solution for these products at end-of-life. It is not available in all countries/regions.

To participate, simply request postage-paid return envelopes or bulk boxes via the Web at **www.hp.com/recycle**.

Because HP's unique recycling processes are very sensitive to material contamination, we cannot take back and recycle cartridges from other manufacturers. The end products of the recycling process are used in the manufacture of new products, and HP must ensure the composition of the material is consistent. To do that, we recycle only HP original cartridges. This program does not extend to refilled cartridges.

Returned cartridges are separated for purification into raw materials for use in other industries to manufacture new products. Examples of products made from recycled HP print cartridge materials include automobile parts, trays used in microchip fabrication processes, copper wire, steel plates, and the precious materials used in electronics. Depending on the model, HP is able to recycle up to 65% of the print cartridge by weight. The remaining parts that cannot be recycled (ink, foam, and composite parts) are disposed of in an environmentally responsible manner.

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 temperatures (15-35 degrees C or 59-95 degrees F).
- Do not remove the plastic tape covering the ink nozzles until you are ready to install the print cartridge in the printer. If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape damages the print cartridge.

storing print cartridges

When print cartridges are removed from the printer, store them in a print cartridge protector or an airtight plastic container.

A print cartridge protector comes with the photo print cartridge. If you store the print cartridge in an airtight plastic container, make sure that the ink nozzles face down but are not in contact with the container.

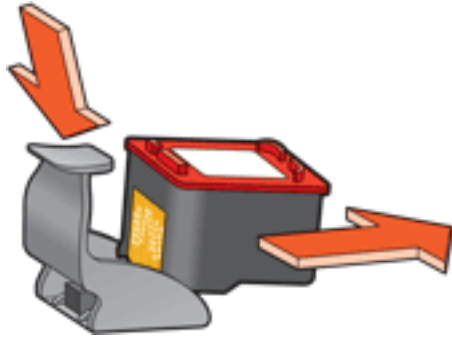
inserting the print cartridge into the print cartridge protector

Slide the print cartridge at a slight angle into the protector, and snap it securely in place.



removing the print cartridge from the print cartridge protector

Press down and back on the top of the protector to release the cartridge. Slide the cartridge out of the protector.



Caution! Do not drop the print cartridge. Dropping the print cartridge may damage it.

borderless printing

Borderless printing lets you print to the edges of photographs and certain card sizes. The printer prints borderless photos measuring 4 x 6 inches or less.

When you print on 4 x 6 inch photo paper with tear-off tabs, the printout is completely borderless after the tear-off strip is removed.



When you print on 4 x 6 inch photo paper without tear-off tabs, A6 cards, and greeting cards, the printout is borderless on three sides with a border on the bottom.



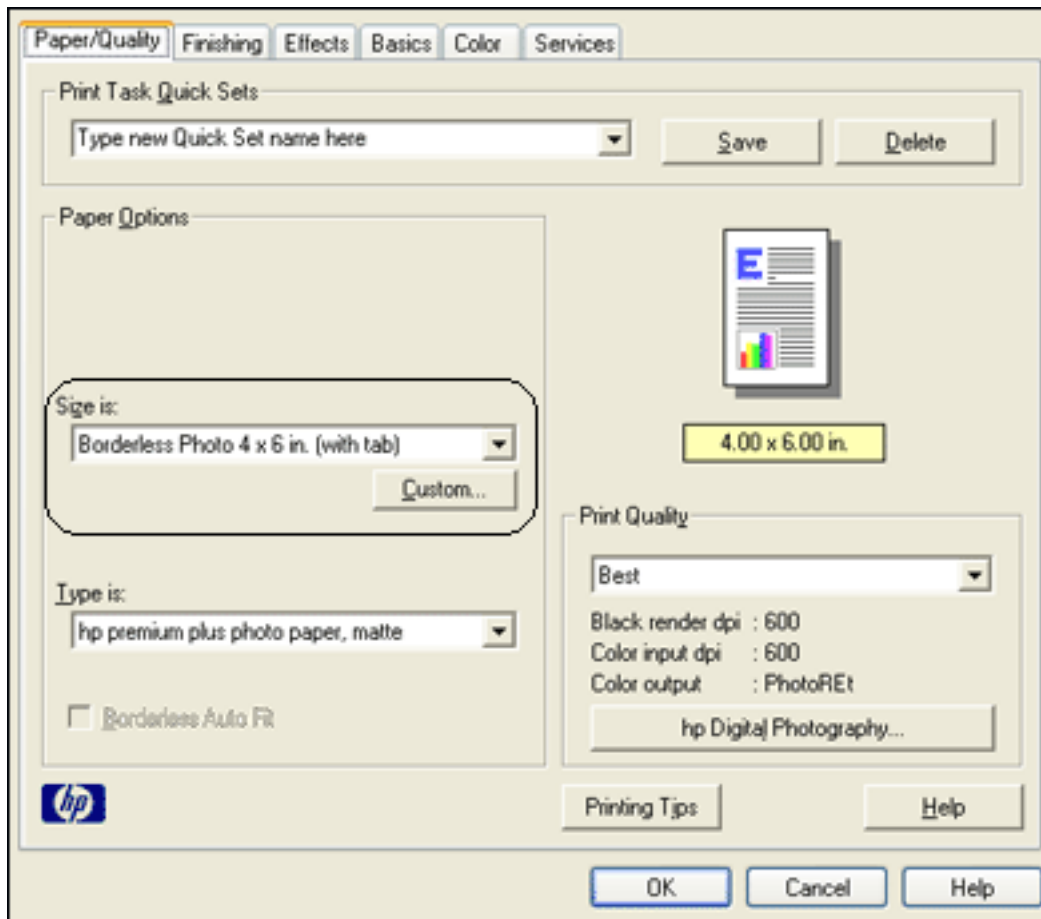
selecting image size

Open the file in a software application and assign the image size. Ensure that the size corresponds to the paper size on which you want to print the image.

printing

Follow these steps to print a borderless document:

1. Open the file you want to print.
2. Open the [Printer Properties](#) dialog box.
3. Click the [Paper/Quality](#) tab.



4. Select one of the borderless paper sizes from the [Size is](#) drop-down list.
5. Select the appropriate paper type in the [Type is](#) drop-down list.
6. Click the [Borderless Auto Fit](#) checkbox to automatically resize the image to print without a border.



The Borderless Auto Fit option is only available for photo paper types.

7. Select any other desired print settings, then click [OK](#).

print settings

The printer is controlled by software installed on your computer. Use the printer software, known as the *printer driver*, to change the print settings for a document.

To change the print settings, open the [Printer Properties](#) dialog box.

displaying the printer properties dialog box

Follow these steps to display the [Printer Properties](#) dialog box:

1. Open the file you want to print.
2. Click [File](#) > [Print](#), then select [Properties](#). The [Printer Properties](#) dialog box appears.



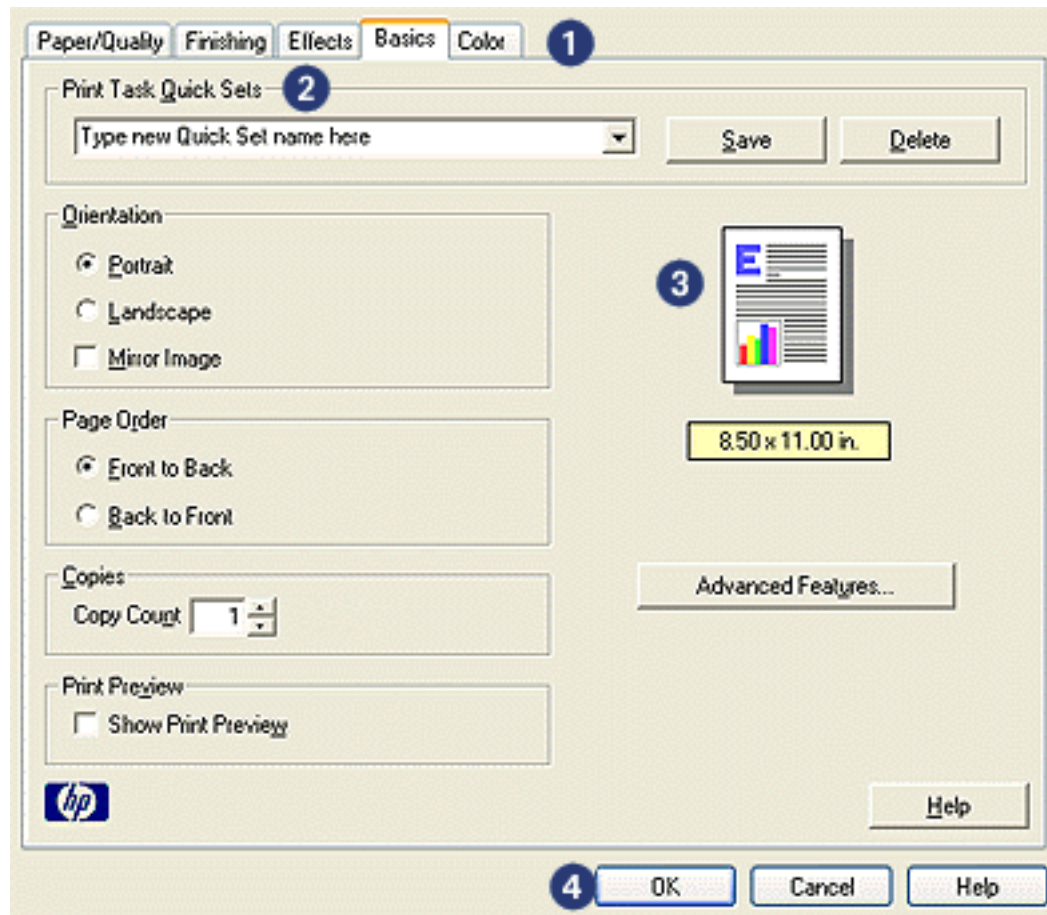
The path to the [Printer Properties](#) dialog box may vary depending on the software program.

using the printer properties dialog box

The [Printer Properties](#) dialog box has several tools that make it easy to use.

buttons and menus

The [Printer Properties](#) dialog box has the following features:



1. **Tabs:** Click a tab to see its contents.
2. **Print Task Quick Sets:** See [print task quick sets](#).
3. **Preview:** Shows how changes to the print settings affect the printout.
4. **Buttons:**
 - **OK:** Saves and applies changes.
 - **Cancel:** Closes the dialog box without saving the new settings.
 - **Help:** Offers instructions for using the [What's This?](#) help feature.

An [Apply](#) button may also appear. The [Apply](#) button saves changes to the settings without closing the dialog box.



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 item.

tabs

- [paper/quality tab](#)

- [finishing tab](#)
- [effects tab](#)
- [basics tab](#)
- [color tab](#)



Printer features, and instructions on how to use them, are subject to change. This document was released for publishing before all of the printer features were determined.

print task quick sets

Use print task quick sets to print with or save print settings you use often.

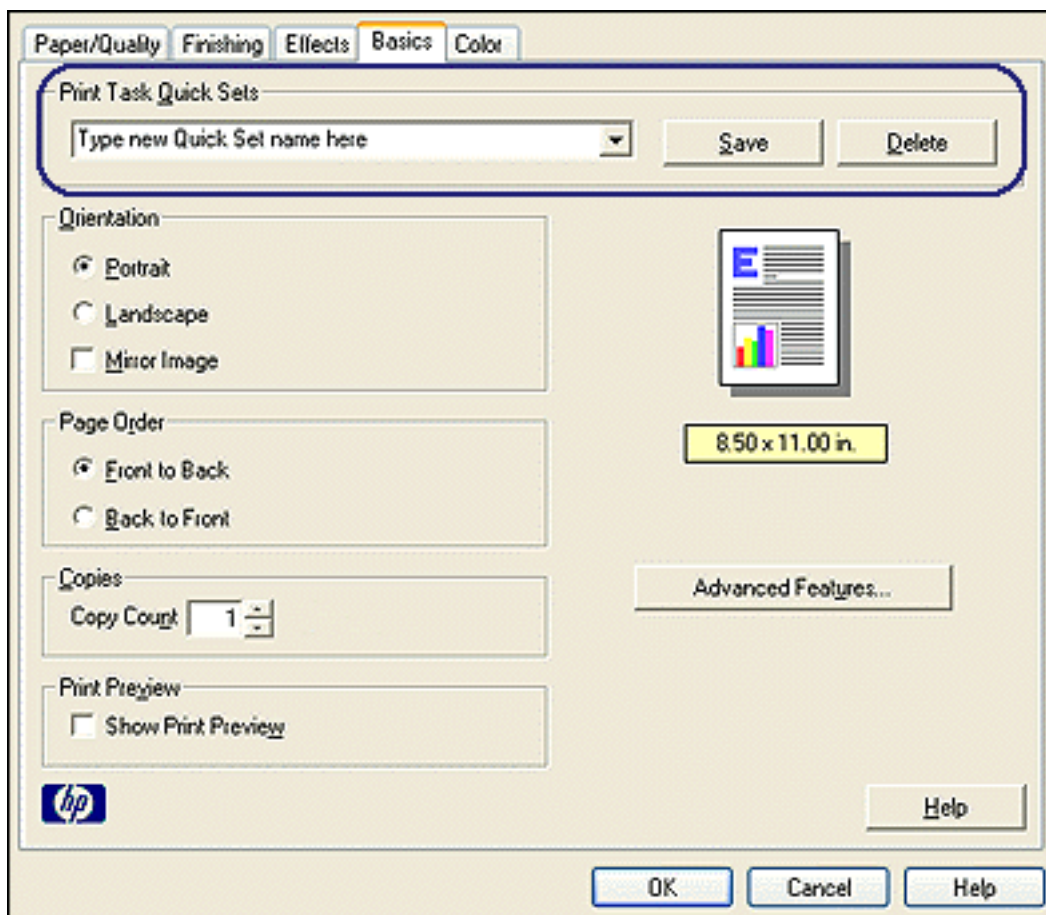
For example, if you frequently print envelopes, you can create a print task that contains the paper size, print quality, and orientation setting you normally use for envelopes. After creating the print task, simply select it when printing envelopes rather than setting each of the print settings separately.

