

HP Mobile Printer Toolbox for Personal Digital Assistants (PDAs)



User Guide

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1 Getting started

The HP Mobile Printer Toolbox for Personal Digital Assistants (PDAs) allows you to view status and maintenance information about the printer from PDAs running the Palm OS or Microsoft® Pocket PC. You can view ink levels and battery charge level, understand printer lights, align the print cartridges, and also configure 802.11 and Bluetooth wireless settings for wireless printing.

This user's guide describes the how to complete basic tasks using the Toolbox.

Opening the Toolbox

To open the Toolbox on a PDA running Palm OS

1. In the Unfiled or ALL categories on your PDA, tap the Toolbox link.
2. Tap **Refresh** to establish a connection with the printer.

To open the Toolbox on a PDA running Pocket PC

1. Tap **Start**, and then tap **Programs**.
2. Tap the Toolbox link.

TIP: To hide the Toolbox, tap **File**, and then tap **Hide**. To close the Toolbox, tap **File**, and then tap **Exit**.

Setting Toolbox preferences (Pocket PC)

To set Toolbox preferences

1. Tap **Options**, and then tap **Preferences**.
2. Configure the desired settings, and then tap **OK**.

Finding other resources for the product

You can obtain product information and further troubleshooting resources from the following resources:

Setup Poster	Provides illustrated setup information.	A printed version of this document comes with the printer. An electronic version is available as an Adobe® Acrobat® Portable Document Format (PDF) file on the Starter CD, as well as at http://www.hp.com/support/dj460 .
Getting Started Guide	Includes information about setting up the printer and installing the software.	A printed version of this document comes with the printer. An electronic version is available as a PDF file at http://www.hp.com/support/dj460 .
Onscreen User's Guide	Provides information about setting up and completing basic tasks with the printer and solving printer problems.	This guide is available as a PDF file and a Microsoft HTML Help (CHM) file on the Starter CD and as a CHM file and an Apple Help file on the computer after software installation. To view the CHM file, your computer must be running Microsoft Windows and Internet Explorer version 4.01 or later. To view the Apple Help file in the Mac OS, use the Mac Help viewer. If your computer does not meet these requirements, use the PDF version. An electronic version is available as a PDF file at http://www.hp.com/support/dj460 .
Toolbox (Windows)	Provides status and maintenance information about the printer, such as ink levels and battery charge level, and provides links to this onscreen user's guide for help in performing basic printing tasks and solving problems. It also provides links to HP Instant Support and the myPrintMileage website, which keeps track of printer usage information. You can also configure 802.11 and Bluetooth wireless settings for wireless printing.	The Toolbox is normally installed with the printer software on the desktop computer.
HP Printer Utility (Mac OS)	The HP Printer Utility contains tools to configure print settings, calibrate the printer, clean the print cartridges, print configuration and test pages, order supplies online, and find website support information. You can also configure 802.11 and Bluetooth wireless settings for wireless printing.	The HP Printer Utility is normally installed with the printer software on the desktop computer.
Online Help (Windows)	Provides information about using the printer driver and the Toolbox.	The online help is installed with the printer driver and the Toolbox on the desktop computer.
HP Instant Support (Windows)	A web-based tool that provides self-help and troubleshooting tips to diagnose and solve your printer problems. It also includes printer usage information, which helps you understand your printing patterns.	This e-service can be accessed through the Toolbox on the desktop computer. For more information, see the onscreen user's guide for the printer.
World Wide Web	Provides the latest printer information.	Visit http://www.hp.com/support/dj460 .

2 Connecting to the printer

You can connect PDAs running the Palm OS or Pocket PC using 802.11 and Bluetooth wireless connections.

NOTE: 802.11 and Bluetooth wireless printing are available through 802.11 and Bluetooth wireless printer cards, respectively. These printer cards are included with certain printer models, and they can be purchased separately for other printer models. For more information about using 802.11 and Bluetooth wireless printer cards and for information about ordering these wireless printer cards, see the onscreen user's guide for the printer.

NOTE: The PDA must have the appropriate wireless capability for the type of connection you want to use with the printer. For more information, see the documentation provided with the PDA.

Setting up and using 802.11 connections

This section describes how to set up and configure the printer for an 802.11 wireless connection.

