

HP Deskjet 3900 series



User's guide

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Terms and conventions

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

Terms

The HP Deskjet printer is also referred to as the **HP printer** or **printer**.

Cautions and warnings

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



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

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



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

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1 Welcome

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



- Special features
- Get started
- Connect to the printer
- Print photos
- Print other documents
- Printing tips
- Printer software
- Maintenance
- Troubleshooting
- Supplies
- Specifications
- Environmental information

2 Special features

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

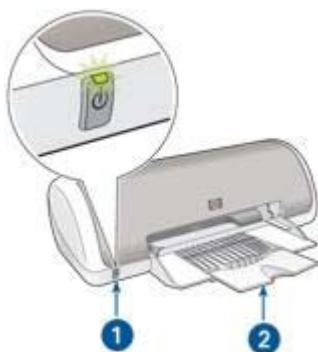
- **User friendly:** Easy to install and operate.
- **Borderless printing:** Print 4 x 6 inch photos to the edges of the paper by using the [borderless printing](#) feature.
- **Ink level indicator:** Know the approximate ink level of each print cartridge with the onscreen [Ink Status window](#).
- **Ink-backup mode:** Use [ink-backup mode](#) to continue printing with one print cartridge when the other print cartridge has run out of ink.
- **Real Life technologies:** HP [Real Life technologies](#) make it easy for you to get better photos. Automatic red-eye removal and adaptive lighting to enhance detail in shadows are just a few of the technologies included.

3 Get started

- Printer features
- Power button and light
- Paper tray
- Print cartridges
- Ink-backup mode

Printer features

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



1	Power button and light
2	Paper tray



1	Print cartridges
---	------------------



1 | USB port


Power button and light

Use the Power button to turn the printer on and off. It can take a few seconds for the printer to turn on after you press the Power button.



1 | Power button and light

The Power light flashes when the printer is processing.

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

Paper tray

The fold-out paper tray holds paper and other media to be printed. Unfold the paper tray before printing.

Unfold the paper tray

Follow these steps to unfold the paper tray:

1. Raise the printer cover.



2. Lower the paper tray.



3. Fold out the tray extension.

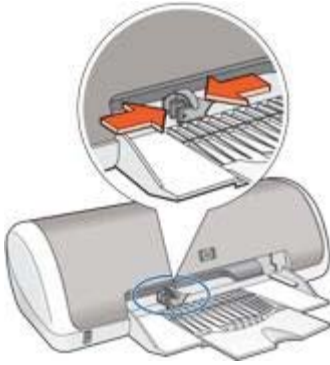


4. Lower the printer cover.



Use the paper tray

Print on different sizes of media by sliding the paper guide to the right or to the left. The printer deposits printed pages on the top of the paper tray.



Note The **print cartridges** must be installed before printing.

Print cartridges

Two print cartridges can be used with the printer.



1	Tri-color print cartridge
2	Black print cartridge

Replace print cartridges

When buying print cartridges, look for the print cartridge selection number.

You can find the selection number in three places:

- Selection number label: Look at the label on the print cartridge that you are replacing.



1	Selection number label
---	------------------------

- Printer documentation: For a list of print cartridge selection numbers, see the reference guide that came with the printer.
- Print Cartridge Ordering Information dialog box: For a list of print cartridge selection numbers, open the printer [Toolbox](#), click the **Estimated Ink Levels** tab, and then click the **Print Cartridge Information** button.

If a print cartridge runs out of ink, the printer can operate in [ink-backup mode](#).

For information about installing a replacement print cartridge, see the [print cartridge installation](#) page.

Ink-backup mode

Use the ink-backup mode to operate the printer with only one print cartridge. The ink-backup mode is initiated when a print cartridge is removed from the print cartridge cradle.

Ink-backup mode output

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

Installed print cartridge	Result
Black print cartridge	Colors print as grayscale.
Tri-color print cartridge	Colors print but black is grayed and is not a true black.

Exit ink-backup mode

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

For instructions about installing a print cartridge, see the [print cartridge installation](#) page.

4 Connect to the printer

The printer connects to the computer with a universal serial bus (USB) cable. The computer must be running Windows 98 or later to use a USB cable.



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



Note A USB cable might not be packaged with your printer.

5 Print photos

The printer software offers several features that make printing digital photos easier and improve photo quality.

Learn how to perform the following tasks:

- Print a [borderless photo](#).
- Print a photo with a [border](#).
- Use [HP Real Life technologies](#) to touch up photos.
- Get the best combination of speed and quality by using [PhotoREt](#).
- Achieve the highest printing resolution with [maximum dpi](#).
- Print an [Exif Print-formatted](#) photo if you have Exif Print-enabled software.
- Prevent photo paper from curling by following the [photo paper storage and handling guidelines](#).
- Use HP Everyday Photo Paper to [save money and ink](#) when printing photos.

Print borderless photos

To print borderless photos, use 4 x 6 inch photo paper with a 0.5 inch tab (10 x 15 cm with 1.25 cm tab); the photo prints without borders on three sides and with a small border on the bottom edge that you tear off to make the photo completely borderless.



If you print on 4 x 6 inch photo paper without tear-off tabs, the printout is borderless on three sides and has a border on the bottom.



Guidelines

- Do not print borderless photos in [ink-backup mode](#). Always have two print cartridges installed in the printer.
- Open the file in a software program and assign the photo size. Ensure that the size corresponds to the paper size on which you want to print the photo.
- For maximum fade resistance, use HP Premium Plus Photo Paper.
- Verify that the photo paper that you are using is flat. For information about preventing photo paper from curling, see the [photo paper storage instructions](#).
- Do not exceed the paper tray capacity: 15 sheets of photo paper.

Prepare to print

1. Slide the paper guide to the left.
2. Place the photo paper in the right side of the tray. The side to be printed on should face down and the short edge should point towards the printer.
If you are using photo paper that has a tear-off tab, verify that the tab is pointing away from the printer. Push the paper into the printer until it stops.



3. Slide the paper guide firmly against the edge of the paper.

Print



Note If your software program includes a photo printing feature, follow the instructions that are provided with the software program. Otherwise, follow these instructions.

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

3. In the **What do you want to do?** drop-down list, click **Photo Printing-borderless**, and then select the following options:
 - **Print Quality: Normal** or **Best**



Note For maximum dpi quality, go to the **Paper/Quality** tab, and then click **Maximum dpi** in the **Print Quality** drop-down list.

- **Paper Type:** An appropriate photo paper type
 - **Paper Size:** An appropriate borderless photo paper size
 - **Orientation: Portrait** or **Landscape**
4. Set the [HP Real Life technologies](#) as appropriate.
 5. Click **OK** to print the photo.
If you printed on photo paper with a tear-off tab, remove the tab to make the document completely borderless.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Print photos with a border

Follow these instructions to print photos with a white border.

Guidelines

- For maximum fade resistance, use HP Premium Plus Photo Paper.
- Verify that the photo paper that you are using is flat. For information about preventing photo paper from curling, see the [photo paper storage instructions](#).
- Do not exceed the paper tray capacity: 15 sheets of photo paper.

Prepare to print

1. Slide the paper guide to the left.
2. For large photos, place the paper with the side to be printed on facing down in the tray, and then push it into the printer until it stops.
The paper will extend over the edge of the tray.



3. For 4 x 6 inch (10 x 15 cm) photos, place the photo paper in the right side of the tray.
The side to be printed on should face down and the short edge should point towards the printer. Push the paper into the printer until it stops.



4. Slide the paper guide firmly against the edge of the paper.

Print



Note If your software program includes a photo printing feature, follow the instructions that are provided with the software program. Otherwise, follow these instructions.

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab.
3. In the **What do you want to do?** drop-down list, click **Photo printing-with white borders**, and then select the following options:
 - **Print Quality: Normal** or **Best**



Note For maximum dpi quality, go to the **Paper/Quality** tab, and then click **Maximum dpi** in the **Print Quality** drop-down list.

- **Paper Type:** An appropriate photo paper type
 - **Paper Size:** An appropriate photo paper size
 - **Orientation: Portrait** or **Landscape**
4. Set the [HP Real Life technologies](#) as appropriate.
 5. Click **OK** to print the photo.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

HP Real Life technologies

HP Real Life technologies make it easy for you to get better photos. Automatic red-eye removal and adaptive lighting to enhance detail in shadows are just a few of the technologies included.

Open HP Real Life technologies

Follow these steps to open the HP Real Life technologies dialog box:

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

Use HP Real Life technologies

Use the HP Real Life technologies dialog box to set these options:

1. **Automatic Red-Eye Removal:** Click **On** to automatically remove or reduce red-eye in the photo.
2. **Photo Brightening:** Make washed out images more vivid. Click **Automatic** to allow the printer software to balance the contrast automatically.
3. **Adaptive Lighting:** Enhance detail in shadows. Click **Automatic** to allow the printer software to balance lightness and darkness automatically.
4. **SmartFocus:** Enhance the image quality and clarity. Click **On** to allow the printer software to focus the image automatically.
5. **Sharpness:** Adjust the image sharpness to your preference. Click **Automatic** to allow the printer software to set the level of sharpening for the image automatically.
6. **Smoothing:** Soften an image. Click **Automatic** to allow the printer software to set the level of smoothing for the image automatically.

PhotoREt

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

Follow these steps to print with PhotoREt technology:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab or the **Paper/Quality** tab.
3. Click **Best** in the **Print Quality** drop-down list.
4. Select any other print settings that you want, and then click **OK**.

Maximum dpi

The maximum dpi print quality setting offers 4800 x 1200 optimized dots per inch (dpi) printing.

The 4800 x 1200 optimized dpi is the highest quality resolution for this printer. When 4800 x 1200 optimized dpi is selected in the printer software, the tri-color print cartridge prints in the 4800 x 1200 optimized dpi mode (up to 4800 x 1200 optimized dpi color and 1200-input dpi).



Note Using maximum dpi increases the printing time and requires a large amount of disk space.

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

1. Open the [Printer Properties](#) dialog box.
2. Click the **Paper/Quality** tab.
3. In the **Type is** drop-down list, click **More**, and then select the appropriate photo paper type.
4. In the **Print Quality** drop-down list, click **Maximum dpi**.
5. Select any other print settings that you want, and then click **OK**.



Note Use an HP premium photo paper when printing in the maximum dpi mode to enhance color matching and detail in the photo.

Exif Print

Exif Print (Exchangeable Image File Format 2.2) is an international digital imaging standard that simplifies digital photography and enhances printed photos. When a photo 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 file. The HP Deskjet printer software then uses this information to automatically perform image-specific enhancements to create outstanding photos.

To print Exif Print-enhanced photos, you must have the following items:

- A digital camera that supports Exif Print
- Exif Print-enabled photo software

Follow these steps to print Exif Print-enhanced photos:

1. Open the file that you want the Exif Print-enabled photo software to print.
2. Open the [Printer Properties](#) dialog box.
3. Click the **Paper/Quality** tab.
4. In the **Type is** drop-down list, click **More**, and then select the appropriate photo paper type.
5. In the **Print Quality** drop-down list, click **Normal**, **Best**, or **Maximum dpi**.
6. Select any other print settings that you want, and then click **OK**.

The printer software automatically optimizes the printed image.

Store and handle photo paper

Follow these instructions to maintain the quality of HP brand photo paper.

Storage

- Keep unused photo paper in a plastic bag. Store the packaged photo paper on a flat surface in a cool place.
- When you are ready to print, remove only the paper that you plan to use immediately from the plastic bag. When you have finished printing, return any unused photo paper to the plastic bag.
- Do not leave unused photo paper in the paper tray. The paper might start to curl, which can reduce the quality of your photos.

Handling

- Always hold photo paper by its edges. Fingerprints on photo paper can reduce print quality.
- If the corners of the photo paper curl more than 10 mm (0.4 inch), flatten the paper by putting it in the storage bag, and then gently bending it in the opposite direction of the curl until the paper lies flat.

Photo paper should be flat before it is printed on.

Save money when printing photos

To save money and ink when printing photos, use HP Everyday Photo Paper and set the [print quality](#) to **Normal**.

HP Everyday Photo Paper is designed to create quality photos with less ink.



Note For higher-quality photos, use HP Premium Plus Photo Paper and set the print quality to **Best** or *maximum dpi*.

6 Print other documents



E-mail



Letters



Documents



Envelopes



Brochures



Greeting cards



Postcards



Transparencies



Labels



Index cards



Booklets



Posters



Iron-on transfers

Printing tips: Minimize your cost and effort while maximizing the quality of your printouts with [printing tips](#).

Printer software: Learn about the [printer software](#).

E-mail

To print an e-mail, use the Printing Shortcuts tab.

Guidelines

Do not exceed the paper tray capacity: 80 sheets of plain paper.

Prepare to print

1. Slide the paper guide to the left.
2. Place the paper with the side to be printed on facing down in the tray, and then push it into the printer until it stops.
The paper will extend over the edge of the tray.



3. Slide the paper guide firmly against the edge of the paper.

Print

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab.
3. In the **What do you want to do?** drop-down list, click **General Everyday Printing** or **Fast/Economical Printing**, and then specify the following print settings:
 - **Paper Type: Plain paper**
 - **Paper Size:** An appropriate paper size
4. Click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Letters

To print a letter, use the Printing Shortcuts tab.

Guidelines

- For help printing on an envelope, see [envelopes](#).
- Do not exceed the paper tray capacity: 80 sheets of paper.

Prepare to print

1. Slide the paper guide to the left.
2. Place the paper with the side to be printed on facing down in the tray, and then push it into the printer until it stops.
The paper will extend over the edge of the tray.



3. Slide the paper guide firmly against the edge of the paper.

Print

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab.
3. In the **What do you want to do?** drop-down list, click **Presentation Printing**, and then specify the following print settings:
 - **Paper Type: Plain paper**
 - **Paper Size:** An appropriate paper size
4. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Documents

To print a draft or final document, use the Printing Shortcuts tab.

Guidelines

- For draft documents, use [Fast/economical printing](#).
- Do not exceed the paper tray capacity: 80 sheets of paper.

Prepare to print

1. Slide the paper guide to the left.
2. Place the paper with the side to be printed on facing down in the tray, and then push it into the printer until it stops.
The paper will extend over the edge of the tray.



3. Slide the paper guide firmly against the edge of the paper.

Print

1. Open the [Printer Properties](#) box.
2. Click the **Printing Shortcuts** tab.
3. In the **What do you want to do?** drop-down list, click **General Everyday Printing**, and then specify the following print settings:
 - **Paper Type: Plain paper**
 - **Paper Size:** An appropriate paper size
4. Select the following print settings:
 - [Print Quality](#)
 - [Print On Both Sides](#) if you want to print on both sides of the paper
5. Click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Envelopes

To print envelopes, use the Paper/Quality tab. You can print a single envelope or multiple envelopes.

Guidelines

- Avoid using envelopes that have the following features:
 - Clasps or windows
 - Thick, irregular, or curled edges
 - Shiny or embossed coatings
 - Wrinkles, tears, or other damage
- Align the envelope edges before inserting them in the paper tray.
- Do not exceed the paper tray capacity: 10 envelopes.

Prepare to print

1. Slide the paper guide to the left.
2. Place the envelopes, with the side to be printed on facing down and the flap to the left, in the tray and to the right. Push the envelopes into the printer until they stop.



3. Slide the paper guide firmly against the edge of the envelopes.

Print

1. Open the [Printer Properties](#) dialog box.
2. Click the **Paper/Quality** tab, and then select the following print settings:
 - **Size is:** An appropriate envelope size
 - **Type is: Plain paper**
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Brochures

To print a brochure, use the Printing Shortcuts tab. For great results, use HP brochure paper.

Guidelines

Do not exceed the paper tray capacity: 30 sheets of brochure paper.

Prepare to print

1. Slide the paper guide to the left.
2. Place the paper with the side to be printed on facing down in the tray, and then push it into the printer until it stops.
The paper will extend over the edge of the tray.



3. Slide the paper guide firmly against the edge of the paper.

Print

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab.
3. In the **What do you want to do?** drop-down list, click **Presentation printing**, and then specify the following print settings:
 - **Paper type:** An appropriate brochure paper
 - **Paper size:** An appropriate paper size
 - **Orientation:** **Portrait** or **Landscape**
4. Click the **Finishing** tab, and then select **Print on both sides** to print on both sides of the brochure paper.
For more information, see [Two-sided printing](#).
5. Click **OK** to print.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Greeting cards

To print greeting cards, use the Paper/Quality tab. For great results, use HP Greeting Card Paper.

Guidelines

- Unfold prefolded cards, and then place them in the paper tray.
- Do not exceed the paper tray capacity: 20 cards.

Prepare to print

1. Slide the paper guide to the left.

2. Fan the edges of the greeting cards to separate them, and then align the edges.
3. Place the greeting cards, with the side to be printed on facing down, in the paper tray. Push the cards into the printer until they stop.



4. Slide the paper guide firmly against the edge of the paper.

Print



Note If your software program includes a greeting card printing feature, follow the instructions that are provided with the software program. Otherwise, follow the instructions below.

1. Open the [Printer Properties](#) dialog box.
2. Click the **Paper/Quality** tab, and then specify the following print settings.
 - **Size is:** An appropriate card size.
 - **Type is:** Click **More**, and then select an appropriate card type.
 - **Print Quality: Normal.**
3. Select any other print settings that you want, and then click **OK**.

Use the [What's this? help](#) to learn about the features that appear in the Printer Properties dialog box.

Postcards

To print postcards, use the Paper/Quality tab.

Guidelines

- Use only cards that meet the paper size specifications for the printer. For specifications, see the reference guide that came with the printer.
- Do not exceed the paper tray capacity: 20 cards.

Prepare to print

1. Slide the paper guide to the left.
2. Place the cards, with the side to be printed on facing down and the short edge pointing towards the printer, in the tray and to the right. Push the cards into the printer until they stop.



3. Slide the paper guide firmly against the edge of the paper.

Print

1. Open the [Printer Properties](#) dialog box.
2. Click the **Paper/Quality** tab, and then specify the following print settings:
 - **Size is:** An appropriate card size.
 - **Type is:** Click **More**, and then select an appropriate card type.
 - **Print Quality:** **Normal** or **Best**.
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Transparencies

To print transparencies, use the Printing Shortcuts tab. For great results, use HP Premium Inkjet Transparency Film.

Guidelines

Do not exceed the paper tray capacity: 20 transparencies.

Prepare to print

1. Slide the paper guide to the left.
2. Place the transparencies, with the side to be printed on facing down and the adhesive strip toward the printer, in the tray.
The transparencies will extend over the edge of the tray.



3. Carefully push the transparencies into the printer until they stop so that none of the adhesive strips catch on one another.
4. Slide the paper guide firmly against the edge of the transparencies.

Print

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab.
3. In the **What do you want to do?** drop-down list, click **Presentation Printing**, and then specify the following print settings:
 - **Paper Type:** An appropriate transparency film
 - **Paper Size:** An appropriate paper size
4. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear on the Printer Properties dialog box.

Labels

To print labels, use the Printing Shortcuts tab. For great results, use HP Address Labels.

Guidelines

- Use only paper, plastic, or clear labels that are designed specifically for inkjet printers.
- Use only full sheets of labels.
- Avoid using labels that are sticky, wrinkled, or pulling away from the protective backing.
- Do not exceed the paper tray capacity: 15 sheets of labels (use only Letter or A4-size sheets).

Prepare to print

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



The sheets will extend over the edge of the tray.

4. Slide the paper guide firmly against the edge of the sheets.

Print



Note If your software program includes a label printing feature, follow the instructions that are provided with the software program. Otherwise, follow the instructions below.

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab.
3. In the **What do you want to do?** drop-down list, click **General Everyday Printing**, and then specify the following print settings:
 - **Paper Type:** Plain paper
 - **Paper Size:** An appropriate paper size
4. Click **OK**.

Use the [What's This help](#) to learn about the features that appear in the Printer Properties dialog box.

Index cards and other small media

To print index cards and other small media, use the Paper/Quality tab.

Guidelines

- Use only cards and small media that meet the paper size specifications for the printer. For specifications, see the reference guide that came with the printer.
- Do not exceed the paper tray capacity: 20 cards.

Prepare to print

1. Slide the paper guide to the left.
2. Place the cards, with the side to be printed on facing down and the short edge pointing towards the printer, in the tray and to the right. Push the cards into the printer until they stop.



3. Slide the paper guide firmly against the edge of the paper.

Print

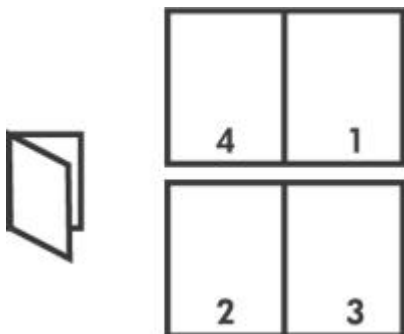
1. Open the [Printer Properties](#) dialog box.
2. Click the **Paper/Quality** tab, and then specify the following print settings:
 - **Size is:** An appropriate card size.
 - **Type is:** Click **More**, and then select an appropriate card type.
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear on the Printer Properties dialog box.

Booklets

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

For example, when a four-page booklet is printed on both sides of the paper, the pages are reordered and printed like this:



Guidelines

Do not exceed the paper tray capacity: 80 sheets of paper.

Prepare to print

1. Slide the paper guide to the left.
2. Place the paper with the side to be printed on facing down in the paper tray, and then push it into the printer until it stops.
The paper will extend over the edge of the tray.
3. Slide the paper guide firmly against the edge of the paper.



Print

1. Open the [Printer Properties](#) dialog box.
2. Click the **Finishing** tab.
3. In the **Document Options** area, select **Print on Both Sides**.

4. In the **Booklet layout is** drop-down list, click one of the following binding options:
 - **Right edge binding**
 - **Left edge binding**
5. Select any other print settings that you want, and then click **OK**.
6. When prompted, reload the printed pages in the paper tray as shown below.



7. Click **Continue** to finish printing the booklet.
Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Posters

For poster printing, sections of the poster are automatically arranged on individual sheets that can be taped together.

Guidelines

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



- Do not exceed the paper tray capacity: 80 sheets of paper.

Prepare to print

1. Slide the paper guide to the left.
2. Place the paper with the side to be printed on facing down in the tray, and then push it into the printer until it stops.
The paper will extend over the edge of the tray.



3. Slide the paper guide firmly against the edge of the paper.

Print

1. Open the [Printer Properties](#) dialog box.
2. Click the **Paper/Quality** tab, and then specify the following print settings:
 - **Size is:** An appropriate paper size
 - **Type is: Plain paper**
3. Click the **Finishing** tab, and then specify the following print settings:
 - **Pages Per Sheet and Posters: Poster 2 x 2, Poster 3 x 3, Poster 4 x 4, or Poster 5 x 5**
 - **Orientation: Portrait or Landscape**
4. Select any other print settings that you want, and then click **OK**.

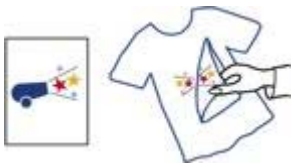
Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Iron-on transfers

When printing iron-on transfers, use HP Iron-on Transfers for great results.

Guidelines

- When printing a mirror image, the text and the pictures are horizontally reversed from what appears on the computer screen.



- Do not exceed the paper tray capacity: 10 iron-on transfers.

Prepare to print

1. Slide the paper guide to the left.
2. Place the iron-on transfer paper, with the side to be printed on facing down, in the paper tray, pushing the paper into the printer until it stops.
The paper will extend over the edge of the tray.



3. Slide the paper guide firmly against the edge of the paper.

Print



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

1. Open the [Printer Properties](#) dialog box.
2. Click the **Paper/Quality** tab, and then specify the following print settings:
 - **Size is:** An appropriate paper size.
 - **Type is: Plain paper.**
 - **Print quality: Normal or Best.**
3. Click the **Advanced** tab.
4. Click **Printer Features**, and then specify the following print setting:
Mirror Image: On



Note Some iron-on transfer software programs do not require you to print a mirror image.

5. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

7 Printing tips

Save time

- Use the [Printing Shortcuts](#) tab.
- Set printer [default settings](#) for options that you often use.
- Create [print task quick sets](#) for documents that you often print.
- Set the [order](#) that the pages print.

Save money

- Use [Fast/economical printing](#).
- Print [multiple pages on a single sheet of paper](#).
- Use [HP Everyday Photo Paper](#) to save money and ink when printing photos.

Enhance the quality of printouts

- [Preview](#) the document before printing it.
- Print on a [custom paper size](#).
- Select the correct [paper type](#).
- Select the correct [print quality](#).

Printing shortcuts

The Printing Shortcuts tab makes it easy to set the printing options for the documents that you want to print.

Use the Printing Shortcuts tab for the following print tasks:

- [General everyday printing](#)
- [Photo printing-borderless](#)
- [Photo printing-with white borders](#)
- [Fast/economical printing](#)
- [Presentation printing](#)

Fast/economical printing

Use Fast/economical printing to produce draft-quality printouts quickly.

Follow these steps to use Fast/economical printing:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab.
3. In the **What do you want to do?** drop-down list, click **Fast/Economical Printing**.
4. Specify the print settings that you want.
5. Click **OK**.

Use the [What's This? help](#) to learn about the features you see on the Printer Properties dialog box.

General everyday printing

Use General everyday printing to print documents quickly.

- Documents
- E-mail

Presentation printing

Use Presentation printing to print high-quality documents, including:

- Letters
- Brochures
- Transparencies

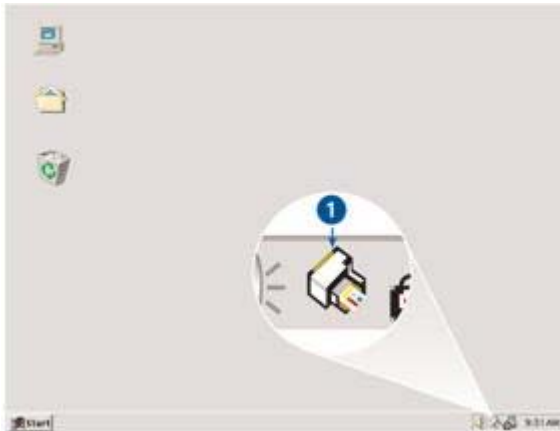
Set default settings for the printer

The printer uses the default settings for all documents printed unless you open the [Printer Properties](#) dialog box and specify other settings.

To save time when printing, set the printer default settings to options that you use often. That way, you do not have to specify the options every time you use the printer.

Follow these steps to change the default settings:

1. Click the task tray icon.



1 Task tray icon

The Printer Properties dialog box appears.

2. Select the options that you want to use as the default settings.
3. Click **OK**.

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

4. Click **OK** to save the new default print settings.

Select a print quality

Follow these steps to select a print quality:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab.
3. Click one of the following options in the **Print quality** drop-down list:
 - **FastDraft**: Prints at the fastest printing speed while using the least amount of ink.
 - **Fast Normal**: Prints more quickly than Normal mode and at a higher print quality than FastDraft.
 - **Normal**: Provides the best balance between print quality and speed. This is the appropriate setting for most documents.
 - **Best**: Provides high-quality printing.
 - **Maximum dpi**: Provides the highest quality printing, but requires longer to print than **Best** and requires a large amount of disk space.



Note **Maximum dpi** is available on the **Paper/Quality** tab.



Note The print quality options that are available on the **Printing Shortcuts** tab vary depending on the type of document that you are printing.

Set the page order

The page order determines the order in which your multipage documents print.

To set the page order, follow these steps:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Advanced** tab.
3. Click **Document Options**, and then click **Layout Options**.
4. Click one of the following **Page Order** options:
 - **Front to back**: Prints the first page of the document last. This setting saves time because you do not have to reorder the printed pages. It is the appropriate setting for most print jobs.
 - **Back to front**: Prints the last page of the document last.
5. Select any other print settings that you want, and then click **OK**.

Print multiple pages on a single sheet of paper

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

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

1. Open the [Printer Properties](#) dialog box.
2. Click the **Finishing** tab.
3. In the **Pages Per Sheet and Posters** drop-down list, click the number of pages that you want to appear on each sheet of paper.

4. If you want a border to appear around each page image that is printed on the sheet of paper, select the **Print Page Borders** check box.
5. In the **Page Order Is** drop-down list, click a layout for each sheet of paper.
6. Select any other print settings that you want, and then click **OK**.

Print preview

Use the print preview function to view a printout on your computer before printing a document. If the printout does not look right, you can cancel the print job and adjust the print settings as needed.

To preview a printed document, follow these steps:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Effects** tab.
3. Select the **Show print preview** check box.
4. Select any other print settings that you want, and then click **OK**.
Before the document prints, a preview appears.
5. Do one of the following:
 - Click **File** and then click **Print to HP Deskjet** to print the document.
 - Click **File** and then click **Cancel Printing** to cancel the print job. Adjust the print settings as needed before trying to print the document again.

Set a custom paper size

Use the Custom paper size dialog box to print on a special paper size.



Note This feature is not available for all paper types.

Follow these steps to define a custom paper size:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Paper/Quality** tab.
3. Click the **Custom** button.
The Custom paper size dialog box appears.
4. In the **Name** drop-down list, click a custom paper size name.
5. Type the paper dimensions in the **Width** and **Length** boxes.
The minimum and maximum dimensions appear beneath each of the boxes.
6. Click the unit of measurement: **Inches** or **Millimeters**.
7. Click **Save** to save the custom paper size.
8. Click **OK** to exit the Custom paper size dialog box.

Select a paper type

When printing a higher-quality document, HP recommends that you select a specific paper type.

Select a specific paper type

Follow these steps to select a specific paper type:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab.
3. In the **Paper type** drop-down list, click an appropriate paper type.
4. Select any other print settings that you want, and then click **OK**.

Print task quick sets

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

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



Note The printer software can save up to 25 print task quick sets.

Create your own print task or use the specially designed print tasks that are available in the Print Task Quick Sets drop-down list.

Use a print task quick set

Follow these steps to use a print task quick set:

1. Open the [Printer Properties](#) dialog box.
A Print Task Quick Sets drop-down list appears at the top of most tabs.
2. Go to **Print Task Quick Sets** on any tab where it appears.
3. In the drop-down list, click the print task that you want to use.
4. Click **OK**.



Note To restore default print settings, click **Default Print Settings** in the **Print Task Quick Sets** drop-down list, and then click **OK**.

Create a print task quick set

Follow these steps to create a print task quick set:

1. Open the [Printer Properties](#) dialog box.
2. Select the options that you want to include in the new print task.
3. Go to **Print Task Quick Sets** on any tab where it appears.
4. Type a name for the new print task in the **Print Task Quick Sets** drop-down list, and then click **Save**.

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



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

Delete a print task quick set

Follow these steps to delete a print task quick set:

1. Open the [Printer Properties](#) dialog box.
A Print Task Quick Sets drop-down list appears at the top of most tabs.
2. Go to **Print Task Quick Sets** on any tab where it appears.
3. In the drop-down list, click the print task that you want to delete and then click **Delete**.



Note Some print task quick sets cannot be deleted.

Two-sided printing

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

Print a two-sided document

To print a two-sided document, follow these steps:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Printing Shortcuts** tab.
3. In the **Print On Both Sides** drop-down list, click **Manually**.
4. Select any other print settings that you want, and then click **OK**.
The printer prints the odd-numbered pages first.
5. After the odd-numbered pages have been printed, reload the printed pages, with the printed side facing up.



6. Click **Continue** to print the even-numbered pages.

Create a bound two-sided document

Select the type of binding that you want for the two-sided document, and then follow the steps for that binding.



Book binding



Tablet binding



Note Book binding is the most common type of binding.

Book binding

Follow these steps to print a two-sided document with a book binding:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Finishing** tab.
3. Select the **Print On Both Sides (Manually)** check box.
4. Select any other print settings that you want, and then click **OK**.
The printer prints the odd-numbered pages first.
5. After the odd-numbered pages have been printed, reload the printed pages, with the printed side facing up.



6. Click **Continue** to print the even-numbered pages.

Tablet binding

Follow these steps to print a two-sided document with a tablet binding:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Finishing** tab.
3. Select the following check boxes:
 - **Print On Both Sides (Manually)**
 - **Flip Pages Up**
4. Select any other print settings that you want, and then click **OK**.
The printer prints the odd-numbered pages first.
5. After the odd-numbered pages have been printed, reload the printed pages, with the printed side facing up according to the document orientation.
6. Click **Continue** to print the even-numbered pages.

8 Printer software

- Use the [Printer Properties](#) dialog box to select printing options.
- Use the [What This? help](#) to learn more about specific print settings.
- View the [Ink Status window](#) for the approximate ink level of each print cartridge.
- Download [printer software updates](#) for the latest features and improvements.

Printer Properties dialog box

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

To change the print settings, open the Printer Properties dialog box.



Note The Printer Properties dialog box is also referred to as the Printing Preferences dialog box.

Open the Printer Properties dialog box

Follow these steps to open the Printer Properties dialog box:

1. Open the file that you want to print.
2. Click **File**, then click **Print**, and then click **Properties** or **Preferences**.
The Printer Properties dialog box appears.



Note The path to the Printer Properties dialog box can vary depending on the software program you are using.

What's This? help

Use the [What's This? help](#) to learn about the features that you see on the Printer Properties dialog box.

What's This? help

Use What's This? help to learn more about the available printing options.

1. Move the cursor over the feature that you want to learn more about.
2. Click the right mouse button.
The What's This box appears.
3. Move the cursor over the **What's This?** box, and then click the left mouse button.
An explanation of the feature appears.

Ink Status window

The Ink Status window appears each time the printer prints a file. The window displays the approximate ink level of each print cartridge. To close the Ink Status window, click **Close**.



Note This feature might not be available in your operating environment.

Print cartridge information and ordering

For print cartridge information and to link to HP's Web site for ordering print cartridges, click the **Print Cartridge Information** button.

Displaying the Ink Status window

If you do not want the Ink Status window to appear when you print, select the **Do not show this again** check box in the lower-left corner of the window.

If you previously chose not to show the Ink Status window but now want it to appear when you print, follow these steps:

1. For Windows 2000, click **Start**, click **Settings**, and then click **Printers**. For Windows XP, click **Start**, and then click **Printers and Faxes**.
A list that includes the printers installed on your computer appears.
2. Highlight the printer name, and then right-click to display a list of options.
3. Click **Properties**.
The printer properties dialog box appears.
4. Click the **Device Settings** tab.
5. For **Display Ink Status Window**, click **On**, and then click **OK**.

Download printer software updates

Download the latest printer software update every few months to ensure you have the latest features and improvements:

1. Make sure you are connected to the Internet.
2. For Windows 2000, click **Start**, click **Programs**, click **HP**, and then click **HP Software Update**. For Windows XP, click **Start**, click **All Programs**, click **HP**, and then click **HP Software Update**.
3. Click **Next**.
HP Software Update searches the HP Web site for printer software updates.
 - If the computer has the most recent version of the printer software installed, **No updates are available for your system at this time** appears in the HP Software Update window.
 - If the computer does not have the most recent version of the printer software installed, a software update appears in the HP Software Update window.
4. If a software update is available, select the check box beside the update name.
5. Click **Install**.
6. Follow the onscreen instructions.

9 Maintenance

- Install print cartridges
- Align the print cartridges
- Automatically clean print cartridges
- Print a test page
- View estimated ink levels
- Maintain the printer body
- Remove ink from your skin and clothing
- Manually clean print cartridges
- Maintain print cartridges
- Printer Toolbox

Install print cartridges

When you need to replace print cartridges, make sure you have the correct print cartridges for your printer, and then install them in the print cartridge cradle.

Print cartridges

Always install the tri-color print cartridge in the left side of the print cartridge cradle. Install the black print cartridge in the right side of the print cartridge cradle.

Selection numbers

When buying replacement print cartridges, look for the print cartridge selection number.

You can find the selection number in three places:

- Selection number label: Look at the label on the print cartridge that you are replacing.



1	Selection number label
---	------------------------

- Printer documentation: For a list of print cartridge selection numbers, see the reference guide that came with the printer.
- Print Cartridge Information dialog box: For a list of print cartridge selection numbers, open the printer [Toolbox](#), click the **Estimated Ink Levels** tab, and then click the **Print Cartridge Information** button.



Note This feature might not be available in your operating environment.

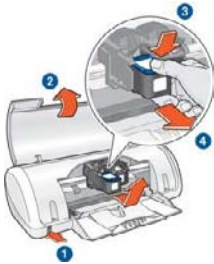
Ink-backup mode

The printer can operate with only one print cartridge installed. For more information, see [Ink-backup mode](#).

Installation instructions

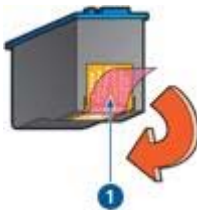
Follow these steps to install a print cartridge:

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



1	Press the Power button.
2	Lift the printer cover.
3	Push down on the print cartridge.
4	Slide the print cartridge out of the cradle.

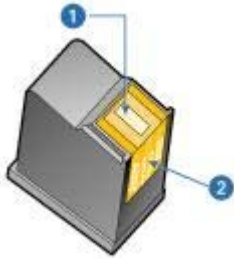
4. Remove the replacement print cartridge from its packaging and carefully remove the plastic tape. Hold the print cartridge so that the copper strip is on the bottom and facing toward the printer.



1	Remove the pink tape only.
---	----------------------------



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



1	Ink nozzles
2	Copper contacts

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



- Push the cartridge into the cradle.
You hear a snap when the print cartridge is correctly positioned.
- Close the printer cover.
- [Align](#) the print cartridges for optimum print quality.

For information about storing print cartridges, see [Maintain print cartridges](#).

For information about recycling empty print cartridges, see [Print cartridge recovery](#).



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

Align the print cartridges

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

To align the print cartridges:

- Load Letter or A4 plain, white paper in the paper tray.
- Open the printer [Toolbox](#).
- Click **Align the Print Cartridges**.
- Click **Align**, and then follow the onscreen instructions.



Note This feature might not be available in your operating environment.

Automatically clean print cartridges

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

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

1. Open the printer [Toolbox](#).
2. Click **Clean the Print Cartridges**.
3. Click **Clean**, and then follow the onscreen instructions.

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



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



Note This feature might not be available in your operating environment.

Print a test page

Follow these instructions to print a test page:

1. Open the printer [Toolbox](#).
2. Click the **Print a Test Page** button, and then follow the onscreen instructions.



Note This feature might not be available in your operating environment.

View estimated ink levels

Follow these instructions to view the estimated ink levels of the print cartridges that are installed in the printer:

1. Open the printer [Toolbox](#).
2. Click the **Estimated Ink Levels** tab.



Note If the print cartridges were used before being installed in the printer, the estimated ink levels will not appear on the **Estimated Ink Levels** tab.

The Estimated Ink Levels tab also contains print cartridge ordering information. To view this information, click the **Print Cartridge Information** button.



Note This feature might not be available in your operating environment.

Maintain the printer body

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

When cleaning the printer, keep these tips in mind:

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

Remove ink from your skin and clothing

Follow these instructions to remove ink from your skin and clothing:

Surface	Remedy
Skin	Wash the area with an abrasive soap.
White fabric	Wash the fabric in <i>cold</i> water and use chlorine bleach.
Color fabric	Wash the fabric in <i>cold</i> water and use sudsy ammonia.



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

Manually clean print cartridges

If the printer is used in a dusty environment, a small amount of debris can accumulate on the print cartridge contacts.

Gather cleaning supplies


You will need the following items to clean the print cartridges.

- Distilled water (tap water can contain contaminants that can damage the print cartridge)
- Cotton swabs or other soft, lint-free material that will not stick to the print cartridge

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


Prepare to clean

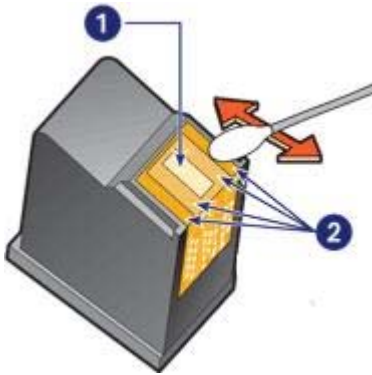
1. Press the **Power** button to turn on the printer, and then raise the printer cover. The cradle moves to the center of the printer.
2. Disconnect the power cord from the back of the printer.
3. Remove the print cartridges and place them on a piece of paper, with the copper strips facing up.

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

Cleaning instructions

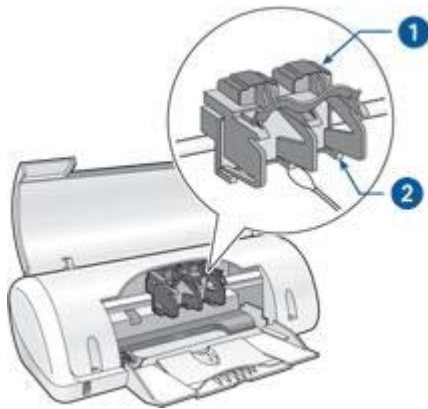
1. Lightly moisten a cotton swab with distilled water and squeeze any excess water from the swab.
2. Wipe the face and edges of the first print cartridge with the cotton swab.

 **Caution** Do not wipe the nozzle plate. Touching the ink nozzles will result in clogs, ink failure, and bad electrical connections.



1	Nozzle plate
2	Face and edges of print cartridge

3. Inspect the face and edges of the print cartridge for fibers.
Repeat steps 1 and 2 if fibers are still present.
4. Repeat steps 1 through 3 for the second cartridge.
5. Wipe the underside of the print cartridge cradle walls with clean, moistened cotton swabs.
Repeat this process until no ink residue or dust appears on a clean swab.



1	Print cartridge cradle
2	Print cartridge cradle walls

6. Insert the print cartridges in the printer, and then close the printer cover.
7. Connect the power cord to the back of the printer.
8. Print a [test page](#).
9. Repeat the cleaning procedure if ink streaks continue to appear on printed pages.

Maintain print cartridges

The following tips will help maintain HP print cartridges and ensure consistent print quality:

- Keep all print cartridges in their sealed packages until they are needed. Print cartridges should be stored at room temperatures (15° to 35° C or 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.

Printer Toolbox

The printer Toolbox contains a number of useful tools to enhance the performance of the printer.

Use the printer Toolbox to perform the following tasks:

- [Align the print cartridges](#)
- [Clean the print cartridges](#)
- [Print a test page](#)
- [View estimated ink levels](#)

Use the Toolbox

Follow these instructions to use the printer Toolbox:

1. Open the [Printer Properties](#) dialog box.
2. Click the **Services** tab, and then click the **Service this device** button.



Note This feature might not be available in your operating environment.

10 Troubleshooting

- [Printer does not print](#)
- [Paper jam](#)
- [Paper problems](#)
- [Printer is stalled](#)
- [Print cartridge problems](#)
- [Photos do not print correctly](#)
- [Print quality is poor](#)
- [Document is misprinted](#)
- [Problems with borderless documents](#)
- [Error messages](#)
- [Power light is flashing](#)
- [Document prints slowly](#)
- [If you continue to have problems](#)

Printer does not print

Verify the following

Verify the following conditions if the printer is not printing:

- The printer is connected to the power source.
- The cable connections are secure.
- The printer is turned on.
- The print cartridges are the [correct print cartridges](#) for the printer and are [properly installed](#).
- The paper or other media is correctly loaded in the paper tray.
- The printer cover is closed.
- The rear access door is attached.

Check the power light

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

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

Check the printer cable connection

If the printer cable is attached to a USB hub, a printing conflict might exist. Two methods are available for solving the conflict:

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

Check the print queue

The printer will not print if a print job is stalled in the print queue. To resolve a print job that is stalled in the queue, complete the following steps:

1. For Windows 2000, click **Start**, click **Settings**, and then click **Printers**. For Windows XP, click **Start**, and then click **Printers and Faxes**.
2. Double-click the name of the HP Deskjet printer.
3. Click the **Printer** menu, and then click **Pause Printing**.
4. Click the **Printer** menu again, and then click **Cancel all documents**.
5. Click **Yes**.
6. Click the **Printer** menu, and then click **Resume Printing**.
7. If there are still documents in the list, restart the computer.
8. After restarting, if there are still documents in the list, repeat steps 1-6.

If the printer still does not print

1. Select the topic below that best describes the problem:
 - [Paper jam](#)
 - [Out-of-paper message](#)
 - [Printer is stalled](#)
2. If the printer still does not print, shut down, and then restart your computer.

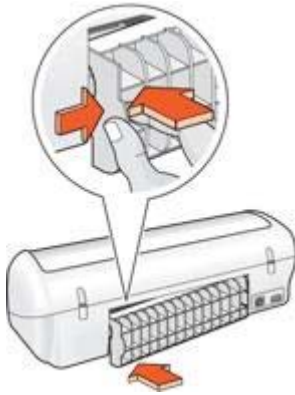
Paper jam

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

1. Remove the paper from the paper tray.
2. If you are printing labels, verify that a label did not become detached from the label sheet while passing through the printer.
3. Turn off the printer.
4. Remove the rear access door. Press the handle to the right, and then pull out the door.



5. Remove the paper jam from the back of the printer, and then replace the rear access door securely.



6. If the paper jam cannot be removed from the back of the printer, raise the printer cover, remove the paper jam from the front of the printer, and then lower the cover.



Caution Remove the paper jam carefully as it is possible to damage the printer when removing paper from the front.

7. Reload paper in the paper tray.
8. Turn on the printer.
9. Reprint the document.



Note If paper jams occur frequently, try using a heavier paper. See the reference guide for paper weight specifications.

Paper problems

Printer does not feed paper

Try one or more of the following solutions:

- Reduce the number of sheets in the paper tray.
- Remove the paper from the paper tray, and then reload it.
- Use a different type of paper.

Out-of-paper message

If an out-of-paper message appears, follow these [guidelines](#).

Paper jam

For information about clearing a paper jam, see the [paper jam](#) page.

Printer prints on multiple sheets at once

If the printer prints on multiple sheets at once, follow these [guidelines](#).

Printer prints on multiple sheets at once

If the printer prints on multiple sheets at once, check the following:

Paper weight

The printer might print on multiple sheets of paper at once if the paper is under the recommended paper weight. Use paper that is within the recommended specifications. For paper weight specifications, see the reference guide that came with the printer.

Paper might be loaded improperly

The printer might print on multiple sheets of paper at once if the paper is loaded too far toward the back of the printer or if the paper guide is not positioned firmly against the paper. Reload the paper into the paper tray, pushing the paper until you feel resistance, and then slide the paper guide firmly against the edge of the paper stack.

The printer also might print on multiple sheets if different paper types are loaded in the printer. For example, photo paper might be mixed with plain paper. Empty the paper tray and load only the paper type that is appropriate for the document that you are printing.

Printer is stalled

If the printer stalls while printing a document, raise the printer cover, and then disconnect the power cable from the back of the printer.



Caution First, check for any loose or broken parts in the printer. If you find loose or broken parts, go to www.hp.com/support or contact HP. Support phone numbers are listed in the reference guide that came with the printer or at www.hp.com/support.

If there are no loose or broken parts, follow these steps:

1. Check for and remove any obstacles, such as packing tape or materials, that prevent the print cartridges from moving back and forth.
2. Make sure the print cartridges are **installed** securely in the print cartridge cradle.
3. Make sure the tri-color print cartridge is **installed** in the left side of the cradle and the black print cartridge is installed in the right side of the cradle.
4. Check for and clear any **paper jam**.
5. Lower the printer cover.
6. Connect the power cable to the back of the printer, and then turn on the printer.

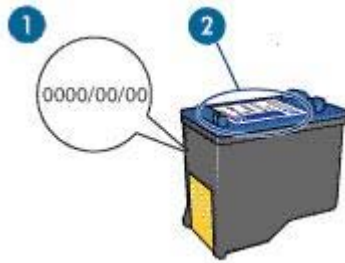
Print cartridge problems

Incorrect print cartridge

The printer can only print when the correct print cartridges are installed. If you receive a print cartridge error message, one or both of the print cartridges cannot be used in the printer.

To verify that you have the correct print cartridges:

1. Open the printer cover.
2. Read the selection number on the print cartridge label.



1	Warranty date
2	Selection number

3. Check the list of print cartridges that can be used in the printer.
 - a. Open the printer [Toolbox](#).
 - b. Click the **Estimated Ink Levels** tab.
 - c. Click the **Print Cartridge Information** button and view the list of print cartridge selection numbers.
The reference guide that came with the printer also shows the print cartridge selection numbers.
4. Check the warranty date on the print cartridge.
5. If the print cartridge has the wrong selection number, or if the warranty has expired, [install a new print cartridge](#).
6. Close the printer cover.
If the Power light is not flashing, then the problem is fixed.
If the Power light is flashing, visit HP Technical Support at www.hp.com/support.

Print cartridge problem message

If you receive a message about a problem with one of the print cartridges, follow these steps:

1. Raise the printer cover and remove the print cartridge that was named in the error message.
2. [Reinstall](#) the print cartridge.
If the Power light is not flashing, the problem is solved.
If the Power light is flashing, go to the next step.
3. [Manually clean](#) the print cartridge.
4. Reinsert the print cartridge in the printer and close the printer cover.
If the Power light is still flashing, the print cartridge is faulty and must be [replaced](#).



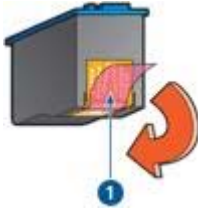
Note You can print with one print cartridge in [ink-backup mode](#) if you do not have a replacement print cartridge available.

5. If the Power light continues to flash after replacing the print cartridge, visit HP Technical Support at www.hp.com/support.

"Printing in ink-backup mode" message

When the printer detects that only one print cartridge is installed, ink-backup mode is initiated. This printing mode lets you print with a single print cartridge, but it slows the printer and affects the quality of printouts.

If you receive the ink-backup mode message and two print cartridges are installed in the printer, verify that the plastic tape has been removed from each print cartridge. When the protective piece of plastic tape covers the print cartridge contacts, the printer cannot detect that the print cartridge is installed.



- | | |
|---|-------------------------------|
| 1 | Remove the pink plastic tape. |
|---|-------------------------------|

"Print cartridge is in the wrong slot" message

If you receive this error message, the print cartridge is installed in the wrong side of the print cartridge cradle.

Always install the tri-color print cartridge in the *left* print cartridge cradle compartment. Install the black print cartridge in the *right* print cartridge cradle compartment.

Photos do not print correctly

Check the paper tray

1. Verify that the photo paper is placed in the paper tray with the side to be printed on facing down.
2. Slide the paper forward until it stops.
3. Slide the paper guide firmly against the edge of the paper.
Do not press the guide so firmly against the paper that the paper bends or curls.

Check the printer properties

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

Tab	Setting
Paper/Quality	Size is: An appropriate paper size
	Type is: An appropriate photo paper
	Print Quality: Best or Maximum dpi

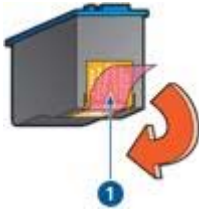
Print quality is poor

Streaks and missing lines

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

Print is faded

- Verify that neither of the print cartridges is [low on ink](#).
If a print cartridge is low on ink, consider replacing the print cartridge. For the correct part numbers, see the reference guide that came with the printer.
- Verify that a black print cartridge is installed.
If the black text and images on your printouts are faded, you might be printing with only the tri-color print cartridge. Insert a black print cartridge, in addition to the tri-color print cartridge, for optimal black print quality.
- Verify that the protective piece of plastic tape has been removed from the print cartridges.

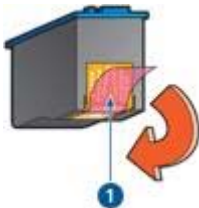


1 Remove the pink plastic tape.

- Consider selecting a higher [print quality](#).

Blank pages print

- The protective piece of plastic tape might still be attached to the print cartridges. Verify that the plastic tape has been removed from the print cartridges.



1 Remove the pink plastic tape.

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

Document is misprinted

Text and images are misaligned

If the text and images on your printouts are misaligned, then [align](#) the print cartridges.

Document is printed off-center or at an angle

1. Verify that only one type of paper is placed in the paper tray, and that the paper has been placed in the tray correctly.
2. Verify that the paper guide fits firmly against the edge of paper.
3. Reprint the document.

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

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

Tab	Setting
Finishing	Orientation: The appropriate orientation
Paper/Quality	Size is: The appropriate paper size

Envelope is printed at an angle

1. Slide the flap inside the envelope before loading it in the printer.
2. Confirm that the paper guide fits firmly against the edge of the envelope.
3. Reprint the envelope.

Document does not reflect the new print settings

The printer settings might differ from the software program print settings. Select the appropriate print settings within the software program.

Problems with borderless documents

Borderless printing guidelines

When printing borderless photos or brochures, follow these guidelines:

- Verify that the paper size that is specified in the **Paper Size** drop-down list on the **Printing Shortcuts** tab matches the size of the paper that is loaded in the paper tray.
- Select the appropriate paper type in the **Paper Type** drop-down list on the **Printing Shortcuts** tab.
- Do not print borderless documents in [ink-backup mode](#). Always have two print cartridges installed in the printer when printing borderless documents.

Image is printed at an angle



Verify that no problem exists with the source image. For example, if you are printing a scanned image, verify that the image was not crooked when it was scanned.

If the problem is not caused by the source image, follow these steps:

1. Remove all paper from the paper tray.
2. Load the photo paper correctly in the paper tray.
3. Verify that the paper guide fits firmly against the edge of the paper.
4. Follow loading instructions for the paper type.

Edge of the photograph is faded



Verify that the photo paper is not curled. If the photo paper is curled, place the paper in a plastic bag and gently bend it in the opposite direction of the curl until the paper lies flat. If the problem persists, use photo paper that is not curled.

For instructions about preventing photo paper from curling, see the [photo paper storage](#) page.

Photo has unwanted border

If the photo has an unwanted border, follow these [guidelines](#).

Photo has an unwanted border

The following conditions can create an unwanted border.

For small photo paper



If the printout has an unwanted border, try the following solutions:

- [Align the print cartridges](#).
- Open the [Printer Properties](#) dialog box, click the **Paper/Quality** tab, and verify that the selected paper size matches both the paper size that the photo is formatted for and the size of the paper that is loaded in the printer.
- Open the [Printer Properties](#) dialog box, click the **Paper/Quality** tab, and then select the **Borderless Auto Fit** check box.
- Verify that the software application you are using supports borderless printing.

For small photo paper with a tear-off tab

If the border appears below the tear-off tab, then remove the tab.



If the border appears above the tear-off tab, then [align the print cartridges](#).



Error messages

Out of paper message

If you receive an out of paper message, follow these [guidelines](#).

"There was an error writing to USB port"

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

"Two-way communication cannot be established" or "Printer not responding"

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

If you receive this error message, make sure that the USB cable is not greater than 5 meters (approximately 16 feet, 5 inches) in length.

An error message appears while the Power light is flashing

Read the error message explaining the problem and its solution.

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

Incorrect print cartridge message

The printer can only print when the correct print cartridges are installed. If you receive an incorrect print cartridge message, [follow these instructions](#).

Print cartridge problem message

If you receive a message stating there is a problem with the print cartridge, the print cartridge might be faulty. Follow [these instructions](#) to resolve the problem.

"Print cartridge carriage is stalled"

Follow [these steps](#) if the printer stalls while you are printing a document.

"Print cartridge is in the wrong slot"

If you receive this error message, the print cartridge is installed in the wrong side of the print cartridge cradle.

Always install the tri-color print cartridge in the *left* print cartridge cradle compartment.

Install the black print cartridge in the *right* print cartridge cradle compartment.

"Printing in ink-backup mode"

When the printer detects that only one print cartridge is installed, ink-backup mode is initiated. This printing mode lets you print with a single print cartridge, but it slows the printer and affects the quality of printouts.

If you receive the ink-backup mode message and two print cartridges are installed in the printer, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the printer cannot detect that the print cartridge is installed.

Out of paper message

Follow the appropriate steps for the condition that exists.

If the paper tray is loaded

1. Verify the following:
 - A sufficient amount of paper is loaded in the paper tray (at least ten sheets).
 - The paper tray is not overly full.
 - The paper stack is touching the back of the paper tray.
2. Slide the paper guide so that it fits firmly against the edge of the paper.
3. Click **Continue** to resume printing.

If the paper tray is empty

1. Load paper in the paper tray.
2. Push the paper forward until it stops.
3. Slide the paper guide so that it fits firmly against the edge of the paper.
4. Click **Continue** to resume printing.

Power light is flashing



1 Power light

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

What the flashing light means

The Power light can flash for several reasons:

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

If an error message appears

Read the error message that explains the problem and its solution.

If no error message appears

Check the status of the printer by using the printer tools. To gain access to the tools, open the [Printer Properties](#) dialog box, click the **Services** tab, and then click the **Service this device** button.

Use the printer tools to perform the following tasks:

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

Document prints slowly

Multiple software programs are open

The computer resources are insufficient for the printer to print at its optimum speed. To increase printer speed, close all unnecessary software programs when printing.

Best or maximum dpi print mode is selected

The printer prints more slowly when Best or Maximum dpi is selected as the print quality. To increase the printer speed, select a different print quality mode.

Printer is in ink-backup mode

The printer might print more slowly if it is in [ink-backup mode](#). To increase the print speed, use two print cartridges in the printer.

Printer software is outdated

Outdated printer software might be installed. For information about updating the printer software, see the [software update](#) page.

Computer does not meet system requirements

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

1. Verify that the computer hard disk space, RAM, and processor speed meet the system requirements.
The system requirements are listed in the reference guide that came with the printer.
2. Make space available on the hard drive by deleting unwanted files.

If you continue to have problems

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

If you still have questions after restarting your computer, visit HP Technical Support at www.hp.com/support.

11 Supplies

- Paper
- USB cables

Paper

To order media such as HP Premium Paper, HP Premium Inkjet Transparency Film, HP Iron-On Paper, or HP Greeting Cards, go to www.hp.com.

Choose your country/region, and then select Buy or Shopping.

USB cables

C6518A HP USB A-B 2-meter cable

12 Specifications

- [Printer specifications](#)

Printer specifications

See the reference guide that came with your printer for complete printer specifications, including this information:

- Types, sizes, and weights of paper and other printing media that can be used with your printer
- Print speeds and resolutions
- Power requirements
- Computer operating system requirements

13 Environmental information

- [Environmental statement](#)
- [Print cartridge recovery](#)

Environmental statement

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

Reduction and elimination

Paper use: This equipment is suitable for using recycled paper (in accordance with EN 12281:2002).

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

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

Recycling

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

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

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

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

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



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

Recycling information for the European Union

Important recycling information for our customers in the European Union: To preserve the environment, this product must be recycled after its useful life as required by law. The symbol below indicates that this product may not be disposed in the general trash. Please return the product for proper recovery/disposal to the authorized collection location nearest to you. For more information regarding return and recycling of HP products generally, please visit www.hp.com/hpinfo/globalcitizenship/environment/recycle/index.html.



Energy consumption

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

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

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

Print cartridge recovery

Customers interested in recycling their genuine HP print cartridges can participate in HP's Planet Partner's Program for inkjet cartridges. HP offers this program in more countries/regions than any other inkjet cartridge manufacturer in the world. This program is provided as a free service to HP customers as an environmentally sound solution for these products at end-of-life.

To participate, simply follow the directions provided on HP's Web site at this address: www.hp.com/recycle. This service is not available in all countries/regions. Customers may be asked for their name, phone number, and address.

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

Returned cartridges are separated for purification into raw materials for use in other industries to manufacture new products. Examples of products made from recycled HP print cartridge materials include automobile parts, trays used in microchip fabrication processes, copper wire, steel plates, and the precious materials used in electronics. Depending on the model, HP is able to recycle up to 65% of the print

cartridge by weight. The remaining parts that cannot be recycled (ink, foam, and composite parts) are disposed of in an environmentally responsible manner.

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