Create your own print task or use the specially designed print tasks available in the [Print Task Quick Sets](#) drop-down list.

using a print task quick set

Follow these steps to use a print task quick set:

1. Open the [Printer Properties](#) dialog box.
2. Select the print task you want to use from the drop-down list.



3. Click [OK](#).

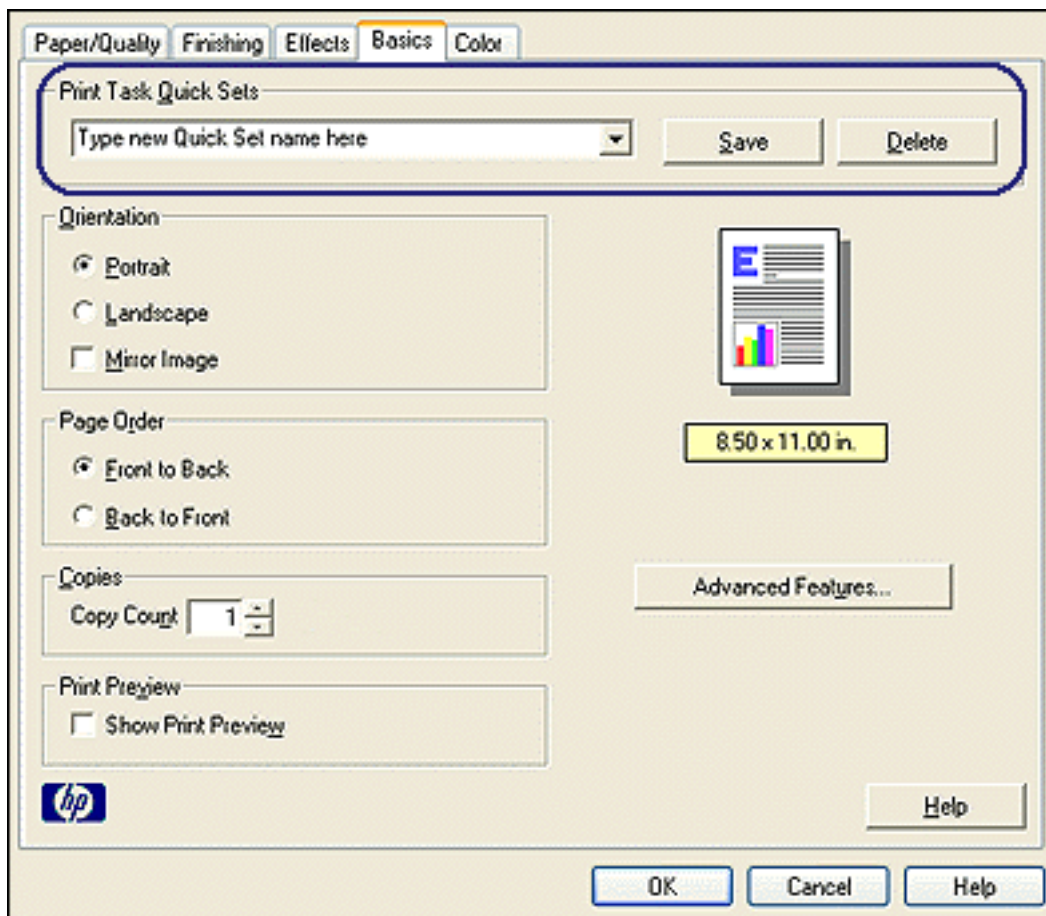


To restore default print settings, select [Default Print Settings](#) from the [Print Task Quick Sets](#) drop-down list, and click **OK**.

creating a print task quick set

Follow these steps to create a print task quick set:

1. Open the [Printer Properties](#) dialog box.



2. Select the options you want to include in the new print task.
3. Enter a name for the new print task in the [Print Task Quick Sets](#) drop-down list, then click **Save**.

The print task quick set is added to the drop-down list.



If you add more options to the print task, you must rename the print task, then click **OK**.

deleting a print task quick set

Follow these steps to delete a print task quick set:

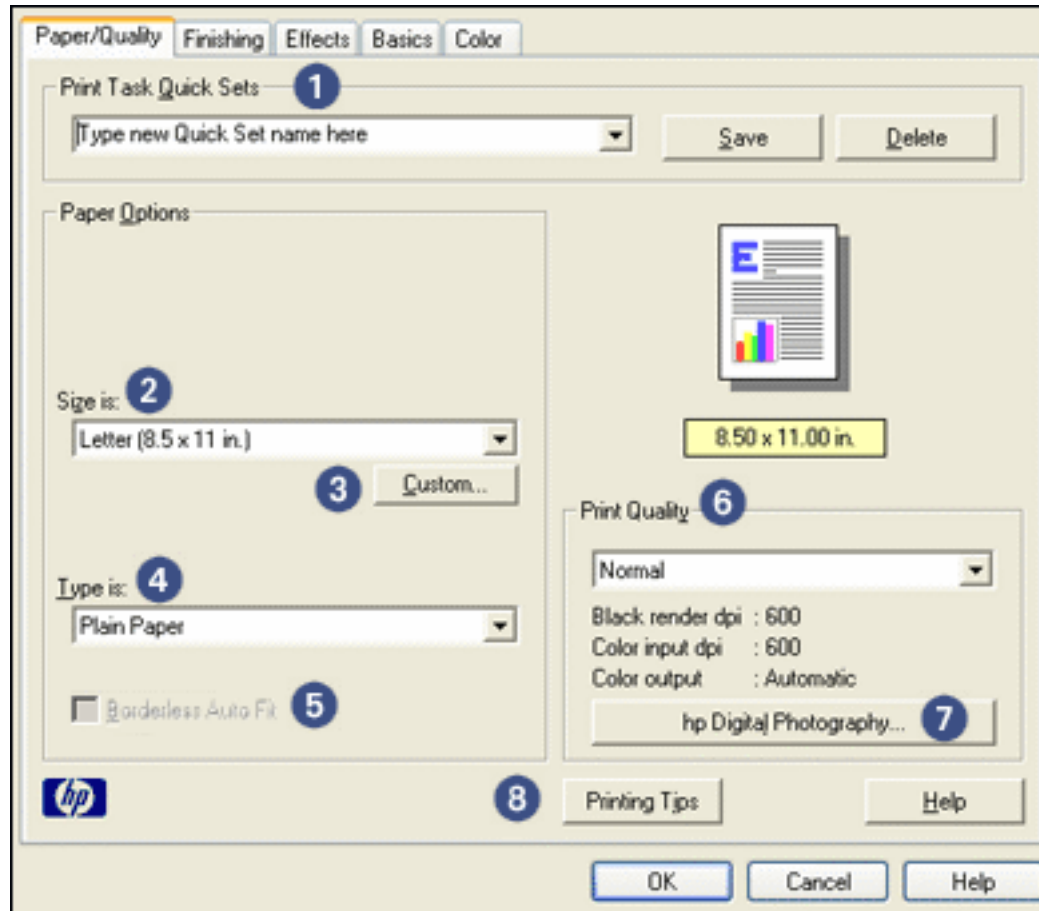
1. Open the [Printer Properties](#) dialog box.
2. Select the print task you want to delete from the drop-down list, then click [Delete](#).



Some print task quick sets cannot be deleted.

paper/quality tab

The Paper/Quality tab allows you to set these options:



1. **Print Task Quick Sets:** See [print task quick sets](#).
2. **Size is:** Size of paper used.
3. **Custom:** See [setting a custom paper size](#).
4. **Type is:** Type of paper used.
5. **Borderless Auto Fit:** Select to fit the printed image across the entire page when printing a [borderless document](#) on certain paper types.
6. **Print Quality:** There are five print quality options: [FastDraft](#), [Fast Normal](#), [Normal](#), [Best](#), and [Maximum dpi](#). As print quality increases from [FastDraft](#) to [Maximum dpi](#), the quality of the printed image improves and the print speed decreases. [FastDraft](#) uses the least amount of ink. [Maximum dpi](#) mode uses the most amount of ink and requires a large amount of disk space.
7. **hp Digital Photography:** See [printing digital photographs](#).

8. **Printing Tips:** Printing ideas.

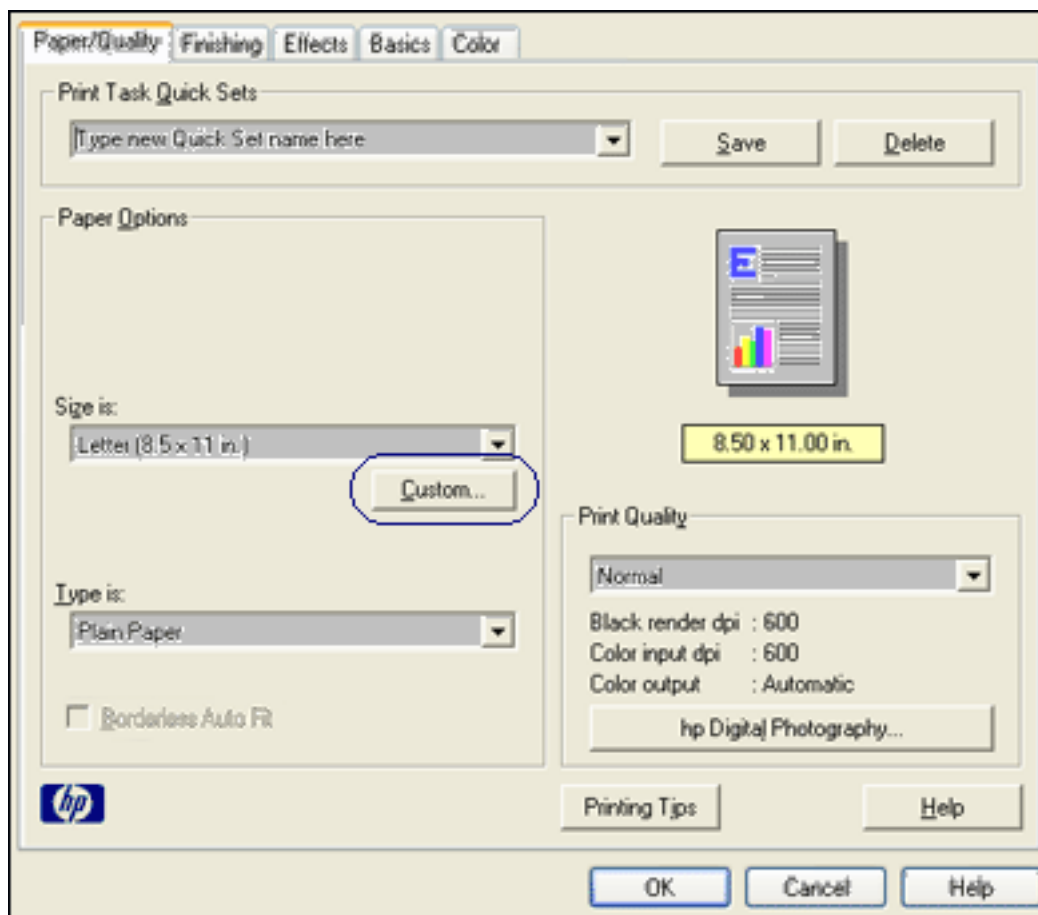
setting a custom paper size

Use the [Custom Paper Size](#) dialog box to print on a special paper size.

defining a custom paper size

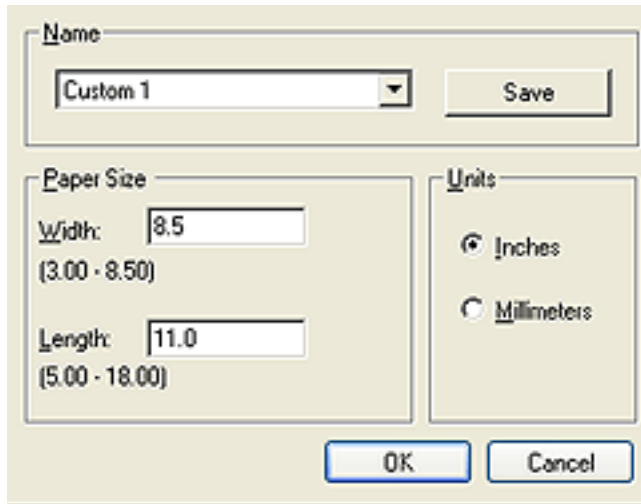
Follow these steps to define a custom paper size:

1. Open the [Printer Properties](#) dialog box.
2. Click the [Paper/Quality](#) tab.



3. Click the [Custom](#) button.

The [Custom Paper Size](#) dialog box is displayed.

A screenshot of a 'Custom Paper Size' dialog box. At the top, there is a 'Name' section with a dropdown menu showing 'Custom 1' and a 'Save' button. Below this, the 'Paper Size' section contains two input fields: 'Width' with the value '8.5' and a range '(3.00 - 8.50)' below it, and 'Length' with the value '11.0' and a range '(5.00 - 18.00)' below it. To the right of the 'Paper Size' section is the 'Units' section, which has two radio buttons: 'Inches' (which is selected) and 'Millimeters'. At the bottom of the dialog box are 'OK' and 'Cancel' buttons.

4. Select a custom paper size name from the [Name](#) drop-down list.
5. Enter the paper dimensions in the [Width](#) and [Length](#) boxes.
The minimum and maximum paper dimensions appear beneath each of the boxes.
6. Select the unit of measurement: [Inches](#) or [Millimeters](#).
7. Click [Save](#) to save the custom paper size.
You can save up to five custom paper sizes.
8. Click [OK](#) to exit the [Custom Paper Size](#) dialog box.

printing digital photographs

The printer has several features to enhance the quality of digital photographs.

opening the hp digital photography options dialog box

Follow these steps to open the [hp Digital Photography Options](#) dialog box:

1. Open the [Printer Properties](#) dialog box.
2. Click the [Paper/Quality](#) tab, then click the [hp Digital Photography](#) button.

using the hp digital photography options dialog box

Use the [hp Digital Photography Options](#) dialog box to set these options:



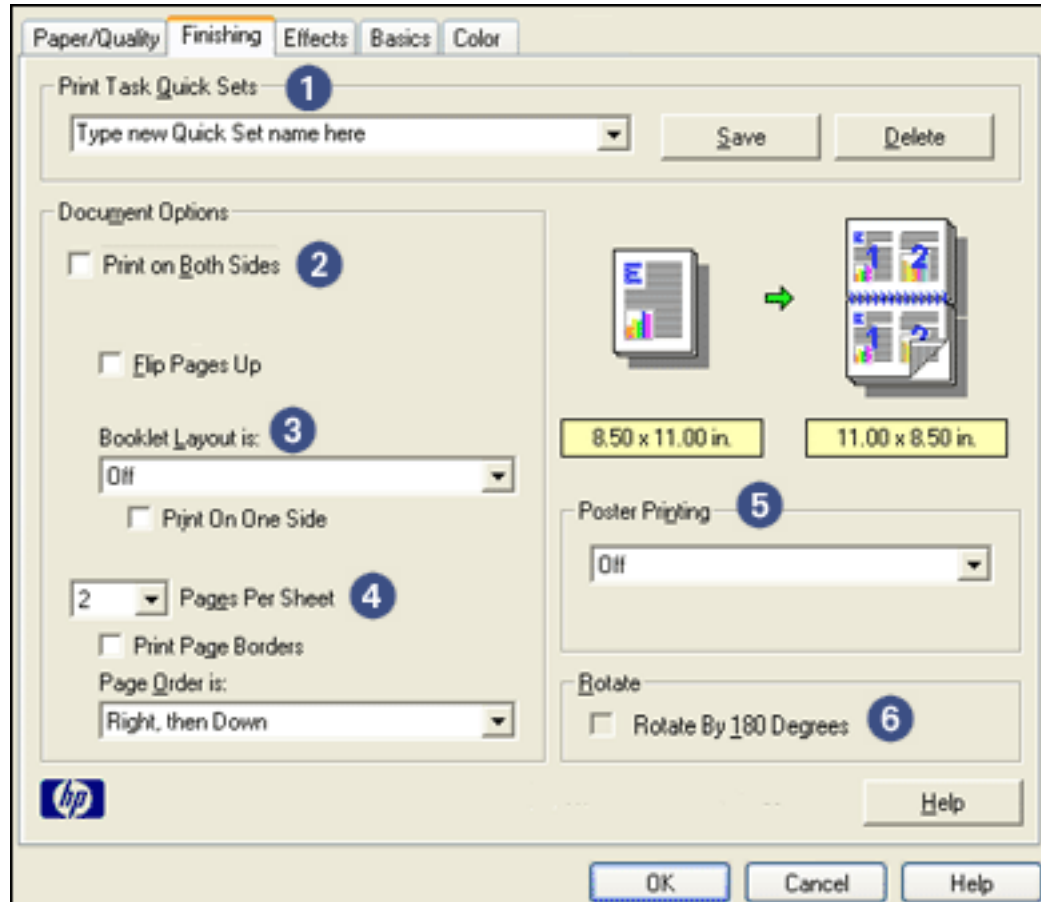
1. **Red Eye Removal:** Click [On](#) to remove or reduce red-eye from the photograph.
2. **Contrast Enhancement:** Adjust contrast to preference. Click [Automatic](#) to allow the printer driver to automatically balance the contrast.
3. **Digital Flash:** Lighten dark images. Click [Automatic](#) to allow the printer driver to automatically balance lightness and darkness.
4. **SmartFocus:** Click [On](#) to allow the printer driver to automatically focus

images.

