

hp deskjet 9600 series



user's guide



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Safety Information



Always follow basic safety
precautions when using this
product to reduce risk of injury
from fire or electric shock.

- 1 Read and understand all
instructions in the
documentation that
comes with the printer.
- 2 Use only a grounded
electrical outlet when
connecting this product to
a power source. If you do
not know whether the
outlet is grounded, check
with a qualified electrician.
- 3 Observe all warnings and
instructions marked on
the product.
- 4 Unplug this product from
wall outlets before
cleaning.
- 5 Do not install or use this
product near water, or
when you are wet.
- 6 Install the product
securely on a stable
surface.
- 7 Install the product in a
protected location where
no one can step on or trip
over the line cord, and the
line cord cannot be
damaged.
- 8 If the product does not
operate normally, see
“Troubleshooting”.
- 9 There are no
user-serviceable parts
inside. Refer servicing to
qualified service
personnel.

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Regulatory model number	A-2

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Welcome

Thank you for buying the hp deskjet 9600 series printer, which is equipped with several exciting features.

Special features

- **Six-ink color printing** – Enhance photo printing with a photo print cartridge.
- **Borderless printing** – Use the entire page surface when printing photos and cards using the borderless printing feature.
- **Digital photo printing** – Print with digital photo printing capabilities.
- **Auto-duplex unit** – Print two-sided documents automatically. The auto-duplex unit is a standard part in the hp deskjet 9670. It may be purchased separately in some countries/regions (see “[HP supplies and accessories](#)”).
- **Ink backup mode** – Continue printing with one print cartridge when the other print cartridge runs out of ink.
- **Print multiple pages on a single sheet of paper** – Use the printer software to print up to 16 pages on a single sheet of paper.
- **Cancel button** – Cancel unwanted print jobs at the touch of a button.
- **Auto-on printing** – The printer turns on automatically when you send a print job via the USB or parallel port.
- **Power-saving mode** – The printer goes into a low-power, energy-efficient mode after it is turned off for 30 seconds; this enables the printer to turn on automatically when you send a print job.
- **Automatic paper-type sensor** – The printer automatically selects the print settings appropriate for the media in the printer, particularly when used with HP media.
- **Toolbox** – Get status and maintenance information about your printer. It also provides access to the myPrintMileage website, documentation, and online help tools for solving printer problems.

Using this guide

This guide includes the following sections:

- **Getting started** – Describes the printer parts and explains how to connect using a USB or a parallel cable, how to install the printer software, how to connect to a network, and how to connect to an external print server.
- **Using print cartridges and accessories** – Explains how to use the print cartridges and how to install the auto-duplex unit.
- **Printing and loading media** – Describes and illustrates how to load print media and explains how to print on various media types and sizes. Explains six-ink printing, which enhances the print quality of photographs, and how to use the borderless printing feature. Also describes the printer driver features.
- **Using the Toolbox** – Describes the features of the Toolbox (such as ink level information, print cartridge maintenance, and links to troubleshooting instructions), HP Instant Support, and the myPrintMileage website (which keeps track of printer usage information). Also explains how to order printing supplies directly through the Toolbox.
- **Troubleshooting** – Helps you solve common printer problems such as paper jams or software installation issues, and printing problems such as borderless or photo printing problems.
- **Printer lights reference** – Describes and illustrates printer light combinations, what they indicate, and what action to take if necessary.
- **HP supplies and accessories** – Lists part numbers of the accessories, media, and print cartridges that can be purchased and used with the printer.
- **Customer support** – Lists support services to obtain assistance for your printer.
- **Printer specifications** – Lists information such as print speeds, tray capacity, and system requirements.

Getting more information

See the following resources for more information:

- **Getting Started Guide** – Contains easy-to-follow instructions and illustrations to quickly set up your printer and identify printer parts.
- **Setup Poster** – Contains easy-to-follow illustrations to quickly set up your printer.
- **Toolbox** – Contains “how-to” and troubleshooting instructions and allows access to printer maintenance functions and HP information.
- **HP Instant Support** – A web-based tool that provides product-specific services, troubleshooting tips, and information about your printer’s ink and media usage. This e-service can be accessed via the Toolbox.
- **Website** – <http://www.hp.com/support/dj9600> links to the HP Support website for the latest printer software, product, operating system, and support information.
- **Starter CD** – Includes printer software, a utility that lets you create customized installation packages, an electronic copy of this user’s guide, and ordering information.



If the suggestions in these resources do not help you solve your printing problems, see “[Troubleshooting](#)” for a list of resources available to you for the support and maintenance of your printer. Or, ask for assistance from your local HP Customer Care Center.

Accessibility

Your 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, the printer has 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 width guides can be operated by users with limited strength and reach. For example, the paper width guide can be easily adjusted by applying slight pressure and sliding it left or right.

Support

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

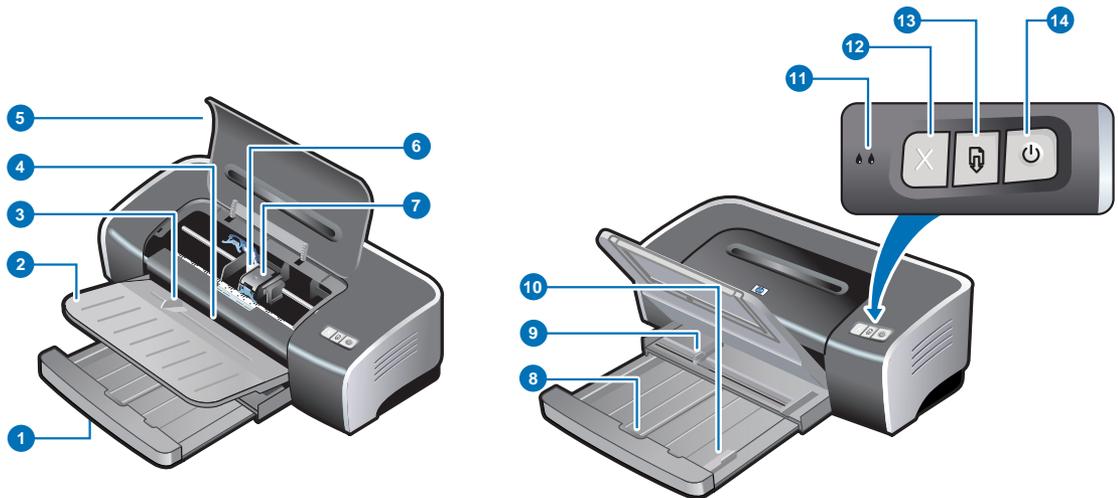
- Visit HP's Web site at: <http://www.hp.com/accessibility>
- E-mail HP at: accessibility@hp.com

2

Getting started

Understanding the printer parts and functions

Front view



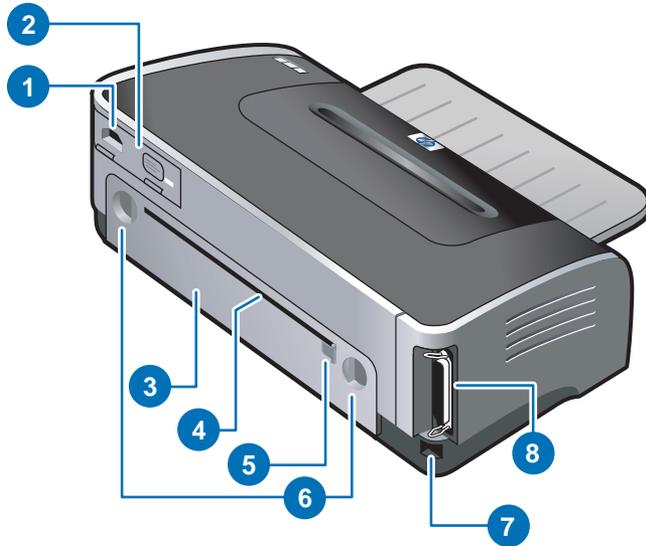
- 1 Extendable input tray**
- 2 Extendable output tray**
- 3 Front manual feed slot**
- 4 Front manual feed paper guide**
- 5 Top cover**
- 6 Print cartridge cradle**
- 7 Print cartridge latch**
- 8 Input tray lock** – Press to extend or retract the input tray.
- 9 Paper width guide**
- 10 Small media guide** – Extend to guide smaller-sized media into the printer. See [“Printing on cards and smaller-sized media”](#) and [“Printing on envelopes”](#) for details.



The printer lights provide visual cues about the status of the printer. For descriptions of printer lights and what they indicate, see [“Printer lights reference”](#).

- 11 Left and right print cartridge lights**
- 12 Cancel button**
- 13 Resume button and light**
- 14 Power button and light**

Back view



- 1 Power input**
- 2 Power supply module**
- 3 Rear access panel** – Remove to clear any jammed paper.
- 4 Rear manual feed slot** – Manually feed thick paper (like cardstock) or thick photo paper that requires a straight paper path. See [“Printing with the front or rear manual feed slot”](#) for details.
- 5 Rear manual feed paper guide**
- 6 Rear access panel release buttons**
- 7 Universal serial bus (USB) port**
- 8 Parallel port**

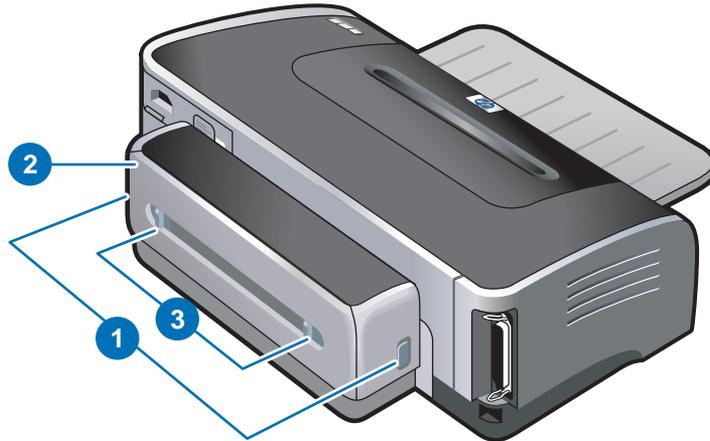
Auto-duplex unit

The printer can automatically print on both sides of a sheet of paper when the auto-duplex unit is attached to the back of the printer.



The auto-duplex unit is a standard part in the hp deskjet 9670. It may be purchased separately in some countries/regions (see “[HP supplies and accessories](#)”).

For instructions on installing and using the auto-duplex unit, see “[Using the auto-duplex unit](#)” and “[Printing on both sides \(duplexing\)](#)”.



- 1 Buttons** – Push these buttons in to remove the auto-duplex unit from the printer.
- 2 Rear cover** – Remove this cover to clear any jammed paper from the auto-duplex unit.
- 3 Rear cover release buttons**

Connecting the printer



- It is recommended that you install the software before you connect the printer to the computer. See [“To complete a software-first installation \(recommended\)”](#). Only do a hardware-first installation if you have already connected the cable and started the software. See [“To complete a hardware-first installation”](#).

If you encounter difficulties installing the software, see [“Troubleshooting installation issues”](#).

- Make sure you have completed the printer setup steps in the *Getting Started Guide* before installing the printer software and connecting the printer.
- If you are using Windows NT 4.0, Windows 2000, or Windows XP, you must have administrator privileges to install the printer software.
- If your system is not running Windows 2000 (Service Pack 3 and above) or Windows XP, you must restart the system to complete the printer software installation when prompted.

Your printer supports local printing and network printing. For local printing, you can connect the printer using a USB cable or parallel cable.

For network printing, you can share the printer in these ways:

Windows

- You can use a simple form of networking, known as locally shared networking, if you use a USB cable or parallel cable to connect the printer to a computer running Windows. Using this method, you can share the printer with other Windows users. See [“Connecting directly using a USB or parallel cable \(Windows\)”](#) and [“Sharing the printer on a locally shared network \(Windows\)”](#).
- You can do peer-to-peer networking via an optional HP external print server. See [“Connecting to a network”](#). For information on purchasing HP accessories, see [“HP supplies and accessories”](#).

Macintosh

- You can use a simple form of networking, known as locally shared networking, if you use a USB cable to connect the printer to a computer running a Mac OS. Using this method, you can share the printer with other Mac OS users. See [“Connecting directly using a USB cable \(Mac OS\)”](#).

Connecting directly using a USB or parallel cable (Windows)

In the Windows environment, you can connect directly using either a USB or a parallel cable.

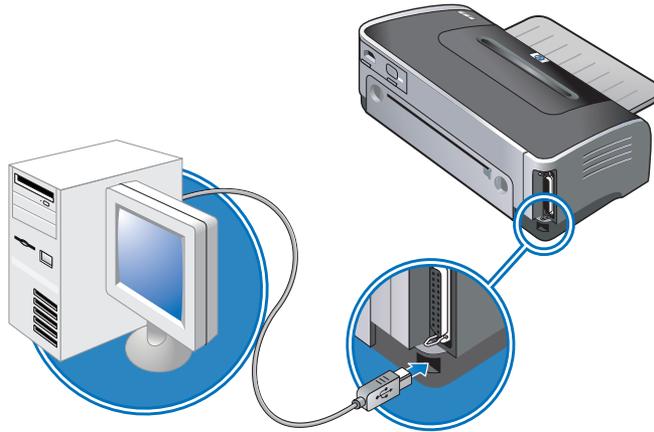


Do not connect a USB and a parallel cable to the printer at the same time during installation.

USB connection

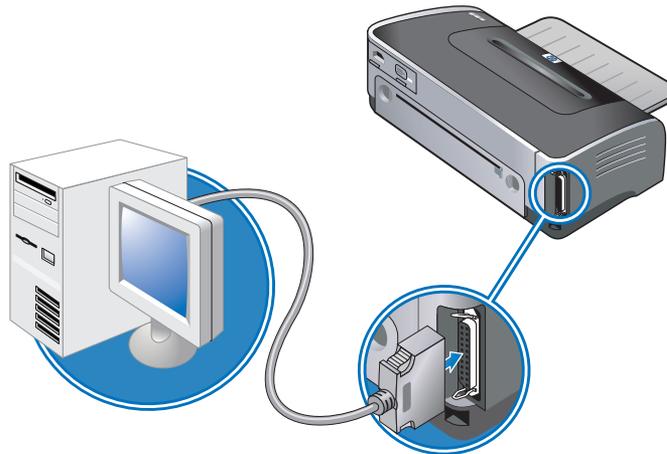
- You can use a USB cable to connect the printer to the computer if the computer has a USB port and is running Microsoft® Windows 98, Me, 2000, or XP. (Windows NT® 4.0 does not support USB.) If your computer does not meet these specifications, connect the printer to your computer using a parallel cable.

In most cases, after you install the printer software and connect a printer to the computer, you can install additional printers with USB cables without reinstalling the printing software.



Parallel connection

- You can use a parallel cable to connect the printer to the computer if the computer has a parallel port.



To complete a software-first installation (recommended)

Complete the setup using these instructions if you have not yet connected a USB or parallel cable.

- 1 Close any application that is running.
- 2 Insert the Starter CD into your CD-ROM drive. The CD menu runs automatically.
If the CD menu does not run automatically, click **Start**, click **Run**, and in the command line box, type the letter of your computer's CD-ROM drive followed by `:\setup` (for example, type `D:\setup`).
- 3 On the CD menu, click **Install Printer Driver**.
- 4 Choose the language you want and click **OK**.
- 5 Follow the onscreen instructions.



If the installation program detects that the printer is already connected to the computer using a parallel cable (before running the program), it will provide you with the option to install the printer using the same port. In addition, if you select the express install check box, the installation program uses the default settings.

- 6 In the printer connection dialog box, select **Connected directly to this computer** and click **Next**.
- 7 Do one of the following:
 - For a USB connection: Select **USB Cable** and click **Next**.
 - For a parallel connection: Select **Parallel Cable** and use the drop-down list to select the parallel port to which the printer is connected (usually LPT1).



It is recommended to install the Toolbox, which is installed by selecting **Typical Installation (Recommended)**. If you select **Custom Installation**, you can still choose to install the Toolbox from the list of options to install. The Toolbox provides status and maintenance information about your printer. It also provides access to documentation and online help tools for solving printer problems. If you do not install the Toolbox you will not see printer error messages on your computer screen and will not have access to the myPrintMileage website. See [“Using the Toolbox”](#) for more information.

- 8 Follow the onscreen instructions to complete the installation.
- 9 When prompted, connect the USB or parallel cable to the computer and the printer. The **Found New Hardware** wizard appears on the computer screen and the printer icon is created in the Printers folder.

If you did not share the printer using the setup program but would like to do so later, see [“Sharing the printer on a locally shared network \(Windows\)”](#).

To complete a hardware-first installation

Complete the setup using these instructions if you have already connected a USB or parallel cable to the printer and computer, and the **Found New Hardware** wizard appears.



If you have connected the parallel or USB cable to your printer and turned on the printer, do not turn off the printer or unplug the cable from the printer when the printer setup program is running. If you do so, the setup program will not finish.

- 1 On the screen that allows you to select a method to locate the driver, select the advanced option and click **Next**.



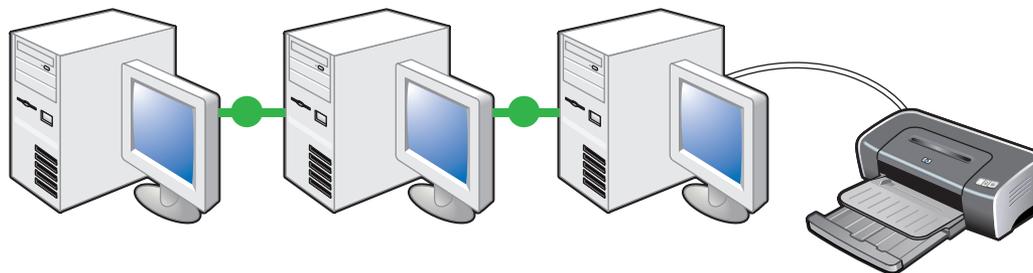
Do not allow the hardware wizard to perform an automatic search for the driver.

- 2 Select the check box that allows you to specify the driver location, and ensure the other check boxes are cleared.
- 3 Insert the Starter CD into your CD-ROM drive. If the CD menu appears, click **Exit** twice to close the CD menu.
- 4 Browse to locate the root directory on the Starter CD (for example, D:), and then click **OK**.
- 5 Click **Next** and follow the onscreen instructions.
- 6 Click **Finish** to close the **Found New Hardware** wizard.



- Upon completion of the installation process, the hardware wizard will automatically launch the printer setup program. This may take more than a minute. For Windows 98 and Me, you must complete the setup program at this point if you wish to install a non-English driver.
- The setup program provides options to install non-driver components such as the Toolbox, which is recommended to install. For instructions on completing the setup program, see [“To complete a software-first installation \(recommended\)”](#).
- If you did not share the printer using the setup program and wish to do so later, see [“Sharing the printer on a locally shared network \(Windows\)”](#).

Sharing the printer on a locally shared network (Windows)



In a locally shared network, the printer is connected directly to the USB or parallel port of a selected computer (known as the server) and is shared by other computers (clients). Use this configuration only in small groups or when usage is low. When many users print to the shared printer, this will slow down the server.

You can share the printer on a locally shared network when:

- The computer connected to the printer is running Windows.
- The printer will be shared with other Windows users.

To share a printer connected to your computer (the server)

- 1 Click **Start**, point to **Settings**, and then click **Printers** (Windows NT 4.0, 98, Me, and 2000) or **Printers and Faxes** (Windows XP).

(If Printers and Faxes is not found on the Start menu in Windows XP, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.)

- 2 In the **Printers** folder, right-click the printer icon and then click **Properties**.
- 3 On the **Sharing** tab, select the “share the printer” option and give the printer a share name.
- 4 *Optional.* If you are sharing the printer with users of other versions of Windows, click **Additional Drivers** to install their drivers as a convenience to those users. This step requires you to have the Starter CD in your CD-ROM drive.



- When sharing a locally connected printer, use the newest operating system as the server. It is recommended to use Windows 2000 or Windows XP as the server.
- If Windows NT 4.0 is the server, administrators need to install the Windows 2000 and Windows XP user mode driver on the server. This is because Windows 2000 and Windows XP cannot print using the Windows NT 4.0 kernel mode driver.

To install the Windows 2000 and Windows XP user mode driver on the Windows NT 4.0 server:

- i In the driver properties dialog box on the server, click the **General** tab and then click the **New Driver** button.
- ii When prompted for files, locate the Windows 2000 and Windows XP folder on the printer Starter CD and select the user mode driver.

To use a printer connected to another computer (clients)

Clients can connect to the printer in three different ways:

- Install the printer software from the Starter CD. When prompted, select **Connected via the network**, and then select **Client setup for client-server printing**.
- Browse to the printer on the network and drag the printer to your Printers folder.
- Add the printer and install the software from the INF file that has been saved to a location on your network. Ask the network administrator where the INF file is located.

On the Starter CD, the INF files are stored in folders using the following format:
<CD>:\Setup\Drivers\PCL3\<operating system>\<language>.

For example, if your CD-ROM drive letter is D:, then
D:\Setup\Drivers\PCL3\Win2k_XP\English would contain the English Windows 2000/XP
PCL 3 INF file.

Connecting directly using a USB cable (Mac OS)

Install the software first, and then connect the printer to the computer. You may share the printer with other Mac OS users when you are finished.

- 1 Insert the Starter CD into your CD-ROM drive. The CD menu runs automatically.
If the CD menu does not run automatically, double-click the **CD** icon on the desktop, and then double-click the **Setup** icon.
- 2 Click **Install Driver**.
- 3 Follow the onscreen instructions.
- 4 Connect the USB cable to the computer and the printer.
- 5 Complete the installation in one of these ways.