Setting up 802.11 connections

The recommended method for setting up this mobile printer for wireless communication with a single computer is using an "ad hoc" network. However, you might want to set it up on an existing "infrastructure" network that uses a wireless access point (WAP). For an overview of 802.11 wireless printing and a detailed explanation of 802.11 wireless connection settings, see the onscreen user's guide for the printer.

NOTE: To use the printer with any wireless connection, you must run the Setup program at least once from the Starter CD and create a wireless connection. After performing one setup to create a wireless connection, you can connect the printer to additional networks by configuring new wireless profiles and changing the wireless profile switch position.

NOTE: This section assumes that the Toolbox is communicating with the printer. (If you can see the ink levels in the Toolbox, the Toolbox is communicating with the printer.)

Configuring and using 802.11 wireless profiles

Each profile you configure in the software (1, 2, and 3) corresponds to a wireless profile switch position (1, 2, and 3) on the printer. The current profile is the current position (1, 2, or 3) of the wireless profile switch.

With the wireless profile switch on the printer, you can store settings for up to three 802.11 computers or networks. This allows you to easily move the printer from home to office or between any three wireless network environments.

When you install the printer driver from the Starter CD and select **Wireless** for the connection type, the 802.11 wireless profile settings are stored in the current position of the wireless profile switch. Once you have installed the software using a wireless connection, you can configure the three wireless profile settings to match the wireless networks you want to use.

To configure 802.11 wireless profiles

1. Open the Toolbox. (See [Opening the Toolbox](#).)
2. On the **Services** (Palm OS) or **Printer Services** (Pocket PC) tab, tap **Wireless Settings**.
3. Tap the profile that you want to configure.
4. Configure the desired settings, such as the wireless network name (SSID), the communication mode, the channel, the type of authentication used, and the type of encryption used. For more information about 802.11 wireless settings, see the onscreen user's guide for the printer.
5. Tap **OK** to save the settings.

NOTE: When new 802.11 settings are sent to the printer to configure one of the wireless profiles, the printer will turn off and then back on again (power cycle) to enable the settings.

To print on a specific profile

1. Move the wireless profile switch on the printer to the profile that matches the wireless network you want to use.
2. Print a document using the installed printer driver.

Setting up and using Bluetooth wireless connections

This section describes how to set up and configure the printer for a Bluetooth wireless connection. For an overview of Bluetooth and more information about using the printer's Bluetooth capabilities, see the onscreen user's guide for the printer.

Setting up a Bluetooth wireless connection

The following sections describe how to set up a Bluetooth wireless connection.

To set up a Bluetooth wireless connection

1. Open the Toolbox. (See [Opening the Toolbox](#).)
2. For Palm OS, tap **Connections**, and then tap **Settings**.
-Or-
For Pocket PC, tap **Options**, and then tap **Connections**.
3. Tap **Search** (Palm OS) or **Scan** (Pocket PC). A list of available Bluetooth devices appears.
4. Select the printer from the list.

NOTE: The Bluetooth device address of the selected printer appears in the **BT Address** field. This address cannot be changed.

5. Tap **Refresh** to establish a connection to the printer.

Configuring Bluetooth wireless settings

NOTE: Bluetooth settings can only be modified by a PDA using a Bluetooth connection.

To configure Bluetooth wireless settings

1. Open the Toolbox. (See [Opening the Toolbox](#).)
2. On the **Services** (Palm OS) or **Printer Services** (Pocket PC) tab, tap **Bluetooth Settings**.
3. Configure the desired settings (listed below), and then tap **OK** to save the settings or tap **Cancel** button to exit.

Bluetooth device address

This is the address by which Bluetooth devices identify the printer. You cannot change the printer's Bluetooth device address.

Bluetooth device name

When a device discovers the printer, it displays the printer's Bluetooth device name. The printer ships with a default Bluetooth device name: [printer name]/[serial number].

This option allows you to change the printer's Bluetooth device name. In order to change the printer's name you must connect the printer to your computer with a USB cable.

NOTE: Up to 60 characters can be entered and saved for the Bluetooth printer name. You can print a wireless configuration page to see the full, 60-character name.

NOTE: The printer's Bluetooth device name appears in Bluetooth applications only.

To change the Bluetooth device name, complete the following steps:

1. In the **Bluetooth Settings** dialog box, tap the **Device Name** field.
2. Enter a new printer name of up to 60 characters in the **Device Name** field.
3. Tap **OK**. The printer's Bluetooth device name is changed.

PIN code

This option allows you to change the printer's PIN code. When the printer is set to Encryption required, devices attempting to use the printer are prompted for a PIN code.