5. **Sharpness:** Adjust image sharpness to preference. Click [Automatic](#) to allow the printer driver to automatically sharpen the image.
6. **Smoothing:** Adjust distortion to preference. Click [Automatic](#) to allow the printer driver to automatically smooth the image.

finishing tab

The **Finishing** tab allows you to set these options:



1. **Print Task Quick Sets:** See [print task quick sets](#).
2. **Print on Both Sides:** See [two-sided printing](#).
3. **Booklet Layout is:** See [printing a booklet](#).
4. **Pages per Sheet:** See [printing multiple pages on a single sheet of paper](#).
5. **Poster Printing:** Select the number of pages you want your poster printed across to determine the size of your poster.
6. **Rotate By 180 Degrees:** Rotates the printed image 180 degrees.

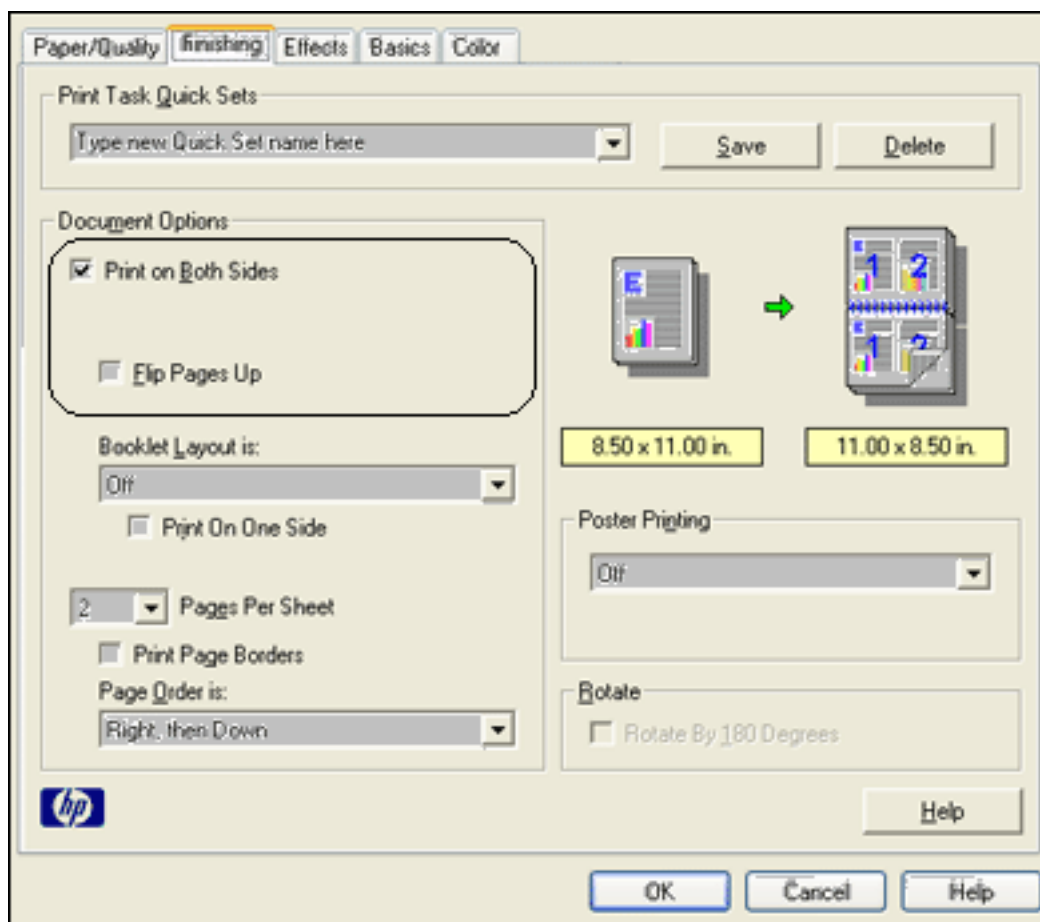
two-sided printing

Two-sided printing, also called *duplexing*, allows you to print on both sides of the paper. Printing on both sides of the paper is not only economical, but environmentally conscious as well.

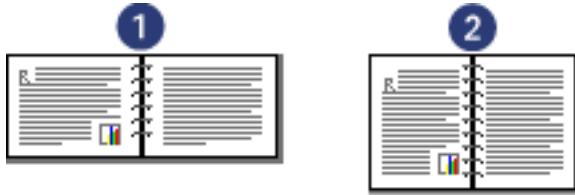
printing instructions

Follow these steps to print a two-sided document manually:

1. Open the [Printer Properties](#) dialog box.
2. Select the [Finishing](#) tab.

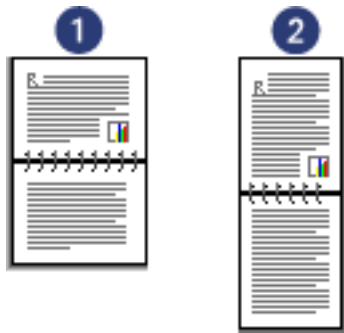


3. Select [Print on Both Sides](#).
4. Select a binding option:
 - o For book binding: Verify that [Flip Pages Up](#) is *not* selected.



1. landscape 2. portrait

- For tablet binding: Select [Flip Pages Up](#).



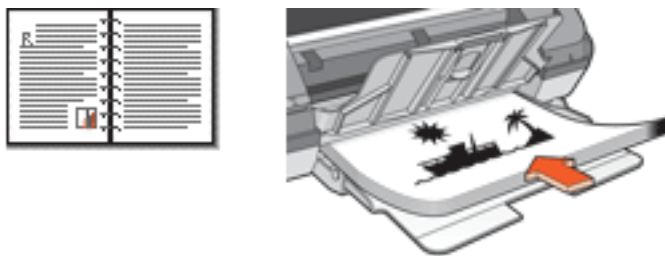
1. landscape 2. portrait

- Select any other desired print settings, then click [OK](#).

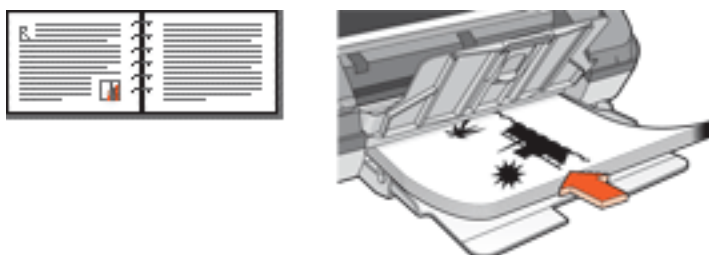
The printer prints the odd-numbered pages first.

- Once the odd-numbered pages have printed, reload the paper, with the printed side facing up, according to the binding type and orientation selected:

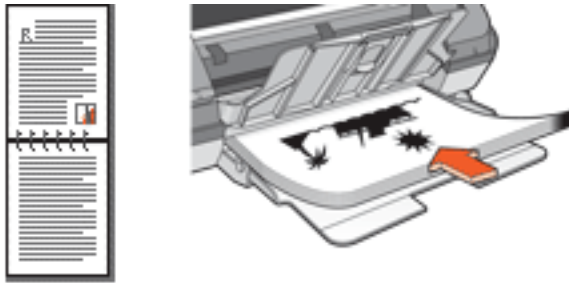
- Book binding with portrait orientation: Reload the paper as shown below:



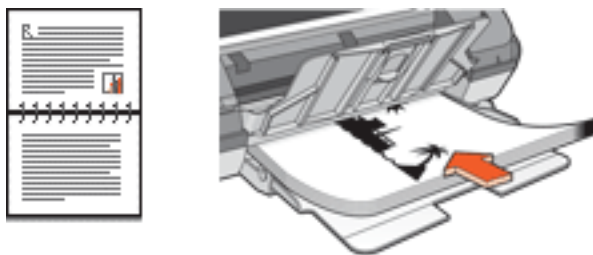
- Book binding with landscape orientation: Reload the paper as shown below:



- Tablet binding with portrait orientation: Reload the paper as shown below:



- Tablet binding with landscape orientation: Reload the paper as shown below:

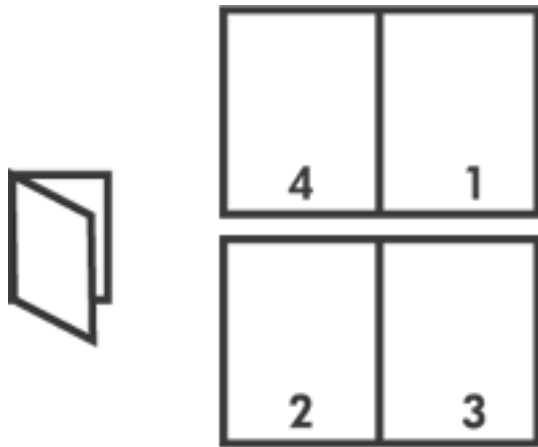


7. Click [Continue](#) to print the even-numbered pages.

printing a booklet

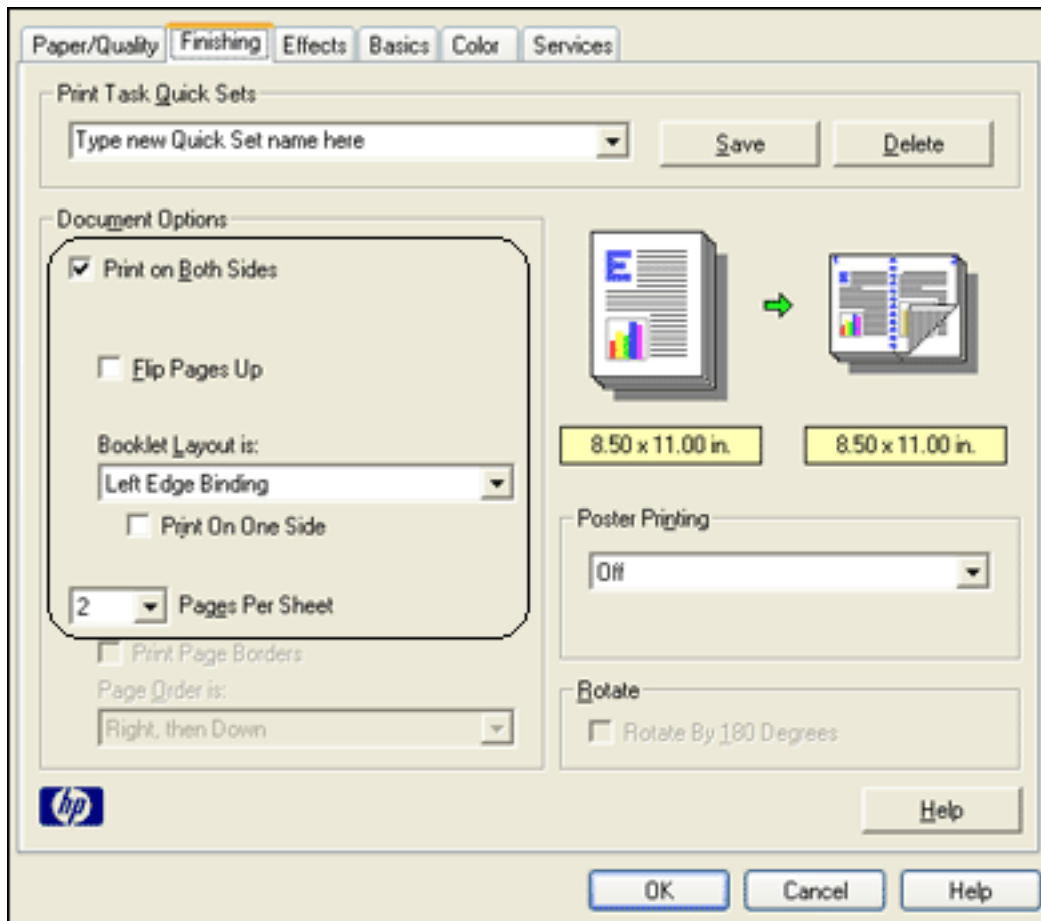
Booklet printing automatically arranges and resizes the pages of a document so when the document is folded into a booklet, the page order is correct.

For example, if a four-page booklet was printed on both sides of the paper, the pages would be reordered and printed like this:



To print a booklet, follow these steps:

1. Open the [Printer Properties](#) dialog box.
2. Select the [Finishing](#) tab.



3. Select [Print on Both Sides](#).
4. Select a binding option in the [Booklet Layout is](#) drop-down list:
 - **Right Edge Binding:** Places the binding on the right side of the booklet.



- **Left Edge Binding:** Places the binding on the left side of the booklet.



5. Do one of the following:
 - To leave every other page of the booklet blank, select [Print On One Side](#).
 - To print on all pages in the booklet, leave [Print On One Side](#) unchecked.

6. Select any other desired print settings, then click [OK](#).
7. When prompted, reload the paper in the In tray as shown below.



