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HEWLETT PACKARD
Expanding Possibilities

Customer Care Guide

HP PSC 500

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Customer Care Guide

HP PSC 500

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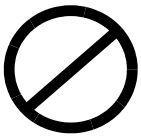
Note: Regulatory information can be found in Chapter 6.



It is not lawful in many places to make copies of the following items. When in doubt, check with a legal representative first.

- Governmental paper or documents:
  - Passports
  - Immigration papers
  - Selective service papers
  - Identification badges, cards, or insignias
- Governmental stamps:
  - Postage stamps
  - Food stamps
- Checks or drafts drawn on Governmental agencies
- Paper currency, traveler's checks, or money orders
- Certificates of deposit
- Copyrighted works

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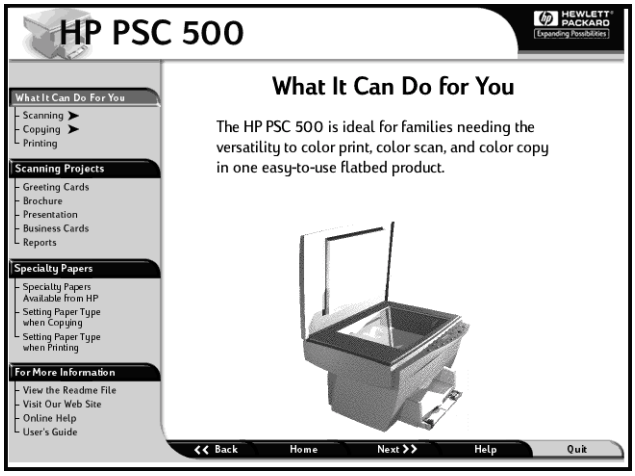
Getting Help

1

Your HP PSC 500 includes several resources to help you get started and use the product to full advantage. This chapter describes the types of help available.

HP Multimedia Product Tour

The tour gives you a brief introduction to the product and its capabilities. You can run the tour from either the HP PSC 500 folder or HP PSC 500 Toolbox. You will need the CD-ROM. For more information, see the *HP PSC 500 Setup Guide.*



Online Help

Your HP PSC 500 includes several types of online Help.