To change the PIN code, complete the following steps:

1. In the **Bluetooth Settings** dialog box, tap **Change PIN Code**. The **Change PIN Code** dialog box appears.
2. Enter the new PIN code.
3. Re-enter the new PIN code.
4. Tap **OK**. The PIN code is changed.

Reset device access

To reset device access and clear all bonded devices from the printer's memory, complete the following steps:

1. In the **Bluetooth Settings** dialog box, tap **Reset Device Access**. A warning dialog box appears.
2. Tap **OK** to reset device access and remove all bonded devices from the printer's memory.

-Or-

Tap **Cancel** to exit without resetting device access.

Setting the default printer connection

This section describes how to set the type of connection (802.11 or Bluetooth) that the Toolbox on the PDA uses to communicate with the printer.

To set the default printer connection

1. Open the Toolbox. (See [Opening the Toolbox](#).)
2. Tap **Connections**, and then tap **Settings**.
3. In the **Default Connection** section, tap the type of connection that you want to use with the printer. The selected connection is used the next time the printer Toolbox is opened.

3 Managing and configuring the printer

With the Toolbox, you can use PDAs running the Palm OS or Pocket PC to manage the printer and configure printer settings.

Printing a demo page

You can print a demo page from the Toolbox. This page can help verify that the connection between the printer and the PDA is working and that the printer is functioning properly.

To print a demo page

1. Open the Toolbox. (See [Opening the Toolbox.](#))
2. On the **Services** (Palm OS) or **Printer Services** (Pocket PC) tab, tap **Print A Demo Page**.
3. Tap **Print** to print the demo page or tap **Cancel** to exit without printing the page.

Displaying error messages

You can use the Toolbox to see a list of errors that have occurred with the printer.

To display error message

1. Open the Toolbox. (See [Opening the Toolbox.](#))
2. Tap **Connections** (Palm OS) or **Options** (Pocket PC), and then tap **Display Error Message**. A list of current printer error conditions appears.
3. To see more information about an error condition, tap the error condition in the list and tap **More Details**.

Viewing printer status information

You can use the Toolbox to check on the status of the printer, including information about the ink cartridges, battery, and the strength of the wireless communication signal.

To view printer status information

1. Open the Toolbox. (See [Opening the Toolbox.](#))
2. Tap **Status** (Palm OS) or **Printer Status** (Pocket PC), and then tap the item about which you want to find status information:

Option	Description
Ink Cartridge Information	Displays detailed information about the print cartridges installed in the printer. To print this information, tap Print .
	NOTE: A picture of the ink cartridge, indicating the approximate level of ink in each cartridge, appears if the PDA is connected to the printer.
Battery Status	Displays power source (AC or battery) and percentage of battery charge remaining if the battery is installed.
Wireless Strength	Shows the signal strength of the wireless connection between the printer and the computer.

Configuring print settings

You can configure print settings, such as print quality, paper type, and photo size, from the Toolbox.

To configure print settings

1. Open the Toolbox. (See [Opening the Toolbox.](#))
2. On the **Services** (Palm OS) or **Printer Services** (Pocket PC) tab, tap **Print Settings**.
3. Tap **OK** to save the settings or tap **Cancel** to exit without changing the settings.

Configuring power management settings

You can use the Toolbox to set the waiting time for the printer to automatically turn off while operating in battery mode.

To configure power management settings

1. On the **Services** (Palm OS) or **Printer Services** (Pocket PC) tab, tap **Power Settings**.
2. Select the desired time from the list.
3. Tap **OK** to save the settings or tap **Cancel** to exit without changing the settings.

Finding printer and software information

You can use the Toolbox to find information about the printer, such as the serial number and model number. You can also find information about the Toolbox, such as the version number of the software.

Finding printer information

To find printer information

1. Open the Toolbox. (See [Opening the Toolbox](#).)
2. On the **Information** tab, tap **Printer Hardware**.
3. Tap **OK** to close the dialog box.

Finding software information

To find software information

1. Open the Toolbox. (See [Opening the Toolbox](#).)
2. For Palm OS, tap the **About** option for the printer.
-Or-
For Pocket PC, tap **File**, and then tap **About**.
3. Tap **OK** to close the dialog box.

4 Maintaining the printer

To maintain the best possible print quality, you can use PDAs running the Palm OS or Pocket PC to perform printer maintenance tasks, such as cleaning and aligning print cartridges and calibrating color.