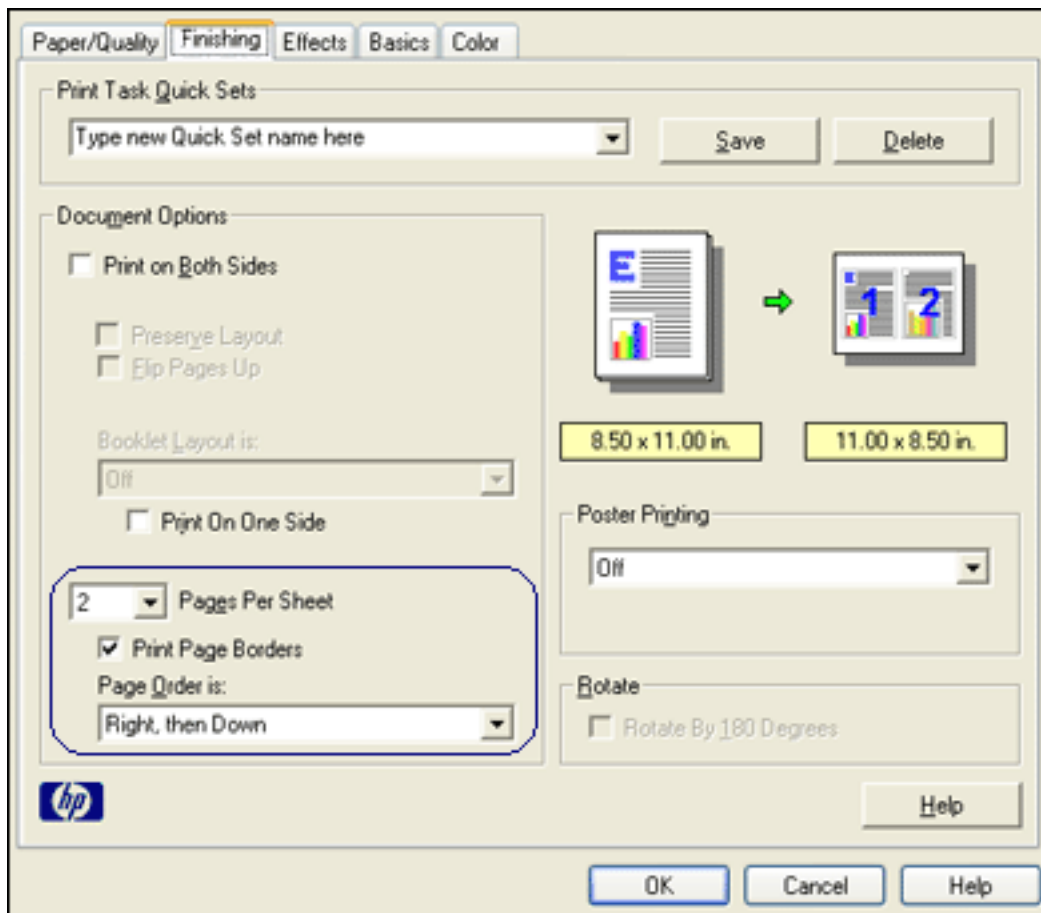
8. Click [Continue](#) to finish printing the booklet.

printing multiple pages on a single sheet of paper

The printer software allows you to print multiple pages of a document on a single sheet of paper. The printer software automatically resizes the document text and images to fit on the printed page.

Follow these steps to print multiple pages of a document on a single sheet of paper:

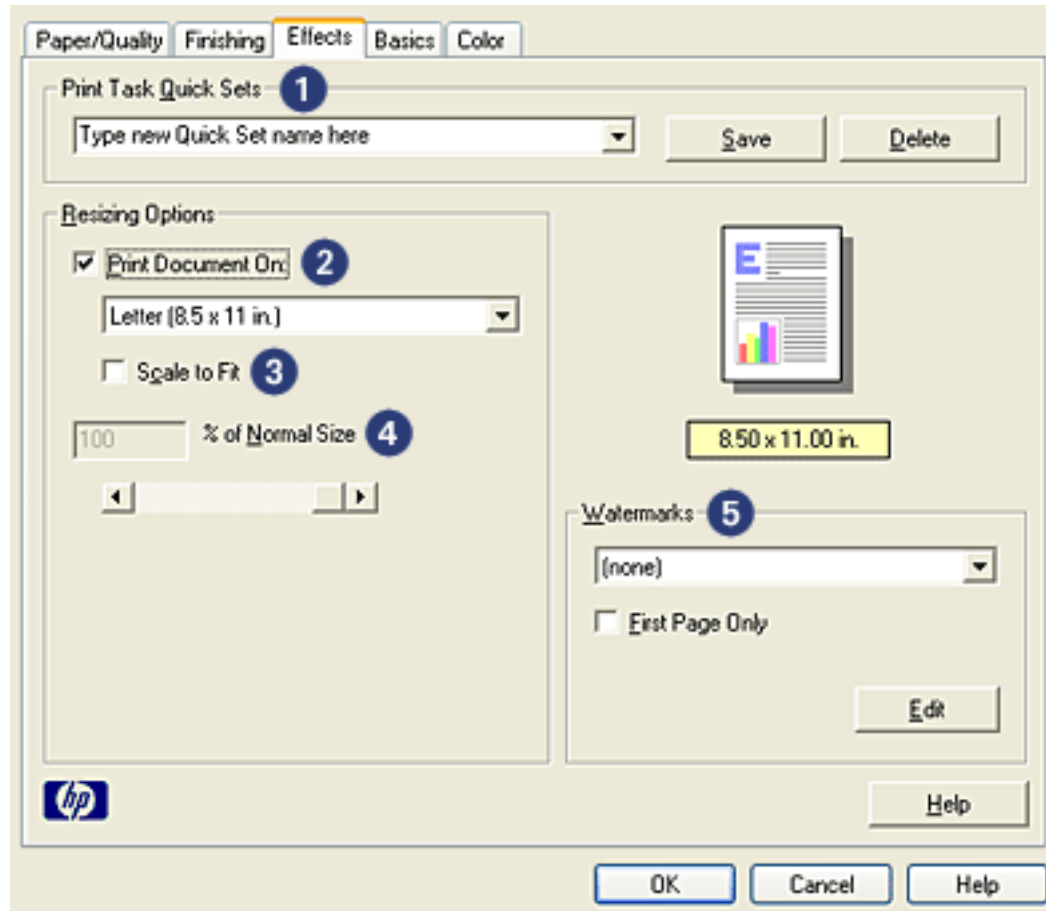
1. Open the [Printer Properties](#) dialog box.
2. Click the [Finishing](#) tab.



3. From the [Pages Per Sheet](#) drop-down list, select the number of pages you want to appear on each sheet of paper.
4. If you want a border to appear around each page image printed on the sheet of paper, click the [Print Page Borders](#) checkbox.
5. Select a layout for each sheet of paper from the [Page Order Is](#) drop-down list.
6. Select any other desired print settings, then click [OK](#).

effects tab

The [Effects](#) tab allows you to set the following options:



1. **Print Task Quick Sets:** See [print task quick sets](#).
2. **Print Document On:** Prints a document on a paper size different than the paper size for which it is formatted. Select the target paper size from the drop-down list.
3. **Scale to Fit:** Automatically resizes the printed image to fit on the paper size selected in the [Print Document On](#) drop-down list.
4. **% of Normal Size:** Specify the percentage to which you want to reduce or enlarge the printed image. For example, enter **70** to reduce the printed image to 70 percent of its normal size.
5. **Watermarks:** See [watermarks](#).

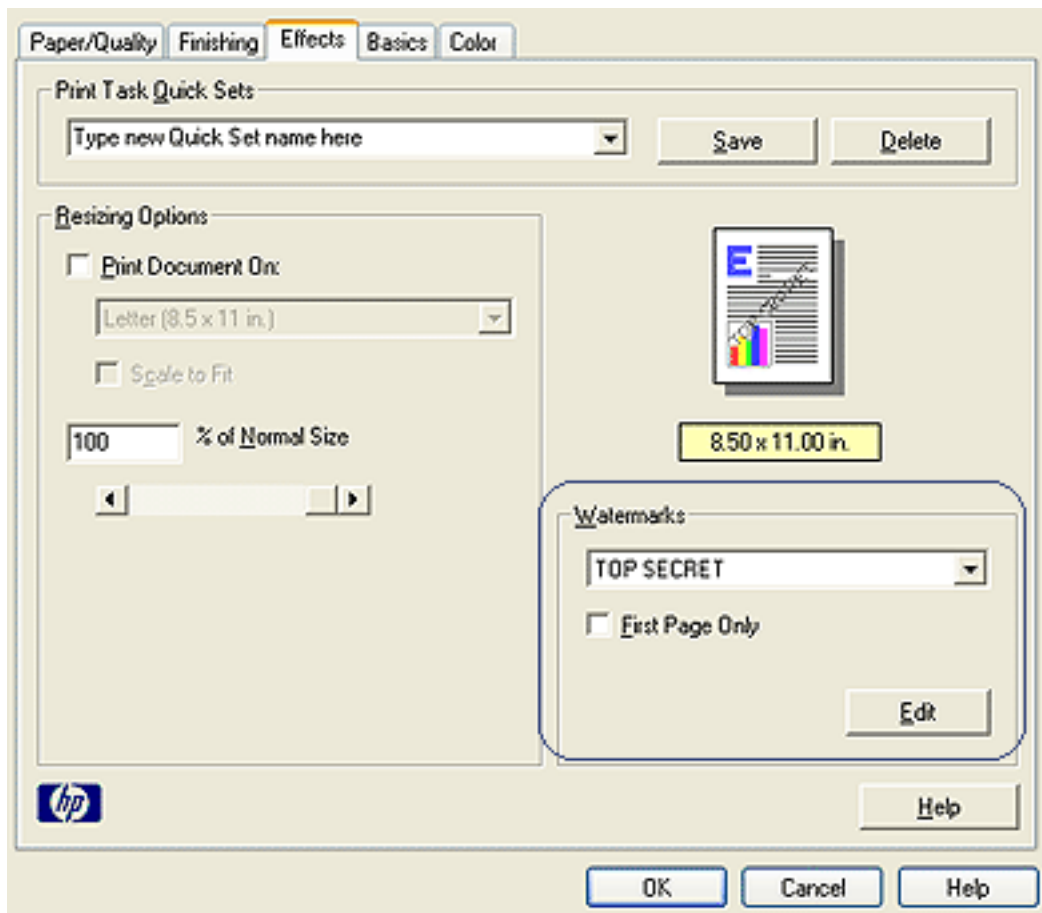
watermarks

Watermarks appear as background printing on documents.

applying an existing watermark to a document

Follow these steps to apply an existing watermark to a document:

1. Open the [Printer Properties](#) dialog box.
2. Click the [Effects](#) tab.



3. Select a watermark from the [Watermarks](#) drop-down list.
If you do not want to use one of the listed watermarks, [create a new watermark](#).
4. Do one of the following:
 - If you want the watermark to appear on the first page only, select [First Page Only](#).
 - If you want the watermark to appear on all printed pages, leave [First Page](#)

Only unchecked.

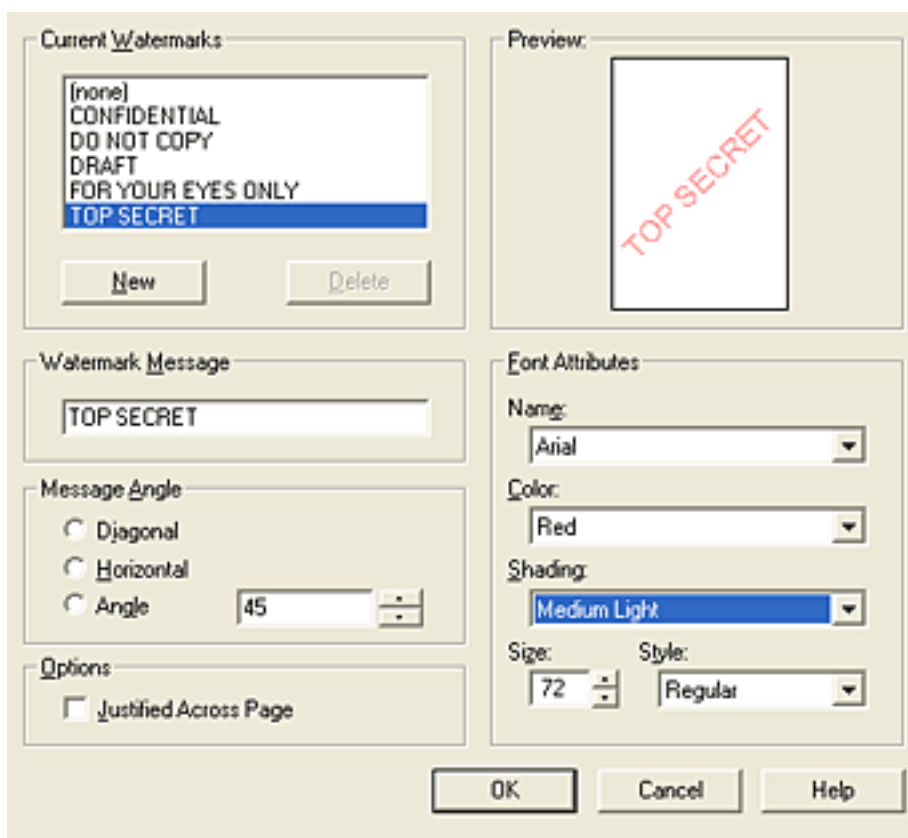
5. Print the document according to the instructions for the paper type.

creating or changing a watermark

Follow these steps to create or change a watermark:

1. Open the [Printer Properties](#) dialog box.
2. Click the [Effects](#) tab.
3. Click the [Edit](#) button.

The [Watermark Details](#) dialog box appears.



4. Do one of the following:
 - Click the [New](#) button, or
 - Select an existing watermark to change.
5. Enter the watermark message, message angle, and font attributes.
6. After you have set the watermark details, click [OK](#).

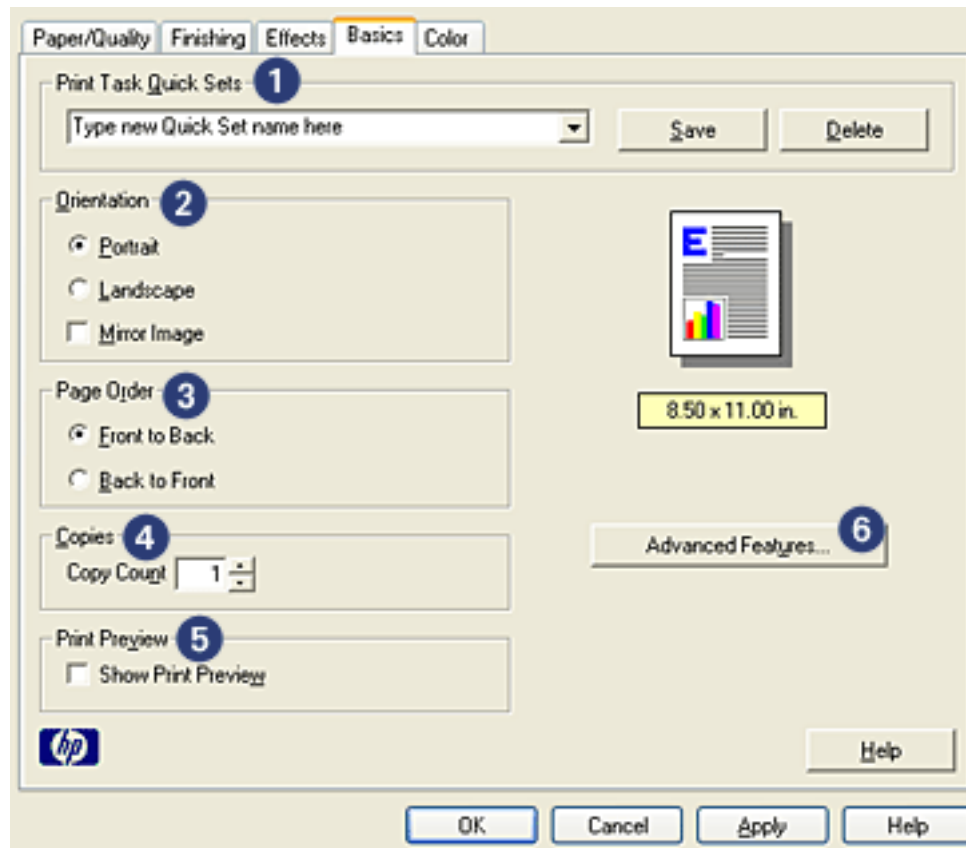
For instructions on applying watermarks, click [here](#).



