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.

Contents

1 **Welcome**....3
2 **Special features**....4
3 **Get started**....5
Printer features....5
Power button and light....6
Paper tray....6
Print cartridges....8
Ink-backup mode....9
4 **Connect to the printer**....10
5 **Print photos**....11
Print borderless photos....11
Print photos with a border....13
HP Real Life technologies....14
Maximum dpi....15
Store and handle photo paper....15
Save money when printing photos....16
6 **Print other documents**....17
E-mail....17
Letters....18
Documents....19
Envelopes....19
Brochures....20
Greeting cards....21
Postcards....22
Transparencies....23
Labels....24
Index cards and other small media....24
Iron-on transfers....25
7 **Printing tips**....27
Select a print quality....27
Set the page order....27
Print multiple pages on a single sheet of paper....28
Select a paper type....28
Print preview....28
8 **Printer software**....29
Print settings....29
Manage the printer (Mac OS X 10.3)....30
Manage the printer (Mac OS X 10.2)....31
View and change the status of a print job (Mac OS X 10.3)....31
View and change the status of a print job (Mac OS X 10.2)....32
9 **Maintenance**....33
Install print cartridges....33
Align the print cartridges....36
Automatically clean print cartridges....36
Print a test page....36

View estimated ink levels 36
Maintain the printer body 37
Remove ink from your skin and clothing 37
Manually clean print cartridges 37
Maintain print cartridges 39
HP Printer Utility 39
10 Troubleshooting 41
Printer does not print 41
Paper jam 42
Paper problems 43
Printer is stalled 44
Print cartridge problems 44
Photos do not print correctly 46
Print quality is poor 46
Document is misprinted 47
Problems with borderless documents 48
Error messages 51
Power light is flashing 52
Document prints slowly 52
If you continue to have problems 53
11 Supplies 54
Paper 54
USB cables 54
12 Specifications 55
Printer specifications 55
13 Environmental information 56
Environmental statement 56
Print cartridge recovery 57
Index 59

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 level indicator.
- **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.

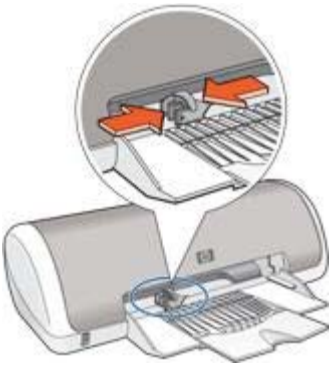
2. Lower the paper tray.

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.
- HP Printer Utility: Open the HP Printer Utility, and then select the **Supplies Status** pane.

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.

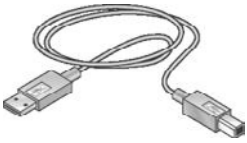
Exit ink-backup mode

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.



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.
- Achieve the highest printing resolution with maximum dpi.
- 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

Show me how to load photo paper.

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.

   Note Some panoramic paper sizes might extend beyond the edge of the paper tray.

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

Print

1. Open the Page Setup dialog box.

2. Choose the appropriate borderless paper size in the **Paper Size** menu, and then click **OK**.
3. Open the Print dialog box.
4. Select the **Paper Type/Quality** pane, and then select the following settings:
   - **Paper Type**: The appropriate photo paper type
   - **Quality**: **Best** or **Maximum dpi**
5. Select the **Real Life Digital Photography** pane, and then set the HP Real Life technologies as appropriate.
6. Select any other print settings that you want, and then click **Print**.
   If you printed on photo paper that has a tear-off tab, remove the tab to make the document completely borderless.

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

Show me how to load photo paper.

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

1. Open the Page Setup dialog box, and then select the following settings:
   - **Paper Size**: The appropriate paper size
   - **Orientation**: The appropriate orientation
2. Click **OK**.
3. Open the Print dialog box.
4. Select the **Paper Type/Quality** pane, and then select the following settings:
   - **Paper Type**: The appropriate photo paper type
   - **Quality**: **Best** or **Maximum dpi**
5. Select the **Real Life Digital Photography** pane, and then set the HP Real Life technologies as appropriate.
6. Select any other print settings that you want, and then click **Print**.