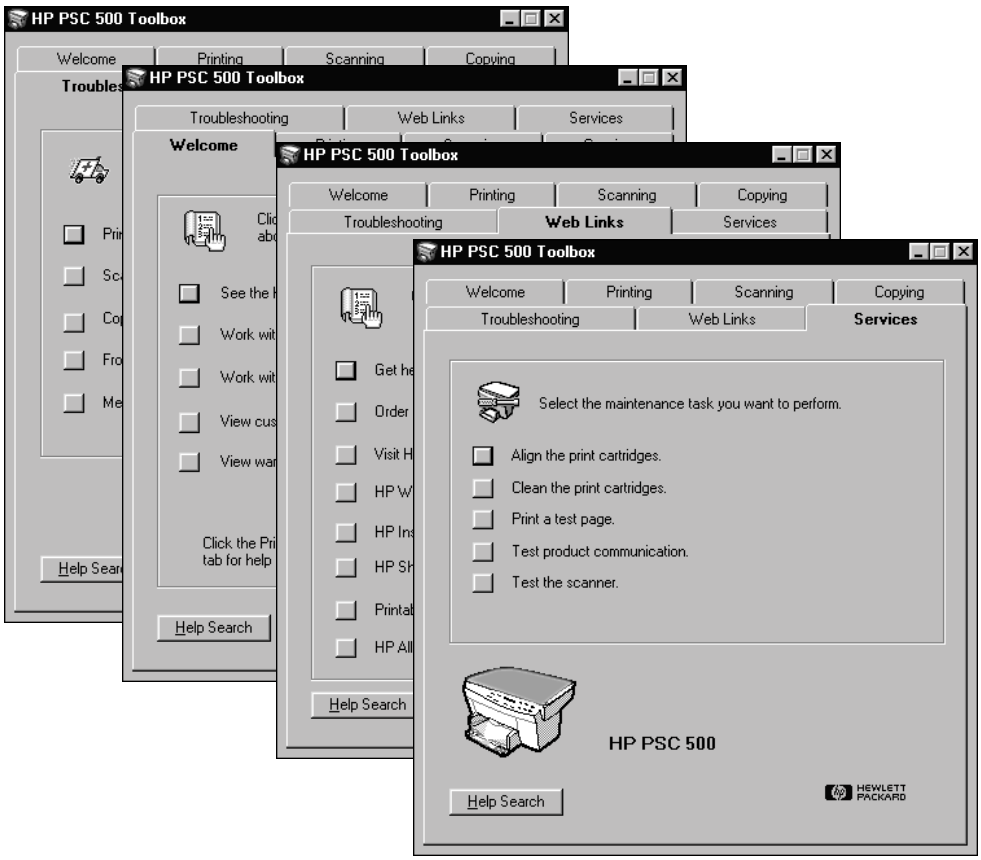
HP PSC 500 Toolbox

The HP PSC 500 Toolbox provides general information about your HP PSC 500. It contains sections for printing, scanning, and copying procedures. The Welcome and Services tabs provide basic support and operation information.

The HP PSC 500 Toolbox also includes a Troubleshooting tab. When problems occur, look for a description of the particular symptoms you are experiencing, and you will find details on how to fix it.

The HP PSC 500 Toolbox also contains a tab with Web links to sites related to your product.

You can access the HP Toolbox from the HP PSC 500 folder or by double-clicking the HP PSC 500 Toolbox icon on your desktop.



HP PSC Scanning Help

From the HP PSC Scanning Help menu, you can access topics related to scanning.

Read about ECP and Readme Files

After you install your software, you can access the Read about ECP file and the View the Readme file from either the HP PSC 500 CD-ROM or the HP PSC 500 program folder

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Support Services

2

This chapter explains how to get support for your HP PSC 500 and the software programs included with it.

Get Help from HP

If you are unable to find the answer you need in the printed documentation or online documentation, you can contact one of the HP support services listed in the following pages. Some support services are available only in the U.S. and Canada, while others are available in many countries worldwide. If a support service number is not listed for your country, contact your nearest authorized HP dealer for help.

Online Services

If you have Internet access, you can get help from the HP Web site at:

http://www.hp.com/go/all-in-one

Here you can find updated drivers, user forums, the latest product information, answers to frequently asked questions, and productivity tips and solutions to help you get the most from your HP PSC 500.

To order printed user guides, a front-panel overlay, or any other replaceable parts in the U.S. or Canada, dial:

To order printed user guides or any other replaceable parts in the U.S. or Canada, dial:

(888) HP DISKS (473-4757)

HP Distribution Center

To order current printer and scanner drivers, dial one of the following numbers:

Region	Number
U.S.	(888) HP DISKS (473-4757)
Argentina	(541) 778-8380
Asia	65 740 4477
Australia/New Zealand	61 3 8877 8000
Brazil	011 829 6612
Chile	800 360999
Europe	+49 180 5 290220
Europe	+44 870 606 9081
South Africa	+27 (0)11 8061030
Mexico	01 800 4726684
Venezuela	800 47 888
Venezuela (Caracas)	207 8488

HP Customer Support

If you need to contact HP Customer Support, please do the following before you call:

1. Make sure that the unit is plugged in and powered on, that the specified inkjet print cartridges are installed correctly, and that the recommended paper is properly loaded in the IN tray.
2. Review the *HP PSC 500 Setup Guide* and Chapter 3, "Troubleshooting and Maintaining Your HP PSC 500," in this guide.
3. Try resetting the unit by powering it off and then on again, using the white button located on the left side of the unit's front panel.
4. Check the HP Web site at *http://www.hp.com/go/all-in-one* for more information.
5. If you are still experiencing problems and need to speak with an HP Customer Support Representative, do the following:
   - Have your serial number ready.
   - Print a test page. To do this, click **Print a test page** on the **Services** tab of the **HP PSC 500 Toolbox**.
   - Make a color copy.
   - Be prepared to describe your problem in detail.
6. Call HP Customer Support. Be near your HP PSC 500 when you call.