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 item.

basics tab

The **Basics** tab allows you to set the following options:



1. **Print Task Quick Sets:** See [print task quick sets](#).
2. **Orientation:** Specify the page layout:
 - **Portrait:** The printed page is longer than it is wide.
 - **Landscape:** The printed page is wider than it is long.
 - **Mirror Image:** Reverses the printed image from left to right.
3. **Page Order:** Select one of the following:
 - **Front to Back:** First page will be on top when the document is finished printing.
 - **Back to Front:** Last page will be on top when the document is finished printing.
4. **Copies:** Number of copies printed.
5. **Print Preview:** Select to view the layout of a document before it prints.

6. **Advanced Features:** See [advanced features](#).

advanced features

Printing photographs, transparencies, or documents with graphics may require you to set options on the [Advanced Features](#) dialog box.

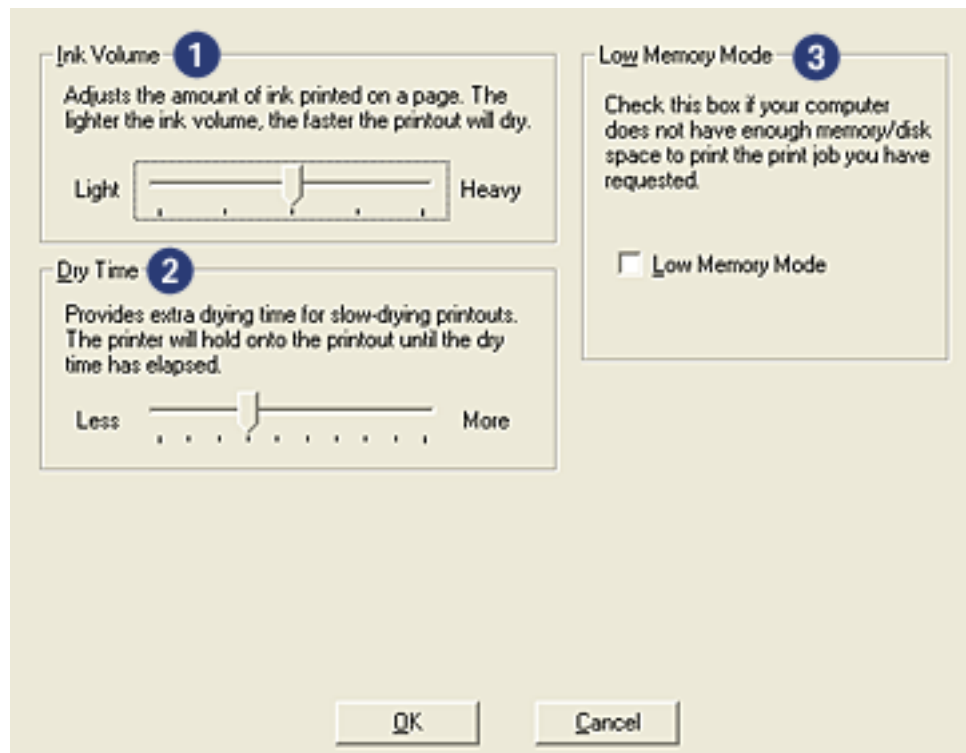
opening the advanced features dialog box

Follow these steps to open the [Advanced Features](#) dialog box:

1. Open the [Printer Properties](#) dialog box.
2. Click the [Basics](#) tab, then click the [Advanced Features](#) button.

using the advanced features dialog box

Use the [Advanced Features](#) dialog box to set these options:

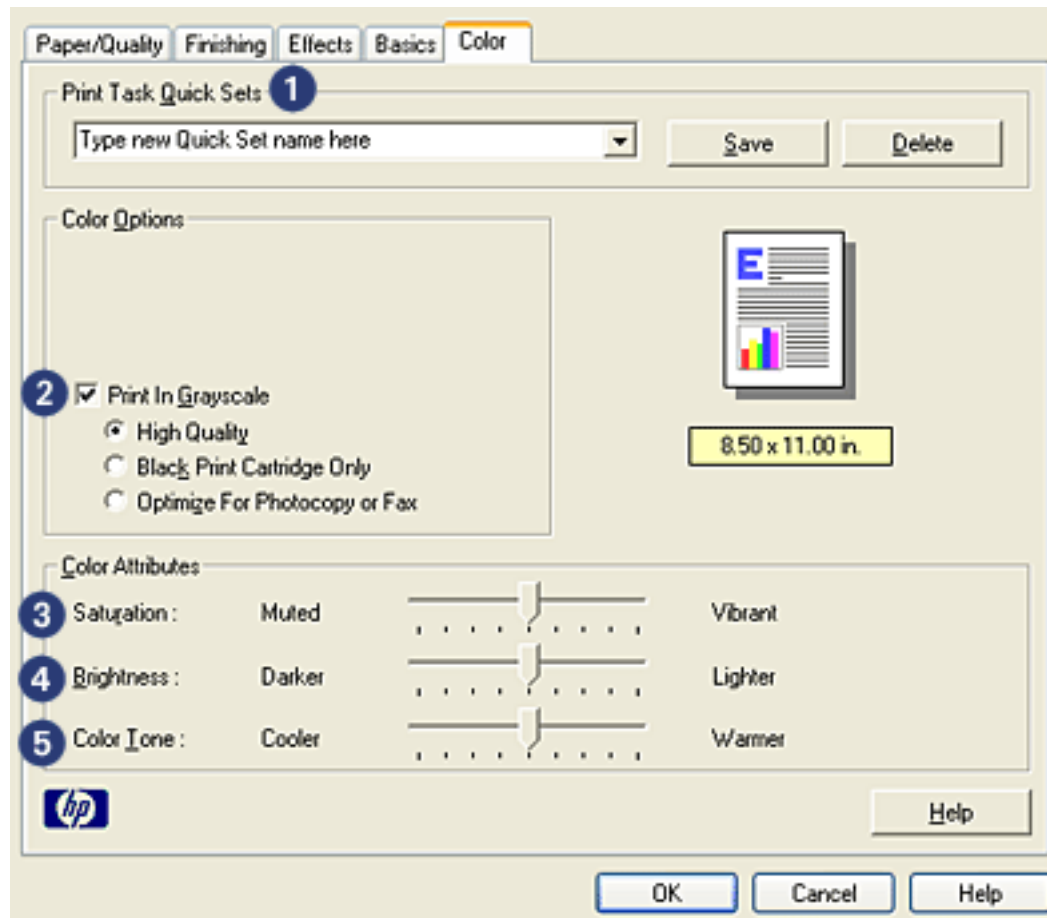


1. **Ink Volume:** Adjusts the amount of ink printed on a page. Reducing the ink volume reduces the color quality.
2. **Dry Time:** Provides extra drying time for slow-drying printouts.
3. **Low Memory Mode:** Allows a document to be printed from a computer that does not have enough memory or disk space to print the document under normal conditions. Using this option may reduce the quality of the printout. The [Maximum dpi](#) print quality mode is not available when the printer is in Low

Memory Mode.

color tab

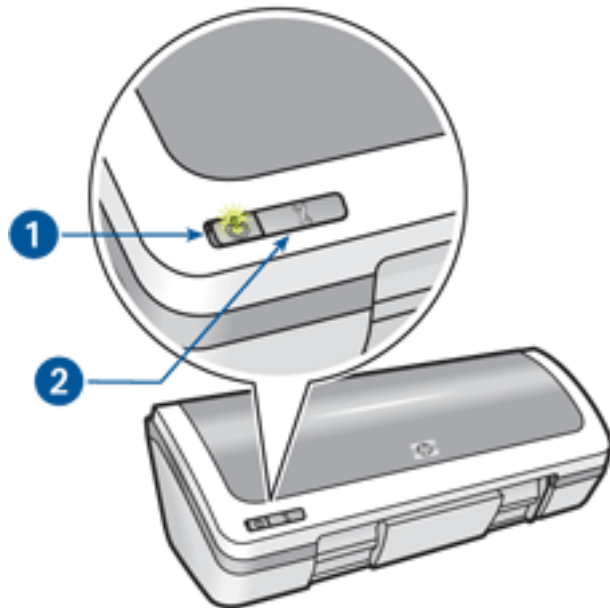
The **Color** tab allows you to set these options:



1. **Print Task Quick Sets:** See [print task quick sets](#).
2. **Print in Grayscale:** Prints in shades of gray.
 - **High Quality:** Uses the tri-color print cartridge and/or photo print cartridge to print high-quality grayscale.
 - **Black Print Cartridge Only:** Uses the black print cartridge to print grayscale.
 - **Optimize For Photocopy or Fax:** Uses the black print cartridge to print grayscale suitable for photocopying and faxing.
3. **Saturation:** Adjusts the intensity of printed colors.
4. **Brightness:** Adjusts the lightness or darkness of printed colors.
5. **Color Tone:** Adjusts the warmth or coolness of printed colors.

buttons and light

Use the printer buttons to turn the printer on and off and cancel a print job.



1. power button and light 2. print cancel button

power button and light

The Power button turns the printer on and off. It may take a few seconds for the printer to turn on after pressing the Power button.

The light on the Power button gives you visual cues about the status of the printer. When the Power light is on and not flashing, the printer is either printing or ready to print. When the Power light is flashing, the printer cover is open or [there may be a problem](#).

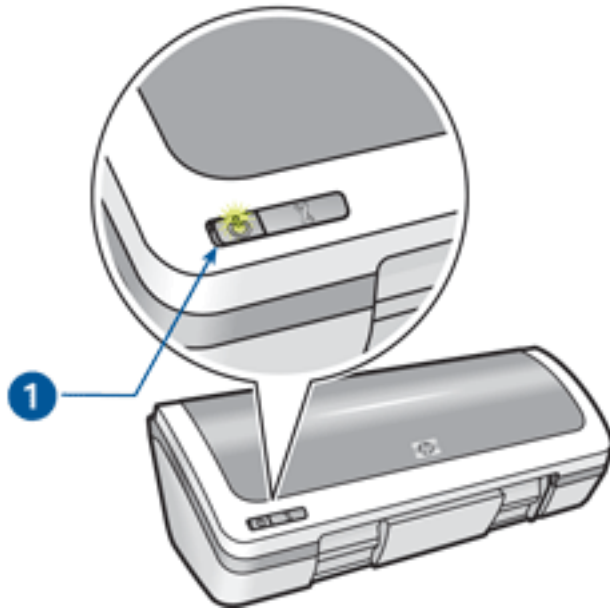
Caution! Always use the Power button to turn the printer on and off. Using a power strip, surge protector, or a wall-mounted switch to turn the printer on and off may cause printer failure.

print cancel button

Pressing the Print Cancel button cancels the current print job.

power light is flashing

- If the Power light is **on**, the printer is either printing or ready to print.
- If the Power light is **off**, the printer is off.
- If the Power light is **flashing**, see below.



1. power light

what the flashing light means

The Power light can flash for several reasons:

- The printer cover is open.
- The printer is out of paper.
- There is a problem with the printer, such as a [paper jam](#) or a problem with a print cartridge.

if an error message appears

Read the error message explaining the problem and its solution.

if no error message appears

1. Go to maintenance.
2. Click any of the four main buttons.

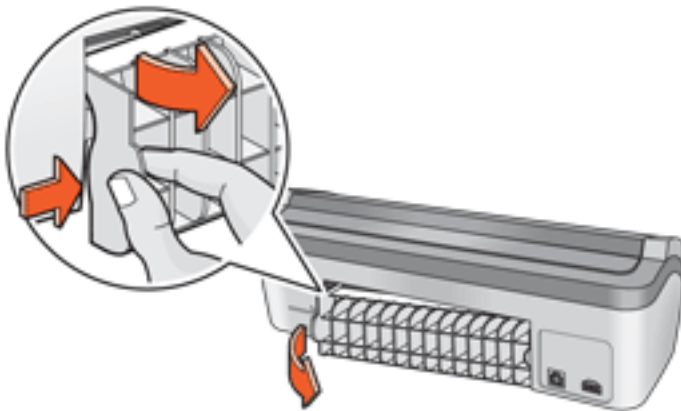
This will tell the software to check the status of the printer.

3. Read any error messages explaining the problem and its solution.

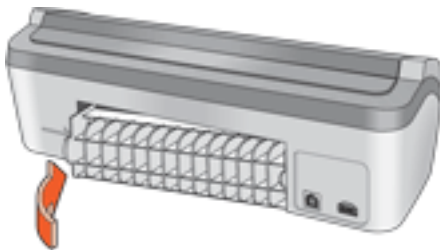
paper jam

Follow each of these steps until the paper jam is cleared.

1. Remove the paper from the In tray.
2. If you are printing labels, verify that a label did not become detached from the label sheet while passing through the printer.
3. Remove the Rear Access Door. Press the handle to the right, then pull out the door.



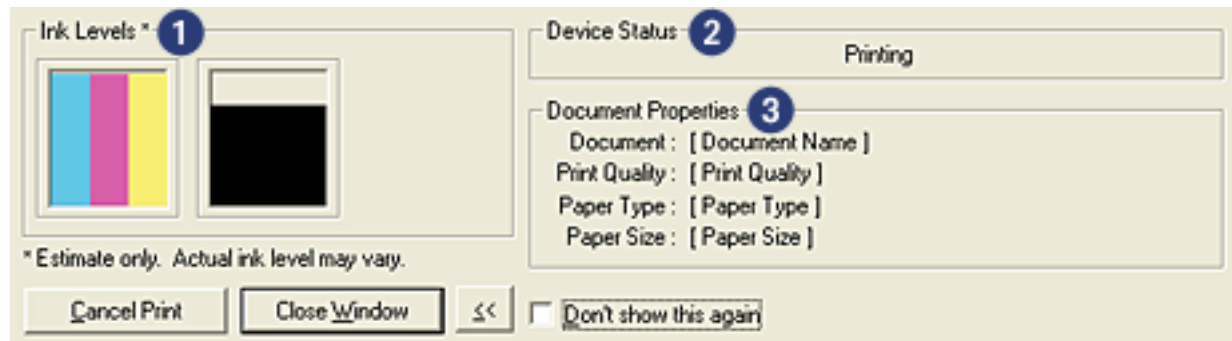
4. Remove the paper jam from the back of the printer, then replace the Rear Access Door.



5. Reload paper in the In tray.
6. Reprint the document.

device status box

The [Device Status Box](#) appears each time the printer prints a file.



The following items are displayed:

1. **Ink Levels:** Approximate ink level of each print cartridge.
2. **Device Status:** The status of the printer. For example, [Spooling](#) or [Printing](#).
3. **Document Properties:** The following information about the current print job is provided.
 - **Document:** Name of the document that is currently printing.
 - **Print Quality:** Print quality setting being used.
 - **Paper Type:** Type of paper used.
 - **Paper Size:** Size of paper used.

To cancel a print job, click [Cancel Print](#).