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 access the HP Digital Photography Real Life technologies:

1. Open the Print dialog box.
2. Select the **Real Life Digital Photography** pane.

Use HP Real Life technologies

Choose from the following items:

- **Summary**: View all the current settings at a glance.
- **Auto Red-eye Removal**: Click **On** to automatically remove or reduce red-eye in the photograph.
- **Adaptive Lighting**: Adjust the exposure in dark areas of photos to bring out detail. Click **Auto** to allow the printer software to automatically balance lightness and darkness.
- **Photo Brightening**: Automatically enhance colors and contrast for washed-out photos. Click **Auto** to allow the printer software to intelligently brighten your photo, focusing only on areas that need adjustment.
- **SmartFocus**: Enhance the image quality and clarity of low resolution images such as those downloaded from the Internet. Click **On** to allow the printer software to sharpen details in the image automatically.
- **Smoothing**: Soften an image. Click **Auto** to allow the printer software to set the level of smoothing for the image automatically.
- **Sharpness**: Adjust the image sharpness to your preference. Click **Auto** to allow the printer software to set the level of sharpening for the image automatically.

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 Print dialog box.
2. Select the **Paper Type/Quality** pane.
3. In the **Paper Type** pull-down menu, click **Photo Paper**, and then click the appropriate photo paper type.
4. In the **Quality** pull-down menu, click **Maximum dpi**.
5. Select any other print settings that you want, and then click **Print**.

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

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

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 e-mail, use the Paper Type/Quality pane in the Print dialog box to select the paper type and print quality.

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. If necessary, open the Page Setup dialog box and set the paper size, scaling, and orientation options.
2. Open the Print dialog box.
3. Select the **Paper Type/Quality** pane.
4. In the **Paper Type** pull-down menu, click **Plain Paper**.
5. Select any other print settings that you want, and then click **Print**.

Letters

To print letters, use the Paper Type/Quality pane in the Print dialog box to select the paper type and print quality.

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. If necessary, open the Page Setup dialog box and set the paper size, scaling, and orientation options.

2. Open the Print dialog box.
3. Select the **Paper Type/Quality** pane.
4. In the **Paper Type** pull-down menu, click **Plain Paper**.
5. In the **Quality** pull-down menu, select the appropriate print quality.
6. Select any other print settings that you want, and then click **Print**.

Documents

To print documents, use the Paper Type/Quality pane in the Print dialog box to select the paper type and print quality.

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 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. If necessary, open the Page Setup dialog box and set the paper size, scaling, and orientation options.
2. Open the Print dialog box.
3. Select the **Paper Type/Quality** pane.
4. In the **Paper Type** pull-down menu, click **Plain Paper**.
5. In the **Quality** pull-down menu, select the appropriate print quality.
6. Select any other print settings that you want, and then click **Print**.

Envelopes

To print envelopes, use the Paper Type/Quality pane in the Print dialog box to select the paper type and print quality. 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. If necessary, open the Page Setup dialog box and set the paper size, scaling, and orientation options.
2. Open the Print dialog box.
3. Select the **Paper Type/Quality** pane.
4. In the **Paper Type** pull-down menu, click **Plain Paper**.
5. Select any other print settings that you want, and then click **Print**.

Brochures

To print a brochure, use the Paper Type/Quality pane in the Print dialog box to select the paper type and print quality. 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. If necessary, open the Page Setup dialog box and set the paper size, scaling, and orientation options.
2. Open the Print dialog box.
3. Select the **Paper Type/Quality** pane, and then specify the following settings:
   - **Paper Type**: The appropriate brochure paper type
   - **Quality**: **Normal** or **Best**
4. Select any other print settings that you want, and then click **Print**.

Greeting cards

To print greeting cards, use the Paper Type/Quality pane in the Print dialog box to select the paper type and print quality. 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

1. Open the Page Setup dialog box, and then select the following settings:
   - **Paper Size**: The appropriate card size
   - **Orientation**: The appropriate orientation
2. Click **OK**.
3. Open the Print dialog box.
4. Select the **Paper Type/Quality** pane, and then specify the following settings:
   - **Paper Type**: The appropriate card type
   - **Quality**: **Normal** or **Best**
5. Select any other print settings that you want, and then click **Print**.

Postcards

To print postcards, use the Paper Type/Quality pane in the Print dialog box to select the paper type and print quality.

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 Page Setup dialog box, and then select the following settings:
   - **Paper Size**: The appropriate card size
   - **Orientation**: The appropriate orientation

   Note To print a borderless card, select the borderless photo size that matches the card size.