Mac OS 9.1.x and 9.2.x

- i When prompted, restart the computer.
- ii Select **Chooser** from the **Apple** menu.
- iii Select **hp inkjet xx** in the upper-left window of the Chooser window, where xx represents the version of the current printer driver.
- iv Select **deskjet 9600** in the right window of the Chooser screen.
- v Close the Chooser.
- vi To share the printer, see [“To share the printer on a peer-to-peer network \(Mac OS\)”](#) below.

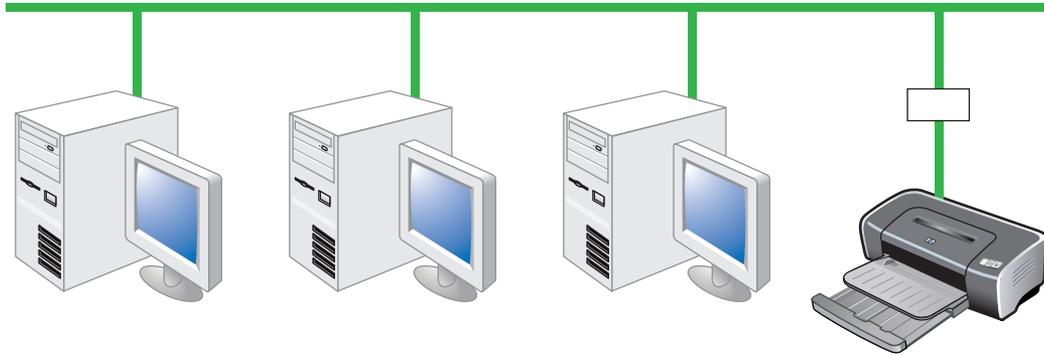
Mac OS X (10.1 and later)

- i Open the Print Center, which is located in the Applications\Utilities folder.
- ii Click **Add**.
- iii Select **USB** from the menu.
- iv Select **deskjet 9600** from the printer list, and then click **Add**.
A dot appears beside the printer name, indicating that this printer is now the default printer.
- v Close the Print Center.

To share the printer on a peer-to-peer network (Mac OS)

- 1 On the computer that is connected to the printer, open USB Printer Sharing from Control Panels and share the printer. Then, list the printer in a network neighborhood. For more information, see Mac Help.
- 2 For other users who want to print, preselect the printer in the USB Printer Sharing control panel. Then, choose the neighborhood where the printer is shared and choose the printer.

Connecting to a network



Your printer can be shared in a network environment by connecting it directly to a network via an optional HP Jetdirect external print server. This configuration provides better performance than printing through a computer, flexibility in preparing a location for the printer, and the ability to share the printer with both Windows and Mac OS users.

For information about setting up HP Jetdirect external print servers, see your HP Jetdirect hardware and software installation guides. For information on purchasing HP Jetdirect external print servers, see [“HP supplies and accessories”](#).

To install the printer driver on the PC or server (Windows)



You must install the HP Jetdirect external print server first, then connect the printer to the network and install the printer software on the computer that will send print jobs directly to the network printer.

- 1 After setting up the HP Jetdirect external print server, start Windows and make sure no Windows applications are running.
- 2 Insert the Starter CD into your CD-ROM drive. The CD menu runs automatically.
If the CD menu does not run automatically, click **Start**, and then click **Run**. At the command line box, type the letter of your computer's CD-ROM drive followed by `: \setup` (for example, type `D: \setup`).
- 3 On the CD menu, click **Install Printer Driver**.
- 4 Choose your language and click **OK**.
- 5 Follow the onscreen instructions.
- 6 In the printer connection dialog box, select **Connected via the network** and click **Next**. Then select **Basic network setup for a PC or server (recommended)** and click **Next**.
- 7 Follow the onscreen instructions to complete the installation.
- 8 If you wish to set up the computer as a server, do the following:
 - i Select the option to share the printer, and then select to install printer drivers for Windows clients.
The installation program installs the printer driver for the server and copies the client drivers to a location on the server for vending to users (clients).
 - ii Follow the onscreen instructions to complete the installation.

To install the printer driver on a client

Once you have connected the printer to the network and installed the printer driver on the network computer acting as the server, you can share the printer. Individual Windows users, known as clients, can connect to the printer in these ways:

- In the **Printers** folder, double-click the **Add Printer** icon and follow the instructions for a network printer installation. See “[To install the printer driver using Add Printer](#)”.
- Install the printer software from the Starter CD. When prompted, select **Connected via the network**, and then select **Client setup for client-server printing**.
- On the network, browse to the printer and drag it to your Printers folder.
- Add the printer and install the software from the INF file that has been saved to a location on your network. Ask the network administrator where the INF file is located.

On the Starter CD, the INF files are stored in folders using the following format:
<CD>:\Setup\Drivers\PCL3\<operating system>\<language>.

For example, if your CD drive letter is D:, then D:\Setup\Drivers\PCL3\Win2k_XP\English would contain the English Windows 2000/XP PCL 3 INF file.

To install the printer driver using Add Printer

- 1 Click **Start**, point to **Settings**, and then click **Printers** (Windows NT 4.0, 98, Me, and 2000) or **Printers and Faxes** (Windows XP).
(If Printers and Faxes is not found on the Start menu in Windows XP, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.)
- 2 Double-click **Add Printer**, and then click **Next**.
- 3 For Windows 98, Me, 2000, or XP, select **Network Printer**.
-Or-
For Windows NT 4.0, select **Network Printer Server**.
- 4 Click **Next**.
- 5 Do one of the following steps:
 - Type in the network path or queue name of the shared printer and click **Next**. Click **Have Disk** when prompted to select the printer model.
 - Click **Next** and locate the printer in the **Shared printers** list.
- 6 Click **Next** and follow the onscreen instructions to complete the installation.

To add a network port to the printer

If you have already installed the printer software using the printer setup program, and you want to create a port to connect through the network to the printer via an HP Jetdirect external print server, follow these instructions:

- 1 After installing the print server software, right-click **hp deskjet 9600 series** in the **Printers** folder and select **Properties**.
- 2 For Windows NT 4.0, 2000, and XP: Click the **Ports** tab, and then click **Add Port**.
-Or-
For Windows 98 and Me: Click the **Details** tab, and then click **Add Port**.
- 3 Select a new HP standard port and assign it to the printer.
- 4 Click **OK**.

Connecting to a network (Mac OS)



You must install the HP Jetdirect external print server first, then connect the printer to the network and install the printer software on the computer.

- 1 After setting up the HP Jetdirect external print server and a network port on your computer, start your computer and make sure no applications are running.
- 2 Insert the Starter CD into your CD-ROM drive. The CD menu runs automatically.
If the CD menu does not run automatically, double-click the CD icon on the desktop, and then double-click the **Setup** icon.

3 Click **Install Driver**.

4 Follow the onscreen instructions.

5 **Mac OS 9.1.x and 9.2.x**

- i When prompted, restart the computer.
- ii Select **Chooser** from the **Apple** menu.
- iii Select **hp inkjet xx** in the upper-left window of the Chooser window, where xx represents the version of the current printer driver.
- iv Select **deskjet 9600** in the right window of the Chooser screen.
- v Close the Chooser.

Mac OS X (10.1 and later)

- i Open the Print Center, which is located in the Applications\Utilities folder.
- ii Click **Add**.
- iii Do one of the following steps:
 - If you are using an AppleTalk network, select **AppleTalk** on the pop-up menu.
 - If you are using an IP network, select **hp IP Printing** on the pop-up menu and then type the IP address for the printer.
- iv If necessary, select the Zone.
- v Select **deskjet 9600** from the printer list, and then click **Add**.
A dot appears beside the printer name, indicating that this printer is now the default printer.
- vi Close the Print Center.

Uninstalling the printer software

For Windows

The steps to uninstall the printer software will depend on the operating system. In general, follow these steps to uninstall the software:

- 1 Make sure no Windows applications are running.
- 2 Click **Start**, point to **Programs**, **hp deskjet 9600 series**, and then click **Uninstall hp deskjet 9600 series**.
- 3 Follow the onscreen instructions to remove the printer software.

Alternatively, uninstall the software through Add/Remove Programs:

- 1 Make sure no Windows applications are running.
- 2 Open **Control Panel**.
- 3 Double-click **Add/Remove Programs**.
- 4 Select **hp deskjet 9600 series**.
- 5 Follow the onscreen instructions to remove the printer software.



- If you are using Windows NT 4.0, Windows 2000, or Windows XP, you must have administrator privileges to uninstall the printer software.
- If the software was not successfully uninstalled or the Uninstaller could not be found, restart the system and run the scrubber utility from the Starter CD. For Windows 98 and Windows Me, use the scrub9x.exe file located in the Utils\Scrubber\Win9x_Me folder. For Windows 2000 and Windows XP, use the scrub2k.exe file located in the Utils\Scrubber\Win2k_XP folder. This utility does not remove non-driver components from the computer, such as the Toolbox. Repeat the whole installation process again after this is done.

For Macintosh

- 1 If you have not restarted the computer since installing the software, restart the computer.



If you do not restart the computer before you uninstall the software, some files will not be removed from your computer when you run the Uninstall option.

- 2 Insert the Starter CD into your CD-ROM drive and double-click the **CD** icon on the desktop.
- 3 Double-click the installer icon and follow the onscreen instructions.
- 4 When the Main Installation dialog box appears, select **Uninstall** from the drop-down list located in the upper-left part of the dialog box.
- 5 Follow the onscreen instructions to remove the printer software.

Customizing the printer software setup program

The Starter CD contains a utility that allows system administrators to create customized installation packages that can be launched silently. System administrators can then distribute a customized installation package by sharing it from a local or network drive.

To access the utility, select **Customization Utility** from the CD menu.

Installing other software

- **HP photo imaging software** – Lets you view and edit photos and image files in Windows. To install this software, insert the Starter CD, click the **HP Photo Imaging Software** button on the CD browser menu, and select it from the list of software shown. See also “[HP photo imaging software](#)”.
- **HP Deskjet Control Panel for DOS** – Allows you to configure print settings in an MS-DOS[®] environment. Visit <http://www.hp.com/support/dj9600> to download the software. See also “[Printing from MS-DOS software programs](#)”.
- **Linux driver** – Visit <http://www.linuxprinting.org> to download the software. For information about using Linux with HP printers, visit <http://hp.sourceforge.net>.
- **IBM PostScript 3 emulation printer driver for IBM OS/2** – Visit <http://www7.software.ibm.com/2bcprod.nsf> to download the software and for information on using the driver.



If you are using Windows NT 4.0, Windows 2000, or Windows XP, you must have administrator privileges to install a printer driver.

3

Using print cartridges and accessories

Using the auto-duplex unit

You can print on both sides of a sheet of paper automatically when the auto-duplex unit is installed on the printer.



The auto-duplex unit is a standard part in the hp deskjet 9670. It may be purchased separately in some countries/regions (see [“HP supplies and accessories”](#)).

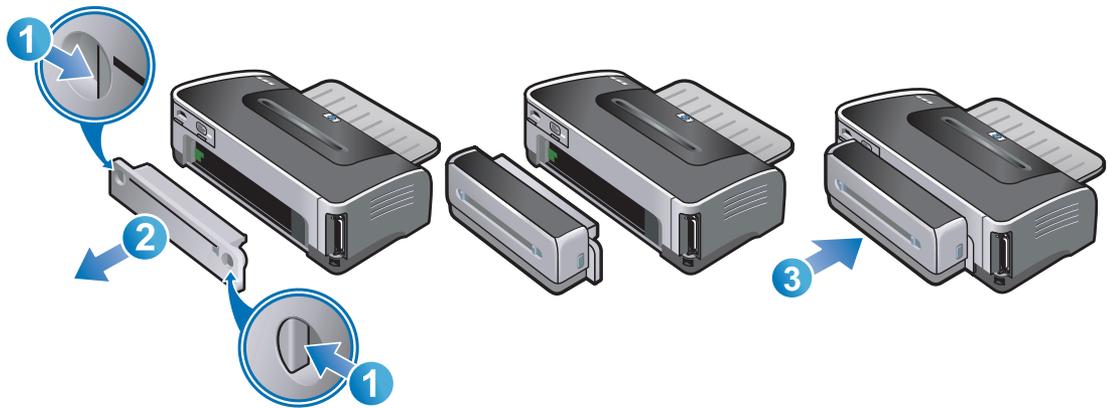
For instructions on printing with the auto-duplex unit, see [“Printing on both sides \(duplexing\)”](#).

Installing the auto-duplex unit

- 1 Remove the rear access panel by pushing the release buttons towards each other and pulling the rear access panel out of the printer.
- 2 Insert the auto-duplex unit straight into the back of the printer until both sides snap into place.



Do not press the buttons on either side of the auto-duplex unit when installing it. Use these buttons only for removing the auto-duplex unit from the printer.



Using the print cartridges

Installing or replacing the print cartridges

Use only the specified print cartridges. See “[HP supplies and accessories](#)” for part numbers and ordering information.

For four-ink color printing, install the black and the color print cartridges.

For six-ink color printing, install the photo and the color print cartridges to enhance the print quality of photographs. See “[Printing with six-ink color](#)”.

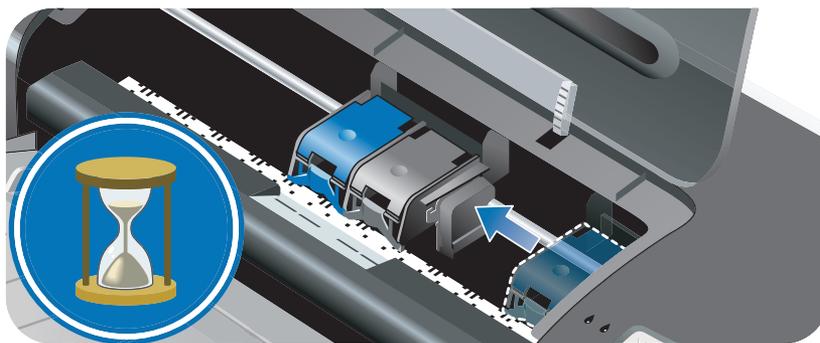
To install or replace a print cartridge

- 1 Turn on the printer and open the top cover.

The print cartridge carriage moves to the middle of the printer.



Only remove or install print cartridges when the print cartridge carriage stops moving.



- 2 Lift the print cartridge latch.



- 3 If you are replacing a print cartridge**, hold the top of the installed print cartridge and slide it out of its cradle. Check the number on the latch against the number on the new print cartridge to make sure you are removing the correct print cartridge.

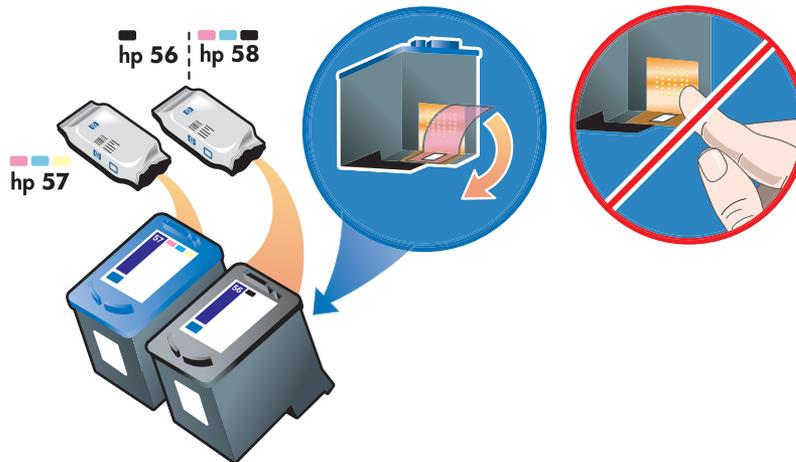


If you are installing a new print cartridge, the printer will automatically align the print cartridges and use one sheet of paper to print an alignment page. If you have higher-quality photo media loaded in the input tray, you may want to load a sheet of plain paper before installing the new print cartridge.

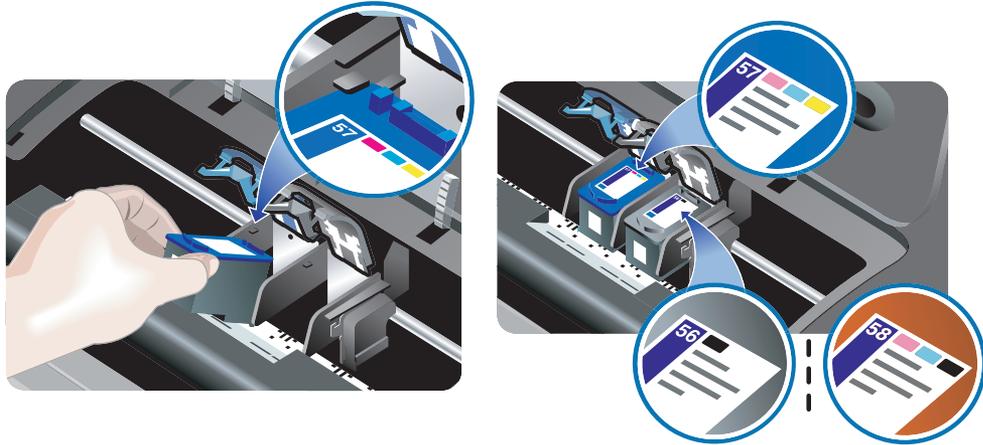
If you are installing a new print cartridge, remove the print cartridge from its package, and then remove the plastic tape with the pink tab from the print cartridge.



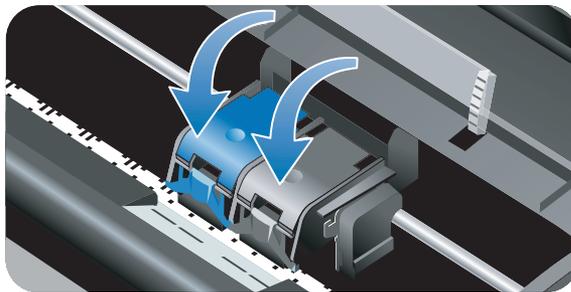
To prevent clogs, ink failure, and bad electrical connections, do not touch the print cartridge ink nozzles or copper contacts, and do not remove the copper contacts.



- 4 Hold the print cartridge with the copper contacts facing the printer, and then slide the print cartridge into the cradle.



- 5 Push down on the print cartridge latch until it snaps closed. Make sure the latch does not spring back open.



- 6 Close the top cover.



If you installed a new print cartridge, the printer aligns the print cartridges and prints an alignment page. If no alignment page prints, make sure there is paper in the input tray. Do not open the top cover when the printer is aligning the print cartridges.

Aligning the print cartridges

The printer automatically aligns print cartridges whenever a new print cartridge is installed. However, if your printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color on the page, you can realign the print cartridges.

For Windows

You can align the print cartridges from the Toolbox or the printer driver.

- 1 Load plain paper into the input tray (see [“Loading media in the input tray”](#)).
- 2 Open the Toolbox: Click **Start**, point to **Programs, hp deskjet 9600 series**, and then click **hp deskjet 9600 series Toolbox**.

-Or-

Open the printer driver (see [“Changing default print settings”](#)).

- 3 Click the **Printer Services** tab (Toolbox) or **Services** tab (printer driver).
- 4 Click **Align Print Cartridges** and follow the onscreen instructions.

For Macintosh

- 1 Load plain paper into the input tray (see [“Loading media in the input tray”](#)).
- 2 Open the HP Inkjet Toolbox.
- 3 Open the **Calibrate** panel.
- 4 Click **Align**.

Cleaning the print cartridges

To clean the print cartridges automatically

The print cartridges have microscopic nozzles that can clog when exposed to air for too long. In addition, if a print cartridge is not used for long periods of time it can also clog, resulting in a noticeable decrease in print quality. Cleaning the print cartridges unclogs the nozzles.

Clean the print cartridges if the printed characters are incomplete, or if dots or lines are missing from the printed text or graphics.



Cleaning the print cartridges when it is not necessary wastes ink and reduces the life of the print cartridges.

For Windows

You can clean the print cartridges from the Toolbox or the printer driver.

- 1 Load plain paper into the input tray (see [“Loading media in the input tray”](#)).
- 2 Open the Toolbox: Click **Start**, point to **Programs, hp deskjet 9600 series**, and then click **hp deskjet 9600 series Toolbox**.

-Or-

Open the printer driver (see [“Changing default print settings”](#)).

- 3 Click the **Printer Services** tab (Toolbox) or **Services** tab (printer driver).
- 4 Click **Clean Print Cartridges** and follow the onscreen instructions.
- 5 If you still find a problem in the printout, repeat this cleaning process.
- 6 If there is still a problem in the printout, the print cartridge may have expired. In this case, replace it with a new print cartridge.

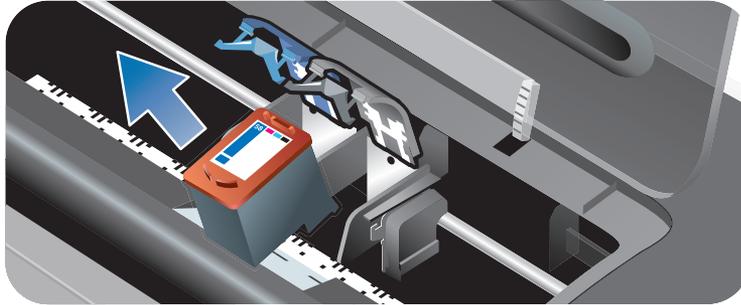
For Macintosh

- 1 Load plain paper into the input tray (see [“Loading media in the input tray”](#)).
- 2 Open the HP Inkjet Toolbox.
- 3 Open the **Clean** panel.
- 4 Click **Clean**.
- 5 If you still find a problem in the printout, repeat this cleaning process.
- 6 If there is still a problem in the printout, the print cartridge may have expired. In this case, replace it with a new print cartridge.