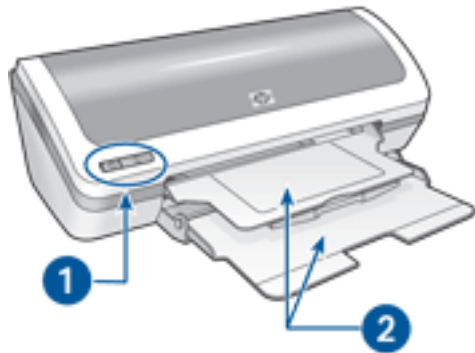
To close the [Device Status Box](#), click [Close Window](#).

getting started

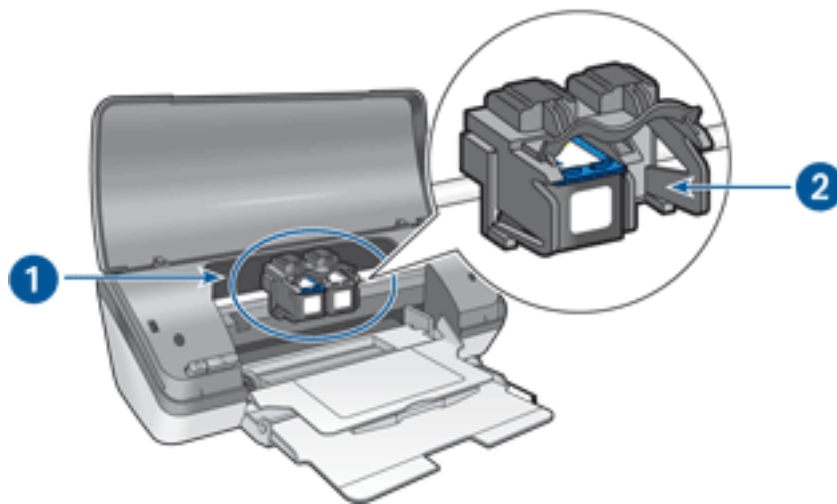
- [printer features](#)
- [buttons and light](#)
- [paper trays](#)
- [print cartridges](#)
- [ink-backup mode](#)

printer features

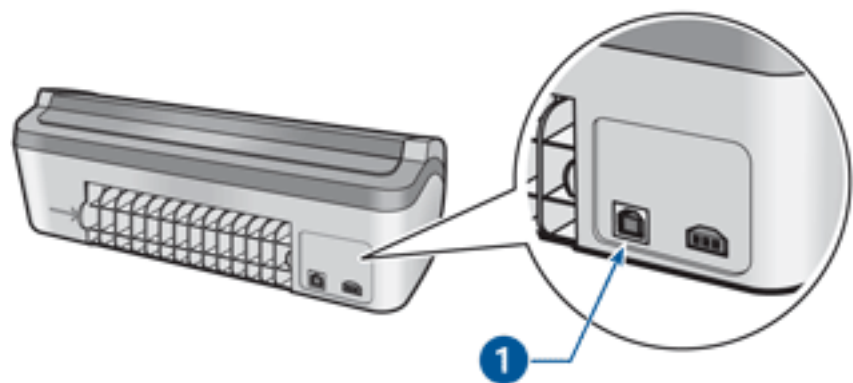
The printer has several features to make printing easier and more efficient.



1. [buttons and light](#)
2. [paper trays](#)



1. [print cartridges](#)
2. [ink-backup mode](#)



1. [usb port](#)

paper trays

The printer has a fold-up paper tray that contains an In tray and an Out tray.

For information about the paper tray, select one of the topics below:

- [unfolding the paper trays](#)
- [in tray](#)
- [out tray](#)
- [folding the paper trays](#)

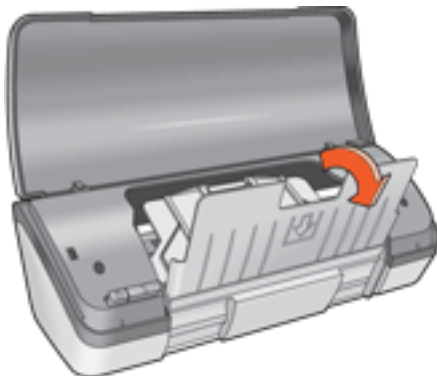
unfolding the paper trays

Follow these steps to unfold the paper trays:

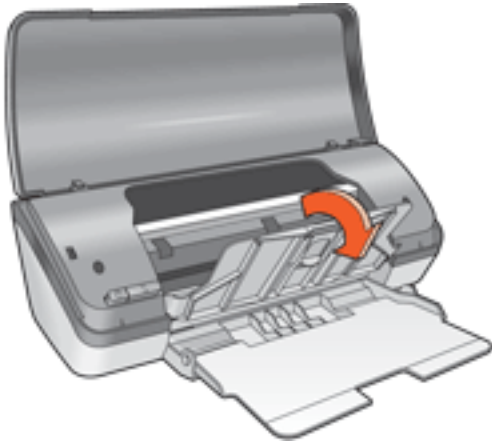
1. Raise the printer cover.



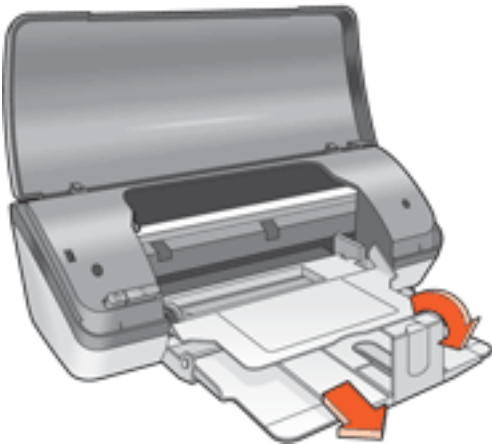
2. Lower the In tray.



3. Lower the Out tray.



4. Pull out the Out tray extension, then unfold the Out tray extension stop.

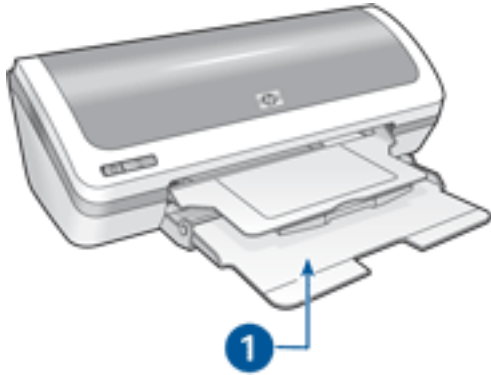


5. Lower the printer cover and [turn on the printer](#).



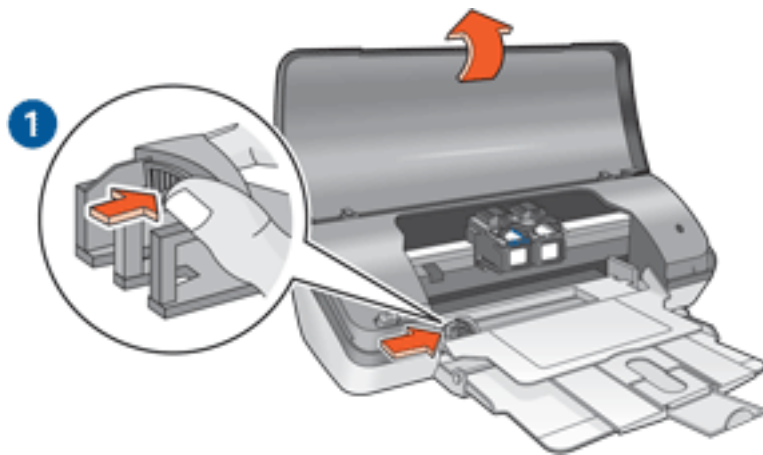
in tray

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



1. in tray

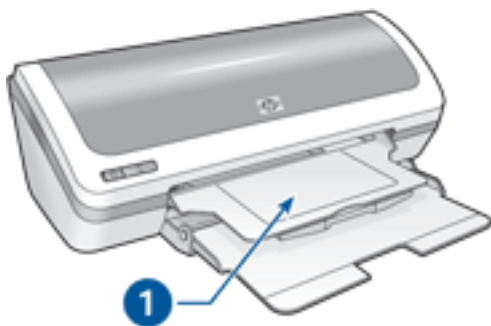
You can print different sizes of media by sliding the paper guide left and right.



1. press and slide the paper guide

out tray

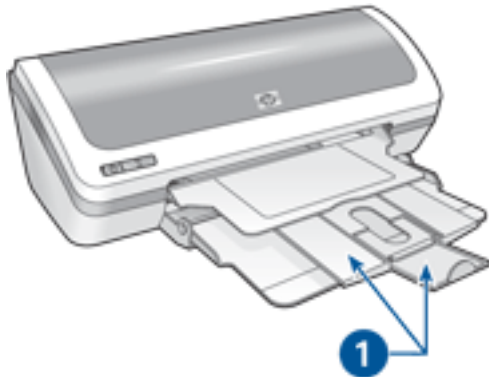
Printed pages are deposited in the Out tray.



1. out tray

Raise the printer cover and the Out tray to load paper.
Lower the printer cover and the Out tray before printing.

To prevent paper from falling out of the tray, pull out the Out tray extension, then unfold the Out tray extension stop.



1. out tray extension and out tray extension stop

folding the paper trays

Follow these steps to refold the paper trays:

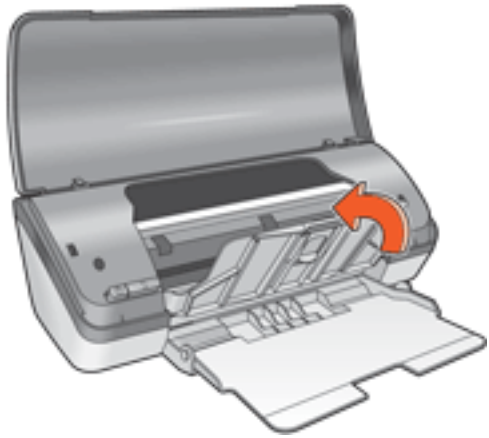
1. Remove paper or other media from the paper trays, then [turn off the printer](#).
2. Raise the printer cover.



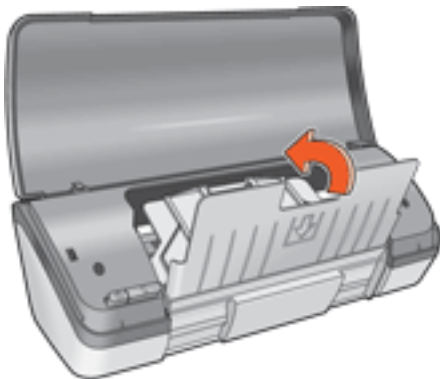
3. Fold the Out tray extension stop, then push the Out tray extension into the Out tray.



4. Raise the Out tray.



5. Raise the In tray.



6. Reach underneath the In tray, then lift the tray until it locks into place.



7. Lower the printer cover.

ink-backup mode

Ink-backup mode allows the printer to operate using only one print cartridge. It is initiated when a print cartridge is removed from the cradle.

For instructions on removing a print cartridge, click [here](#).

ink-backup mode output

Printing in ink-backup mode slows the printer and affects the quality of printouts.

when only this print cartridge is installed...	the result is...
black print cartridge	Colors are printed as grayscale.
tri-color print cartridge	Colors print but black is grayed and is not a true black.
photo print cartridge	Colors are printed as grayscale, black is grayed and is not a true black.



It is recommended that you do not use the photo print cartridge for ink-backup mode.

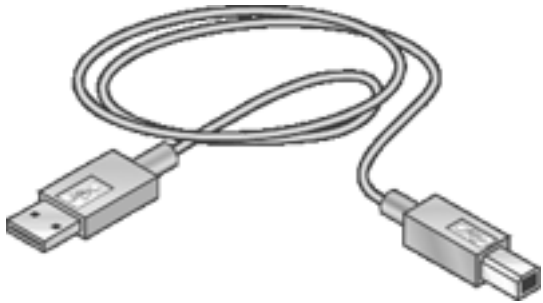
exiting ink-backup mode

Install two print cartridges in the printer to exit ink-backup mode.

For instructions on installing a print cartridge, click [here](#).

USB

The printer connects to the computer with a Universal Serial Bus (USB) cable. The computer must be running Windows 98 or later to use a USB cable.



For instructions on connecting the printer with a USB cable, see the *setup* poster that came with the printer.

connectivity

- [USB](#)

printing

Click the appropriate topic below to view an explanation of the printer software:

- [print settings](#)
- [advanced features](#)
- [device status box](#)

Click the appropriate topic below to view instructions on printing functions:

- [printing a document](#)
- [changing default settings](#)
- [two-sided printing](#)
- [print task quick sets](#)
- [printing digital photographs](#)
- [borderless printing](#)
- [printing a booklet](#)
- [setting custom paper sizes](#)
- [printing multiple pages on a single sheet of paper](#)
- [watermarks](#)

Click the appropriate topic below to view instructions for printing:

- [plain paper](#)
- [envelopes](#)
- [transparencies](#)
- [labels](#)
- [index cards and other small media](#)
- [greeting cards](#)
- [photographs](#)
- [posters](#)
- [iron-on transfers](#)

printing a document

basic printing instructions

Follow these steps to print a document:

1. Open the file you want to print.
2. Click [File](#) > [Print](#).
3. Click [OK](#) to print with the printer's default print settings.

setting printing options

Follow these steps to change printing options:

1. Open the file you want to print.
2. Click [File](#) > [Print](#), then select [Properties](#).

The [Printer Properties](#) dialog box appears.



The path to the [Printer Properties](#) dialog box may vary depending on the software program.

3. Specify the print settings shown below:
 - Select the [Paper/Quality tab](#) to choose paper options, [borderless printing](#), and print quality, or to access the [HP digital photography](#) options.
 - If you want to use preset print settings, choose a [Print Task Quick Set](#).
 - Select the [Finishing tab](#) to choose document options, [print posters](#), or rotate the printed image by 180 degrees.
 - Select the [Effects tab](#) to choose resizing options.
 - Select the [Basics tab](#) to choose orientation and page order options, specify the number of copies printed, enable [Show Print Preview](#), or access [Advanced Features](#).
 - Select the [Color tab](#) to choose color options and color attributes.
4. Click [OK](#), then follow the application's instructions to print the document.

posters

guidelines

- After the sections of a poster have been printed, trim the edges of the sheets, then tape the sheets together.



- In tray capacity: Up to 100 sheets

preparing to print

1. Raise the printer cover.
2. Slide the paper guide to the left.
3. Raise the Out tray.
4. Place the paper in the In tray, then push it into the printer until it stops.
5. Lower the Out tray.
6. Slide the paper guide *firmly* against the edge of the paper.
7. Lower the printer cover.

printing

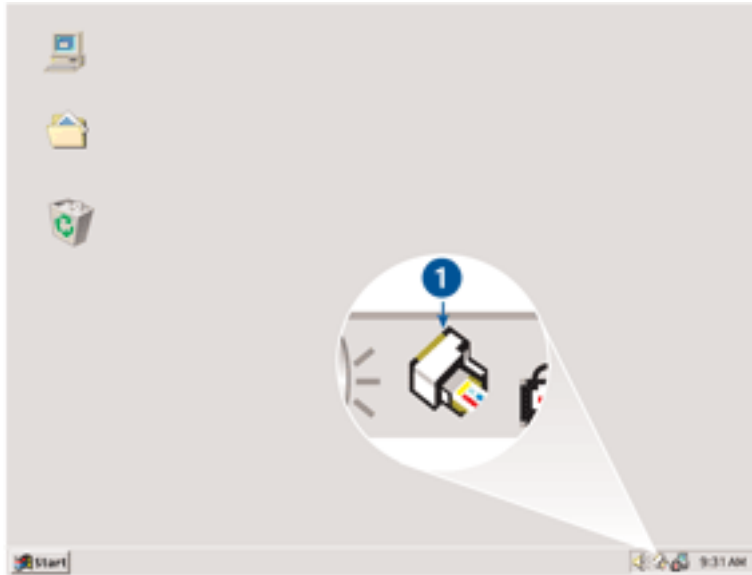
1. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
Paper/ Quality	Type is: Plain Paper
Finishing	Poster Printing: 2 x 2, 3 x 3, 4 x 4 or 5 x 5

2. Select any other desired [print settings](#), then click **OK**.

changing default settings

Use the taskbar icon to change the printer's default print settings. The default print settings apply to all documents printed by the printer.