2. Click **OK**.
3. Open the Print dialog box.

4. Select the **Paper Type/Quality** pane, and then specify the following settings:
   - **Paper Type**: The appropriate card type
   - **Quality**: **Normal**, **Best**, or **Maximum dpi**
5. If you want to use them, set the HP Real Life technology options.
6. Select any other print settings that you want, and then click **Print**.

Note If an out-of-paper message appears, verify that the cards are positioned correctly in the paper tray.

Transparencies

To print transparencies, use the Paper Type/Quality pane in the Print dialog box to select the paper type and print quality. 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. If necessary, open the Page Setup dialog box and set the paper size, scaling, and orientation options.
2. Open the Print dialog box.
3. Select the **Paper Type/Quality** pane, and then specify the following settings:
   - **Paper Type**: The appropriate transparency type
   - **Quality**: **Normal** or **Best**
4. Select any other print settings that you want, and then click **Print**.

Labels

To print labels, use the Paper Type/Quality pane in the Print dialog box to select the paper type and print quality. 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

1. Open the Page Setup dialog box, and then select the following settings:
   - **Paper Size**: **A4** or **US Letter**
   - **Orientation**: The appropriate orientation
2. Click **OK**.
3. Open the Print dialog box.
4. Select the **Paper Type/Quality** pane.
5. In the **Paper Type** pull-down menu, click **Plain Paper**.
6. Select any other print settings that you want, and then click **Print**.

Index cards and other small media

To print index cards and other small media, use the Paper Type/Quality pane in the Print dialog box to select the paper type and print quality.

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

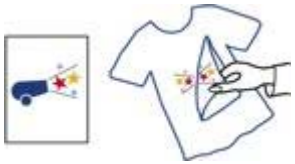
1. Open the Page Setup dialog box, and then select the following settings:
   - **Paper Size**: The appropriate card size
   - **Orientation**: The appropriate orientation
2. Click **OK**.
3. Open the Print dialog box.
4. Select the **Paper Type/Quality** pane, and then specify the appropriate paper type.
5. Select any other print settings that you want, and then click **Print**.

Iron-on transfers

To print iron-on transfers, use the Paper Type/Quality pane in the Print dialog box to select the paper type and print quality. For great results, use HP Iron-on Transfers.

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

1. Open the Page Setup dialog box, and then select the following settings:
   - **Paper Size**: **A4** or **US Letter**
   - **Orientation**: The appropriate orientation
2. Click **OK**.
3. Open the Print dialog box.
4. Select the **Paper Type/Quality** pane.
5. In the **Paper Type** pull-down menu, select **Plain paper**.
6. Select any other print settings that you want, and then click **Print**.

7 Printing tips

Save time

Set the order that the pages print.

Save money

- 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

- Select the correct paper type.
- Select the correct print quality.

Select a print quality

Follow these steps to select a print quality:

1. Open the Print dialog box.
2. Select the **Paper Type/Quality** pane.
3. Select one of the following settings from the **Quality** pull-down menu:
   - **Fast draft**: 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 Fast draft.
   - **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 uses a larger amount of available memory.
4. Select any other print settings that you want, and then click **Print**.

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 Print dialog box.
2. Select the **Paper Handling** pane.
3. Select one of the following options:
   - Select the **Reverse page order** check box to print 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.
   - Clear the **Reverse page order** check box to print the last page of the document last.
4. Select any other print settings that you want, and then click **Print**.

Note The reverse page order feature is only available in Mac OS X 10.3 and later.

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 Print dialog box.
2. Select the **Layout** pane.
3. In the **Pages per Sheet** menu, select the number of pages that you want to appear on each sheet of paper.
4. In the **Layout Direction** menu, select the relevant option for arranging the pages on a single sheet.
5. If you want a border to appear around each page image, select the border type from the **Border** menu.
6. Select any other print settings that you want, and then click **Print**.

Select a paper type

Follow these steps to select a specific paper type:

1. Open the Print dialog box.
2. Select the **Paper Type/Quality** pane.
3. In the **Paper Type** pull-down menu, click the specific paper type.
4. Select any other print settings that you want, and then click **Print**.

Print preview

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

To preview a printed document, follow these steps:

1. Open the Print dialog box.
2. Click the **Preview** button.
   A preview appears of the printed document.
3. Do one of the following:
   - Click **Print** to print the document.
   - Click **Cancel** to cancel the print job. Adjust the print settings as needed before trying to print the document again.

8 Printer software

- Print settings
- Manage the printer (Mac OS X 10.3)
- Manage the printer (Mac OS X 10.2)
- View and change the status of a print job (Mac OS X 10.3)
- View and change the status of a print job (Mac OS X 10.2)

Print settings

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 specify the document paper size, scaling, and orientation, use the Page Setup dialog box.

To specify other print settings for a document, and to send the document to the printer, use the Print dialog box.

- Page Setup dialog box
- Print dialog box

Page Setup dialog box

Use the Page Setup dialog box to modify the document layout.

To use the **Page Setup** dialog box, open the software program that was used to create the document, click **File**, and then click **Page Setup**.

Use the Page Setup dialog box to perform the following tasks:

- Select your printer so that a complete list of supported paper sizes appears in the Paper Size pull-down menu.
- Set the paper size for a document.
- Resize a document.
- Specify the document orientation.

Print dialog box

Use the Print dialog box to modify print settings for the document that you are printing. The options that are available depend on the pane that is selected.

To open the **Print** dialog box, open the document that you want to print, click **File**, and then click **Print**.

Use the menu and buttons for these functions:

1. **Printer**: Select the printer.
2. **Presets**: Select a group of saved print options.
3. **Pane Menu**: Toggle between print setting panes, an application-specific pane, and a summary of print settings for the document.
4. **?**: Open MacHelp.
5. **Preview**: View an online preview of the printed document.

6. **Save As PDF**: Convert the document to Adobe PDF format.
7. **Fax**: Send the document as a fax.

   Note The **Fax** option is available only in Mac OS X 10.3 and later.

8. **Cancel**: Close the Print dialog box without printing the document.
9. **Print**: Print the document.

Manage the printer (Mac OS X 10.3)

Use Printer Setup Utility to manage the printer. Managing the printer includes the following tasks:

- Add a printer
- Set a default printer
- Delete a printer

Add a printer

Follow these steps to add a printer to your computer:

1. In Finder, click **Applications**, click **Utilities**, and then double-click **Printer Setup Utility**.
2. Click **Add**.
   The Add Printer dialog box appears.
3. Select the connection type for the printer (for example, USB).
4. Select the printer name from the list.
5. Click **Add**.

Set a default printer

Follow these steps to set the printer as the default printer:

1. In Finder, click **Applications**, click **Utilities**, and then double-click **Printer Setup Utility**.
2. Select the printer, and then click **Make Default**.
   The printer name appears in bold text to indicate that it is the default printer.

Delete a printer

Follow these steps to delete a printer from your computer:

1. In Finder, click **Applications**, click **Utilities**, and then double-click **Printer Setup Utility**.
2. Click the name of the printer that you want to delete.
3. Click **Delete**.

Manage the printer (Mac OS X 10.2)

Use Print Center to manage the printer. Managing the printer includes the following tasks:

- Add a printer
- Set a default printer
- Delete a printer

Add a printer

Follow these steps to add a printer to your computer:

1. In Finder, click **Applications**, click **Utilities**, and then double-click **Print Center**.
2. Click **Add Printer**.
   The Add Printer dialog box appears.
3. Select the connection type for the printer (for example, USB).
4. Select the printer name from the printer list.
5. Click **Add**.

Set a default printer

Follow these steps to set the printer as the default printer:

1. In Finder, click **Applications**, click **Utilities**, and then double-click **Print Center**.
2. Select the printer, and then click **Make Default**.
   The printer name appears in bold text to indicate that it is the default printer.

Delete a printer

Follow these steps to delete a printer from your computer:

1. In Finder, click **Applications**, click **Utilities**, and then double-click **Print Center**.
2. Click the name of the printer that you want to delete.
3. Click **Delete**.

View and change the status of a print job (Mac OS X 10.3)

When printing a document with background printing, use Printer Setup Utility to view the status of the document as it is printing.

Follow these steps to check the status of a print job:

1. In Finder, click **Applications**, click **Utilities**, and then double-click **Printer Setup Utility**.
2. Double-click the printer name to display the print queue.
3. Click a print job to select it.
   Use the following buttons to manage the print job:
   - **Delete**: Cancel the selected print job.
   - **Hold**: Pause the selected print job.
   - **Resume**: Continue a paused print job.
   - **Stop Jobs**: Pause all print jobs in the print queue.

View and change the status of a print job (Mac OS X 10.2)

When printing a document with background printing, use Print Center to view the status of the document as it is printing.

Follow these steps to check the status of a print job:

1. In Finder, click **Applications**, click **Utilities**, and then double-click **Print Center**.
2. Double-click the printer name to display the print queue.
3. Click a print job to select it.
   Use the following buttons to manage the print job:
   - **Delete**: Cancel the selected print job.
   - **Hold**: Pause the selected print job.
   - **Resume**: Continue a paused print job.
   - **Stop Jobs**: Pause all print jobs in the print queue.

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
- HP Printer Utility

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.
- HP Printer Utility: Open the HP Printer Utility, and then select **Supplies Status**.

Ink-backup mode

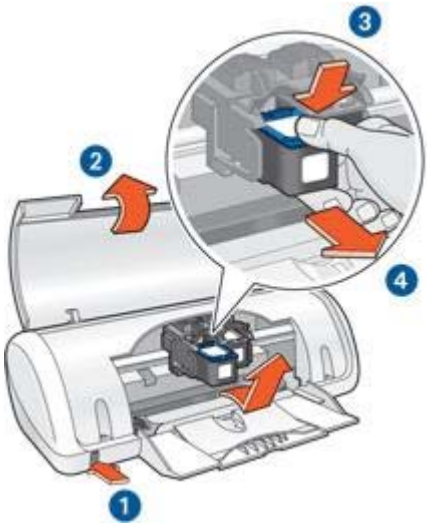
The printer can operate with only one print cartridge installed. For more information, see Ink-backup mode.

Installation instructions

Show me how to install a print cartridge.

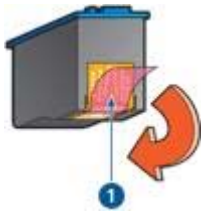
Follow these steps to install a print cartridge:

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.



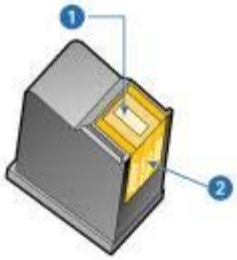
1	Press the Power button.
2	Lift the printer cover.
3	Push down on the print cartridge.
4	Slide the print cartridge out of the cradle.

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

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

6. Push the cartridge into the cradle.
   You hear a snap when the print cartridge is correctly positioned.
7. Close the printer cover.
8. 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:

1. Load Letter or A4 plain, white paper in the paper tray.
2. Open the HP Printer Utility.
3. Select **Align**.
4. Click the **Align** button, and then follow the onscreen instructions.

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 HP Printer Utility.
2. Select **Clean**.
3. Click the **Clean** button, 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.

Print a test page

Follow these instructions to print a test page:

1. Open the HP Printer Utility.
2. Select **Test**.
3. Click the **Print Test Page** button.

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 HP Printer Utility.
2. Select **Supplies Status**.

If you need to replace a print cartridge, note the print cartridge selection number that is displayed.

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 *cold* water and use chlorine bleach.
Color fabric	Wash the fabric in *cold* 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

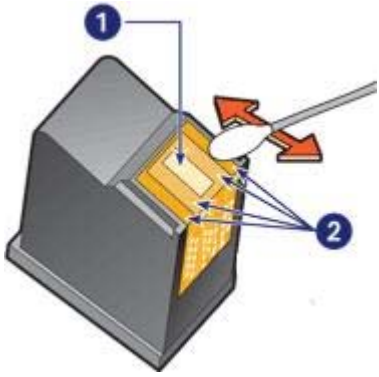
1. Press the **Power** button to turn on the printer, and then raise the printer cover. The cradle moves to the center of the printer.
2. Disconnect the power cord from the back of the printer.
3. Remove the print cartridges and place them on a piece of paper, with the copper strips facing up.

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

Cleaning instructions

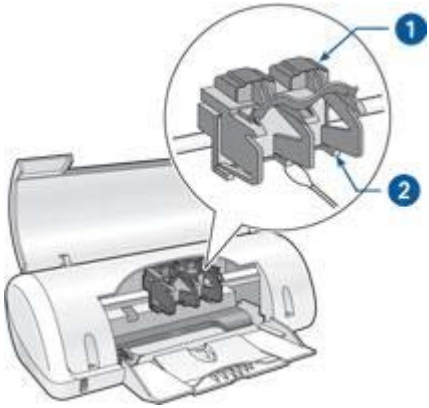
1. Lightly moisten a cotton swab with distilled water and squeeze any excess water from the swab.
2. Wipe the face and edges of the first print cartridge with the cotton swab.

   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.

HP Printer Utility

The HP Printer Utility contains tools to perform the following tasks:

- Print a test page.
- Clean the print cartridges.
- View estimated ink levels in the print cartridges.
- Align the print cartridges.
- Find product support on the HP Web site.
- Find information about the print cartridges used with your printer.
- Use the HP Web site to register your printer.

For more information about the HP Printer Utility, see the following topics:

- Open the HP Printer Utility
- HP Printer Utility panes

Open the HP Printer Utility

To open the HP Printer Utility, follow the instructions for your operating system.

Mac OS X 10.3

1. In Finder, click **Applications**, click **Utilities**, and then double-click **Printer Setup Utility**.
2. Select the printer, and then click **Utility**.
   The HP Printer Utility appears.

Mac OS X 10.2

1. In Finder, click **Applications**, click **Utilities**, and then double-click **Print Center**.
2. Select the printer, and then click **Configure**.
   The HP Printer Utility appears.

HP Printer Utility panes

Select the appropriate pane to view the HP Printer Utility options:

- **Supplies Status**: View estimated ink levels and print cartridge information.
- **HP Support**: Open the HP Web site, where you can find support for the printer and register the printer.
- **Clean**: Clean the print cartridges.
- **Align**: Align the print cartridges.
- **Test**: Print a test page.

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 print queue, check the status of the print queue for either Mac OS X 10.3 or Mac OS X 10.2.

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.

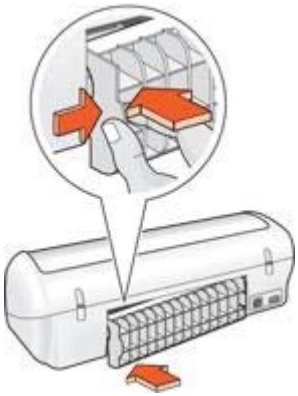
Paper jam

Show me how to clear a 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.

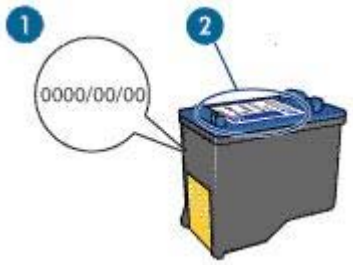
Print cartridge problems

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.
   Open the HP Printer Utility, and then select the **Supplies Status** pane.
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.

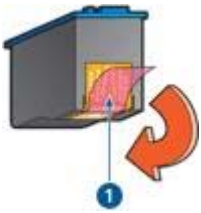
5. If the Power light continues to flash after replacing the print cartridge, visit HP Technical Support at www.hp.com/support.

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 settings

1. Open the Page Setup dialog box.
2. In the **Page Attributes** pane, verify the following settings:
   - **Paper Size**: The appropriate paper size
   - **Orientation**: The appropriate orientation
3. Open the Print dialog box.
4. In the **Paper Type/Quality** pane, verify the following settings:
   - **Paper Type**: The appropriate photo paper type
   - **Quality**: **Best** or **Maximum dpi**
5. Use the HP Real Life technologies for photo enhancement.

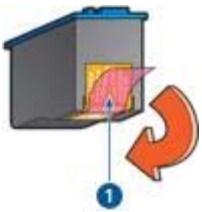
Print quality is poor

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.

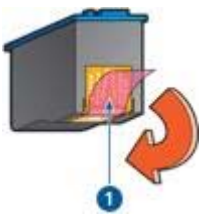


1	Remove the pink plastic tape.

- 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 Page Setup dialog box and verify the following settings:

- **Paper Size**: Verify the appropriate paper size.
- **Scale**: Verify the scale setting for text or graphics to fit on the paper.
- **Orientation**: Verify the appropriate orientation.

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 specified in the Page Setup dialog box matches the size of the paper loaded in the paper tray.
- Select the appropriate paper type in the Paper Type/Quality pane.
- Do not print borderless documents in the ink-backup mode. Always have two print cartridges installed in the printer when printing borderless documents.

Image is printed at an angle

Follow these steps if the image is printed at an angle:

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.

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 photo has an unwanted border, try one of the following solutions:

- Align the print cartridges.
- 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.

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.

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 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.

"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.

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, visit HP's Web site at www.hp.com/go/mac-connect.

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.

Index

A
adding the printer 30, 31
aligning print cartridges 36

B
brochure printing 20

C
cleaning
  print cartridges automatically 36
  print cartridges manually 37
  printer body 37

D
default printer, setting 30, 31
deleting the printer 30, 31
digital photos 14
document is misprinted
  document does not reflect new print settings 48
  document is printed off-center or at an angle 48
  envelope prints at angle 48
  parts of the document are missing or printed in the wrong place 48
  text and images are misaligned 47
document printing 19
document prints slowly
  best or maximum dpi selected 52
  computer does not meet system requirements 53
  multiple software programs are open 52
  printer is in ink-backup mode 52
  printer software is outdated 53
dpi, maximum 15

E
e-mail printing 17
envelope printing 19
environmental information
  energy consumption 57
  environmental statement 56
  print cartridge recovery 57
  recycling 56
  recycling information for the European Union 57
  reduction and elimination 56
error messages
  out of paper message 51
  print cartridge carriage is stalled 51
  print cartridge is in the wrong slot 51
  print cartridge problem message 51
  printing in ink-backup mode 51
estimated ink level 36

G
greeting card printing 21

H
Hewlett-Packard Company notices 2
HP Printer Utility 39

I
index card printing 24
ink, removing ink from skin and clothing 37
ink-backup mode 9
installing print cartridges 33
iron-on transfer printing 25

L
label printing 24
letter printing 18
low ink 36

M
maintenance
  print cartridges 39
  printer body 37
maximum dpi 15

P
page order, setting 27
Page Setup dialog box 29
paper jam 42
paper problems
  printer does not feed paper 43
paper tray 6
paper type, selecting 28
photo has an unwanted border 49
photo has unwanted border for small photo paper 49
photo paper, storing and handling 15
photo printing
  borderless photos 11
  photos with a border 13
  saving money 16
photos do not print correctly
  check the paper tray 46
  check the printer settings 46
photos, digital 14
postcard printing 22
Power button and light 6
power light is flashing
  if an error message appears 52
  what the flashing light means 52
print cartridge problems
  incorrect print cartridge 44
  print cartridge is in the wrong slot message 46
  print cartridge problem message 45
  printing in ink backup mode message 45
print cartridges
  aligning 36
  cleaning automatically 36
  cleaning manually 37
  installing 33

maintaining 39
ordering information 36
replacing 8
selection numbers 33
used with the printer 8
Print Center 31
Print dialog box 29
print job status 31, 32
print preview 28
print quality 27
print quality is poor
blank pages print 47
print is faded 47
streaks and missing lines 46
print settings 29
printer
adding 30, 31
deleting 30, 31
managing 30, 31
print job status 31, 32
setting as default 30, 31
printer features 5
printer is not printing 41
printer is stalled 44
printer prints on multiple sheets at once
paper might be loaded improperly 44
paper weight 44
printing
4800 x 1200 optimized dpi 15
borderless photos 11
brochures 20
digital photos 14
documents 19
e-mails 17
envelopes 19
greeting cards 21
high quality 15
index cards and small media 24
iron-on transfers 25
labels 24
letters 18
maximum dpi 15
multiple pages on single sheet 28
photos 11
photos with a border 13
postcards 22
print preview 28
print quality 27
selecting a paper type 28
setting the page order 27
tips 27
transparencies 23
with one print cartridge 9
printing tips 27
problems with borderless documents
borderless printing guidelines 48
edge of the photograph is faded 49
for small photo paper with a tear off tab 50
image is printed at an angle 48
printer prints on multiple sheets at once 43
problems with borderless documents 48

R

Real Life technologies 14
removing ink from skin and clothing 37

S

special features 4
specifications
printer specifications 55
supplies
paper 54
USB cables 54

T

Terms and conventions in manual 2
test page, printing 36
toolbox 39
transparency printing 23
troubleshooting
document is misprinted 47
document prints slowly 52
error messages 51
paper jam 42
paper problems 43
photo has an unwanted border 49
photos do not print correctly 46
power light is flashing 52
print cartridge problems 44
print quality is poor 46
printer is not printing 41
printer is stalled 44

U

USB
connecting to the printer 10
utilities 39