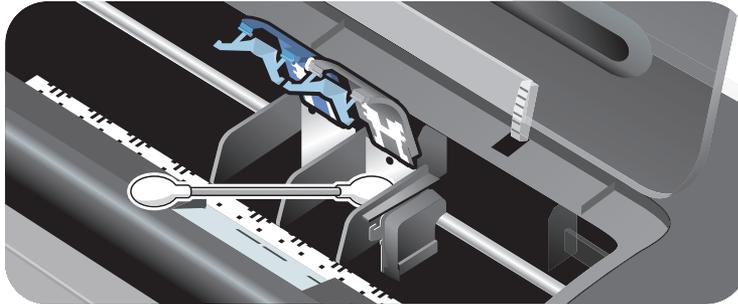
To clean the print cartridges manually

Poor contact between the print cartridges and print cartridge cradles may also affect the quality of the printout. When this occurs, try cleaning the electrical contacts on the print cartridges and print cartridge cradles:

- 1 Remove the print cartridge from the printer (see “Installing or replacing the print cartridges”).



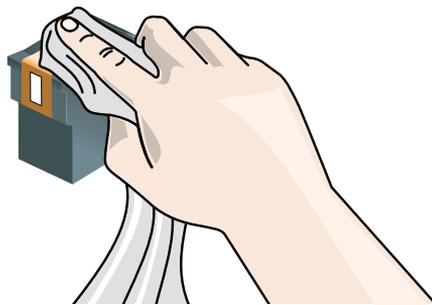
- 2 Clean the electrical contacts on the print cartridge cradle with a dry cotton swab.



- 3 Carefully clean the electrical contacts on the print cartridge with a soft, dry, lint-free cloth.



To prevent damage to the electrical contacts, you should wipe the contacts only once. Do not wipe the ink nozzles on the print cartridge.



- 4 Reinstall the print cartridge.

Maintaining the 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 between 15° to 35° C (59° to 95° 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.

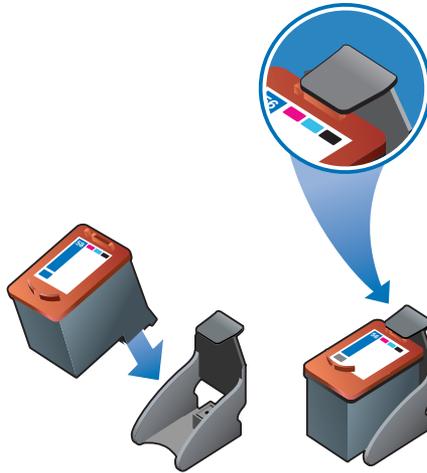


Do not drop the print cartridge. Dropping the print cartridge may damage it.

Storing the print cartridges

When the black or photo print cartridge is removed from the printer, store it in the Print Cartridge Protector.

- 1 Insert the print cartridge at a slight angle into the protector and snap it securely in place.



- 2 To remove the print cartridge from the protector, press down and back on the tab inside the protector to release the print cartridge, and then remove the print cartridge.



Printing with a single print cartridge

If one of the print cartridges runs out of ink before you can replace it, you can still print with a single print cartridge.

- If you do not have a replacement black print cartridge available, you can remove the black print cartridge and print with only the color print cartridge.
- If you do not have a replacement color print cartridge available, you can remove the color print cartridge and print with only the black or photo print cartridge. Documents will print in grayscale.
- If you do not have a replacement photo print cartridge available, you can remove the photo print cartridge and print with only the color print cartridge.



Printing from one print cartridge, rather than two, may be slower and the print quality may be affected. It is recommended to print with both print cartridges.

For borderless printing, the color print cartridge must be installed.

4

Printing and loading media

Selecting print media

Your printer is designed to print on a variety of media types (such as plain paper, photo paper, envelopes, and transparencies) and sizes. The printer works well with most office paper types, and provides the best results on paper that accepts ink well. Always use media that conforms with the types, sizes, and weights listed in [“Understanding specifications for supported media”](#). It is best to test a variety of media types before buying large quantities. Find a media type that works well.



Use HP media for optimum print quality. These print media types are specifically designed to work well with the printer. For ordering information and part numbers, see [“HP supplies and accessories”](#).

Tips for selecting and using print media

- Paper that is too thin, has a slick texture, or “stretches” easily can feed improperly through the printer's paper path.
- Paper that is heavily textured or does not accept ink well can cause poorly filled graphics or text.
- To ensure that media feeds properly, load only one type of media at a time in the input tray or the manual feed slots.
- Do not use media that is damaged, curled, or wrinkled. It is recommended not to use paper with cutouts or perforations or paper that is heavily textured or embossed.
- Try to use a paper type that has previously worked well with your printer.
- If you are printing more than one page on transparencies, photo paper, or other special paper, the printing pauses and the Resume light blinks after each page is printed. This allows the printed page to dry before printing the next page. You can press the Resume button if you do not want to wait for the printed page to dry before printing the following page; however, it is recommended to allow each page to dry.

Understanding specifications for supported media

This section provides information regarding the sizes, types, and weights of media that the printer supports.

Understanding supported media sizes

The following table lists the sizes of media you can use with each paper path.

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Auto-duplex unit
<ul style="list-style-type: none"> US Letter (8.5 by 11 inches; 216 by 279 mm) Tabloid (11 by 17 inches; 279 by 432 mm) A4 (8.3 by 11.7 inches; 210 by 297 mm) A3 (11.7 by 16.5 inches; 297 by 420 mm) B4 (10.12 by 14.3 inches; 257 by 364 mm) B5 (6.9 by 9.9 inches; 176 by 250 mm) Statement (5.5 by 8.5 inches; 140 by 216 mm) Executive (7.25 by 10.5 inches; 184 by 267 mm) Legal (8.5 by 14 inches; 216 by 356 mm) Super B (13 by 19 inches; 330 by 482 mm) A3+ (13 by 19 inches; 330 by 482 mm) 	✓	✓	✓	✓
<ul style="list-style-type: none"> A5 (5.8 by 8.3 inches; 148.5 by 210 mm) Index card (5 by 8 inches; 127 by 203.2 mm) No. 10 Envelope (4.12 by 9.5 inches; 104.6 by 241.3 mm) C5 Envelope (6.4 by 9 inches; 162 by 229 mm) DL Envelope (4.3 by 8.7 inches; 110 by 220 mm) Monarch Envelope (3.87 by 7.5 inches; 98.3 by 190.5 mm) Banner, US Letter (8.5 by 11 inches; 216 by 279 mm) Banner, A4 (8.3 by 11.7 inches; 210 by 297 mm) Banner, A3 (11.7 by 16.5 inches; 297 by 420 mm) Banner, Tabloid (11 by 17 inches; 279 by 432 mm) 	✓	✓	✓	

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Auto-duplex unit
<ul style="list-style-type: none"> • Borderless Photo (8 by 10 inches; 203.2 by 254 mm) • Borderless Photo (8.5 by 11 inches; 216 by 279 mm) • Borderless A4 (8.3 by 11.7 inches; 210 by 297 mm) • Borderless Tabloid (11 by 17 inches; 279 by 432 mm) • Borderless A3 (11.7 by 16.5 inches; 297 by 420 mm) 	✓	✓	✓	
<ul style="list-style-type: none"> • A6 card (4.13 by 5.83 inches; 105 by 148.5 mm) • Index card (4 by 6 inches; 101.6 by 152.4 mm) • Photo (4 by 6 inches; 101.6 by 152.4 mm) • Photo with tab (4 by 6 inches; 101.6 by 152.4 mm) • A2 Envelope (4.37 by 5.75 inches; 111 by 146 mm) • C6 Envelope (4.5 by 6.4 inches; 114 by 162 mm) • HP Greeting Card Envelope (4.38 by 6 inches; 111.3 by 152.4 mm) • Borderless Photo (4 by 6 inches; 101.6 by 152.4 mm) • Borderless Photo with tab (4 by 6 inches; 101.6 by 152.4 mm) • Borderless Photo (5 by 7 inches; 127 by 177.8 mm) • Borderless A6 card (4.13 by 5.83 inches; 105 by 148.5 mm) 	✓		✓	
<ul style="list-style-type: none"> • Custom-size media between 3.54 to 13 inches wide and 5.75 to 50 inches long (89.9 to 330.2 mm wide and 146.05 to 1,270 mm long) 	✓			

Understanding supported media types

The following table lists the types of media you can use.

Media type	Input tray and front and rear manual feed slots	Manual duplex	Auto duplex	Maximum dpi (4800 x 1200 optimized dpi*)	Borderless printing
Plain paper	✓	✓	✓		
HP bright white paper	✓	✓	✓		
HP premium inkjet paper	✓	✓	✓	✓	✓
Other inkjet papers	✓	✓		✓	✓
HP photo paper	✓			✓	✓
Other photo papers	✓			✓	✓
Thick photo paper	✓	✓		✓	✓
HP premium high-gloss film	✓			✓	✓
HP transparency film	✓				
Other transparency films	✓				
HP banner paper	✓				
HP iron-on transfers	✓			✓	✓
HP brochure paper	✓	✓	✓	✓	✓
Other brochure papers	✓	✓	✓	✓	✓
Other specialty papers	✓	✓		✓	✓
HP cards	✓	✓		✓	✓
Other greeting cards	✓	✓		✓	✓
Thick plain paper	✓	✓			

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting will temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

Understanding supported media weights and capacities

The following table provides information about the media weights and capacity that the paper paths can support.

Tray	Type	Weight	Capacity
Input tray	Paper, envelopes, cards	65 to 135 g/m ² (17 to 36 lb bond)	Up to 19 mm (0.75 inches) or up to 150 sheets plain paper; up to 15 envelopes; up to 60 cards
	Transparencies or labels		Up to 30
Front manual feed slot	Paper, envelopes, cards	65 to 135 g/m ² (17 to 36 lb bond)	Up to 10 sheets plain paper; up to 5 envelopes or cards
	Transparencies or labels		Up to 8
Rear manual feed slot	Paper, envelopes, cards	Up to 280 g/m ² (74 lb bond)	One at a time; thick media (up to 0.3 mm)
	Transparencies or labels		One at a time
Auto-duplex unit	Paper (Does not support banners, index cards, or envelopes.)	Up to 135 g/m ² (36 lb bond)	
Output tray			Up to 75 sheets

Setting minimum margins

The document margins must match (or exceed) these minimum margin settings in portrait orientation.

Media	Left and right margins	Top margin	Bottom margin
Letter, Tabloid, A4, A3, A5, B4, B5, Statement, Executive, Legal, Super B, A3+, Cards, Envelopes	3.1 mm (0.12 inch)	1.8 mm (0.07 inch)	11.7 mm (0.46 inch)
Photo (4 by 6 inches; 101.6 by 152.4 mm)	3.2 mm (0.13 inch)	3.2 mm (0.13 inch)	3.2 mm (0.13 inch)
Photo with tab (4 by 6 inches; 101.6 by 152.4 mm)	3.2 mm (0.13 inch)	3.2 mm (0.13 inch)	3.0 mm (0.12 inch)
Banner	3.1 mm (0.12 inch)	0 mm (0 inch)	0 mm (0 inch)
Custom-sized media	6.4 mm (0.25 inch)	1.8 mm (0.07 inch)	11.7 mm (0.46 inch)

Loading media in the input tray

This section explains how to load plain paper and standard media sizes and types into the input tray.



- If you are printing on thick or photo paper, you can use the rear manual feed slot. See “[Printing with the front or rear manual feed slot](#)”.
- If you are printing cards or envelopes, see “[Printing on cards and smaller-sized media](#)” and “[Printing on envelopes](#)”.
- If you are printing one or just a few envelopes or sheets of paper, you can use the front manual feed slot and leave your regular media in the input tray. See “[Printing with the front or rear manual feed slot](#)”.

To load media in the input tray

- 1 Raise the output tray. If the output tray is extended, close the tray.
- 2 Press the input tray lock and extend the input tray.



If the small media guide is in its open position, close it by moving it 90 degrees counterclockwise.

- 3 Press the button on top of the paper width guide and slide the guide to the left to its outermost position.



- 4 Insert up to 150 sheets of paper or a stack of media that does not exceed the height of the paper width guide, print-side down along the right side of the input tray until it stops.

Transparencies: Insert up to 30 transparencies, rough-side down and the adhesive strip pointing forward, along the right side of the input tray until it stops.

- 5 Press the button on top of the paper width guide and slide the guide to the right until it stops at the edge of the media.

- 6 Press the input tray lock and retract the tray until it stops at the edge of the media.



When 8.5-by-11 inch paper is loaded in the input tray, the tray extension will close to the edge of the paper and leave a slight gap between the extension and the tray. The tray extends further to accommodate larger-sized media.

- 7 Lower the output tray to its horizontal position.



- 8 Extend the output tray if necessary.

Using the automatic paper-type sensor

The automatic paper-type sensor automatically selects the print settings appropriate for the media in the printer, particularly when used with HP media.

The sensor scans the first page of a document, selects the media type and the most suitable print quality for your document, and then prints the document.



- When printing with higher-quality media, it is recommended that you select the specific paper type in the printer driver.
- Do not place the printer in direct sunlight. Direct sunlight can interfere with the automatic paper-type sensor.
- If you want to set the automatic paper-type sensor as your default setting, see [“Changing default print settings”](#).

For Windows

- 1 Open the printer driver (see [“Printing a document”](#)).
- 2 Click the **Paper/Quality** tab.
- 3 Select **Automatic** from the **Type is** drop-down list.
- 4 Change any other desired print settings and click **OK**.

For Macintosh

- 1 Click **File**, and then click **Print**.
- 2 Open the **Paper Type/Quality** panel.
- 3 Mac OS 9.1.x and 9.2.x:
 - Select **Automatic** from **Paper Type**.Mac OS X (10.1 and later):
 - i Click the **Paper** tab.
 - ii Select **Automatic** from the **Paper type** drop-down list.
- 4 Change any other desired print settings and click **OK** or **Print**.

Changing default print settings

You can change the default print settings in the printer driver. The default print settings apply to all documents printed by the printer.

If you do not wish to change the default print settings, access the printer driver from the application you are using. See [“Printing a document”](#).



For descriptions of the printer driver features, see [“Understanding smart software features”](#).

For Windows

- 1 Click **Start**, point to **Settings**, and then click **Printers** (Windows NT 4.0, 98, Me, and 2000) or **Printers and Faxes** (Windows XP).
(If Printers and Faxes is not found on the Start menu in Windows XP, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.)
- 2 In the Printers folder, right-click the printer icon and then click **Properties** (Windows 98 or Me), **Document Defaults** (Windows NT 4.0), or **Printing Preferences** (Windows 2000 or XP).
- 3 Select the options you want to use as the default print settings.
- 4 Click **OK** to save the new default print settings.

To restore the default print settings, click the **Print Task Quick Sets** drop-down menu and select **Default Print Settings**.

For Macintosh

- 1 Click **File**, and then click **Print**.
- 2 Select the options you want to use as the default print settings.
- 3 Mac OS 9.1.x and 9.2.x: Select **Save Current Settings** from the lower-left drop-down list.
Mac OS X (10.1 and later): Select **Save As** from the **Presets** drop-down list.
- 4 Type a name for these settings.
- 5 Mac OS 9.1.x and 9.2.x: Click **Save** to save the new default print settings.
Mac OS X (10.1 and later): Click **OK** to save the new default print settings.

To restore the default print settings, select **Default**.

Understanding smart software features

The printer driver provides the following smart software features. To access the printer driver, see [“Printing a document”](#).



Some features are only available in Windows. To find more information on a specific feature in the Windows printer driver, right-click the feature and select **What's This?**

- **Borderless Printing:** Use the entire page surface when printing photos and cards using the borderless printing feature. See [“Printing borderless”](#).
- **Resizing Options:** Enlarge or reduce the size of your documents with virtually no loss in print quality or resolution. On the **Effects** tab, select the **Print Document On** check box, and then select the desired document size, followed by the **Scale to Fit** check box. You can also select **Center On Page** to center your document on the printed page.

Alternatively, you can use the **% of Normal Size** scroll bar to adjust the document size. You can zoom from 25 to 400 percent of the original document size, but page content may get truncated at times.

- **Print on Both Sides:** Print on both sides of the paper to create professional looking brochures and catalogs. See [“Printing on both sides \(duplexing\)”](#).
- **Minimize Margins:** Print closer to the bottom edge of the page. On the **Paper/Quality** tab, select the **Minimize Margins** check box, and then reduce the document margins by adjusting the page setup settings in the application being used.
- **HP Digital Photography:** Use a variety of settings to improve the quality of your printed photographs. The HP Digital Photography features should be used for high-resolution images (600 dpi or higher) printed on photo-quality paper. On the **Paper/Quality** tab, click **HP Digital Photography** after you have selected a photo media.
- **Booklet Layout:** Produce booklets without worrying about pagination. All you need to do is fold the pages and bind them into a booklet. You can choose to bind the booklet on the left or right side by selecting left or right edge binding. See [“Printing booklets”](#).
- **Pages per Sheet:** Arrange up to 16 pages on a single sheet of paper to reduce printing costs. You can arrange the order of the layout. See [“Printing multiple pages on a single sheet of paper”](#).
- **Tiling:** Take a one-page document and enlarge it up to five times (5 x 5) for documents up to A3+ (13-by-19 inch) size. The enlarged document can be printed on several sheets and assembled to form a large billboard. See [“Printing posters”](#).
- **Mirror Image:** Flip a page horizontally. This lets you write on the underside of a transparency film, leaving the top side available for annotations with marker pens. On the **Basics** tab, select the **Mirror Image** check box.
- **Banner printing:** Print large images and bold, oversized fonts on continuous feeds of paper. See [“Printing banners”](#).
- **Print in Sepia:** Print images in a brownish tone to give them an antique look. On the **Color** tab, select the **Print in Sepia** check box.
- **Print in Grayscale:** Both black and white and color documents can be converted to grayscale. On the **Color** tab, select the **Print in Grayscale** check box.

- **Print All Text as Black:** Print all text characters as black while retaining colored graphics. On the **Color** tab, select the **Print All Text as Black** check box.
- **Watermarks:** Display short text such as CONFIDENTIAL as the background for your document's main text. You can customize and rotate the watermark according to your preference. This feature is found on the Effects tab.
- **Optimize for Photocopy or Fax:** Color images sometimes translate into poor printouts when put through a black and white facsimile or photocopier. The Optimize for Photocopy or Fax feature prints images using high-contrast shades of gray, making them ideal for faxing and photocopying. On the **Color** tab, select the **Print in Grayscale** check box, and then select **Optimize for Photocopy or Fax**.
- **Ink Volume Control:** Adjust the amount of ink printed on a page. On the **Basics** tab, click **Advanced Features**, and then drag the slider to the left for lighter images (less ink) or to the right for darker images (more ink). The lighter the ink volume, the faster the printout will dry.

Printing a document

The steps to print a document vary depending on the software program. In general, follow these steps to print a document:

- 1 Open the file you wish to print.
- 2 Click **File**, and then click **Print**.
- 3 To print with the printer's default print settings, click **OK** or **Print**.

-Or-

To change the print settings for the document, open the printer driver:

- Windows: Click **Properties** or **Setup**.
- Macintosh: Click **Print** or **Page Setup**.

The path to the printer driver will vary depending on the software program.

- 4 Change any desired print settings and click **OK** or **Print**.



- For descriptions of the printer driver features, see [“Understanding smart software features”](#).
- To make print settings apply to all documents printed by the printer, see [“Changing default print settings”](#).
- For more specific printing instructions, see other sections in this chapter.

Printing with the front or rear manual feed slot

If you are printing one or just a few photos, envelopes, or sheets of paper, you can use the front manual feed slot and leave your regular media in the input tray.

The rear manual feed slot uses a straight paper path and is designed for printing single sheets on thick paper (up to 280 g/m²) like cardstock and photo paper.

For information on media types and sizes supported by the manual feed slots, see [“Understanding specifications for supported media”](#).



If the auto-duplex unit is installed and you want to print using the rear manual feed slot, replace the auto-duplex unit with the rear access panel.

To print using the front or rear manual feed slot

1 For Windows:

- i Open the printer driver (see [“Printing a document”](#)).
- ii Click the **Paper/Quality** tab.
- iii Select the manual feed option from the **Source is** drop-down list.
- iv Change any other desired print settings and click **OK**.
- v Print your document.

For Macintosh:

- i Click **File**, and then click **Page Setup**.
- ii Select the media size.
- iii Click **File**, and then click **Print**.
- iv Mac OS 9.1.x and 9.2.x: In the **General** panel, select the manual feed option from the **Paper Source** drop-down list.
- v Open the **Paper Type/Quality** panel.
- vi Mac OS 9.1.x and 9.2.x: Select the media group from the **Category** drop-down list and media type from the **Paper Type** drop-down list.
Mac OS X (10.1 and later): Click the **Paper** tab and select the media type and source.
- vii Change any other desired print settings and click **OK** or **Print**.

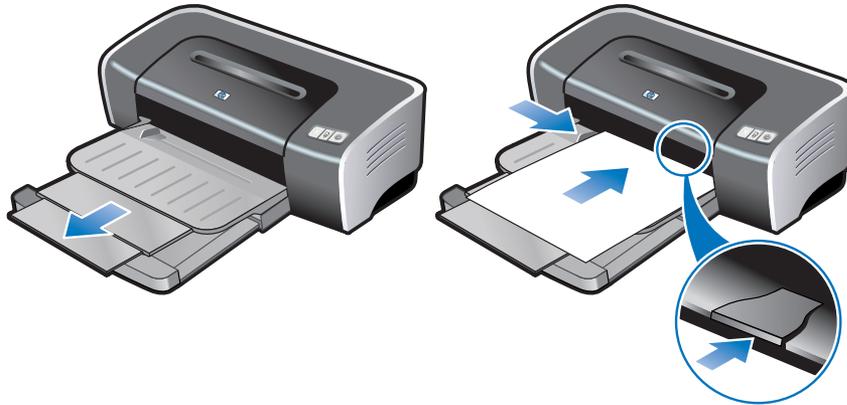
2 When the Resume light blinks, do the following:

Front manual feed slot



If there are any printouts on the output tray, remove them before using the front manual feed slot.

- i Extend the output tray.
- ii Slide the paper guide to the left to its outermost position.
- iii Insert up to 10 sheets of paper or 5 cards or envelopes, *print-side down* into the right side of the slot until the media stops. Insert envelopes with the flaps facing up and to the right.
- iv Slide the paper guide to the right until it stops at the edge of the paper.

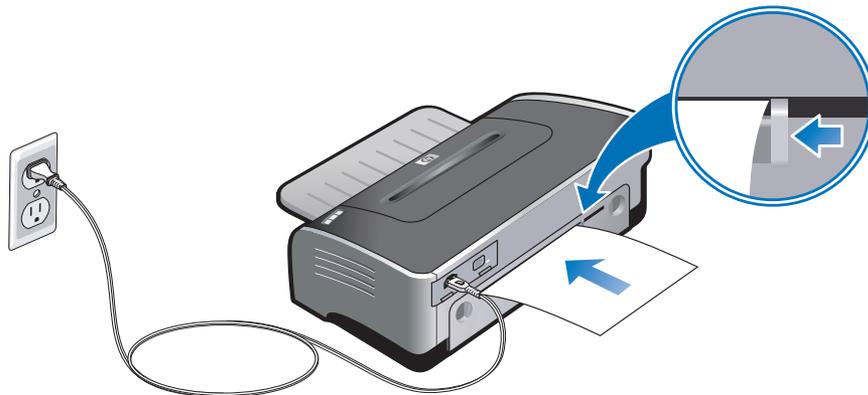


- v Press the Resume button to proceed with printing.

To resume printing from the input tray, remove the paper from the front manual feed slot.

Rear manual feed slot

- i Before you load the paper, adjust the paper guide to the size of paper you are printing by aligning it with the appropriate icon below the rear manual feed slot.
- ii Insert a single sheet of paper *print-side up* into the left side of the rear manual feed slot. The printer grips the paper.



- iii Press the Resume button to proceed with printing. If you are printing more than one page, press the Resume button after inserting each sheet of paper.

Printing on various media types



- Use HP media for optimum print quality. These media types are specifically designed to work with your printer. See “[HP supplies and accessories](#)” for part numbers and ordering information.
- If you are printing transparencies, it is recommended to remove each transparency as it prints and set it aside to dry.

For Windows

- 1 Load the print media (see “[Loading media in the input tray](#)”).
- 2 Open the printer driver (see “[Printing a document](#)”).
- 3 Click the **Paper/Quality** tab.
- 4 Select the media type from the **Type is** drop-down list.
- 5 Select the media size from the **Size is** drop-down list.
- 6 Select the paper source from the **Source is** drop-down list.
- 7 Change any other desired print settings and click **OK**.
- 8 Print your document.

For Macintosh

- 1 Load the print media (see “[Loading media in the input tray](#)”).
- 2 Click **File**, and then click **Page Setup**.
- 3 Select the media size.
- 4 Click **File**, and then click **Print**.
- 5 Mac OS 9.1.x and 9.2.x: In the **General** panel, select the paper source from the **Paper Source** drop-down list.
- 6 Open the **Paper Type/Quality** panel.
- 7 Mac OS 9.1.x and 9.2.x: Select the media group from the **Category** drop-down list and media type from the **Paper Type** drop-down list.
Mac OS X (10.1 and later): Click the **Paper** tab and select the media type and source.
- 8 Change any other desired print settings and click **OK** or **Print**.

Printing on custom-sized paper



The paper width must be between 89.9 mm and 330.2 mm (3.54 inches and 13 inches); the paper length must be between 146.05 mm and 1,270 mm (5.75 inches and 50 inches).

For Windows

- 1 Load the print media (see “[Loading media in the input tray](#)”).
- 2 Open the printer driver (see “[Printing a document](#)”).
- 3 Click the **Paper/Quality** tab.
- 4 Click the **Custom** button beneath the **Size is** drop-down list.
- 5 In the custom paper size dialog box, type values for the width and length.
- 6 Choose any of the predefined names from the **Name** drop-down list and click **Save** to save the custom settings.
- 7 Click **OK**.
- 8 Select the name of the custom paper size just created from the **Size is** drop-down list.
- 9 Select the paper source from the **Source is** drop-down list.
- 10 Change any other desired print settings and click **OK**.
- 11 Print your document.

For Macintosh

- 1 Load the print media (see “[Loading media in the input tray](#)”).
- 2 Click **File**, and then click **Page Setup**.
- 3 Mac OS 9.1.x and 9.2.x: Select the custom size option from the media size drop-down list.
Mac OS X (10.1 and later): Select the custom size option from the **Settings** drop-down list.
- 4 Click **New**, and then type values for the width and height.
- 5 Select the custom paper size just created.
- 6 Change any other desired print settings and click **OK** or **Print**.

Printing on envelopes

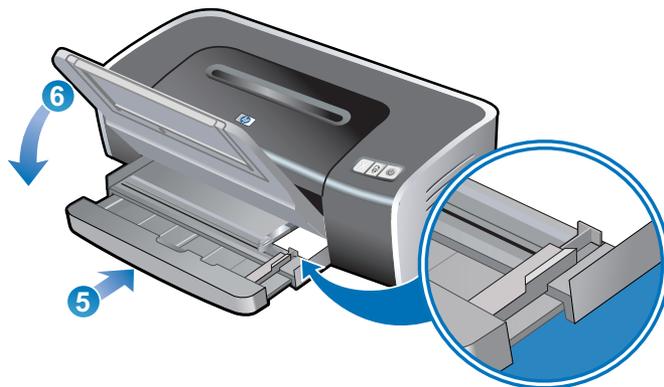


- If you are printing one or just a few envelopes, you can use the front manual feed slot. See “Printing with the front or rear manual feed slot”.
- Avoid using envelopes that have clasps or windows; have thick, irregular, or curled edges; are shiny or embossed; or are wrinkled, torn, or otherwise damaged.

- 1 Raise the output tray and remove any media from the input tray.
- 2 Insert up to 15 envelopes along the right side of the input tray, with the flaps facing up and to the right, until they stop.
- 3 Open the small media guide by moving it 90 degrees clockwise from start to end position.
- 4 Press the button on top of the paper width guide and slide the guide to the right until it stops at the edge of the envelopes.



- 5 Press the input tray lock and retract the tray until the small media guide stops at the edge of the envelopes.
- 6 Lower the output tray.



7 For Windows:

- i Open the printer driver (see “Printing a document”).
- ii Click the **Paper/Quality** tab.
- iii Select the envelope size from the **Size is** drop-down list.
- iv Change any other desired print settings and click **OK**.
- v Print your file.

For Macintosh:

- i Click **File**, and then click **Page Setup**.
- ii Select the envelope size.
- iii Change any other desired print settings and click **OK** or **Print**.

Printing on cards and smaller-sized media

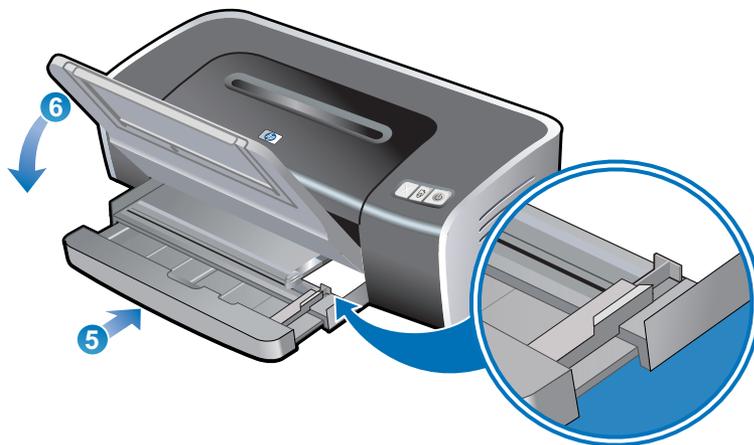


If you are printing on thick paper (such as cardstock), you can use the rear manual feed slot. See “Printing with the front or rear manual feed slot”.

- 1 Raise the output tray and remove any media from the input tray.
- 2 Insert up to 60 cards, or a stack of media that does not exceed the height of the paper width guide, print-side down along the right side of the input tray until it stops.
- 3 Open the small media guide by moving it 90 degrees clockwise from start to end position.
- 4 Press the button on top of the paper width guide and slide the guide to the right until it stops at the edge of the cards.



- 5 Press the input tray lock and retract the tray until the small media guide stops at the edge of the cards.
- 6 Lower the output tray.



7 For Windows:

- i Open the printer driver (see [“Printing a document”](#)).
- ii Click the **Paper/Quality** tab.
- iii Select the size of the cards from the **Size is** drop-down list.
For instructions on printing custom-sized cards, see [“Printing on custom-sized paper”](#).
- iv Select the paper type from the **Type is** drop-down list.
- v Change any other desired print settings and click **OK**.
- vi Print your file.

For Macintosh:

- i Click **File**, and then click **Page Setup**.
- ii Select the size of the cards.
For instructions on printing custom-sized cards, see [“Printing on custom-sized paper”](#).
- iii Click **File**, and then click **Print**.
- iv Open the **Paper Type/Quality** panel.
- v Mac OS 9.1.x and 9.2.x: Select the media group and type.
Mac OS X (10.1 and later): Click the **Paper** tab and select the media type and source.
- vi Change any other desired print settings and click **OK** or **Print**.



If you wish to print to the edge of the cards, see [“Printing borderless”](#).

Printing digital photographs

Printing with six-ink color

Your printer can print with six-ink color to enhance the quality of printed photographs. To do six-ink color printing, a photo and a color print cartridge must be installed together.

To replace the black print cartridge with the photo print cartridge, see [“Installing or replacing the print cartridges”](#).



After you install a new print cartridge, the printer will automatically align the print cartridges and use one sheet of paper to print an alignment page. If you have higher-quality photo media loaded in the input tray, you may want to load a sheet of plain paper before installing the new print cartridge.

Guidelines for printing photographs

- For the best results when printing photographs and images, choose **Best** mode and select an HP photo paper in the printer driver. Best mode uses HP's unique PhotoREt IV color-layering technology and ColorSmart III color optimization technology to create realistic photo images, vivid color output, and extremely sharp text. With PhotoREt IV, a greater range of colors, lighter tones, and smoother gradations between tones can be achieved, ensuring the best photo and image print quality.

Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi* for optimum print quality. See [“4800 x 1200 optimized dpi”](#).

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting will temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

- To print borderless photographs, see [“Printing borderless”](#).
- It is recommended to remove each sheet of paper as it prints and set it aside to dry.
- If the printed colors visibly shift towards yellow, cyan or magenta, or there is a tinge of color in the gray shades, you need to calibrate the color. See [“Calibrating color”](#).
- If you install the photo print cartridge, align the print cartridges for best possible print quality. It is not necessary to align the print cartridges every time you install the photo print cartridge, only when necessary. See [“Aligning the print cartridges”](#).
- To store a print cartridge, see [“Storing the print cartridges”](#).
- Always hold photo paper by the edges. Fingerprints on photo paper reduce print quality.
- Photo paper should be flat before printing. If the corners of the photo paper curl more than 10 mm or 3/8 inch, flatten the paper by putting it in the resealable storage bag, then rolling the bag on a table edge until the paper is flat.

To print digital photographs

- 1 Load the photo paper:
 - If you are loading a stack of photo paper, see [“Loading media in the input tray”](#).
 - If you are printing one or just a few sheets, you can use the front manual feed slot. If you are printing on thick paper and desire a straight paper path, you can use the rear manual feed slot. If you are using either manual feed slot, load paper in a later step.
 - If you are printing 4-by-6 inch photos, you can use the input tray or rear manual feed slot.
- 2 Print your photographs. See [“Printing a document”](#).
Also see [“Guidelines for printing photographs”](#).
- 3 If you are using the front or rear manual feed slot, see [“Printing with the front or rear manual feed slot”](#) for media loading instructions.

Understanding digital photography technologies

In addition to six-ink color printing, the printer software offers several features for printing digital photographs.

- [PhotoREt printing](#)
- [4800 x 1200 optimized dpi](#)
- [Printing Exif Print-enhanced photographs](#)

PhotoREt printing

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

To print with PhotoREt technology, select **Best** as the print quality on the **Paper/Quality** tab in the printer driver. See [“Printing a document”](#) for instructions on changing settings in the printer driver.

4800 x 1200 optimized dpi

4800 x 1200 optimized dpi* is the highest-quality resolution for this printer. When **Maximum dpi** is selected as the print quality, the color print cartridge prints in the 4800 x 1200 optimized dpi mode.

To print with 4800 x 1200 optimized dpi, select **Maximum dpi** as the print quality on the **Paper/Quality** tab in the printer driver. See [“Printing a document”](#) for instructions on changing settings in the printer driver.

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting will temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

Printing Exif Print-enhanced photographs

Exif (Exchangeable Image File Format 2.2) Print 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 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 2000 or XP

To print Exif Print-enhanced photographs:

- 1 Open the file you wish to print using Exif Print-enabled photo software.
- 2 See [“Printing with six-ink color”](#) for printing instructions.

HP photo imaging software

HP photo imaging software is a Windows software application for viewing and editing image files. You can print images, send images by e-mail or fax, upload images to a website, or use images in printing projects with the HP Photo View Center. To install it, insert the Starter CD, click the **HP Photo Imaging Software** button on the CD browser menu, and select it from the list of software shown.

When you save photos to your computer, the HP photo imaging software opens automatically and displays thumbnails (small versions) of your images. If you want to open the HP photo imaging software at a later time, open the **HP Director** and click the **View Images** icon, which is located in the middle of the Director window.

Printing borderless

Borderless printing lets you print to the edges of certain paper types and a range of standard paper sizes from A6 (105 by 148 mm) to A3 (297 by 420 mm). The printer can also print on 4-by-6 inch photo paper.

If you are printing photos, you can enhance them by printing in six-ink color printing mode. See [“Printing with six-ink color”](#).



Open the file in a software application and assign the image size. Make sure the size corresponds to the paper size on which you are printing the image.

For Windows

- 1 Load the appropriate paper:
 - If you are printing one or just a few sheets, you can use the front or rear manual feed slot. If so, continue with the steps below and load the paper in a later step.
 - If you are using the input tray, see [“Loading media in the input tray”](#).
- 2 Open the file you wish to print.
- 3 Open the printer driver (see [“Printing a document”](#)).
- 4 Click the **Paper/Quality** tab.
- 5 Select the paper size from the **Size is** drop-down list.
- 6 Select the **Borderless Printing** check box.
- 7 Select the paper source from the **Source is** drop-down list. If you are printing on thick or photo paper, select the manual feed option.
- 8 Select the paper type from the **Type is** drop-down list. Do not select **Automatic**.
- 9 Select the **Borderless Auto Fit** check box to automatically resize the image to print without a border.
- 10 If you are printing photos, select **Best** from the **Print Quality** drop-down list. Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi* for optimum print quality.

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting will temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.
- 11 Change any other desired print settings and click **OK**.
- 12 Print your document.
- 13 If you are using the front or rear manual feed slot, see [“Printing with the front or rear manual feed slot”](#).
- 14 If you printed on photo paper with a tear-off tab, remove the tab to make the document completely borderless.

For Macintosh

- 1 Load the appropriate paper:
 - If you are printing one or just a few sheets, you can use the front or rear manual feed slot. If so, continue with the steps below and load the paper in a later step.
 - If you are using the input tray, see [“Loading media in the input tray”](#).
- 2 Open the file you wish to print.
- 3 Click **File**, and then click **Page Setup**.
- 4 Select the borderless paper size.
- 5 Click **File**, and then click **Print**.
- 6 Open the **Paper Type/Quality** panel.
- 7 Mac OS 9.1.x and 9.2.x: Select the media group and type.
Mac OS X (10.1 and later): Click the **Paper** tab and select the media type and source.
- 8 If you are printing photos, select **Best** print quality. Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi* for optimum print quality.

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting will temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.
- 9 Change any other desired print settings and click **OK** or **Print**.
- 10 If you are printing on thick or photo paper, insert paper into the rear manual feed slot at the back of the printer. (For instructions on feeding paper manually, see [“Printing with the front or rear manual feed slot”](#).)
- 11 If you printed on photo paper with a tear-off tab, remove the tab to make the document completely borderless.

Printing on both sides (duplexing)

Guidelines for printing on both sides of the paper

- See “[Understanding specifications for supported media](#)” for sizes and types of media supported by the auto-duplex unit. For unsupported media types, print on both sides manually.
- Increasing the dry time may prevent ink smudges when printing on both sides.

For Windows, adjust the ink dry time by selecting **Advanced Features** from the **Basics** tab in the printer driver.

For Macintosh, adjust the ink dry time by selecting the **Ink** tab in the **Paper Type/Quality** panel.

- For best results, do not print on paper heavier than 135 g/m² (36 lb bond), on both sides of labels or transparencies, or on both sides of pages that are covered densely with ink. Jams may occur when using these types of media for printing on both sides, and damage to the printer may occur when printing on both sides of labels.

Performing manual duplexing

You can print on both sides of a sheet of paper by manually turning the paper over and feeding it into the printer again.



Manual duplexing is available when the printer is connected directly to your system and is not shared on a network.

For Windows

- 1 Load the appropriate paper (see “[Loading media in the input tray](#)”).
- 2 Open the printer driver (see “[Printing a document](#)”).
- 3 Click the **Finishing** tab.
- 4 Select the **Print on Both Sides** check box, and ensure **Use Auto-Duplex Unit** is cleared.
- 5 Select **Flip Pages Up** to change the page orientation, if desired.
- 6 Choose a booklet layout from the **Booklet Layout is** drop-down list, if desired.
- 7 Change any other desired print settings and click **OK**.
- 8 Print your document.
- 9 Follow the onscreen instructions to complete the printing.

After one side of the page is printed, you need to reload the paper to print on the other side.

For Macintosh (Mac OS 9.1.x and 9.2.x)

- 1 Load the appropriate paper (see “[Loading media in the input tray](#)”).
- 2 Click **File**, and then click **Print**.
- 3 Open the **Layout** panel.
- 4 Select **Print Both Sides**, and then select **Manual** if the auto-duplex unit is installed.
- 5 Select the desired binding orientation by clicking the appropriate icon.
- 6 Change any other desired print settings and click **OK** or **Print**.
- 7 Follow the onscreen instructions to complete the printing.

After one side of the page is printed, you need to reload the paper to print on the other side.

Performing auto-duplexing

You can print on both sides of a sheet of paper automatically when the auto-duplex unit is installed on the printer (see “[Installing the auto-duplex unit](#)”).



- The auto-duplex unit is a standard part in the hp deskjet 9670. It may be purchased separately in some countries/regions (see “[HP supplies and accessories](#)”).
- To make automatically printing on both sides the default setting for your printer, see “[Changing default print settings](#)”.

Advantages of using the auto-duplex unit

- Print on both sides of a page without manually reloading the page.
- Print long documents quickly and efficiently.
- Use less paper by printing on both sides of paper.
- Create professional-looking brochures, reports, newsletters, and other special items.



After the first side of the page is printed, the printer pauses while the ink dries. Once the ink is dry, the paper is pulled back into the auto-duplex unit and the reverse side of the page is printed.

For Windows

- 1 Load the appropriate paper (see “[Loading media in the input tray](#)”).
- 2 Open the printer driver (see “[Printing a document](#)”).
- 3 Click the **Finishing** tab.
- 4 Select the **Print on Both Sides** check box, and ensure that **Use Auto-Duplex Unit** is selected.
- 5 To automatically resize each page to match the document's onscreen layout, select **Preserve Layout**. Clearing this option may result in unwanted page breaks.
- 6 Select **Flip Pages Up** to change the page orientation, if desired.
- 7 Choose a booklet layout from the **Booklet Layout is** drop-down list, if desired.
- 8 Change any other desired print settings and click **OK**.
- 9 Print your document.

For Macintosh

- 1 Load the appropriate paper (see “[Loading media in the input tray](#)”).
- 2 Click **File**, and then click **Print**.
- 3 Mac OS 9.1.x and 9.2.x:
 - i Open the **Layout** panel.
 - ii Select **Print Both Sides**, and then select **Automatic**.Mac OS X (10.1 and later):
 - i Open the **Two Sided Printing** panel.
 - ii Select **Print Both Sides**.
- 4 Select the desired binding orientation by clicking the appropriate icon.
- 5 Change any other desired print settings and click **OK** or **Print**.

Printing multiple pages on a single sheet of paper

You can 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.

For Windows

- 1 Load the appropriate paper (see “Loading media in the input tray”).
- 2 Open the printer driver (see “Printing a document”).
- 3 Click the **Finishing** tab.
- 4 Select the number of pages you want to appear on each sheet of paper from the **Pages Per Sheet** drop-down list.
- 5 If you want a border to appear around each page image printed on the sheet of paper, select the **Print Page Borders** check box.
- 6 Select a layout for each sheet of paper from the **Page Order is** drop-down list.
- 7 Change any other desired print settings and click **OK**.
- 8 Print your document.

For Macintosh

- 1 Load the appropriate paper (see “Loading media in the input tray”).
- 2 Click **File**, and then click **Print**.
- 3 Open the **Layout** panel.
- 4 Mac OS 9.1.x and 9.2.x: Select **Multiple Pages Per Sheet** from the drop-down list.
- 5 Select the number of pages you wish to appear on each sheet of paper from the **Pages Per Sheet** drop-down list.
- 6 Change any other desired print settings and click **OK** or **Print**.

Printing booklets

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.



Manual duplexing is available when the printer is connected directly to your system and is not shared on a network.

Performing manual booklet printing

For Windows

- 1 Load the appropriate paper (see “[Loading media in the input tray](#)”).
- 2 Open the printer driver (see “[Printing a document](#)”).
- 3 Click the **Finishing** tab.
- 4 Select the **Print on Both Sides** check box, and ensure that **Use Auto-Duplex Unit** is cleared.
- 5 Select a binding option in the **Booklet Layout is** drop-down list.
- 6 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, clear the **Print on One Side** check box (if it is selected).
- 7 Change any other desired print settings and click **OK**.

For Macintosh (Mac OS 9.1.x and 9.2.x)

- 1 Load the appropriate paper (see “[Loading media in the input tray](#)”).
- 2 Click **File**, and then click **Print**.
- 3 Open the **Layout** panel.
- 4 Select the booklet option from the **Multiple Pages Per Sheet** drop-down list.
- 5 Select **Print Both Sides**, and then select **Manual** if the auto-duplex unit is installed.
- 6 Click the binding icon for Book (binding at the side) or Tablet (binding at the top).
- 7 Change any other desired print settings and click **OK** or **Print**.

Performing automatic booklet printing

You can print booklets automatically when the auto-duplex unit is installed on the printer (see [“Installing the auto-duplex unit”](#)).



The auto-duplex unit is a standard part in the hp deskjet 9670. It may be purchased separately in some countries/regions (see [“HP supplies and accessories”](#)).

For Windows

- 1 Load the appropriate paper (see [“Loading media in the input tray”](#)).
- 2 Open the printer driver (see [“Printing a document”](#)).
- 3 Click the **Finishing** tab.
- 4 Select the **Print on Both Sides** check box, and ensure that **Use Auto-Duplex Unit** is selected.
- 5 Select **Preserve Layout**.
- 6 Select a binding option in the **Booklet Layout is** drop-down list.
- 7 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, clear the **Print on One Side** check box (if it is selected).
- 8 Change any other desired print settings and click **OK**.
- 9 Print your document.

For Macintosh

- 1 Load the appropriate paper (see [“Loading media in the input tray”](#)).
- 2 Click **File**, and then click **Print**.
- 3 Mac OS 9.1.x and 9.2.x:
 - i Open the **Layout** panel.
 - ii Select the booklet option from the **Multiple Pages Per Sheet** drop-down list.
 - iii Select **Print Both Sides**, and then select **Automatic**.Mac OS X (10.1 and later):
 - i Open the **Two Sided Printing** panel.
 - ii Select **Print Both Sides**.
- 4 Select the desired binding orientation by clicking the appropriate icon.
- 5 Change any other desired print settings and click **OK** or **Print**.

Printing posters

You can enlarge your document from a single page to multiple tiles that can be pasted together into a poster. You can use this feature to enlarge a single-page document to many tiles depending on the size of your document.

For Windows

- 1 Load the appropriate media into the input tray (see [“Loading media in the input tray”](#)).
- 2 Open the printer driver (see [“Printing a document”](#)).
- 3 Click the **Finishing** tab.
- 4 Select the number of sheets for your poster from the **Tiling** drop-down list.
- 5 To print specific tiles in the poster, click **Select Tiles**.
- 6 Change any other desired print settings and click **OK**.
- 7 Print your document.

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

For Macintosh (Mac OS 9.1.x and 9.2.x)

- 1 Load the appropriate media into the input tray (see [“Loading media in the input tray”](#)).
- 2 Click **File**, and then click **Print**.
- 3 Open the **Layout** panel.
- 4 Select **Tiling** from the **Multiple Pages Per Sheet** drop-down list.
- 5 Select the number of sheets for your poster from the **Tiling Size** drop-down list.
- 6 Change any other desired print settings and click **OK** or **Print**.

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

Printing banners

You can print large images and bold, oversized fonts on continuous feeds of paper.



- Use HP banner paper for great results.
- Remove any perforated strips from the banner paper before loading it in the input tray.
- Input tray capacity: up to 20 continuous sheets.

For Windows

- 1 Load the appropriate media (see [“Loading media in the input tray”](#)).
Make sure the unattached edge is on top of the paper stack pointing towards the printer.
- 2 If your software program includes a banner-printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.
- 3 Open the printer driver (see [“Printing a document”](#)).
- 4 Click the **Paper/Quality** tab.
- 5 Select **HP Banner Paper** from the **Type is** drop-down list.
- 6 Change any other desired print settings and click **OK**.
- 7 Print your document.

For Macintosh

- 1 Load the appropriate media (see [“Loading media in the input tray”](#)).
Make sure the unattached edge is on top of the paper stack pointing towards the printer.
- 2 If your software program includes a banner-printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.
- 3 Click **File**, and then click **Page Setup**.
- 4 Select the correct banner paper size.
- 5 Change any other desired print settings and click **OK** or **Print**.

Printing labels



- Use only paper labels that are designed specifically for your printer.
- 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.
- Input tray capacity: Up to 20 continuous sheets.

For Windows

- 1 Fan the edges of the label sheets to separate them, and then align the label edges.
- 2 Load up to 20 label sheets, label side down, in the input tray (see [“Loading media in the input tray”](#)).
- 3 Open the printer driver (see [“Printing a document”](#)).
- 4 Select A4 or US Letter paper size.
- 5 Select **Automatic** or the appropriate paper type.
- 6 Ensure the option to print on both sides is cleared.
- 7 Change any other desired print settings and click **OK**.
- 8 Print your document.

For Macintosh

- 1 Fan the edges of the label sheets to separate them, and then align the label edges.
- 2 Load up to 20 label sheets, label side down, in the input tray (see [“Loading media in the input tray”](#)).
- 3 Click **File**, and then click **Page Setup**.
- 4 Select A4 or US Letter paper size.
- 5 Click **File**, and then click **Print**.
- 6 Open the **Paper Type/Quality** panel.
- 7 Select **Automatic** or the appropriate paper type.
- 8 Change any other desired print settings and click **OK** or **Print**.

Printing iron-on transfers



- Use HP iron-on t-shirt transfer paper for great results.
- When printing a mirror image, the text and pictures are horizontally reversed from what appears on the computer screen.
- Input tray capacity: Up to 20 sheets.
- Iron-on transfers are available in Windows only.

To print iron-on transfers

- 1 Load iron-on transfer paper in the input tray print-side down (see “[Loading media in the input tray](#)”).
- 2 If your software program includes a iron-on transfer feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.
- 3 Open the printer driver (see “[Printing a document](#)”).
- 4 Click the **Paper/Quality** tab.
- 5 Select **HP Iron-On Transfer** from the **Type is** drop-down list.
- 6 Click the **Basics** tab.
- 7 Select **Mirror Image**.
- 8 Change any other desired print settings and click **OK**.
- 9 Print your document.

Canceling a print job

You can cancel a print job in two ways:

- Press the Cancel button on the front panel of the printer. The print job stops immediately.

Pressing the Cancel button clears the job currently being processed by the printer. It does not affect jobs waiting to be processed.

- It is also possible to cancel print jobs in the print queue. See the Windows or Macintosh online help for more information.

Printing from MS-DOS software programs

When printing from MS-DOS, you can adjust printer settings in two ways: in HP Deskjet Control Panel for DOS and from within your DOS application's printer driver.



HP Deskjet Control Panel for DOS can be downloaded from <http://www.hp.com/support/dj9600>.

You have access to many printer features through application-specific DOS printer drivers; however, some software manufacturers do not develop printer drivers for their DOS applications. Use HP Deskjet Control Panel for DOS to specify the default printer settings for printing from DOS applications.

5

Using the Toolbox

The Toolbox provides status and maintenance information about your printer. It also provides access to documentation and online help tools for solving printer problems.



The Toolbox is available for Windows only. For Macintosh, see “[Using the HP Inkjet Toolbox \(Macintosh\)](#)”.

After installing the printer software, you can open the Toolbox by clicking **Start**, pointing to **Programs, hp deskjet 9600 series**, and then clicking **hp deskjet 9600 series Toolbox**. Or in the status area of the Windows taskbar (near the clock), click the Toolbox icon.

Printer Status tab

The **Printer Status** tab displays ink level information for each print cartridge and also printer status.

The printer selection drop-down list lets you select the printer you wish to use with the Toolbox utilities. It lists printers that are compatible with the Toolbox. The status window displays messages related to current printer status, such as *Printing job*, *Top cover open*, and *Print cartridge empty*.

Click this button...	To...
Order Supplies	Purchase printing supplies, such as print cartridges, online. You must have Internet access to perform this operation. See “ Ordering printing supplies through the Toolbox ” for more information.
Supplies Information	View information on HP supplies, as well as ordering information.
Preferences	Open a dialog box where you can select the types of printer error or warning messages that will appear on your computer screen when problems occur. You can choose to be notified by an audio alert when this happens. You can also choose to enable myPrintMileage AutoSend, which will provide you with a closer forecast of your printer usage in the myPrintMileage website.

Information tab

The **Information** tab lets you register the printer and display printer hardware information. It also provides access to online troubleshooting through HP Instant Support, as well as information about your printer usage, using the printer, troubleshooting, and contacting HP.

Click this button...	To...
myPrintMileage	Access the myPrintMileage website and your printer usage information. You must have Internet access to perform this operation.
Printer Hardware	Display the printer model and firmware version number.
HP Instant Support	Access the HP Instant Support website for support services and troubleshooting tips. You must have Internet access to perform this operation.
Register Your Printer	Register your printer online. You must have Internet access to perform this operation.
How Do I...	Display help for performing common printer tasks.
Troubleshooting	View help for solutions to common printer problems such as paper jams or software installation issues, and printing problems such as borderless or photo printing problems.
Contact HP	Obtain information on how to contact HP.

HP Instant Support

HP Instant Support is a Web-based tool that provides you with product-specific services, troubleshooting tips, and information about your printer's ink and media usage (via myPrintMileage). With this information, you can diagnose and solve printer problems and manage your printing activities and printer supplies more effectively.

HP Instant Support provides the following services for your printer:

- Easy access to troubleshooting tips – To help you quickly resolve printer problems or prevent some problems from happening, HP Instant Support provides tips that are customized for your printer.
- Notification of driver and firmware updates – When a firmware or driver update for your printer is available, a notification message will appear on the HP Instant Support homepage. You can access the download site from the web page.
- Access to hp services – From the website, you can find out more about the support services available for your printer (such as maintenance programs), obtain information about service providers, and also make online purchase of printer supplies and accessories.
- Notification of warranty expiration – When the printer warranty is expiring, a notification message will appear on the HP Instant Support homepage.



To provide current information on the website, the web pages are created dynamically. Bookmarking a web page and connecting via the bookmark will not display the page. Instead, connect from the Toolbox by clicking the **HP Instant Support** button on the **Information** tab.

Using myPrintMileage

myPrintMileage allows you to keep track of your printer usage information, such as ink and media usage patterns. This can help you plan your purchase of supplies.

myPrintMileage consists of two parts:

- myPrintMileage website
- myPrintMileage AutoSend. This is a utility that periodically updates your printer usage information to the myPrintMileage website. This will provide you with a closer forecast of your printer usage.

From the myPrintMileage website, you can find out the following information about your printer:

- The amount of ink that has been used. myPrintMileage forecasts how many print cartridges you might use in one year.
- Whether you use more black or color ink.
- The average quantity of media you use per month for each media type.
- The number of pages that have been printed, and the estimated number of pages that can be printed with the amount of ink remaining.

To access the myPrintMileage website

- Click **myPrintMileage** on the **Information** tab in the Toolbox



Do not bookmark Web pages used to display myPrintMileage. If you bookmark this site and connect to it using the bookmark, the pages will not display the current information. Instead connect to myPrintMileage as described above.

To enable myPrintMileage AutoSend

- 1 On the **Printer Status** tab in the Toolbox, click the **Preferences** button.
- 2 Select the **Enable myPrintMileage AutoSend** check box.
- 3 Click **OK**.

You can disable the utility at any time through the Toolbox or the myPrintMileage icon on the Windows taskbar.

In order to use the myPrintMileage website and myPrintMileage AutoSend, you must have the following:

- The Toolbox installed.
- An Internet connection.
- The printer connected.

Printer Services tab

The **Printer Services** tab provides utilities that help you maintain and test your printer. You can align and clean your print cartridges, or print a demo page.

Click this button...	To...
Align Print Cartridges	Align the print cartridges. See “Aligning the print cartridges” for more information.
Clean Print Cartridges	Clean the print cartridges. See “Cleaning the print cartridges” for more information.
Calibrate Color	Balance color tints on printed pages. See “Calibrating color” for more information.
Print a Demo Page	Send a demo page to the printer to verify that the printer is connected to the computer correctly and is working properly.

Using the HP Inkjet Toolbox (Macintosh)

For Mac OS 9.2 and OS X (10.1 and later), the HP Inkjet Toolbox contains tools to calibrate the printer, clean the print cartridges, print a test page, and find website support information.

Displaying the HP Inkjet Toolbox

- 1 Double-click the **Macintosh HD** icon on the desktop.
- 2 Mac OS 9.2: Select **Applications**, **Utilities**, and then **hp**.
Mac OS X (10.1 and later): Select **Library**, **Printers**, **hp**, and then **Utilities**.
- 3 Select **hp inkjet toolbox**.

Viewing the HP Inkjet Toolbox panels

The following options are available on the HP Inkjet Toolbox Panel menu:

- **WOW!**: Prints a sample page to view the print output quality.
- **Ink Levels**: Displays print cartridge ink levels.
- **Test**: Prints a test page or a diagnostic page.
- **Clean**: Cleans the print cartridges.
- **Calibrate**: Aligns the print cartridges.
- **Color Calibrate**: Adjusts color to correct problems with tint. Color calibration only occurs when the color and photo print cartridges are installed.
- **Support**: Provides access to the HP website where you can find support for the printer and information about HP products and supplies.
- **Register**: Accesses the HP website to register the printer.

6 Troubleshooting

This chapter provides solutions to common printer problems such as paper jams or software installation issues, and printing problems such as borderless or photo printing problems. If your printer is not operating properly and these suggestions do not solve the problem, try to print a diagnostic page and then contact the HP Customer Care Center (see [“Printing a diagnostic page”](#) and [“Customer support”](#)).

Starting troubleshooting

Start in this section if you are having a problem with the printer.

- If you have a jam, see [“Clearing jams”](#).
- If you have a different type of media-feed problem, such as the media is skewing or is not being picked up, see [“Resolving media handling problems”](#).
- Otherwise, if the printer is not working properly or if the print quality is not what you expect, try the following steps first.
 - Check that no error messages appear on the computer screen.
 - Check that you do not have too many programs open when you are trying to perform a task. Close programs that are not in use, or restart the computer before attempting the task again.
 - Check the printer lights. If the Power light is blinking, the printer is processing information. If other lights are on or blinking, see [“Printer lights reference”](#) for descriptions of printer lights and what they indicate.
 - Check that the power cord is securely connected to the printer and plugged into a live electrical outlet.
 - Try printing a demo page to see if the printer is set up correctly. Make sure the printer is turned on, press and hold the Power button, press the Resume button once, and then release the Power button. The printer prints a demo page.
 - Check that the network cable and the printer cable connections are firmly in place. If you are using an HP Jetdirect external print server, print its configuration page to check the operation of the print server and to verify network configuration settings. Please refer to the Jetdirect Administrator's Guide that comes with the print server.

After you have tried these steps, see the following sections for information about more specific problems.

- [Troubleshooting installation issues](#)
- [Calibrating color](#)
- [Resolving printer problems](#)
- [Resolving printing problems \(includes print-quality issues\)](#)
- [Resolving color problems](#)
- [Resolving photo printing problems](#)
- [Resolving borderless printing problems](#)
- [Resolving banner printing problems](#)
- [Resolving media handling problems](#)
- [Resolving automatic two-sided printing problems](#)
- [Resolving network printing problems](#)

If none of the solutions work, see [“Customer support”](#).



For more information about how to troubleshoot Macintosh printing problems, see the release notes on the Starter CD.

Printing a demo page

Printing a demo page without being connected to a computer verifies whether the printer is set up correctly.

- 1 Make sure the printer is turned on.
- 2 Press and hold the Power button, press the Resume button once, and then release the Power button.

The printer prints a demo page.

Printing a diagnostic page

This page is useful to HP Technical Support if you have a printer problem.

- 1 Make sure the printer is turned on.
- 2 Press and hold the Power button, press the Resume button four times, and then release the Power button.

The printer prints a diagnostic page.

Troubleshooting installation issues

If you had trouble installing the printer, check the following items.

Hardware installation issues

- Press the Power button to turn off the printer, wait a few seconds, and then press the Power button to turn it on again.
Also see “[Power cannot be turned on](#)” for other power-related troubleshooting steps.
- Make sure all packing tapes have been removed from the printer.
- Make sure the print cartridges are properly installed.
 - Check each print cartridge and make sure the protective tape is removed from the ink nozzles.
 - Make sure the print cartridges are in the correct cradle.
 - Make sure the print cartridges are firmly installed into the cradles. Press down firmly on each one to ensure proper contact.
 - Make sure the print cartridge latches are properly closed.
- Make sure the printer is loaded with paper.
- Make sure no lights are on or blinking except the Power light, which should be on. If any other lights are on, see “[Printer lights reference](#)” for a list of light patterns and what they indicate.
- Make sure the rear access panel or auto-duplex unit is correctly installed and locked into place.
- Make sure the printer cable is in good working order and that it is securely connected between the appropriate connector on the printer and the computer or a network connection.
- Try printing a demo page to see if the printer is set up correctly. Make sure the printer is turned on, press and hold the Power button, press the Resume button once, and then release the Power button. The printer prints a demo page.

Software installation issues

- Make sure your computer is running one of these operating systems: Windows 98, NT 4.0, Me, 2000, or XP. Windows NT 4.0 must have Service Pack 6.0 or later installed to use the setup program (the driver can be installed without the service pack).
If you are using a Macintosh, it must be running Mac OS 9.1 or later.
- Make sure the computer meets at least the minimum system requirements. See “[Printer specifications](#)”.
- Before installing software on a Windows computer, make sure all other programs are closed.
- If the computer does not recognize the path that you type to the Starter CD, make sure you are specifying the correct drive letter for the CD-ROM drive.
- If the computer cannot recognize the Starter CD in the CD-ROM drive, inspect the CD for damage. You can download the printer driver from <http://www.hp.com/support/dj9600>.

USB installation failed or nothing prints through USB

- Make sure your computer has a USB port and is properly configured to use a USB connection.
- Make sure your operating system supports USB connection, such as Windows 98, Me, 2000, or XP. Windows NT 4.0 does not support USB connection.
- Make sure the USB cable is properly connected to the computer and the printer.
- Make sure the printer is turned on.
- Restart the system and send the print job again.
- Connect the USB cable to the computer and printer and turn on the printer. Verify that Windows is able to detect the printer. Windows will display the Found New Hardware wizard if it detects the printer.
- If the installation failed, uninstall the printer software and try to install again. See [“Uninstalling the printer software”](#).

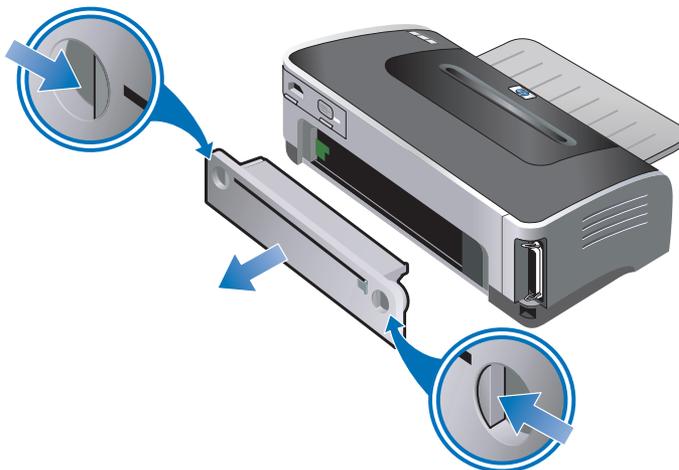
Clearing jams

Use the following methods to locate and clear a paper jam. For information on how to avoid jams, see [“Tips for avoiding paper jams”](#).

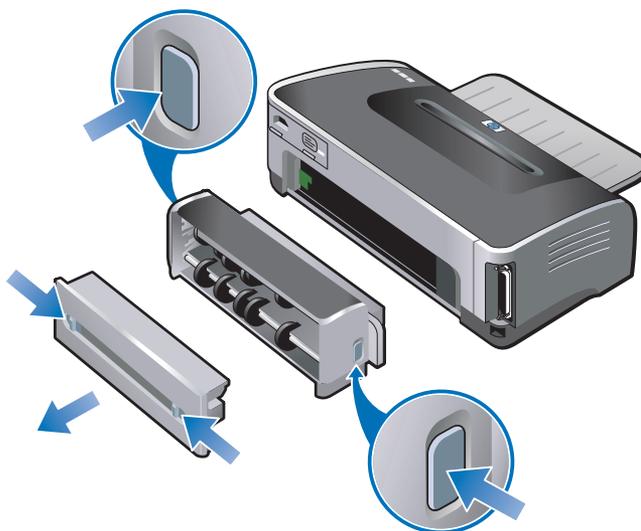


To prevent jammed paper from tearing off inside the printer, try to grasp jammed paper with both hands and exert even pressure on both sides while pulling the paper towards you.

- Remove the rear access panel, pull out any jammed paper, and then reinsert the rear access panel.



- Remove the rear cover from the auto-duplex unit (if installed), remove any paper, and replace the rear cover. If the paper jam is not visible by removing the rear cover, remove the auto-duplex unit to locate the jam.



- Lift up the output tray and remove any jammed paper from the input tray.



- Open the top cover. The print cartridge carriage should return to the right side of the printer. If the carriage does not return to the right side, turn off the printer, and then move the carriage to the right. Pull any jammed paper towards you.



Do not reach into the printer when the printer is on and the print cartridge carriage is stuck.



After you clear the jam, close all covers, turn on the printer (if you turned it off), and press the Resume button. The printer will continue the print job on the next page. You will need to resend any pages that were jammed in the printer.

Tips for avoiding paper jams

- Make sure nothing blocks the paper path.
- Do not use media that is damaged, curled, or wrinkled. It is recommended not to use paper with cutouts or perforations or paper that is heavily textured or embossed.
- To ensure that media feeds properly, load only one type of media at a time in the input tray or the manual feed slots.
- Make sure media is loaded correctly. See [“Loading media in the input tray”](#).
- For the input tray and front manual feed slot, load the media print-side down with the right edge of the media aligned against the right edge of the tray or slot. Make sure the paper width guide and tray extension fit against the edges of the media. For the rear manual feed slot, load the media print-side up.
- Do not load more than 150 sheets of paper, or 15 envelopes, or a stack of media that exceeds the height of the paper width guide into the input tray. Do not load more than 10 sheets of paper into the front manual feed slot. Load only one sheet of paper at a time into the rear manual feed slot.
- Always use media that conforms with the types, sizes, and weights listed in [“Selecting print media”](#). This section also lists tips and guidelines on recommended media.

Calibrating color

Calibrating color is only necessary when printed colors have visibly shifted towards yellow, cyan, or magenta, or there is a tinge of color in the gray shades.



- Calibrate the color only when the color and photo print cartridges are installed together.
- It is not necessary to calibrate the color when printing using the color print cartridge in combination with the black print cartridge or when printing with a single print cartridge. See [“Printing with a single print cartridge”](#).

If the color-related problem still persists after performing a color calibration, the problem may be caused by a low or empty print cartridge. Check the ink levels, replace any low or empty print cartridges (see [“Installing or replacing the print cartridges”](#)), and then print again.

To check the print cartridge ink levels:

- *Windows*: See [“Using the Toolbox”](#).
- *Macintosh*: See [“Displaying the HP Inkjet Toolbox”](#).

For Windows

You can calibrate the color from the Toolbox or the printer driver.

- 1 Load plain paper into the input tray (see [“Loading media in the input tray”](#)). The process uses one sheet of paper.
 - 2 Open the Toolbox (see [“Using the Toolbox”](#)).
- Or-**
- Open the printer driver (see [“Changing default print settings”](#)).
- 3 Click the **Printer Services** tab (Toolbox) or **Services** tab (printer driver).
 - 4 Click **Calibrate Color**.
 - 5 Follow the onscreen instructions.

For Macintosh

- 1 Load plain paper into the input tray (see [“Loading media in the input tray”](#)). The process uses one sheet of paper.
- 2 Open the HP Inkjet Toolbox and click **Color Calibrate**.
- 3 Follow the onscreen instructions.

Resolving printer problems

Printer shuts down unexpectedly

- **Check the power**

See [“Power cannot be turned on”](#).

- **Check the printer vents**

The printer vents are located on the sides of the printer. If the printer vents are covered and the printer overheats, it automatically turns off. Make sure the vents are not covered and the printer is in a cool, dry location.

- **Check the rear access panel or auto-duplex unit**

Make sure the rear access panel or auto-duplex unit is correctly installed and locked into place.

Power cannot be turned on

- **Check the Power light**

The Power light on the printer should be green.

- **Check the power supply module light**

Make sure the power supply module is firmly connected to the back of the printer. The light on the module should be lit.

- **Check the power cord**

- Make sure the power cord is firmly connected to the printer and to a working outlet.
- Disconnect the power cord from the electrical outlet, wait a few seconds, and then reconnect the power cord. Then press the Power button to turn on the printer.

If the power still cannot be turned on, call the HP Customer Care Center for help (see [“Customer support”](#)).

Printer is not responding (nothing prints)

- **Check the printer lights**

If the Power light is blinking, be patient. Complex documents containing many fonts, graphics, or color photos take longer to begin printing. If the Power light is blinking, the printer is processing information.

See “[Printer lights reference](#)” for descriptions of printer lights and what they indicate.

- **Check the power**

See “[Power cannot be turned on](#)”.

- **Check the cables**

- Make sure the printer cable (USB, parallel, or network) is firmly connected between the printer and the computer.
- Do not connect a USB and a parallel cable to the printer at the same time. If two cables are connected, turn off the printer and disconnect the cable you are not using.
- Make sure the cable is not damaged or frayed. If it is, contact the manufacturer of the cable and have it replaced.

- **Make sure the media is loaded correctly**

Make sure media is loaded correctly in the input tray and that the media is not jammed in the printer. See “[Loading media in the input tray](#)” and “[Clearing jams](#)”.

Make sure the correct-sized media is loaded and press the Resume button to continue.

- **Make sure the printer is selected**

When you print your file, make sure the printer is selected in the printer menu.

To set the printer as the default printer, right-click the printer name or icon in the Printers folder and select the option to set as default printer. For more information about setting the default printer, see the online Help for your computer’s operating system.

- **Check the Chooser (Mac OS 9.1.x and 9.2.x only)**

Make sure you have installed the printer software and the printer is selected. The printer version should be visible on the left panel of the Chooser. When you click the printer icon, the printer name should be available on the right panel of the Chooser. Select the printer’s name.

- **Make sure the printer is not paused**

- *Windows*: Make sure **Pause Printing** is not selected in the Printer menu.
 - i Click **Start**, point to **Settings**, and then click **Printers** (Windows NT 4.0, 98, Me, and 2000) or **Printers and Faxes** (Windows XP).
(If Printers and Faxes is not found on the Start menu in Windows XP, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.)
 - ii Right-click the printer icon.
 - iii If **Pause Printing** is selected in the drop-down menu, click it to clear it.
- *Macintosh*: Make sure **Stop Print Queue** is not selected in the Mac desktop’s **Printing** menu.

- **Make sure the print to file option is not selected in the printer driver**

If the print to file option is selected in the printer driver, the print job is saved to a file on your computer and not printed on paper.

- *Windows:* From the software application, click **File**, and then click **Print**. Make sure the **Print to file** option is not selected.
- *Macintosh:* On the main pop-up menu in the **Print** dialog box, make sure the **Print to file** option is not selected.

- **Check the rear access panel and top cover**

Make sure the rear access panel or auto-duplex unit is correctly installed and locked into place, and that the top cover is closed.

- **Check the print cartridges**

- If the print cartridge lights are on or blinking, see [“Printer lights reference”](#).
- If you are printing with a single print cartridge, see [“Printing with a single print cartridge”](#).

- **Try printing a demo page**

Try printing a demo page to see if the printer is set up correctly. Make sure the printer is turned on, press and hold the Power button, press the Resume button once, and then release the Power button. The printer prints a demo page.

- **Try printing a test page (Windows)**

To print a generic Windows test page:

- 1 Click **Start**, point to **Settings**, and then click **Printers** (Windows NT 4.0, 98, Me, and 2000) or **Printers and Faxes** (Windows XP).
(If Printers and Faxes is not found on the Start menu in Windows XP, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.)
- 2 Right-click the printer icon and select **Properties**.
- 3 Click the **General** tab, and then click **Print Test Page**.

If the test page prints, then the problem is not with the connection between the printer and the computer. Make sure the application you are trying to print from has the correct printer selected.

If the test page prints and the printer previously worked with the same software application you are using, try printing another file using the software. If this file prints, the file you were previously trying to print may be damaged. If you have a backup copy of the file, try printing it. If none of the above solutions work, this problem is likely caused by your software application's inability to properly interpret print settings. Check the release notes on the Starter CD for known software conflicts. Otherwise, check your software application manual, or call the software manufacturer to get more specific help for this problem.

If the test page does not print, make sure the correct port (USB, LPTx) is selected and that the printer is connected directly to your computer. If your printer is connected to a switch box, make sure you have selected the correct switch. When printing the test page, the printer Power light should blink. If the Power light does not blink, print a diagnostic page (see [“Printing a diagnostic page”](#)).

- **Try printing from another application**

Try printing from other applications to see if this problem recurs.

- **Check the USB port**

Unplug the printer from the USB port, wait a few seconds, and then plug it back in. If that does not help, try plugging the cable into another USB port.

- **Check for conflicts with port-sharing devices**

If you are using a parallel cable, make sure your printer is connected directly to the parallel port. Avoid sharing the port with other devices such as a Zip drive or other printers.

- **Check the network setup**

If you are sharing the printer, make sure it is properly set up in your network environment. See [“Connecting to a network”](#) and the documentation provided by your network vendors. Also see [“Resolving network printing problems”](#) for additional troubleshooting information.

- **Try restarting the system**

Turn off the computer and the printer, wait a few seconds, and then turn them on again. Try printing again.

Printer lights are on or blinking

The printer lights indicate printer status and are useful for diagnosing printing problems. For a list of printer light combinations, what they indicate, and what action to take if necessary, see [“Printer lights reference”](#).

For a description of the printer lights, see [“Front view”](#).

Printer takes a long time to print

To enhance the performance of your printer, check the following:

- **Multiple software applications are open**

If multiple applications are open, the computer may not have sufficient resources for the printer to print at its optimum speed. To increase printer speed, close all unused software applications when printing. If necessary, restart your system, and then resend your print job.

- **Complex documents, graphics, or photographs are printing**

Documents containing graphics or photographs print slower than text documents.

For Windows, 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:

- i Open the printer driver (see [“Printing a document”](#)).
- ii Click the **Basics** tab, and then click the **Advanced Features** button.
- iii Select **Low Memory Mode**.
- iv Print the document.

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting will temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

- **Check the print quality**

The printer prints slower when **Best** or **Maximum dpi** is selected as the print quality. To increase the printer speed, select a different print quality mode in the printer driver.

- **Automatic paper type option is enabled**

When the automatic paper type option is enabled (see [“Using the automatic paper-type sensor”](#)), it takes a few seconds for the printer to scan the first page of the print job to determine the appropriate paper type.

To increase the print speed, select the specific paper type in the printer driver.

- **Check your system configuration**

- See [“Printer specifications”](#) for recommended system requirements.
- There may be insufficient virtual memory in your system. Increase the size of your system’s virtual memory. See the Windows or Macintosh help.

- **Check your port and cable settings (Windows 98/Me only)**

- If you are using a parallel connection, use an IEEE-1284 parallel cable to enable bidirectional communication.
- If you are using a parallel connection, try switching to a USB connection. See [“Connecting the printer”](#).
- The port setting configuration in your system may not be set to ECP. See the manual that comes with your computer for information on how to change your port setting or contact your computer manufacturer.

- **Check the print cartridges**

- If the print cartridge lights are on or blinking, see “[Printer lights reference](#)”.
- A print cartridge may be low or out of ink. Check the print cartridge ink levels.
 - *Windows:* See “[Using the Toolbox](#)”.
 - *Macintosh:* See “[Displaying the HP Inkjet Toolbox](#)”.

Replace any low or empty print cartridges (see “[Installing or replacing the print cartridges](#)”) and then print again.

- If you are printing with a single print cartridge, the print speed may be slower than normal. See “[Printing with a single print cartridge](#)”.

- **Check for conflicts with port-sharing devices**

If you are using a parallel cable, make sure your printer is connected directly to the parallel port. Avoid sharing the port with other devices such as a Zip drive or other printers.

Printer does not print after switching ports



Do not connect both the parallel cable and the USB cable to the printer simultaneously. Only use one type of connection to the printer at a time.

- **Check the cable**

Make sure the cable you are using is properly connected to the computer and the printer.

- **Make sure the printer is turned off when you switch ports**

If the printer was not turned off, turn it off, wait a few seconds, and then turn it on again.

- **Make sure the port setting matches the physical connection**

- i Click **Start**, point to **Settings**, and then click **Printers** (Windows NT 4.0, 98, Me, and 2000) or **Printers and Faxes** (Windows XP).
(If Printers and Faxes is not found on the Start menu in Windows XP, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.)
- ii Right-click the printer icon and select **Properties**.
- iii Click the **Details** tab (Windows 98 and Me) or the **Ports** tab (Windows NT 4.0, 2000, and XP) and check the port setting.

- **Print a test page**

To print a generic Windows test page:

- i Click **Start**, point to **Settings**, and then click **Printers** (Windows NT 4.0, 98, Me, and 2000) or **Printers and Faxes** (Windows XP).
(If Printers and Faxes is not found on the Start menu in Windows XP, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.)
- ii Right-click the printer icon and select **Properties**.
- iii Click the **General** tab, and then click **Print Test Page**.

If the test page prints, then the problem is not with the connection between the printer and the computer. Make sure the application you are trying to print from has the correct printer selected.

Resolving printing problems

A blank page printed

- **Check the print cartridges**

- If the print cartridge lights are on or blinking, see [“Printer lights reference”](#).
- Each new print cartridge is packaged with protective tape covering the ink nozzles. Check each print cartridge and make sure the protective tape is removed from the ink nozzles.
- If you are printing black text and a blank page prints, your black print cartridge may be empty. Check the print cartridge ink level.
 - *Windows:* See [“Using the Toolbox”](#).
 - *Macintosh:* See [“Displaying the HP Inkjet Toolbox”](#).

Replace the empty black print cartridge (see [“Installing or replacing the print cartridges”](#)) and then print again.

- If one print cartridge is empty, you can still print with the other print cartridge. See [“Printing with a single print cartridge”](#).

- **Make sure the printer is selected**

When you print your file, make sure the printer is selected in the printer menu.

To set the printer as the default printer, right-click the printer name or icon in the Printers folder and select the option to set as default printer. For more information about setting the default printer, see the online Help for your computer’s operating system.

- **Check for conflicts with port-sharing devices**

If you are using a parallel cable, make sure your printer is connected directly to the parallel port. Avoid sharing the port with other devices such as a Zip drive or other printers.

- **Check the network setup**

If you are sharing the printer, make sure it is properly set up in your network environment. See [“Connecting to a network”](#) and the documentation provided by your network vendors. Also see [“Resolving network printing problems”](#) for additional troubleshooting information.

- **Check paper size**

Load the correct-sized paper and press the Resume button to continue.

Something on the page is missing or incorrect

- **Check the margin settings**

Make sure the margin settings for the document do not exceed the printable area of the printer.

- **Make sure the printer is selected**

When you print your file, make sure the printer is selected in the printer menu.

To set the printer as the default printer, right-click the printer name or icon in the Printers folder and select the option to set as default printer. For more information about setting the default printer, see the online Help for your computer's operating system.

- **Check the color print settings**

If colors are printing in shades of gray or black and white, or the color tone is off, see ["Colors are different than they should be"](#).

Placement of the text or graphics is wrong

- **Check the paper size and orientation settings**

Make sure the paper size and page orientation selected in the software application match the settings in the printer driver.

- **Make sure the media is loaded correctly**

See ["Loading media in the input tray"](#) or ["Printing with the front or rear manual feed slot"](#).

- **Check the margin settings**

If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of the printer.

Printout is slanted or skewed

- **Media is skewed**

- If media is twisting as it feeds or margins appear crooked, make sure the media is loaded correctly. See ["Loading media in the input tray"](#) or ["Printing with the front or rear manual feed slot"](#).
- Make sure there is sufficient paper in the input tray. If you are printing one or just a few sheets, you can also use the front or rear manual feed slot.
- Make sure the paper width guide and tray extension fit against the edges of the media.
- Make sure the rear access panel or auto-duplex unit is correctly installed and locked into place.
- Do not load more than 150 sheets of paper, or 15 envelopes, or a stack of media that exceeds the height of the paper width guide into the input tray. Do not load more than 10 sheets of paper into the front manual feed slot. Load only one sheet of paper at a time into the rear manual feed slot.

Ink is smearing

- **Make sure the printout has time to dry**

When printing documents that use a lot of ink, you must allow the document more time to dry before handling it. This is especially true for transparencies.

The **Normal** print quality setting in the printer driver is designed to optimize both dry time and speed. This mode allows the printout to dry completely in most situations.

Check immediately after printing whether smearing occurs in the printout. You can increase the amount of dry time in the printer driver.

- *Windows:* Adjust the ink dry time by selecting **Advanced Features** from the **Basics** tab in the printer driver.
- *Macintosh:* Adjust the ink dry time by selecting the **Ink** tab in the **Paper Type/Quality** panel.

- **Check the paper type**

Some paper types do not accept ink well, which causes the ink to dry more slowly and results in smearing. See [“Selecting print media”](#) for tips on using print media.

- **Check the paper type selection**

Make sure the paper type selected in the printer driver matches the paper you are printing on.

- **The page is wrinkling with too much ink**

Color documents with rich, blended colors can use excess ink, which can wrinkle the page during printing and cause smearing. Select **Normal** or **Fast** print quality in the printer driver to reduce ink, or use HP Premium Paper designed for inkjet printing of vivid color documents.

- **Check for excess ink buildup on the print cartridge**

An ink buildup problem can be solved by cleaning the cartridges. See [“Cleaning the print cartridges”](#).

- **The media has been exposed to a humid environment**

If media has been exposed to a humid environment, it may be difficult to achieve the correct dry time, especially when printing with heavy color saturation. Print on a fresh ream of media that has been stored in a cool, dry place.

Ink is not filling the text or graphics completely

- **Check the print cartridges**

- If the print cartridge lights are on or blinking, see [“Printer lights reference”](#).
- A print cartridge may be low or out of ink. Check the print cartridge ink levels.
 - *Windows*: See [“Using the Toolbox”](#).
 - *Macintosh*: See [“Displaying the HP Inkjet Toolbox”](#).

Replace any low or empty print cartridges (see [“Installing or replacing the print cartridges”](#)) and then print again.

- The print cartridges may have poor contact. Try removing and then reinstalling the print cartridges, making sure to snap them firmly into place (see [“Installing or replacing the print cartridges”](#)). To clean the electrical contacts, see [“Cleaning the print cartridges”](#).
- If you are printing with only one print cartridge, see [“Printing with a single print cartridge”](#).
- Whenever print quality deteriorates, it is a good idea to clean the print cartridges. See [“Cleaning the print cartridges”](#).

Check that all the lines on the test page are connected and printed properly. If the lines are broken, your print cartridge is probably out of ink. Replace your print cartridge with a new one (see [“Installing or replacing the print cartridges”](#)). See [“HP supplies and accessories”](#) for replacement information.

- **Check the paper type**

Some paper types are not suitable for use with your printer. See [“Selecting print media”](#) for tips on using print media.

- **Check the print quality setting**

The **Fast** options use less ink and print at a faster rate, which is good for printing drafts. To achieve a better colored printout, select **Normal**, **Best**, or **Maximum dpi** print quality in the printer driver.

Text is jagged at the edges (not smooth)

- **Check the type of font chosen**

Some software applications use custom fonts that have jagged edges when enlarged or printed. If you are printing a bitmap image of text, it may have jagged edges when skewed, enlarged or printed. By using TrueType™ fonts you can ensure that the printer will print smooth fonts. When selecting a font, look for the TrueType icon.

TrueType is a technology that can create fonts of any size from a basic font outline. TrueType fonts are scalable, meaning they can be scaled for use on the computer screen or the printer. This is the standard font-scaling technology in Windows.

- **Check the paper type**

Paper that is heavily textured or does not accept ink well can cause graphics and text to print poorly. See [“Selecting print media”](#) for tips on using print media.

- **If none of the above solutions work**

The problem is likely a conflict related to the software application you are using. Check the release notes on the Starter CD for known software conflicts. Otherwise, check your software application manual or call the software manufacturer to get more specific help for this problem.

Text or graphics are cut off at page edges

- **Check the page orientation setting**

The page orientation selected (for example, landscape or portrait) may not be correct for the document you are printing. See [“Printing a document”](#).

- **Check the margin settings**

Make sure margin settings for the document do not exceed the printable area of the printer.

- **Make sure the content fits on the page**

- Content that is cut off may be outside the printable area of the printer. Or, the size of the document you are printing is larger than the paper size in the input tray.
- You can use the built-in print preview feature to check the document before it prints. Check the graphics in the document to make sure their current size (scale) fits within the printable area of the printer.
- If the layout of the document you are trying to print will fit on a paper size supported by the printer, then load the correct-sized paper. Make sure to select the correct page orientation in the printer driver.
- You can scale the document to fit on the paper size you are using. See [“Resizing options”](#) under [“Understanding smart software features”](#) for more information.

- **Make sure the media is loaded correctly**

See [“Loading media in the input tray”](#) or [“Printing with the front or rear manual feed slot”](#).

- **If none of the above solutions work**

The problem is likely a conflict related to the software application you are using. Check the release notes on the Starter CD for known software conflicts. Otherwise, check your software application manual or call the software manufacturer to get more specific help for this problem.

Meaningless characters are printed

- **Check the cable connection**

A common cause for nonsense characters is a poor cable connection between the printer and computer.

- **Make sure the printer is selected**

When you print your file, make sure the printer is selected in the printer menu.

To set the printer as the default printer, right-click the printer name or icon in the Printers folder and select the option to set as default printer. For more information about setting the default printer, see the online Help for your computer's operating system.

- **The document file may be damaged**

Occasionally a document file can become damaged. If you can print other documents from the same software application, try to print using a backup copy of your document.

- **Check for conflicts with port-sharing devices**

If you are using a parallel cable, make sure your printer is connected directly to the parallel port. Do not share the port with other devices such as a Zip drive or other printers.

- **Try restarting the system**

Turn off the computer and the printer, wait a few seconds, and then turn them on again. Try printing again.

Wrong fonts are printed

- **Make sure fonts are used correctly in the document**

Make sure you correctly apply the font you want to use. For example, in a graphics application place the words in the desired size and do not enlarge by dragging and sizing.

- **Make sure the font is available in your computer**

The fonts used in the document may not match the fonts currently available in your computer, or the type of font used is not designed to be printed. Make sure the font is available in the font selection box of your software application, and make sure it is a TrueType font.

TrueType is a technology that can create fonts of any size from a basic font outline. TrueType fonts are scalable, meaning they can be scaled for use on the computer screen or the printer. This is the standard font-scaling technology in Windows.

- **Make sure the printer is selected**

When you print your file, make sure the printer is selected in the printer menu.

To set the printer as the default printer, right-click the printer name or icon in the Printers folder and select the option to set as default printer. For more information about setting the default printer, see the online Help for your computer's operating system.

- **If none of the above solutions work**

The problem is likely a conflict related to the software application you are using. Check the release notes on the Starter CD for known software conflicts. Otherwise, check your software application manual or call the software manufacturer to get more specific help for this problem.

Resolving color problems

Printout is faded or colors are dull

- **Check the print quality setting**

The **Fast** options use less ink and print at a faster rate, which is good for printing drafts. To achieve a better colored printout, select **Normal**, **Best**, or **Maximum dpi** print quality in the printer driver.

- **Check the paper type setting**

When printing on transparencies or other special paper types, select the corresponding paper type in the printer driver.

- **Check the paper type**

Some paper types are not suitable for use with your printer. See [“Selecting print media”](#) for tips on using print media.

- **Check the print cartridges for low ink or clogs**

- If the print cartridge lights are on or blinking, see [“Printer lights reference”](#).
- A print cartridge may be low or out of ink. Check the print cartridge ink levels.
 - *Windows:* See [“Using the Toolbox”](#).
 - *Macintosh:* See [“Displaying the HP Inkjet Toolbox”](#).

Replace any low or empty print cartridges (see [“Installing or replacing the print cartridges”](#)) and then print again.

- Whenever print quality deteriorates, it is a good idea to clean the print cartridges. See [“Cleaning the print cartridges”](#).
 - Check that all the lines on the test page are connected and printed properly. If the lines are broken, your print cartridge is probably out of ink. Replace your print cartridge with a new one. See [“Installing or replacing the print cartridges”](#) and [“HP supplies and accessories”](#).
 - If you are printing with a single print cartridge, see [“Printing with a single print cartridge”](#).
- **Make sure you are printing on the correct side of the media**
 - Load media print-side down in the input tray and front manual feed slot.
 - Load media print-side up in the rear manual feed slot.

Colors are bleeding into each other

- **Check the paper type and print quality settings**

Some paper type settings (such as Transparency) and print quality settings (such as Best) require more ink than others. Choose different settings in the printer driver. Also, make sure you have selected the correct paper type in the printer driver.

- **Check the paper type**

Some paper types are not suitable for use with your printer. See [“Selecting print media”](#) for tips on using print media.

- **Check the print cartridges**
 - If you refilled your print cartridges, HP does not recommend or support refilled print cartridges. Refilling processes and the use of incompatible inks may disrupt the intricate printing system, potentially resulting in reduced print quality and even printer damage. To order an original HP print cartridge, see [“HP supplies and accessories”](#).
 - If the print cartridge lights are on or blinking, see [“Printer lights reference”](#).
- **When printing on photo paper and transparency film**
 - Load media print-side down in the front manual feed slot or input tray.
 - Load media print-side up in the rear manual feed slot.
 - Use only HP Inkjet Transparency Films listed in [“HP supplies and accessories”](#).

Colors are different than they should be

- **Check the print cartridges**
 - If the print cartridge lights are on or blinking, see [“Printer lights reference”](#).
 - When colors are completely wrong (for example, when green prints as blue or yellow), the color print cartridge may have run out of one or more colors of ink. Check the print cartridge ink levels.
 - *Windows:* See [“Using the Toolbox”](#).
 - *Macintosh:* See [“Displaying the HP Inkjet Toolbox”](#).

Replace any low or empty print cartridges (see [“Installing or replacing the print cartridges”](#)) and then print again.
 - If you have the color and photo print cartridges installed, and the color does not print out as expected or there is a tinge of color in gray shades, calibrate the color. See [“Calibrating color”](#).
 - Whenever print quality deteriorates, it is a good idea to clean the print cartridges. See [“Cleaning the print cartridges”](#).
 - If you are printing with only one print cartridge, see [“Printing with a single print cartridge”](#).
- **Check the color print settings**
 - If colors are printing in shades of gray or black and white, check the color print settings.
 - *Windows:* Open the printer driver (see [“Printing a document”](#)), click the **Color** tab, and make sure the grayscale and black and white options in the **Color Options** area are not selected.
 - *Mac OS 9.1.x and 9.2.x:* Click **File**, and then click **Print**. Open the **Color** panel, click the **Image** drop-down list, and make sure **Grayscale** is not selected.
 - *Mac OS X (10.1 and later):* Click **File**, and then click **Print**. Open the **Paper Type/Quality** panel and click the **Paper** tab. Click the **Color** drop-down list and make sure **Grayscale** is not selected.
 - If the hue or tone of color is shifted, the wrong setting may be selected in the printer driver. Click the **Color** tab and make sure the color sliders are centered.
 - If you are printing with only the black or photo print cartridge, the printout will be printed in grayscale. See [“Printing with a single print cartridge”](#).
- **Check the paper type**

Colored paper may cause the mismatch in the printout. Try printing on plain white paper.

Resolving photo printing problems

Also see “[Resolving color problems](#)” for additional troubleshooting information.

- **Make sure you are printing on the correct side of the media**
 - Load media print-side down in the input tray and front manual feed slot.
 - Load media print-side up in the rear manual feed slot.
- **Check the print settings**
 - 1 Open the printer driver (see “[Printing a document](#)”).
 - 2 From the **Paper/Quality** tab (Windows) or the **Paper Type/Quality** panel (Macintosh), check the following settings:
 - Select the appropriate photo paper type.
 - Select the highest resolution option such as **Best** or **Maximum dpi** on the print quality drop-down list.
- **Colors are tinted or incorrect**

If colors in photographs appear tinted or incorrect, follow these steps:

 - 1 Calibrate the color (see “[Calibrating color](#)”). A photo print cartridge must be installed for color calibration.
 - 2 Reprint the photograph.
 - 3 If colors are still tinted or incorrect, try the following steps and check the color settings:
 - *Windows*: Open the printer driver (see “[Printing a document](#)”) and click the **Color** tab.
 - *Mac OS 9.1.x and 9.2.x*: Click **File**, and then click **Print**. Open the **Color** panel.
 - *Mac OS X (10.1 and later)*: Click **File**, and then click **Print**. Open the **Paper Type/Quality** panel and check the color options.
 - 4 Adjust the color tone sliders:

If the colors are too yellow, move the color tone slider towards **Cooler**.
If the colors are too blue, move the color tone slider towards **Warmer**.
 - 5 Reprint the photograph.

Resolving borderless printing problems

- **Check the print settings**

- 1 Open the printer driver (see [“Printing a document”](#)).
- 2 From the **Paper/Quality** tab (Windows) or the **Paper Type/Quality** panel (Macintosh), check the following settings:
 - Verify that the paper size specified in the driver matches the size of the paper loaded in the input tray.
 - Select the appropriate paper type.

- **Streaks appear in a light portion of a printout**

If streaks appear in a light portion approximately 2.5 inches from one of the long edges of a photograph, try the following:

- Install a photo print cartridge (see [“Installing or replacing the print cartridges”](#)).
- Clean the print cartridges (see [“Cleaning the print cartridges”](#)).

- **Image is printed at an angle**

If paper is twisting as it feeds or margins appear crooked, make sure the paper width guide and tray extension fit against the edges of the paper.

- **Printing with a single print cartridge**

To do borderless printing with a single print cartridge, the color print cartridge must be installed. See [“Printing with a single print cartridge”](#).

Resolving banner printing problems

- **Make sure the paper is loaded correctly**
 - Unfold and refold the paper when several sheets feed into the printer at once.
 - Make sure the unattached edge of the banner paper stack is on top and facing the printer.
 - Verify that the correct paper for banner printing is used.
- **Check the print settings**
 - 1 Open the printer driver (see [“Printing a document”](#)).
 - 2 From the **Paper/Quality** tab, check the following settings:
 - Make sure **hp banner paper** is selected as the paper type.
 - Make sure the appropriate banner size is selected.
- **Check the software**
 - Verify that the software application you are using prints banners. Not all software applications print banners.
 - If gaps appear at the ends of the sheets, verify that the printer software is operating correctly.

Resolving media handling problems

Media feed problems

- **Print media is jammed in the printer**

See [“Clearing jams”](#) for instructions on clearing a jam.

- **Make sure the media is loaded correctly**

- See [“Loading media in the input tray”](#) or [“Printing with the front or rear manual feed slot”](#).
- Make sure there is sufficient media in the input tray. If you are printing one or just a few sheets, you can also use the front or rear manual feed slot.

- **The printer feeds multiple sheets**

Make sure you only load one type of paper at a time.

- **Check the paper type**

Some paper types are not suitable for use with the printer. See [“Selecting print media”](#) for tips on using print media.

- **Media is skewed**

- If media is twisting as it feeds or margins appear crooked, make sure the media is loaded correctly. See [“Loading media in the input tray”](#) or [“Printing with the front or rear manual feed slot”](#).
- Make sure there is sufficient paper in the input tray. If you are printing one or just a few sheets, you can also use the front or rear manual feed slot.
- Make sure the paper width guide and tray extension fit against the edges of the media.
- Make sure the rear access panel or auto-duplex unit is correctly installed and locked into place.
- Do not load more than 150 sheets of paper, or 15 envelopes, or a stack of media that exceeds the height of the paper width guide into the input tray. Do not load more than 10 sheets of paper into the front manual feed slot. Load only one sheet of paper at a time into the rear manual feed slot.

- **Media is not picked up from the input tray**

- Make sure the media is loaded correctly. See [“Loading media in the input tray”](#).
- Make sure the paper type you are using is suitable for use with the printer. See [“Selecting print media”](#) for tips on using print media.
- Make sure the paper width guide is not pressed too tightly against the media.
- Make sure the media stack does not exceed the height of the paper width guide.
- Make sure the media is not curled. Uncurl the media by gently bending it in the opposite direction of the curl. If media has been exposed to a humid environment, it might curl. Store media in a cool, dry place.

- **If none of the above solutions work**

Print a diagnostic page (see [“Printing a diagnostic page”](#)).

Media output problem

- **Pages are falling off the output tray**

Make sure the output tray extension is fully extended.

Resolving automatic two-sided printing problems



You can print on both sides manually for unsupported media types. See [“Performing manual duplexing”](#).

- **Paper jam occurs inside the auto-duplex unit**

See [“Clearing jams”](#) for instructions.

- **Option for printing on both sides cannot be selected**

- Make sure the auto-duplex unit is attached to the printer.
- Make sure the auto-duplex unit is enabled in the printer driver. See [“Performing auto-duplexing”](#).
- Make sure the media type and size selected in the printer driver are supported by the auto-duplex unit. See [“Understanding specifications for supported media”](#).

- **Only one side of the page prints when the print on both sides option is selected**

- Make sure the correct print options are set in both the printer driver and the application you are using. See [“Performing auto-duplexing”](#).
- Make sure the photo paper is not curled. Photo paper should be flat before printing. See guidelines under [“Printing digital photographs”](#).
- Make sure the media type and size selected in the printer driver are supported by the auto-duplex unit. See [“Understanding specifications for supported media”](#).

- **Binding margin is in the wrong place**

1 Open the printer driver (see [“Printing a document”](#)).

2 Do one of the following:

- *Windows*: Select the **Finishing** tab.
- *Mac OS 9.1.x and 9.2.x*: Open the **Layout** panel.
- *Mac OS X (10.1 and later)*: Open the **Two Sided Printing** panel.

3 Do one of the following:

- *Windows*:
Select **Flip Pages Up** for binding along the top (tablet binding).
Choose a booklet layout from the **Booklet Layout is** drop-down list for binding along the side (book binding).
- *Macintosh*: Select the desired binding orientation by clicking the appropriate icon.

See [“Printing on both sides \(duplexing\)”](#) for more information.

- **Paper size changes when the print on both sides option is selected**

Make sure the paper size is supported by the auto-duplex unit, and make sure the media type and size selected in the printer driver are supported by the auto-duplex unit. See [“Understanding specifications for supported media”](#).

Resolving network printing problems

If you are using an HP Jetdirect external print server, print its configuration page to check the operation of the print server and to verify network configuration settings. Please refer to the Jetdirect Administrator's Guide that comes with the print server.

If you are having difficulties printing to a shared printer, try the following suggestions.

- If the Resume button is blinking, press it and wait a few seconds for printing to start.
- If printing does not resume, open the printer's top cover and check for a paper jam. See ["Clearing jams"](#).
- Make sure the printer is turned on and the top cover is closed.
- Make sure the rear access panel or auto-duplex unit is correctly installed and locked into place.
- Make sure the print cartridges are properly installed (see ["Installing or replacing the print cartridges"](#)) and that media is properly loaded in the printer (see ["Loading media in the input tray"](#)).
- Make sure the network cable and the printer cable connections are firmly in place.
- Try printing a demo page to see if the printer is set up correctly. Make sure the printer is turned on, press and hold the Power button, press the Resume button once, and then release the Power button. The printer prints a demo page.



Sharing the printer in mixed Macintosh and PC networking environments is not recommended.

After checking the printer, try to print a document from another client over the network.

If the document was sent from another client and printed successfully, your system settings are probably not configured properly to use this printer. Check with your system administrator to solve the problem.

If the document did not print successfully from another client, print a demo page.

- 1 Connect the printer to a PC that is running Windows.
- 2 Install the printer software if it is not already installed on this PC.
- 3 Open the Toolbox (see ["Using the Toolbox"](#)).
- 4 From the **Printer Services** tab, click **Print a Demo Page**.

If the demo page printed, your printer is working, but your network settings may be configured incorrectly. Check with your system administrator for more information.

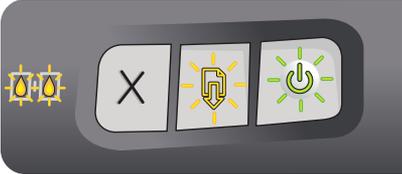
If the demo page did not print, this problem is likely caused by a failure in the printer or computer system. Call the HP Customer Care Center for help (see ["Customer support"](#)).

Before calling, record your serial number and printer model, along with any information about your computer system that is available.

7

Printer lights reference

The printer lights indicate printer status and are useful for diagnosing printing problems. This chapter provides a list of printer lights, what they indicate, and what action to take if necessary. For the location of each printer light, see “[Front view](#)”.

Printer light indication	Explanation and recommended action
<p>Left and right print cartridge lights</p> 	<p>The left print cartridge light indicates color print cartridge status; the right print cartridge light indicates black or photo print cartridge status.</p> <p>The print cartridge lights can be on or blinking in combination with the Power light and Resume light behaviors listed in this table.</p> <ul style="list-style-type: none">● On: Print cartridge is damaged, missing, or incompatible. Reinstall or replace the print cartridge. See “Installing or replacing the print cartridges”. If printing with a single print cartridge, ignore this light.● Blinking: Print cartridge is low on ink. Replace the print cartridge soon. See “Installing or replacing the print cartridges”.
<p>Printer lights cycle.</p> 	<p>The printer lights cycle when the printer is turned on.</p> <ul style="list-style-type: none">● No action required.
<p>Power light on.</p> 	<p>Printer is turned on and idle.</p> <ul style="list-style-type: none">● No action required.
<p>Power light blinks.</p> 	<p>Printer is printing or processing a print job.</p> <ul style="list-style-type: none">● No action required.

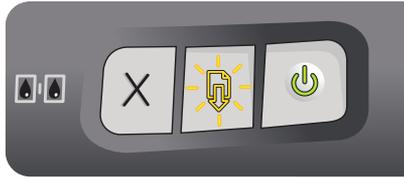
Power light blinks twice, stays off, then repeats the pattern.



Printer is cancelling a print job.

- No action required.

Power light on, Resume light blinks.



Check for one of the following conditions:

- Printer is waiting for special media to dry. Press the Resume button if you do not want to wait. You can change the dry time in the printer driver (see [“Ink is smearing”](#) for instructions).
- Printer is out of paper. Load paper and press the Resume button to continue the print job.
- Printer is waiting for a manual feed load. If using front or rear manual feed slot, load paper and press the Resume button to continue the print job.
- There is a media size mismatch. Make sure the paper size selected in the printer driver matches the paper size loaded in the printer.
- The printer has printed a banner and the banner needs to be removed from the printer. Press the Resume button to eject the banner media.
- I/O stall. Make sure your system is running properly and the printer is properly connected to your system. Then resend the print job. To check the system, see the guidelines in [“Troubleshooting”](#).

Power light off, Resume light blinks.



Paper jam or paper motor stall.

- Clear the jammed paper (see [“Clearing jams”](#)). After clearing the jam, press the Resume button to continue the print job.
- If no paper jam exists, press the Resume button. If this does not work, turn off the printer, and then turn it on again. Then resend the print job.

Power and Resume lights blink together at same time.



Carriage stall.

- If there is a paper jam, clear the jammed paper (see [“Clearing jams”](#)). After clearing the jam, press the Resume button to continue the print job.
- If no paper jam exists, press the Resume button. If this does not work, turn off the printer, and then turn it on again. Then resend the print job.

Power and Resume lights blink alternately.



Service station stall.

- If there is a paper jam, clear the jammed paper (see [“Clearing jams”](#)). After clearing the jam, press the Resume button to continue the print job.
- If no paper jam exists, press the Resume button. If this does not work, turn off the printer, and then turn it on again. Then resend the print job.

All printer lights blink together.



Hardware error.

- Make sure there is no paper jam in the printer (see [“Clearing jams”](#)).
- If you cannot resume the print job, cancel the print job. Turn off the printer, turn it back on, and then try to print again. If the problem persists, turn off the printer and disconnect the cable from the printer. Reconnect the cable, turn on the printer, and then try to print again.

Power and Resume lights on.



Check for one of the following conditions:

- Make sure the top cover is closed.
- Make sure the rear access panel or auto-duplex unit is correctly installed and locked into place.

Left print cartridge light on,
Power light on.



Color print cartridge is damaged or missing.

- Reinstall or replace the print cartridge. See [“Installing or replacing the print cartridges”](#).
- You can still print with one print cartridge. See [“Printing with a single print cartridge”](#).

Right print cartridge light on,
Power light on.



Black or photo print cartridge is damaged or missing.

- Reinstall or replace the print cartridge. See [“Installing or replacing the print cartridges”](#).
- You can still print with one print cartridge. See [“Printing with a single print cartridge”](#).

Left and right print cartridge
lights on, Power light on.



The left (color) and right (black or photo) print cartridges are both damaged or missing.

- Reinstall or replace the print cartridges. See [“Installing or replacing the print cartridges”](#). The printer will not print if both print cartridges are damaged or missing.

Left print cartridge light blinks,
Power light on.



Color print cartridge is low on ink.

- Replace the print cartridge soon. See [“Installing or replacing the print cartridges”](#).
- You can still print with one print cartridge. See [“Printing with a single print cartridge”](#).

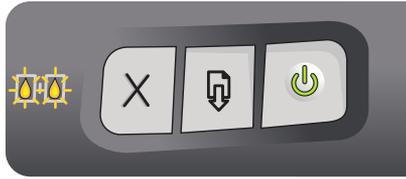
Right print cartridge light blinks,
Power light on.



Black or photo print cartridge is low on ink.

- Replace the print cartridge soon. See [“Installing or replacing the print cartridges”](#).
- You can still print with one print cartridge. See [“Printing with a single print cartridge”](#).

Left and right print cartridge lights
blink, Power light on.



The left (color) and right (black or photo) print cartridges are
both low on ink.

- Replace the print cartridge soon. See [“Installing or replacing the print cartridges”](#).
- You can still print with one print cartridge. See [“Printing with a single print cartridge”](#).

8

HP supplies and accessories

You can order HP supplies and accessories from the HP World Wide Web. Visit HPshopping.com (<http://www.hpshopping.com>) for more information. You can also order printing supplies using the Toolbox.

Ordering printing supplies through the Toolbox

The Toolbox lets you order print cartridges directly from your computer. There are three requirements to use this feature:

- The Toolbox must be installed on your computer (supported on Windows only).
- The printer must be connected to your computer using either a USB cable, a parallel cable, or a network connection.
- You must have Internet access.

To order directly through the Toolbox:

- 1 Click **Start**, point to **Programs**, **hp deskjet 9600 series**, and then click **hp deskjet 9600 series Toolbox**.

-Or-

In the status area of the Windows taskbar (near the clock), click the Toolbox icon.

- 2 On the **Printer Status** tab, click **Order Supplies**. The default browser opens and displays a website from which you can purchase printing supplies.
- 3 Follow the instructions on the website to select and order printing supplies.

Accessories

Two-sided printing accessory

HP auto-duplex unit C8248A

Parallel cable

HP IEEE-1284 A-B parallel cable (2 m) C2950A

HP IEEE-1284 A-B parallel cable (3 m) C2951A

USB cable

HP USB A-B (2 m) C6518A

HP USB A-B (3 m) C6520A

Network interface

HP Jetdirect 175X external print server (USB) J6035C

HP Jetdirect 310X external print server (USB) J6038A

HP Jetdirect 300X external print server (Parallel) J3263A

HP Jetdirect 500x external print server (Parallel) J3265A

Supplies

Print cartridges

Black C6656A (19 ml)

Color C6657A (17 ml)

Photo C6658A (17 ml)

HP Bright White Inkjet Paper

A3, 200 sheets: 297 by 420 mm C1858A

US B size, 200 sheets: 11 by 17 inches C1857A

US Letter, 250 sheets: 8.5 by 11 inches HPB250

US Letter, 500 sheets: 8.5 by 11 inches HPB1124

A4, 200 sheets: 210 by 297 mm C5977A

A4, 500 sheets: 210 by 297 mm C1825A

HP Everyday Inkjet Paper

US Letter, 400 sheets: 8.5 by 11 inches HPD400

HP Premium Inkjet Paper

A3, 100 sheets: 297 by 420 mm C1856A

US B size, 100 sheets: 11 by 17 inches C1855A

A4, 200 sheets: 210 by 297 mm 51634Z

US Letter, 200 sheets: 8.5 by 11 inches 51634Y

HP Color Inkjet Paper

US Letter, 500 sheets: 8.5 by 11 inches HPK115

HP Everyday Copy & Print Paper

US Letter, 400 sheets: 8.5 by 11 inches HPA400

US Letter, 500 sheets: 8.5 by 11 inches HPA500

US Letter, 500 sheets: 8.5 by 11 inches HPA51 + B7380

HP Photo Paper

US Letter, 50 sheets: 8.5 by 11 inches Q1785A

60 sheets: 4 by 6 inches C7893A

Glossy, 20 sheets: 4 by 6 inches C7890A

Glossy, A4, 25 sheets: 210 by 297 mm Q5437A

Glossy, A4, 50 sheets: 210 by 297 mm C7897A

US Letter, 60 sheets: 8.5 by 11 inches C1846A

HP Everyday Photo Paper

Semi-gloss, A4, 100 sheets: 210 by 297 mm Q2510A
Semi-gloss, A4, 100 sheets: 210 by 297 mm Q2511A
Semi-gloss, A4, 25 sheets: 210 by 297 mm C7006A
Semi-gloss, US Letter, 100 sheets: 8.5 by 11 inches Q2509A
Semi-gloss, US Letter, 25 sheets: 8.5 by 11 inches C6983A
Semi-gloss, US Letter, 75 sheets: 8.5 by 11 inches Q1976A

HP Premium Photo Paper

Glossy, A3, 20 sheets: 297 by 420 mm C6059A
Glossy, US B size, 20 sheets: 11 by 17 inches C6058A
Glossy, 20 sheets: 10 by 15 cm Q1991A
Glossy, 20 sheets: 4 by 6 inches Q1988A
Glossy, A4, 15 sheets: 210 by 297 mm C6040A
Glossy, US Letter, 15 sheets: 8.5 by 11 inches C6039A
Glossy, US Letter, 50 sheets: 8.5 by 11 inches C6979A

HP Premium Plus Photo Paper

Glossy, 20 sheets: 10 by 15 cm Q1979A
Glossy, 20 sheets: 4 by 6 inches Q1977A
Glossy, A4, 20 sheets: 210 by 297 mm C6832A
Glossy, A4, 50 sheets: 210 by 297 mm C7040A
Glossy, US Letter, 20 sheets: 8.5 by 11 inches C6831A
Matte, US Letter, 20 sheets: 8.5 by 11 inches C6950A

HP Premium Plus Photo Paper (Borderless)

Glossy, 20 sheets: 10 by 15 cm borderless Q2503
Glossy, 20 sheets: 10 by 15 cm borderless Q2504A
Glossy, 60 sheets: 4 by 6 inches borderless Q2502A

HP Advance Photo Paper

Glossy, US Letter, 25 sheets: 8.5 by 11 inches C1846A
Glossy, A4, 20 sheets: 210 by 297 mm C6765A

HP Colorfast Photo Paper

20 sheets: 10 by 15 cm Q1952A
A4, 20 sheets: 210 by 297 mm Q1951A

HP Photo Greeting Cards

Glossy, US Letter, 10 cards: 8.5 by 11 inches C6044A
White, A4, 10 cards: 210 by 297 mm C6045A

HP Linen Greeting Cards

Ivory (half-fold), US Letter, 20 cards: 8.5 by 11 inches Q1787A

White (half-fold), US Letter, 20 cards: 8.5 by 11 inches Q1788A

HP Premium High-Gloss Film

US Letter, 20 sheets: 8.5 by 11 inches Q1973A

HP Premium Inkjet Transparencies

A4, 20 sheets: 210 by 297 mm C3832A

A4, 50 sheets: 210 by 297 mm C3835A

US Letter, 20 sheets: 8.5 by 11 inches C3828A

US Letter, 50 sheets: 8.5 by 11 inches C3834A

HP Brochure Paper

Glossy, US Letter, Scored, Tri-fold, 100 sheets: 8.5 by 11 inches C7020A

A4, Tri-fold, 50 sheets: 210 by 297 mm Q2525A

HP Brochure & Flyer Paper

Glossy, A3, 50 sheets: 297 by 420 mm C6821A

Glossy, US B size, 50 sheets: 11 by 17 inches C6820A

US Letter, 50 sheets: 8.5 by 11 inches C6817A

HP Address Labels

White Address Labels, 100 sheets: 1 by 2-5.8 inches Q2588A

White Address Labels, 25 sheets: 1 by 2-5.8 inches Q2587A

White Address Labels, 25 sheets: 1/2 by 1-3/4 inches Q2593A

White Address Labels, 100 sheets: 1-1/3 by 4 inches Q2590A

White Address Labels, 25 sheets: 1-1/3 by 4 inches Q2589A

HP Full-Sheet Labels

White Full-Sheet Labels, US Letter, 100 sheets: 8.5 by 11 inches Q2551A

White Full-Sheet Labels, US Letter, 25 sheets: Q2550A

HP Shipping Labels

White Shipping Labels, 100 sheets: 2 by 4 inches Q2592A

White Shipping Labels, 25 sheets: 2 by 4 inches Q2591A

White Shipping Labels, 100 sheets: 3-1/3 by x 4 inches Q2594A

9

Customer support

The information in “[Troubleshooting](#)” and “[Printer lights reference](#)” suggests solutions to common problems. If your printer is not operating properly and the suggestions do not solve your problem, try using one of the following support services to obtain assistance.

Toolbox



The Toolbox is available only if you installed the printer driver through Setup.exe.

Clicking the **Troubleshooting** button on the **Information** tab provides easy step-by-step solutions to common printing problems. You should be able to resolve most printing problems by following the provided solutions step-by-step.

To open the Toolbox, click **Start**, point to **Programs**, **hp deskjet 9600 series**, and then click **hp deskjet 9600 series Toolbox**. Or in the status area of the Windows taskbar (near the clock), click the Toolbox icon.

HP Instant Support

HP Instant Support is a web-based tool that provides product-specific services, troubleshooting tips, and information about your printer's ink and media usage. You must have an Internet connection to use HP Instant Support.

To access HP Instant Support, open the Toolbox and click **HP Instant Support** on the **Information** tab.



HP Instant Support web pages are dynamically created. Do not bookmark this site; always access it from the Toolbox.

World Wide Web

Visit our World Wide Web for the latest printer software, product, operating system, and support information at <http://www.hp.com/support/dj9600>.

HP telephone support

During the warranty period, you may obtain assistance from the HP Customer Care Center. For the number to call, see the support guide that came in the box with your printer.

To help our Customer Care Center representatives serve you better, have the following information ready before calling:

- 1 Print the printer diagnostic page (see [“Printing a diagnostic page”](#) for instructions). If the printer does not print, have the following information ready:
 - a model number and serial number (located at the back of the printer), such as C8136A and SG1881119P
 - b printer model, such as HP Deskjet 9600 series, HP Business Inkjet 2600
- 2 Check the operating system you are using (for example, Windows 98 SE).
- 3 If the printer is connected to the network, check the network operating system (for example, Windows NT Server 4.0).
- 4 Note how the printer is connected to your system (for example, parallel, USB, or network).
- 5 Obtain the printer driver and version number of the printer software (for example, HP Deskjet 9600 series PCL 3 version 1.0).
 - i Click **Start**, point to **Settings**, and then click **Printers** (Windows NT 4.0, 98, Me, and 2000) or **Printers and Faxes** (Windows XP).
(If Printers and Faxes is not found on the Start menu in Windows XP, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.)
 - ii Right-click the printer icon and select **Properties**.
 - iii Click the **About** tab and write down the version number.
- 6 If you have a problem printing from a particular application, note the application and version number.

Hewlett-Packard Limited Warranty Statement

HP product	Duration of Limited Warranty
Software	90 days
Accessories	90 days
Print cartridges	Until the HP print cartridge has been depleted of HP ink, or until the "end of warranty" date printed on the HP print cartridge, whichever occurs first.
Printer peripheral hardware (see below for details)	1 year

Extent of Limited Warranty

- 1 Hewlett-Packard warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
- 2 For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
- 3 HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
 - a Improper maintenance or modification;
 - b Software, media, parts, or supplies not provided or supported by HP;
 - c Operation outside the product's specifications;
 - d Unauthorized modification or misuse.
- 4 For HP printer products, the use of a non-HP print cartridge or a refilled print cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled print cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage. This warranty does not extend to empty HP print cartridges, refilled HP print cartridges, or HP print cartridges which have been tampered with.
- 5 If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
- 6 If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
- 7 HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- 8 Any replacement product may be either new or like new, provided that it has functionality at least equal to that of the product being replaced.
- 9 HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
- 10 HP's Limited Warranty Statement is valid in any country/region where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries/regions where the product is distributed by HP or by an authorized importer.

Limitations of Warranty

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

Limitations of Liability

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

Local Law

- 1 This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country/region to country/region elsewhere in the world.
- 2 To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
 - a Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a customer (e.g., the United Kingdom);
 - b Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
 - c Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
- 3 FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

10 Printer specifications

Print Method	Drop-on-demand thermal inkjet printing				
Print Speed* (Letter/A4) Plain Paper		Fast Draft	Fast Normal	Normal	Best
	Black Text	20 ppm	8 ppm	7 ppm	0.6 ppm
	Mixed Text Color	15 ppm	6.5 ppm	4 ppm	0.6 ppm
	Full Page Color	4 ppm	2 ppm	1 ppm	0.3 ppm
(10 by 15 cm) Photo Paper	Color Photo	1 ppm	0.7 ppm	0.6 ppm	0.2 ppm
	*Approximate figures. Exact speed depends on the system configuration, software program, and document complexity.				
Color Resolution	Maximum of 4800 x 1200 dpi*				
	*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting will temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.				
Printer Command Languages	HP PCL Level 3e				
Software Compatibility	Microsoft Windows (98, NT 4.0, Me, 2000, XP); Macintosh (OS 9.1 and later, OS X [10.1 and later]); MS-DOS applications				
Fonts	8 built-in fonts, 4 each in portrait and landscape orientations: CG Times, CG Times Italic; Courier, Courier Italic; Letter Gothic, Letter Gothic Italic; Univers, Univers Italic (Euro Symbol supported)				
Smart Software Features	In-box printer driver features: Borderless Printing, Minimize Margins*, HP Digital Photography, Customizing paper size, Print on Both Sides, Booklet printing, Pages per Sheet, Tiling, Resizing Options, Watermarks*, Mirror Image, Print preview*, Ink Volume Control, Print All Text as Black*, Print in Grayscale, Optimize for Photocopy or Fax, Print in Sepia*, Printing with Quick Sets*, ColorSync** Note: *Windows only; **Macintosh only				
Media Types and Sizes	<p>Paper: Plain, inkjet, photo, glossy, banner</p> <p>Standard US: Letter (8.5 by 11 inches), Legal (8.5 by 14 inches), Tabloid (11 by 17 inches), Super B (13 by 9 inches), Executive (7.25 by 10.5 inches), Statement (5.5 by 8.5 inches)</p> <p>Standard International: A6 (105 by 148.5 mm), A5 (148.5 by 210 mm), A4 (210 by 297 mm), A3 (297 by 420 mm), A3+ (330 by 482 mm), JIS-B4 (257 by 364 mm), JIS-B5 (182 by 257 mm)</p> <p>Transparencies: US Letter (8.5 by 11 inches), A4 (210 by 297 mm)</p> <p>Envelopes: US No. 10 (4.12 by 9.5 inches), US A2 Invitation (4.37 by 5.57 inches), US Monarch (3.87 by 7.5 inches), European DL (110 by 220 mm), C5 (162 by 229 mm), C6 (114 by 162 mm)</p> <p>Index Cards: US Index card (4 by 6 inches), US Index card (5 by 8 inches), A6 card (105 by 148.5 mm)</p> <p>Labels: US Labels (8.5 by 11 inches), A4 Labels (210 by 297 mm)</p> <p>Custom size: 89.9 by 146.05 mm (3.54 by 5.75 inches) to 330.2 by 1,270 mm (13 by 50 inches)</p>				
Media Handling	Input tray:	Up to 19 mm (0.75 inches) or up to 150 sheets plain paper; up to 15 envelopes; up to 60 cards; up to 30 transparencies or labels; photo media			
	Front manual feed slot:	Up to 10 sheets plain paper; up to 5 envelopes or cards; up to 8 transparencies; photo media			
	Rear manual feed slot:	Single sheet; thick media (up to 0.3 mm); envelopes; cards; transparencies; labels			
	Auto-duplex unit:	13 by 19 inches, 11 by 17 inches, Legal, Letter, Executive, A3+, A3, A4, and B5 (JIS). Does not support banners, index cards, envelopes, or custom sizes smaller than B5 (JIS) or larger than 13 by 19 inches/A3+.			
	Output tray capacity:	Up to 75 sheets			

Recommended Media Weight	Paper:	65 to 135 g/m ² (17 to 36 lb bond) using input tray or front manual feed slot, and up to 280 g/m ² (74 lb bond) using rear manual feed slot
	Envelopes:	75 to 90 g/m ² (20 to 24 lb bond)
	Cards:	110 to 200 g/m ² (110 lb index) using rear manual feed slot
I/O Interface	IEEE 1284-Centronics parallel compatible; Universal serial bus (Windows 98 and USB-connect Macintosh)	
Printer Memory	16 MB of built-in RAM	
Dimensions	hp deskjet 9650/9680:	591.5 mm (23.3 inches) (width) by 176.72 mm (6.96 inches) (height) by 378.85 mm (14.92 inches) (depth) With input tray fully extended: 591.85 mm (23.3 inches) (depth)
	hp deskjet 9670:	With auto-duplex unit: 469.35 mm (18.48 inches) (depth) With auto-duplex unit and input tray fully extended: 601.36 mm (23.68 inches) (depth)
Weight	hp deskjet 9650/9680:	11 kg (24.25 lb)
	hp deskjet 9670:	With auto-duplex unit: 13.8 kg (30.42 lb)
Duty Cycle	Up to 5,000 pages/month	
Power Supply	Built-in Universal Power Supply	
Power Requirements	Input 100-240V AC, 1300 mA 50/60Hz Output 32V DC, 1500mA	
Power Consumption	60 watts maximum	
Operating Environment	Operating temperature: 5° to 40° C (41° to 104° F) Recommended operating conditions: 15° to 35° C (59° to 95° F) Storage temperature: -40° to 60° C (-40° to 140° F) Relative humidity: 20 to 80 percent RH non-condensing Noise levels per ISO 9296: Sound power LwAD: 6.1 B(A)	
System Requirements	<p>Minimum Windows 98: Pentium® 90 MHz, 16 MB RAM, 100 MB hard disk space Windows NT 4.0: Pentium 100 MHz, 32 MB RAM, 100 MB hard disk space Windows Me: Pentium 150 MHz, 32 MB RAM, 100 MB hard disk space Windows 2000: Pentium 300 MHz, 64 MB RAM, 100 MB hard disk space Windows XP: Pentium 300 MHz, 64 MB RAM, 100 MB hard disk space Mac OS 9.1 and later: iMac 333 MHz or G3 350 MHz, 32 MB RAM Mac OS X (10.1 and later): G3 (except original PowerBook G3), 128 MB RAM Internet Explorer 4.0</p> <p>Recommended Windows 98: Pentium 266 MHz, 32 MB RAM, 200 MB hard disk space Windows NT 4.0: Pentium 266 MHz, 64 MB RAM, 200 MB hard disk space Windows Me: Pentium 266 MHz, 32 MB RAM, 200 MB hard disk space Windows 2000: Pentium 300 MHz, 64 MB RAM, 200 MB hard disk space Windows XP: Pentium 300 MHz, 128 MB RAM, 200 MB hard disk space Mac OS 9.1 and later: iMac 333 MHz or G3 350 MHz, 64 MB RAM Mac OS X (10.1 and later): G4 800 MHz, 256 MB RAM Internet Explorer 5.0 or later</p>	
Warranty	1-year limited warranty	
Product Certifications	<p>Safety Certifications: CCC S&E (China), CSA (Canada), PSB (Singapore), UL (USA), NOM-NYCE (Mexico), TUV-GS (Germany), K Mark (Korea), CE (European Union), B Mark (Poland), IRAM S Mark (Argentina)</p> <p>EMC Certifications: FCC Title 47 CFR Part 15 Class B (USA), CTICK (Australia and New Zealand), MIC Mark (Korea), CE (European Union), BSMI (Taiwan), GOST (Russia), ICES (Canada), VCCI (Japan)</p>	

A

Regulatory information

FCC statement

The U.S. Federal Communications Commission (in 47 cfr 15.105) has specified that the following notices be brought to the attention of users of this product.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Shielded cables

Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company, may cause harmful interference and void the FCC authorization to operate this equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Power cord statement

The power cord cannot be repaired. If it is defective, it should be discarded or returned to the supplier.

LEDs classification

CLASS 1 LED PRODUCT
LED KLASSE 1
APPARECCHIO LED DI CLASSE 1
PRODUCT CLASY 1 Z DIODAMI (EWHECYCMILED)
Appareil à Diode Electriumnescente de Classe 1
ZARIZENI LED TRIY 1
KLASS 1 LED APPARAT
LUOKAN 1 LED

Energy consumption



Energy Star is a US-registered service mark of United States Environmental Protection Agency.

EMI statement (Korea)

사용자 안내문 (B 급기기)

이 기기는 비업무용으로 전자파 장애검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

EMI statement (Japan)

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。

Declaration of Conformity statement/Normes de sécurité (Canada)

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Canadian ICES-003.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans la réglementation sur le brouillage radioélectrique édicté par le NMB-003 du Canada.

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0304. This regulatory number should not be confused with the marketing name (e.g., HP Deskjet 9600 series) or product numbers (e.g., C8137A, C8138A, or C8139A).

DECLARATION OF CONFORMITY

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Singapore (Pte) Ltd
Manufacturer's Address: Imaging and Printing Manufacturing Operation Singapore
20 Gul Way, Singapore 629196.

declares, that the product

Product Name: HP Deskjet 9650, HP Deskjet 9670
HP Deskjet 9680
Product Number: C8137A / C8148A, C8138A / C8149A
C8139A
Regulatory Model Number: SNPRC-0304
Product Accessory Number: C8248A / HP Auto-Duplex unit
C8139-60001 / HP Postscript Rip Software
Product Options: All

conforms to the following Product Specifications:

Safety: IEC 60950: 1999 / EN 60950: 2000
IEC 60825-1: 1993 +A1: 1997+A2: 2001 / EN 60825-1: 1994 Class I for LEDs

EMC: CISPR 22: 1997 / EN 55022:1998 Class B ⁽¹⁾
CISPR 24:1997 + A1 / EN 55024: 1998 + A1

IEC 61000-3-2:1995 + A14 / EN 61000-3-2: 1995 + A14
IEC 61000-3-3:1994 +A1 / EN 61000-3-3:1995 + A1

FCC Title 47 CFR, Part 15 Class B / VCCI-2 ⁽¹⁾
AZ / NZS 3548:1995 / ICES-003, Issue 3 Class B ⁽¹⁾

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC, and carries the CE marking accordingly.

(1) The product was tested in a typical configuration with Hewlett Packard personal computer systems.

29 May 2003

Chan Kum Yew, Director of Quality

Australia Contact: Product Regulations Manager, Hewlett Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

European Contact: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany

USA Contact: Corporate Product Regulations Manager, Hewlett Packard Company, 3000 Hanover Street, Palo Alto, CA 94304, USA (Phone: 415-857-1501).

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