1. taskbar icon

using the taskbar icon shortcut menu

Follow these steps to change the printer's default settings:

1. Click the taskbar icon.

The [Printer Properties](#) dialog box appears.

2. Select the options you want to use as the default settings.
3. Click [OK](#).

A dialog box appears stating that the new settings will be used every time you print. If you do not want to see this dialog box again, select [Don't show me this message again](#).

4. Click [OK](#) to save the new default print settings.

plain paper

guidelines

In tray capacity: Up to 100 sheets

preparing to print

1. Raise the printer cover.
2. Slide the paper guide to the left.
3. Raise the Out tray.
4. Place the paper in the In tray, then push it into the printer until it stops.

Legal-size paper will extend beyond the edge of the In tray.



5. Lower the Out tray.
6. Slide the paper guide *firmly* against the edge of the paper.
7. Lower the printer cover.

printing

1. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
Paper/ Quality	Type is: Plain Paper

2. Select any other desired [print settings](#), then click [OK](#).

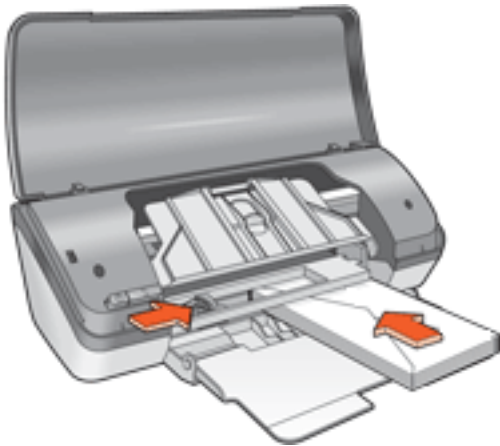
envelopes

guidelines

- Avoid using envelopes that: have clasps or windows; have thick, irregular, or curled edges; are shiny or embossed; are wrinkled, torn, or otherwise damaged.
- Align the envelope edges before inserting them in the In tray.
- In tray capacity: Up to 10 envelopes

preparing to print

1. Raise the printer cover.
2. Slide the paper guide to the left.
3. Raise the Out tray.
4. Place the envelopes, with the printable side down and the flap to the left, in the right-hand side of the In tray. Push the envelopes into the printer until they stop.



5. Lower the Out tray.
6. Slide the paper guide *firmly* against the edge of the envelopes.
7. Lower the printer cover.

printing

1. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
------------	----------------

Paper/ Quality	Size is: Appropriate envelope size Type is: Plain Paper
---------------------------	--

2. Select any other desired [print settings](#), then click [OK](#).

transparencies

guidelines

- For great results, use HP brand inkjet transparency film.
- In tray capacity: Up to 30 transparencies

preparing to print

1. Raise the printer cover.
2. Slide the paper guide to the left.
3. Raise the Out tray.
4. Place the transparencies, with the printable side down and the adhesive strip toward the printer, in the In tray. Carefully push the transparencies into the printer until they stop so that none of the adhesive strips catch on one another.



5. Lower the Out tray.
6. Slide the paper guide *firmly* against the edge of the transparencies.
7. Lower the printer cover.

printing

1. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
Paper/ Quality	Type is: Appropriate transparency film

2. Select any other desired [print settings](#), then click **OK**.

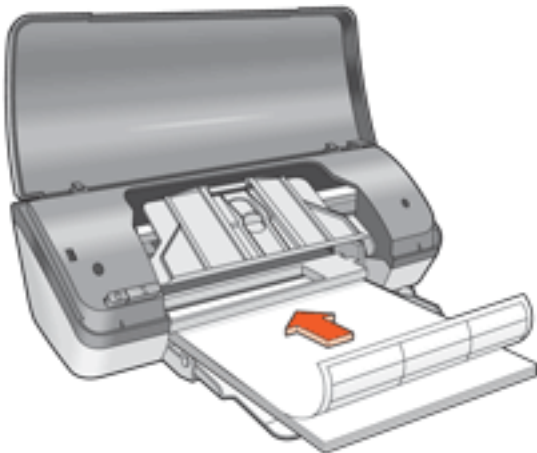
labels

guidelines

- Use only paper labels that are designed specifically for inkjet printers.
- 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 these labels.
- In tray capacity: Up to 20 sheets of labels (use only Letter- or A4-sized sheets)

preparing to print

1. Raise the printer cover.
2. Slide the paper guide to the left.
3. Raise the Out tray.
4. Fan the edges of the label sheets to separate them, then align the edges.
5. Place the label sheets, with the label side down, in the In tray, then push the sheets into the printer until they stop.



6. Lower the Out tray.
7. Slide the paper guide *firmly* against the edge of the paper.
8. Lower the printer cover.

printing

1. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
Paper/ Quality	Size is: Letter or A4 Type is: Plain Paper

2. Select any other desired [print settings](#), then click [OK](#).

index cards and other small media

guidelines

- Use only cards and small media that meet the printer's paper size specifications. For specifications, see the *reference guide* that came with the printer.
- In tray capacity: Up to 30 cards

preparing to print

1. Raise the printer cover.
2. Slide the paper guide to the left.
3. Raise the Out tray.
4. Place the cards, with the printable side down and the short edge pointing towards the printer, in the right side of the In tray.



5. Lower the Out tray.
6. Slide the paper guide *firmly* against the edge of the paper.
7. Lower the printer cover.

printing

1. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
------------	----------------

Paper/ Quality	Size is: Appropriate card size Type is: Plain Paper
---------------------------	--

2. Select any other desired [print settings](#), then click [OK](#).
If an out of paper message appears, click [here](#).

error messages

out of paper message

if the in tray is loaded

1. Verify the following:
 - There is sufficient paper in the In tray (at least ten sheets).
 - The In tray is not overly full.
 - The paper stack is touching the back of the In tray.
2. Slide the paper guide so that it fits *firmly* against the edges of the paper.

if the in tray is empty

1. Load paper in the In tray.
2. Push the paper forward until it stops.
3. Slide the paper guide so that it fits *firmly* against the edges of the paper.

an error message appears while the power light is flashing

Read the error message explaining the problem and its solution.

For more information, see [power light is flashing](#).

the error message 'there was an error writing to USB port' appears

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

the error message 'there was an error writing to LPT1' appears

If the printer is connected to the computer with a USB cable, the cable may not have been attached before installing the software.

Uninstall, then reinstall, the software.

To uninstall the software, click [here](#).

the error message 'two-way communication cannot be established' or 'printer not responding' appears

The printer may not be able to communicate with the computer if the USB cable is too long.

If you receive this error message, ensure the USB cable is not greater than five meters (approximately 16 feet, five inches) in length.

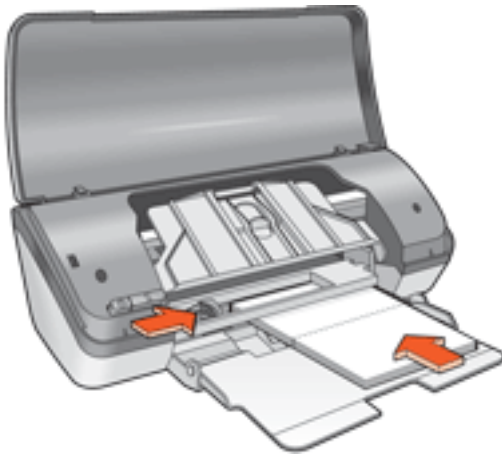
greeting cards

guidelines

- Unfold pre-folded cards, then place them in the In tray.
- For great results, use HP Greeting Card Paper.
- In tray capacity: Up to 20 cards

preparing to print

1. Raise the printer cover.
2. Slide the paper guide to the left.
3. Raise the Out tray.
4. Fan the edges of the greeting cards to separate them, then align the edges.
5. Place the greeting cards, with the printable side down, in the In tray. Push the cards into the printer until they stop.



6. Lower the Out tray.
7. Slide the paper guide *firmly* against the edge of the greeting cards.
8. Lower the printer cover.

printing

1. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
------------	----------------

Paper/ Quality	Size is: Appropriate card size Type is: Appropriate card type
Basics	Orientation: Appropriate orientation

2. Select any other desired [print settings](#), then click **OK**.
If an out of paper message appears, click [here](#).

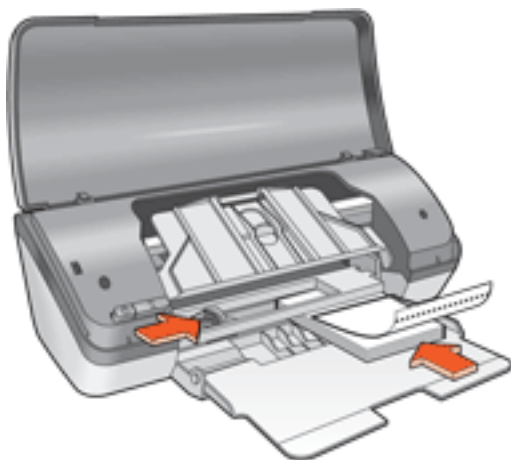
photographs

guidelines

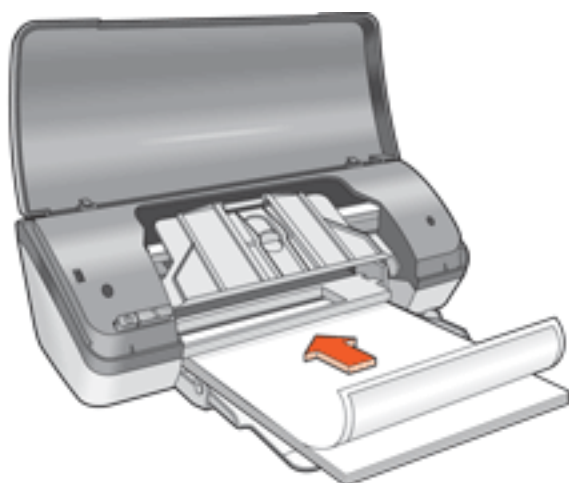
- The photo must be in electronic (digital) format before it can be printed. Take a digital picture, scan a photo, or have your local camera shop provide an electronic file of the photo.
- Use HP brand photo paper for outstanding results.
- For high-quality results, use a high-resolution print setting and set the [HP digital photography options](#).
- For maximum fade resistance, use HP Premium Plus Photo Paper and install a [photo print cartridge](#) in the printer.
- For instructions on borderless printing, click [here](#).
- In tray capacity: Up to 30 sheets

preparing to print

1. Raise the printer cover.
2. Slide the paper guide to the left.
3. Raise the Out tray.
4. Do one of the following:
 - **Small photographs:** Place the photo paper, with the printable side down and the tear-off tab facing away from the printer, in the In tray.



- **Large photographs:** Place the photo paper, with the printable side down, in the In tray.



5. Push the photo paper into the printer until the paper stops.
6. Lower the Out tray.
7. Slide the paper guide *firmly* against the edge of the paper.
8. Lower the printer cover.

printing photographs



If your software program includes a photo printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.

1. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
Paper/ Quality	Size is: Appropriate photo paper size Type is: Appropriate photo paper type Print Quality: Normal , Best or Maximum dpi hp Digital Photography : Desired photo enhancement options

2. Select any other desired [print settings](#), then click **OK**.

If an out of paper message appears, click [here](#).

printing Exif Print-enhanced photographs

Exif Print (Exchangeable Image File Format 2.2) is an international digital imaging standard that simplifies digital photography and enhances printed photographs. When a photograph is taken with an Exif Print-enabled digital camera, Exif Print captures

information such as exposure time, type of flash, and color saturation, and stores it in the image's file. The HP Deskjet printer software then uses this information to automatically perform image specific enhancements, resulting in outstanding photographs.

Printing Exif Print-enhanced photos requires:

- A digital camera that supports Exif Print
- Exif Print-enabled photo software
- HP Deskjet printer software that supports Exif Print
- Windows 98, 2000, Me, or XP

Follow these steps to print Exif Print-enhanced photographs:

1. Open the file you want to print using Exif Print-enabled photo software.
2. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
Paper/ Quality	Type is: Appropriate photo paper type Print Quality: Best or Normal

3. Select any other desired [print settings](#), then click **OK**.

The printer software automatically optimizes the printed image.

PhotoREt printing

PhotoREt offers the best combination of print speed and quality for your image.

Follow these steps to print with PhotoREt technology:

1. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
Paper/ Quality	Print Quality: Best

2. Select any other desired [print settings](#), then click **OK**.

4800 x 1200 optimized dpi

4800 x 1200 optimized dpi is the highest quality resolution for this printer. When [Maximum dpi](#) is selected in the printer driver, the tri-color printcartridge prints in the

4800 x 1200 optimized dpi mode. If a [photo print cartridge](#) is also installed, the print quality is enhanced. A photo print cartridge may be purchased separately if it is not included with your printer.

Follow these steps to print in 4800 x 1200 optimized dpi mode:

1. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
Paper/ Quality	Type is: Appropriate photo paper type Print Quality: Maximum dpi

2. Select any other desired [print settings](#), then click [OK](#).

six-ink color printing

Use six-ink color printing to enhance the quality of photographs.

For six-ink color printing, a photo and a tri-color print cartridge must be installed. A [photo print cartridge](#) may be purchased separately if it is not included with your product.

Follow these steps to print in six-ink color print mode:

1. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
Paper/ Quality	Type is: Appropriate photo paper type Print Quality: Normal , Best , or Maximum dpi

2. Select any other desired [print settings](#), then click [OK](#).

iron-on transfers

guidelines

- Use HP Iron-on Transfers for great results.
- When printing a mirror image, the text and the pictures are horizontally reversed from what appears on the computer screen.



- In tray capacity: Up to 100 sheets

preparing to print

1. Raise the printer cover.
2. Slide the paper width guide to the left.
3. Raise the Out tray.
4. Place the paper in the In tray, with the printable side down, then push it into the printer until it stops.
5. Lower the Out tray.
6. Slide the paper width guide *firmly* against the edge of the paper.
7. Lower the printer cover.

printing



If your software program includes an iron-on transfer printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.

1. Open the [Printer Properties](#) dialog box, then select the following:

tab	setting
------------	----------------

Paper/ Quality	Size is: A4 or Letter Type is: hp iron-on transfer Print Quality: Normal or Best
Basics	Orientation: Mirror Image

2. Select any other desired [print settings](#), then click [OK](#).

maintenance

- [replacing print cartridges](#)
- [calibrating print cartridges](#)
- [automatically cleaning print cartridges](#)
- [manually cleaning print cartridges](#)
- [maintaining print cartridges](#)
- [maintaining the printer body](#)
- [removing ink from skin and clothing](#)
- [printer tools](#)

automatically cleaning print cartridges

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

Click [here](#) to check the print cartridge ink levels.