Cleaning the print cartridges

If printed characters are incomplete, or if dots or lines are missing from the printouts, you might need to clean the print cartridges. These are symptoms of clogged ink nozzles, which can result from prolonged exposure to air.

NOTE: Before you clean the print cartridges, make sure the print cartridge ink levels are not low or empty. Low ink levels can also cause incomplete characters, missing lines, or dots on the printouts. Check the print cartridge lights to make sure they are not on. (For information about printer lights, see the onscreen user's guide for the printer.) You can also check the status of the print cartridges from the Toolbox. (For more information, see [Viewing printer status information](#).)

Replace any low or empty print cartridges. For instructions, see the onscreen user's guide for the printer.

To clean print cartridges automatically

NOTE: Clean the print cartridges only when necessary. Cleaning uses ink and shortens the life of the print cartridges. There are three levels of cleaning available. After one level of cleaning, perform the next level of cleaning only if the results are not satisfactory.

1. Open the Toolbox. (See [Opening the Toolbox](#).)
2. On the **Services** (Palm OS) or **Printer Services** (Pocket PC) tab, tap **Clean Print Cartridge**, and then follow the onscreen instructions.

To clean print cartridges manually

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

For information about cleaning print cartridges manually, see the onscreen user's guide for the printer.

Aligning the print cartridges

Whenever you install a new print cartridge, you should align the print cartridges for the best possible print quality. If your printout is grainy, has stray dots, jagged edges, or the ink is bleeding into another color, you can re-align them through the Toolbox.

To align the print cartridges

1. Open the Toolbox. (See [Opening the Toolbox](#).)
2. On the **Services** (Palm OS) or **Printer Services** (Pocket PC) tab, tap **Align Print Cartridges**, and then follow the onscreen instructions.

Calibrating color

If you are not satisfied with the appearance of the colors, you can calibrate colors manually to ensure the best print quality.

NOTE: Calibrate the color only when the tri-color and photo print cartridges are installed together. The photo print cartridge is available for purchase as an optional accessory. For ordering information, see the onscreen user's guide for the printer.

Color calibration balances color tints on printed pages. It is only necessary if:

- Printed colors have visibly shifted toward yellow, cyan or magenta.
- There is a color tinge in the gray shades.

Low ink levels in the print cartridges might also produce incorrect colors.

To calibrate color

1. Open the Toolbox. (See [Opening the Toolbox](#).)
2. On the **Services** (Palm OS) or **Printer Services** (Pocket PC) tab, tap **Calibrate Color**, and then follow the onscreen instructions.

A HP supplies

This chapter provides information on HP supplies, as well as ordering information.

NOTE: For a more detailed list of available printer supplies, as well as information about available accessories for the printer, see the onscreen user's guide for the printer.

Ordering printing supplies online

You can order HP supplies and accessories from the HP website.

Visit [hpshopping.com](http://www.hpshopping.com) (<http://www.hpshopping.com>) for more information.

Using print cartridges

For a list of print cartridges supported by the printer, see the onscreen user's guide for the printer.

NOTE: The availability of printing supplies, such as print cartridges, varies by country/region.

Finding print cartridges when you travel

To use PDAs running the Palm OS or Pocket PC to see a list of compatible print cartridges available in your travel destination, complete the following steps.

1. Open the Toolbox. (See [Opening the Toolbox.](#))
2. On the **Information** tab, tap **Travel Information**.
3. Follow the onscreen instructions. A list of compatible ink cartridges appears.

B Support and warranty

If the software is not operating properly, try using one of the following support services to obtain assistance.

Contacting customer support

For a list of customer support options, see the onscreen user's guide for the printer.

You can also visit the HP support website on [hp.com](http://www.hp.com) for the latest software, product, operating system, and support information:

<http://www.hp.com/support/>

Hewlett-Packard limited warranty statement

HP product	Duration of limited warranty
Software	1 year

Extent of limited warranty

1. Hewlett-Packard warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
 - a. Improper maintenance or modification;
 - b. Software, media, parts, or supplies not provided or supported by HP;
 - c. Operation outside the product's specifications;
 - d. Unauthorized modification or misuse.
4. For HP products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if product failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the product for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.

7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's Limited Warranty Statement is valid in any country/region where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries/regions where the product is distributed by HP or by an authorized importer.

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Limitations of liability

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

Local law

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

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