Prepare Your HP PSC 500 for Shipment

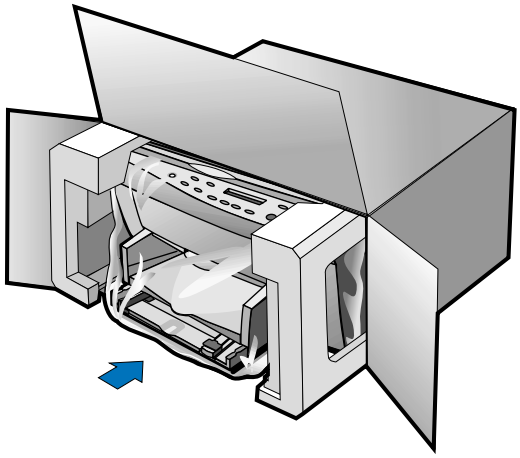
If after contacting HP Customer Support, you are requested to send your HP PSC 500 in for service, do the following:

1. Turn on the HP PSC 500.
2. Open the print-cartridge access door.
3. Remove both print cartridges, and leave the print-cartridge latches flipped back.

CAUTION Print cartridges that remain inside the unit may damage your HP PSC 500.

4. Place the print cartridges in an airtight bag so they will not dry out, and put them aside (do not send them with the HP PSC 500 unless instructed to by the HP customer support call agent).
5. Turn off the HP PSC 500. You will see the message "Shutting Down" on the front-panel display.
6. Close the print-cartridge access door.

7 If available, pack the HP PSC 500 for shipment using the original packing materials.



If you do not have the original packaging materials, you can request a replacement package set from HP Customer Support.

NOTE Shipping damage caused by improper packaging is not covered under the warranty.

8 Include the following items in the box:

- A brief description of symptoms for service personnel (samples of print quality problems are helpful).
- A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
- Your name, address, and a phone number where you can be reached during the day.

Calling in the U.S. During Warranty

Call (208) 323-2551 Monday through Friday from 6:00 A.M. to 10:00 P.M., Mountain Standard Time (MST) and Saturdays from 9:00 A.M. to 4:00 P.M., MST. This service is free during the warranty period; however, your standard long-distance phone charges still apply.

Calling in the U.S. Post-Warranty

If your product is not under warranty, you can call (800) 999-1148. A per-call, out-of-warranty support fee will be charged to your credit card. You can also call (900) 555-1500 ($2.50 per minute) from 6:00 A.M. to 10:00 P.M., MST and Saturdays from 9:00 A.M. to 4:00 P.M., MST. Charges begin only when you are connected with a support technician. (Prices and hours are subject to change without notice.)

Support service is free during the warranty period; however, your standard long-distance phone charges will apply. In some cases, a flat fee per single incident will also apply:

Country	HP Support Number
U.S. during warranty	(208) 323-2551
U.S. post-warranty (per-call charge)	(800) 999-1148
U.S. post-warranty (per-minute charge)	(900) 555-1500
Argentina	(541)778-8380
Australia	(03) 8877-8000
Austria	0660-6386
Belgium (Dutch)	02-626-8806
Belgium (French)	02-626-8807
Brazil	(011)829-6612
Canada	(905) 206-4663
Chile	800-360-999
Czech Republic	420 2 61307 310
Denmark	39-29-4099
Europe (English)	+44-171-512-5202
Finland	02-03-47-288
France	01-43-623-434
Germany	0180-525-8143
Greece	01-6896411
Hong Kong	800-96-7729
Hungary	01-2524505
India	91-11-682-6035
Indonesia	62-21-350-3408
Ireland	01-662-5525
Israel	09-9524848
Italy	022-641-0350

Country	HP Support Number
Korea	02-3270-0760
Malaysia	03-2952566
Mexico	01-800-472-6684
Netherlands	020-606-8751
New Zealand	(09) 356 6640
Norway	22-11-6299
Philippines	632-867-3551
Poland	022-375065
Portugal	01-3180065
Russia	095-9235001
Saudi Arabia	+41-22-7807111
Singapore	2725300
South Africa (RSA)	011-8061030
Spain	902-321-123
Sweden	08-619-2170
Switzerland (French)	084-880-1111
Switzerland (German)	084-880-1111
Thailand	662-661-4011
Turkey	01-2245925
United Kingdom	0171-512-5202
Venezuela	800-47-888
Venezuela (Caracas)	207-8488
Vietnam	84-8-823-4530

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Troubleshooting and Maintaining Your HP PSC 500

3

This chapter provides instructions for keeping your HP PSC 500 in top working condition. Perform the maintenance procedures as necessary.

This chapter also presents procedures for resolving paper jams in the paper tray. It also lists some of the messages that may appear on the HP PSC 500 front-panel display or on your computer screen. For more help, double-click the HP PSC 500 Toolbox icon on your Windows desktop, and then select the Troubleshooting tab.

Cleaning the Exterior Case

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off the case. The interior of the HP PSC 500 does *not* require cleaning. *Keep fluids away from the interior of the HP PSC 500.*

Cleaning the Glass

Dirty glass (fingerprints, smudges, and so on) slows down copying and scanning performance by as much as half a minute! This is because the scanner is actually processing the smudges on the glass. Keep the glass clean.

WARNING Turn off the HP PSC 500 and unplug the power cord before cleaning. Even though the HP PSC 500 is off, power is still being supplied if the cord is plugged in.

To clean the glass:

1. Turn off the HP PSC 500, unplug the power cord, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

CAUTION Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass; these can damage it. Do not place liquids directly on the glass. They may seep under it and damage your HP PSC 500.

3. Dry the glass with a chamois or cellulose sponge to prevent spotting.

How to Clear a Paper Jam in the Main Unit

Paper Jam with Front-Panel Message

If “Paper Jam” appears on the front-panel display, do the following:

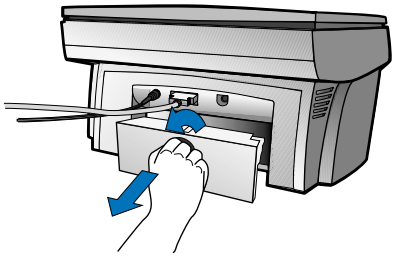
1. Slide the IN tray out, remove any wrinkled and torn paper from the IN tray, remove any paper coming out into the OUT tray, and reload new paper in the IN tray.
2. Turn the HP PSC 500 off and then on again.
3. Process your job again.

NOTE If you are printing a banner, make sure that the banner switch is raised up. For more information, see the Printing tab in the HP PSC 500 Toolbox.

Paper Jams in the Back of the Unit

If paper jams in the rear of the HP PSC 500, follow these steps:

1. Turn the knob on the rear access door 1/4-turn counter clockwise to the unlocked position, which releases the door.
2. Remove the door, and pull the jammed paper out of the unit.



3. Replace the door in the back of the unit, and turn the knob clockwise to the locked position.
4. Turn the HP PSC 500 off and then on again.
5. Process your job again.

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How to Use the Self-Test Page

The self-test page lets you know whether the HP PSC 500 is operating properly. It lists current, default front-panel settings.

To print a self-test page:

1. Press **Menu** until "Self-Test Page" appears on the display.
2. Press **Select/Resume**.

   The test page has a set of lines that should appear unbroken, and colored bars that should appear solid. The intensity of the colors varies, depending on the type of paper you are using (that is, plain paper, HP Premium Inkjet Paper, and so on).

How to Clean Cartridges

Use the Clean Cartridges feature when the self-test page shows streaking or white lines through any of the colored bars. Do *not* clean cartridges unnecessarily. This wastes ink and shortens the life of your print cartridges.

To clean the cartridges:

1. Press **Menu** until "Clean Cartridges" appears on the display.
2. Press **Select/Resume**.

   The message "Cleaning" appears on the display, and a sample page is printed.

NOTE If copy or print quality still seems poor after you clean the cartridges, replace the one, black or color, that is affected.

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Front-Panel Messages

Message	What You Should Do
Additional cleaning will be ineffective.	Replace the print cartridge.
Banner paper expected.	If you are printing a banner, load the banner paper, raise the banner switch, which appears on the left side of the OUT tray, and press **Select/Resume**.
Black ink low. Black ink out soon.	Replace the black ink cartridge at your earliest convenience. Replace the black ink cartridge immediately.
Cannot connect to PC. See Customer Care Guide.	Try the following: ◆ First, make sure your computer is turned on. If it is, check the cable connection between your computer and the HP PSC 500. ◆ Be sure to use only the IEEE-1284 parallel printer cable that came with your product. The connection must be direct, not through any other parallel product. ◆ After you have checked all connections, open the **HP PSC 500 Toolbox**. Click the **Services** tab, and select **Test product communication**.
Cartridge carriage blocked. Close latches over print cartridges, then turn power off then on.	Make sure the print cartridges are installed and the latches are closed, and then turn the power off and on.
__Error. Record number then call for service.	Turn the power off and then on again. If this does not work, try restarting your computer. If this does not work, record the error number and contact HP.
Paper jam.	Clear the paper jam, and then turn the power off and then on again.
PC Busy.	Your computer is busy handling another task (for example, printing a document). Wait until the computer is finished, and then press **Scan** again.
Power Save On.	The HP PSC 500 has not been used for 12 hours or more.
Remove and check black cartridge. Verify Part Number: 15 (C6615A).	The wrong black cartridge may be installed, or it may be installed incorrectly. Remove it and replace it with the correct cartridge, or insert it correctly.
Remove and check (black or color) cartridge.	One of the print cartridges is either incorrectly installed, the wrong type, or defective. Remove the applicable print cartridge, and then reinsert it. **Make sure to remove the tape from the print cartridge, and close the latch securely**. If this does not solve the problem, replace the cartridge.

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Front-Panel Messages (Continued)

Message	What You Should Do
Remove and check color cartridge. Verify Part Number: C1823A, C1823D, or C1823G.	The wrong tri-color cartridge may be installed, or it may be installed incorrectly. Remove it, and replace it with the correct cartridge or insert it correctly.
Remove original from glass then press Resume.	Remove the original from the document glass, and then press **Select/Resume** on the front panel. If there is no original on the glass, turn the unit off and then on again.
Scanner system failure.	The scanner bulb is becoming too dim to work properly, or the unit needs servicing. Turn the power off and then on again. If the message continues and the light does not come on, your HP PSC 500 needs to be serviced. See "HP Customer Support" in Chapter 2 for more information.
Single-sheet paper expected.	If you are printing a document using single-sheet paper, load the paper in the HP PSC 500, lower the banner switch, which appears on the left side of the OUT tray, and then press **Select/ Resume**.

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Additional Troubleshooting Tips

Issue	What You Should Do
Auto Fit, Clone, or Poster is not working.	Make sure to place the original in the correct position, and make sure that the glass and lid are clean and free from smudges and dust.
I pressed the front-panel **Cancel** button to stop scanning.	To cancel scanning, make sure you click **Cancel** in the Scan Status window. If you have canceled scanning from the HP PSC 500 front panel, restart your computer and restart your HP PSC 500.
I cannot edit or see scanned text in my word processor.	Consider the following: ◆ From the HP PSC Scanning viewer, make sure you select to send **Text to Another Program**. ◆ Make sure you paste the text into your word processing program. ◆ Graphics are not converted with the Readiris OCR program.
I cannot find my scanned file. I closed a third-party program and it did not ask me if I wanted to save the scan.	When you save a scanned picture, it is stored in the My Pictures folder. If you did not save your scanned picture, HP PSC 500 automatically stores it either in your default directory or Windows/Temp folder. The file in the Temp folder is named "scan.jpg."
I cannot print a document.	Make sure your HP PSC 500 is selected as the current or default printer. On the Windows taskbar, click **Start**, point to **Settings**, and then choose **Printers**. Right-click the **HP PSC 500** icon, and choose **Set as Default**.
I hear a loud noise, and the message "Cartridge carriage blocked" appears on the display.	The shipping insert was left inside the print-cartridge carriage, or the latches were left open after the print cartridges were inserted. Open the print-cartridge access door, and remove the insert or close the latches. Turn the HP PSC 500 off and then on again.
I try to scan, but nothing happens.	Make sure you installed the scanning software.
Scan Status stalls.	Turn your HP PSC 500 off and then on again; the scanning process should continue. If this does not work, try restarting your computer.

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Adding and Removing Software Programs

4

Removing Software

General Information

When you install a software program on your computer, many files on your system are either added or shared because of the new program. When you remove a program, you need to remove all files associated with that program, not just the files you see in a particular program folder.

Do *not* simply remove the executable file from your hard drive. Be sure to properly uninstall it, using the Add/Remove Programs feature in the Windows Control Panel.

NOTE During the remove process, if you are asked whether you would like to remove shared files, answer "No." Other programs that use these files may not work properly if the files are deleted.

Removing HP PSC 500 Software

Use the Add/Remove Programs feature to remove the HP PSC 500 product software (printing and scanning software) and other third-party software programs. To do this:

1. On the Windows taskbar, click **Start**, point to **Settings**, and then choose **Control Panel**.
2. In **Control Panel**, double-click the **Add/Remove Programs** icon.
3. In the Add/Remove Programs Properties dialog box, click the name of the program you want to uninstall, and then click the **Add/Remove** button.
4. Follow the directions on the screen until the Add/Remove program finishes.
5. In the Add/Remove Programs Properties dialog box, click **OK** to close the dialog box.
6. Restart Windows.

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Reinstalling Software

Before reinstalling any software, first, properly remove it using the Windows Add/Remove Programs feature, or follow the vendor's specific removal instructions. Refer to the previous section for specific instructions on properly removing the HP PSC 500 software.

To reinstall the HP PSC 500 software, see "Step 5 — Install the HP PSC 500 Software" in the *HP PSC 500 Setup Guide*.

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Hewlett-Packard Limited Warranty

5

Hewlett-Packard Limited Warranty

Please refer to the separate warranty statement flyer for terms and conditions of the limited warranty of your HP PSC 500. A copy of the warranty statement can be found online at www.All-In-One.support.com/PSC 500

Warranty Upgrades

Extended warranties and service option upgrades may be obtained through your local HP authorized dealer or HP service centers.

In the U.S. and Canada, extended warranties may also be obtained by calling HP at 1-800-446-0522.

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Technical Information

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The specifications that follow are subject to change without notice.

System Requirements

Hewlett-Packard Software Solution

	Minimum	Recommended
Processor Windows 95/98 Windows NT 4.0	 Pentium-90 Pentium-133	 Pentium-166 Pentium-166
RAM Windows 95/98 Windows NT 4.0 with Service Pack 3 or later	 16 MB 32 MB	 32 MB 64 MB
Disk Space Needed for Installation	50MB	210 MB U.S. 180 MB Worldwide
Additional Disk Space Needed for Scanned Images	40 MB	50 MB
Monitor	SVGA (256 colors)	SVGA (256 colors)
Media	CD-ROM drive	CD-ROM drive
I/O	Bi-directional parallel port	Bi-directional parallel port with ECP enabled
Internet Access		Recommended

Print Margins

	Top	Bottom	Left	Right
U.S. Letter	.04 in. (1.0 mm)	.46 in. (11.7 mm)	.25 in. (6.4 mm)	.25 in. (6.4 mm)
U.S. Legal	.04 in. (1.0 mm)	.46 in. (11.7 mm)	.25 in. (6.4 mm)	.25 in. (6.4 mm)
Envelopes	.125 in. (3.2 mm)	.125 in. (3.2 mm)	.04 in. (1.0 mm)	.46 in. (11.7 mm)
Cards (3x5, 4x6, 5x8,A6)	.04 in. (1.0 mm)	.46 in. (11.7 mm)	.125 in. (3.2 mm)	.125 in. (3.2 mm)
Banners (8.5 x 11 in.)	0.00 in. (0.0 mm)	0.00 in. (0.0 mm)	.25 in. (6.4 mm)	.25 in. (6.4 mm)

Copy Margins

	Top	Bottom	Left	Right
U.S. Letter				
Copy at 100% and Clone	.04 in. (1.0 mm)	.46 in. (11.7 mm)	.25 in. (6.4 mm)	.25 in. (6.4 mm)
Reductions/ Enlargements and Special Modes	.46 in. (11.7 mm)	.46 in. (11.7 mm)	.38 in. (9.65 mm)	.38 in. (9.65 mm)
2 on 1	.38 in. (9.65 mm)	.38 in. (9.65 mm)	1.05 in. (26.67 mm)	1.05 in. (26.67 mm)

Paper-Tray Capacities

	Weight	Input Tray*	Output Tray*
Plain Paper	16–24 lb.	100	50 black 20 color
Cards	110 lb. Index, up to 0.3 mm	30	10
Envelopes	20–24 lb.	15	10
Banners	20 lb.	20	20 or less
Transparencies	N/A	25	25 or less

* Maximum capacity

NOTE The OUT tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the OUT tray frequently.

Paper Sizes

U.S. Letter	8.5 in. x 11 in.
U.S. Legal	8.5 in. x 14 in.
A4	210 x 297 mm
Envelopes	U.S. #10 (4.12 in. x 9.5 in.)
	U.S. #9 (3.875 in. x 8.875 in.)
	A2 (4.37 in. x 5.75 in.)
Index Cards	3 in. x 5 in.
	4 in. x 6 in.
	5 in. x 8 in.
Labels	Avery InkJet 8160, 8162, 8163
Custom Sizes	3 in. x 3 in. up to 8.5 in. x 14 in.

Power Specifications

- **Source (Input) Voltage**: 100 – 240 VAC*
- **Input Frequency**: 50 – 60 Hz
- **Current**: 1A maximum

Environmental Specifications

- **Operating Temperature Ranges**: 0º – 45º C (32º – 113ºF)
- **Recommended Operating Temperature Ranges**: 5º – 40º C (41º – 104º F)
- **Humidity**: 15% – 80% RH non-condensing
- **Non-operating (Storage) Temperature Ranges**: -40º – 70º C (-40º – 158º F)

* Figures are based on using the AC adapter that came with your unit (HP part number 0950-2880).

Physical Specifications

- **Height**: Base: 12.63 in. (32.1 cm);
- **Width**: 18.45 in. (46.9 cm)
- **Depth**: 17.25 in. (43.8 cm)
- **Weight**: Base: 26.2 lb (11.89 kg);

Ordering Accessories and Supplies

In the U.S., you may order printer supplies by calling HP Direct (800) 538-8787 for the name of your local authorized HP dealer. To order replaceable parts, call HP Direct for more information. Outside the U.S., call your local authorized HP dealer.

Regulatory Notices

FCC Statement (U.S.A.)

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

Declaration of Conformity: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- reorient the receiving antenna
- increase the separation between the equipment and the 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

Product Regulations Manager, Hewlett-Packard Company, San Diego 619-655-4100.

The user may find the following booklet prepared by the Federal Communications Commission helpful: *How to Identify and Resolve Radio-TV Interference Problems*. This booklet is available from the US Government Printing Office, Washington DC, 20402. Stock No. 004-000-00345-4.

CAUTION: 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.

Telecommunications General Approval (UK)

Pursuant to Section 22 of Telecommunications Act of 1984, this product is approved for secondary attachment to approved primary attachment devices connected to the telecommunications network under the General Approval (NS/G/1234/5/100003).

DOC Statement (Canada)

Le présent appareil numérique n’émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

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Geräuschemission

LpA < 70 dB
am Arbeitsplatz
im Normalbetrieb
nach DIN 45635 T. 19

Manufacturer's Declaration for Class B Certified PC Peripherals

Manufacturer's Name & Address:
Hewlett-Packard Company, **16399 West Bernardo Drive, San Diego, CA. 92127-1899, USA,**

declares, that the product

Product Name:	**HP PSC 500**
Model Number(s):	**C7281A**
Product Options:	**TBD**

conforms to the following Product Specifications:

EMC:	**FCC CFR 47, Part 15 – Class B**

San Diego, California

US Contact Information: Hewlett-Packard, 16399 W. Bernardo Dr. San Diego CA. 92127-1899, (619) 655-4100
NVLAP Certification # 20038-1

VCCI-2 (Japan)

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