If the print cartridges are not low on ink, follow these steps to clean the print cartridges automatically:

1. Go to printer maintenance.
2. Click [Clean Cartridges](#).
3. Click [Clean](#), then follow the onscreen instructions.

If your printouts are still missing lines or dots after cleaning, [replace](#) the print cartridges.

Caution! Clean print cartridges only when it is necessary.
Unnecessary cleaning wastes ink and shortens the life of the cartridge.

manually cleaning print cartridges

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 debris 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 water
- Cotton swabs or other soft, lint-free material that will not stick to the cartridges

Be careful not to get [ink on your hands or clothing](#) as you clean.

preparing to clean

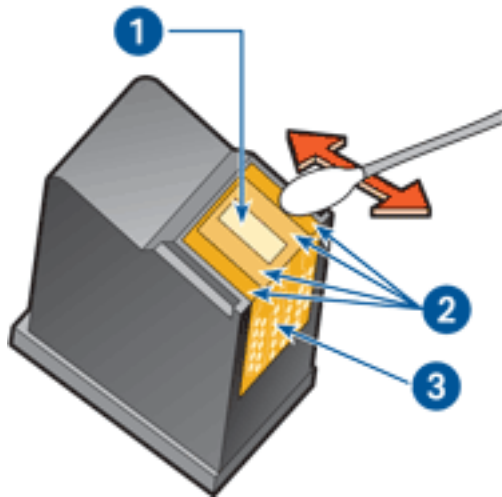
1. Press the **Power** button to turn on the printer, then raise the printer cover.
The cradle moves to the center of the printer.
2. Disconnect the power cord from the back of the printer.
3. Remove the print cartridges and place them on a piece of paper with the nozzle plate facing up.

Caution! Do not leave the print cartridges outside the printer for more than 30 minutes.

cleaning the print cartridges and print cartridge cradle

1. Lightly moisten a cotton swab with distilled water.
2. Clean the face and edges of the first print cartridge with the swab, as shown in the following illustration.

Do not wipe the nozzle plate.

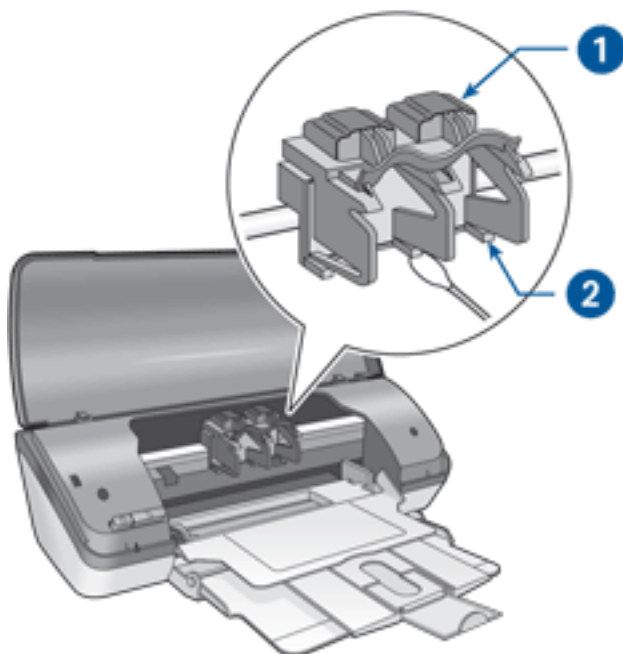


1. nozzle plate and ink nozzles 2. faces and edges of print cartridge 3. copper contacts

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.

3. Inspect the face and edges of the print cartridge for fibers.
Repeat steps 1 and 2 above if fibers are still present.
4. Repeat steps 1 through 3 for the second print cartridge.
5. Wipe the underside of the print cartridge cradle walls using clean, moistened cotton swabs.

Repeat this process until no ink residue appears on a clean swab.



1. print cartridge cradle 2. print cartridge cradle walls

6. Insert the print cartridges and close the printer cover.
7. Connect the power cord to the back of the printer.
8. Press the **Power** button to turn on the printer.
9. Calibrate the print cartridges.

Repeat the cleaning procedure if ink streaks continue to appear on printed pages.

removing ink from skin and clothing

Follow these instructions to remove ink from skin and clothing:

to remove ink from...	do this...
skin	Wash the affected area with an abrasive soap.
white fabric	Wash the fabric in cold water using chlorine bleach.
color fabric	Wash the fabric in cold water using sudsy ammonia.

Caution! Always use cold water to remove ink from fabric. Warm or hot water may set the ink color into the fabric.

maintaining the printer body

Because the printer ejects ink onto the paper in a fine mist, ink smudges will eventually appear on the printer case and adjacent surfaces. To remove smudges, stains, and/or dried ink from the exterior of the printer, use a soft cloth moistened with water.

When cleaning your printer, keep these tips in mind:



- **Do not** clean the interior of the printer. Keep all fluids away from the interior.
- **Do not** use household cleaners or detergent. In the event that a household cleaner or detergent is used on the printer, wipe the printer's exterior surfaces with a soft cloth moistened with water.
- **Do not** lubricate the support rod that the print cartridge cradle uses to slide back and forth. Noise is normal when the cradle moves back and forth.

printer tools

The printer software contains a number of useful tools to enhance the printer's performance.

Use the printer tools to:

- View estimated ink levels.
- Clean the print cartridges.
- Calibrate the printer.
- Print a test page.
- Perform other functions as needed.

To access the tools, [click here](#).

troubleshooting

- [printer is not printing](#)
- [paper jam](#)
- [paper problems](#)
- [print quality is poor](#)
- [document is misprinted](#)
- [photos are not printing correctly](#)
- [borderless printing problems](#)
- [power light is flashing](#)
- [printer is slow](#)
- [error messages](#)
- [if you continue to have problems](#)

printer is not printing

verify the following

- Printer is connected to the power source.
- Cable connections are secure.
- Printer is turned on.
- Print cartridges are [correctly installed](#).
- Paper or other media is correctly loaded in the In tray.
- Printer cover is closed.
- Rear Access Door is attached.

check the power light

If the Power light is flashing, there may be an error.

See [power light is flashing](#) for more information.

check the printer cable connection

If the printer cable is attached to a USB hub, there may be a printing conflict. There are two methods for solving the conflict:

- Attach the printer's USB cable directly to your computer, or
- When printing, do not use other USB devices that are attached to the hub.

if the printer does not turn on

The printer may have drawn too much power.

1. Disconnect the power cord from the electrical outlet.
2. Wait approximately 10 seconds.
3. Reconnect the power cord.
4. Press the [Power](#) button to turn on the printer.

If the printer still does not turn on, try the following:

- Plug the printer into another electrical outlet, or
- Plug the printer directly into an electrical outlet rather than into a surge protector.

if the printer still does not print

Select the topic below that best describes the problem:

- [paper jam](#)
- [out of paper](#) message
- onscreen [error message](#)

paper problems

the printer prints on multiple sheets at once

paper weight

The printer may print on multiple sheets of paper at once if the paper is below the recommended paper weight. Use paper that meets the recommended paper weight. For paper weight specifications, see the *reference guide* that came with the printer.

paper may be loaded improperly

The printer may print on multiple sheets of paper at once if the paper is loaded too far toward the back of the printer. Reload paper into the paper tray, pushing the paper until you feel resistance.

other paper problems

- For information on clearing a paper jam, click [here](#).
- If an out of paper message appears, click [here](#).

print quality is poor

streaks and missing lines

If your printed pages are missing lines or dots or if streaks appear, the print cartridges may be low on ink or may need to be [cleaned](#).

print is faded

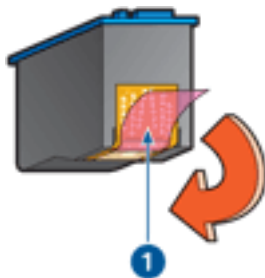
- Verify that a black print cartridge is installed.

If the black text and images on your printouts are faded, you may be printing using only the tri-color print cartridge. Insert a black print cartridge, in addition to the tri-color print cartridge, for optimal black print quality.

- Verify that neither of the print cartridges is low on ink.

If a print cartridge is low on ink, consider replacing the print cartridge. For the correct part numbers, see [print cartridges](#).

- Verify that the protective piece of plastic tape has been removed from the print cartridges.



1. plastic tape

- Consider selecting a higher print quality.

increase the ink volume

1. Open the [Advanced Features](#) dialog box.
2. Move the [Ink Volume](#) slider toward [Heavy](#).
3. Move the [Dry Time](#) slider toward [More](#).
4. Click [OK](#) > [OK](#).

blank pages print

- The protective piece of plastic tape may still be attached to the print

cartridges. Verify that the plastic tape has been removed from the print cartridges.

- The print cartridges may be [out of ink](#). Replace one or both empty print cartridges.

too much or too little ink appears on the page

adjust the ink volume and dry time

1. Open the [Advanced Features](#) dialog box.
2. Move the [Ink Volume](#) slider toward [Light](#) or [Heavy](#).



If you increase the ink volume, move the [Dry Time](#) slider toward [More](#) to avoid smearing the ink.

3. Click [OK](#), then click [OK](#) again.

document is misprinted

text and images are misaligned

If the text and images on your printouts are misaligned, then [calibrate](#) the printer.

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 guide fits *firmly* against the paper.
3. Reprint the document.

envelope is printed at an angle

1. Slide the flap inside the envelope before loading it in the In tray.
2. Confirm that the paper guide fits *firmly* against the envelope.
3. Reprint the envelope.

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

Open the [Printer Properties](#) and confirm the following options:

tab	setting
Basics	Orientation: Verify the appropriate orientation
Paper/ Quality	Size is: Verify the appropriate paper size
Effects	Scale to Fit: Select to scale text and graphics to the paper
Finishing	Poster Printing: Verify that Off is selected

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 software application.

photos are not printing correctly

check the paper tray

1. Verify that the photo paper is placed in the In tray with the printable side down.
2. Slide the paper forward until it stops.
3. Slide the paper guide *firmly* against the paper.

check the printer properties

Open the [Printer Properties](#) dialog box and verify the following options:

tab	setting
Paper/ Quality	Size is: Appropriate size Type is: Photo Paper Print Quality: Best

borderless printing problems

image is printed at an angle

if your printout looks like this



do this

1. Load the paper correctly in the In tray.
2. Verify that the paper guide fits *firmly* against the cards or photo paper.
3. Follow loading instructions for the paper type.

See [borderless printing](#).

border is on top of image

if your printout looks like this



do this

[Calibrate](#) the printer.

border is on side of image

if your printout looks like this



do this

[Calibrate](#) the printer.

image is above tear-off tab

if your printout looks like this



do this

[Calibrate](#) the printer.

ink smears

if your printout has ink smears

Ink smears appear on the back of the printouts, or the paper sticks together.

do this

1. Open the [Advanced Features](#) dialog box.
2. Move the [Dry Time](#) slider toward [More](#).
3. Move the [Ink Volume](#) slider toward [Light](#).



The colors in the image may become lighter.

4. Click [OK](#).

If the problem persists:

1. Remove the borderless printing media, then load plain paper in the In tray.
2. Press and hold down the [Print Cancel](#) button until the printer starts printing a self-test page, then release the button.
3. Repeat step 2 until the self-test has no ink smears on the back of the paper.

printer is slow

Several variables can slow the printer's performance.

multiple software applications are open

The computer does not have sufficient resources for the printer to print at its optimum speed.

To increase printer speed, close all unnecessary software applications when printing.

complex documents, graphics, or photographs are printing

Documents containing graphics or photographs print slower than text documents.

If your computer does not have enough memory or disk space to print the document under normal conditions, you can use Low Memory Mode. Using this option may reduce the quality of the printout. Low Memory Mode also disables 4800 x 1200 optimized dpi printing.

To activate Low Memory Mode:

1. Open the [Printer Properties](#) dialog box.
2. Click the [Basics](#) tab, then click the [Advanced Features](#) button.
3. Select [Low Memory Mode](#).
4. Print the document.

printer driver is outdated

An outdated printer driver may be installed.

For information about updating the printer driver, [click here](#).

computer does not meet system requirements

If your computer does not have enough RAM or a large amount of free space on the hard drive, the printer processing time will be longer.

1. Verify that the computer's hard disk space, RAM, and processor speed meet [system requirements](#).
2. Free up space on the hard drive.

printer is in ink-backup mode

The printer may print more slowly if it is in [ink-backup mode](#).

To increase the print speed, use two print cartridges in the printer.

minimum system requirements

Your computer must meet the following minimum requirements:

Microsoft Windows XP

Minimum processor speed: Pentium 233 MHz

Required RAM: 128 MB

Required free hard disk space: 40 MB*

Microsoft Windows 98, Me

Minimum processor speed: Pentium 150 MHz

Required RAM: 32 MB

Required free hard disk space: 40 MB*

Microsoft Windows 2000 Professional

Minimum processor speed: Pentium 133 MHz

Required RAM: 64 MB

Required free hard disk space: 40 MB*

* If you are printing photographs, or printing very high resolution (4800 x 1200 optimized dpi), you must have at least 400 MB of temporary hard disk space available.

if you continue to have problems

If you continue to have problems after investigating the troubleshooting topics, shut down, then restart your computer.

If you still have problems after restarting your computer, go to HP customer support at **www.hp.com/support**.

specifications

- [minimum system requirements](#)
- [environmental statement](#)
- [print cartridge recovery](#)

environmental statement

Hewlett-Packard continuously improves the design processes of its deskjet printers to minimize the negative impact on the office environment and on the communities where printers are manufactured, shipped, and used.

reduction and elimination

Paper use: The printer's two-sided printing capability reduces paper usage and the resulting demands on natural resources. This printer is suited for the use of recycled papers in accordance with DIN 19 309.

Recycled paper: All paper documentation for this printer is printed on recycled paper.

Ozone: Ozone-depleting chemicals such as CFCs have been eliminated from Hewlett-Packard's manufacturing processes.

recycling

Design for recycling has been incorporated into this printer. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

Printer packaging: The packaging materials for this printer have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the HP Deskjet printer assists in minimizing both packaging materials and damage rates.

Plastic parts: All major plastics and plastic parts are marked according to international standards. All plastic parts used in the printer housing and chassis are technically recyclable and all use a single polymer.

Product longevity: To ensure the longevity of your HP Deskjet printer, HP provides the following:

- **Extended warranty:** Details can be found in the *reference guide* that came with your printer.
- **Replacement parts and consumables** are available for three (3) years after production has stopped.
- **Product take-back:** To return this product to HP at the end of its useful life, go to www.hp.com/recycle. To return empty print cartridges to HP, see [print cartridge recovery](#).



The extended warranty and product take-back options are not available in all countries/regions.

energy consumption

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

This product qualifies for the ENERGY STAR® Program. ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products.



ENERGY STAR is a U.S. registered service mark of the U.S. Environmental Protection Agency. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR guidelines for energy efficiency.

Energy consumption in standby mode: See the *reference guide* for energy consumption specifications.

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

user's guide other languages

The User's Guide information is available in Adobe Acrobat format in the following languages. Select from the choices below: