



# Printing Specifications

## Product: HP Designjet 4000/4500 Printer Quick Reference Guide

**Part number: Q1272-90001 EN**

### TEXT PAGES

Page Count	204 (with cover)
Paper Type	HP standard 50# book (69 to 80g/m <sup>2</sup> ) recycled offset or equivalent
Ink	4-color process (CMYK)
Coverage	4/4

### COVER PAGES

Page Count	2 front and back
Paper Type	Up to DCs: whatever is normally used for QRGs (170/200g)
Ink	4-color
Coverage	4/4
Finish	Up to DCs

### FINISH

Page Trim Size	A5
Bindery	SS or as preferred
Folding Instruction	None

### Special Instructions

- ✓ If the print location is different from the location stated, change the print location to the appropriate location.
- ✓ If recycled paper is used, add the recycled paper logo and text.  
 Printed on recycled paper
- ✓ Refer to the Pantone Matching System for accurate spot color reproduction.



**Do not print this page. This page is for reference only.**

# HP Designjet 4000/4500 Printer series

## Quick reference guide

EN



hp



# HP Designjet 4000 and 4500 Printer series

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Quick Reference Guide



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# 1 Introduction

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- [The printer's main features](#)
- [The printer's main components \[4000\]](#)
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- [The front panel](#)
- [Printer software](#)
- [Scanner software \[4500\]](#)

## Using this guide

*Using your printer* (on CD) and the *Quick Reference Guide* (on paper) are organized into the following chapters.

### Introduction

This chapter provides a brief introduction to the printer and its documentation for new users.

### How do I ...

These chapters help you to carry out various procedures such as loading paper or changing an ink cartridge. Many of these procedures are illustrated with drawings, and some are also illustrated with animations (in *Using your printer* only, on CD).

### The problem is ...

These chapters help you to solve problems that may occur while printing. The most complete source for this type of information is in *Using your printer*, on CD.

### Tell me about ...

Available in *Using your printer* only, on CD, these chapters contain reference information, including the specifications of the printer, and the part numbers of paper types, ink supplies, and other accessories.

### Legal information

This chapter contains HP's limited warranty statement, software license agreement, open source acknowledgments, regulatory notices, and declaration of conformity.

### Index

In addition to the table of contents, there is an alphabetical index to help you to find topics quickly.

## The printer's main features

Your printer is a color inkjet printer designed for printing high-quality images on paper up to 42 in (1.06 m) wide. Some major features of the printer are shown below:

- Production speeds of up to 1.5 m<sup>2</sup>/min (16 ft<sup>2</sup>/min), using HP Universal Inkjet Bond Paper with the **Fast** print quality option and the **Optimize for Lines and Text** option
- Print resolution of up to 2400×1200 optimized dpi, from a 1200×1200 dpi input, using the **Best** print quality option, the **Maximum Detail** and **Optimize for Images** options, and glossy paper (for more information on print resolution, see *Using your printer* on CD)
- Unattended printing using 400 cm<sup>3</sup> color ink cartridges and 775 cm<sup>3</sup> black cartridges (see *Using your printer* on CD), and rolls of paper up to 300 ft (90 m) in length




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**NOTE** The HP Designjet 4500 series supports rolls of paper up to 575 ft (175 m) in length.

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- High productivity features such as multi-file job submitting, job previewing, queueing, and nesting using the printer's Embedded Web Server (see *Using your printer* on CD)

- Ink and paper usage information is available from the front panel, and on the Web from the Embedded Web Server
- Accurate and consistent color reproduction features:
  - Press emulations for U.S., European, and Japanese standards; and color monitor RGB emulations (see *Using your printer* on CD)
  - Automatic color calibration

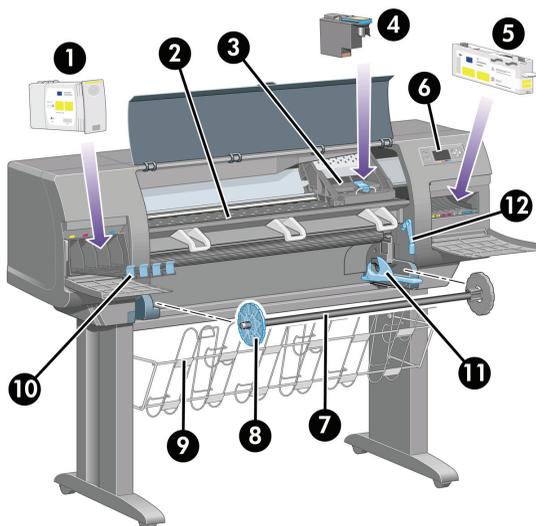
## The printer's main components [4000]



**NOTE** This topic applies to the HP Designjet 4000 Printer series only.

The following front and rear views of the printer illustrate the main components.

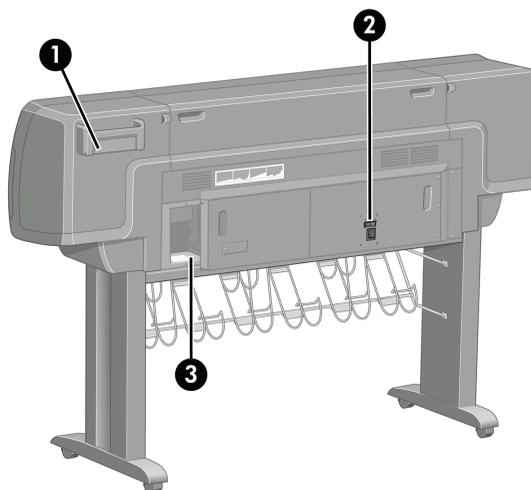
### Front view



1. Ink cartridge
2. Platen
3. Printhead carriage
4. Printhead
5. Printhead cleaner

6. Front panel
7. Spindle
8. Blue removable paper stop
9. Bin
10. Ink cartridge drawer
11. Spindle lever
12. Paper load lever

## Rear view



1. Quick Reference Guide holder
2. Power socket and on/off switch
3. Sockets for communication cables and optional accessories

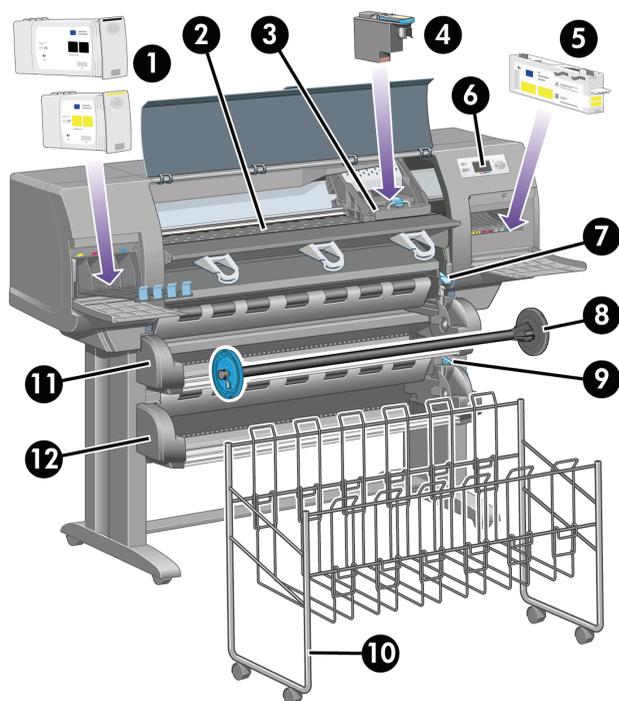
## The printer's main components [4500]



**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

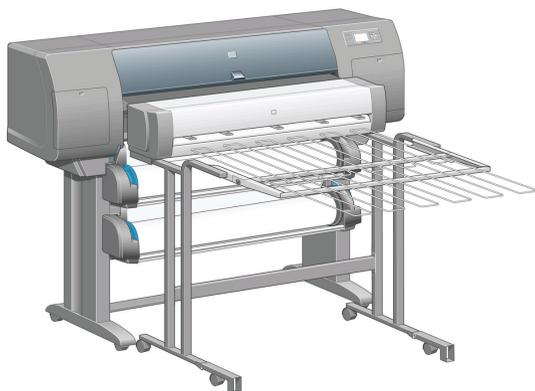
The following front and rear views of the printer illustrate the main components.

## Front view

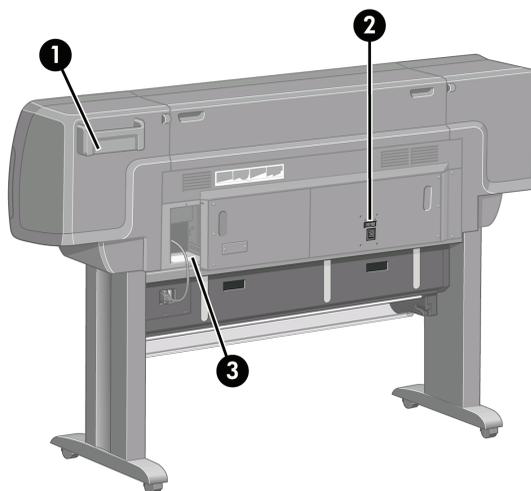


1. Ink cartridges
2. Platen
3. Printhead carriage
4. Printhead
5. Printhead cleaner
6. Front panel
7. Paper load lever (roll 1)
8. Spindle
9. Paper load lever (roll 2)
10. Bin
11. Spindle drawer (roll 1)
12. Spindle drawer (roll 2)

## Front view with optional stacker



## Rear view

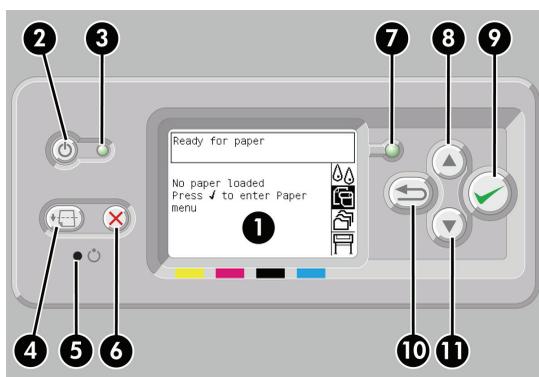


1. Quick Reference Guide holder
2. Power socket and on/off switch
3. Sockets for communication cables and optional accessories

## The front panel

Your printer's front panel is located on the front of the printer, on the right-hand side. It has the following important functions:

- It must be used to perform certain operations, such as loading and unloading paper.
- It can display up-to-date information about the status of the printer, the ink cartridges, the printheads, the paper, the print jobs, etc.
- It can provide guidance in using the printer.
- It displays warning and error messages when appropriate.
- It can be used to change the values of printer settings and thus change the operation of the printer. However, settings in the printer are overridden by settings in the Embedded Web Server or in the driver.



The front panel has the following components:

1. The display area, where information, icons, and menus are displayed.
2. The Power key turns the printer on and off. If the printer is in sleep mode, this key will wake it up.
3. The Power light is off when the printer is off; amber when the printer is in sleep mode; green when the printer is on; green and flashing when the printer is in transition between off and on.
4. The Form Feed and Cut key normally ejects the sheet (if a sheet is loaded) or advances and cuts the roll (if a roll is loaded). However, if the printer is waiting for more pages to be nested, this key cancels the waiting time and prints the available pages immediately.
5. The Reset key restarts the printer (as if it were switched off and switched on again). You will need an implement with a narrow tip to operate the Reset key.
6. The Cancel key cancels the current operation. It is often used to stop printing the current print job.
7. The Status light is off when the printer is not ready to print: it may be off, or in sleep mode. It is green when the printer is ready and idle; green and flashing when the printer is busy; amber when a serious internal error has occurred; amber and flashing when awaiting human attention.

8. The Up key moves to the previous item in a list, or increases a numerical value.
9. The Select key selects the item that is currently highlighted.
10. The Back key goes back to the previous menu. If you press it repeatedly, or hold it down, you will soon return to the main menu.
11. The Down key moves to the next item in a list, or decreases a numerical value.

To **highlight** an item in the front panel, press the Up or Down key until the item is highlighted.

To **select** an item in the front panel, first highlight it and then press the Select key.

The four front-panel icons are all found in the main menu. If you need to select or highlight an icon, and you don't see the icons in the front panel, press the Back key until you can see them.

When this guide shows a series of front panel items like this: **Item1 > Item2 > Item3**, it means that you should select **Item1**, then select **Item2**, then select **Item3**.

Information about specific uses of the front panel can be found throughout this guide.

## Printer software

The following software is provided with your printer:

- The Embedded Web Server, which runs in the printer and enables you to use a Web browser on any computer to submit and manage print jobs, and check ink levels and printer status
- The HP-GL/2 and RTL driver for Windows
- The PostScript driver for Windows (HP Designjet 4000ps and 4500ps only)
- The PostScript driver for Mac OS 9 (HP Designjet 4000ps only)
- The PostScript driver for Mac OS X (HP Designjet 4000ps and 4500ps only)
- The ADI driver for AutoCAD 14

## Scanner software [4500]



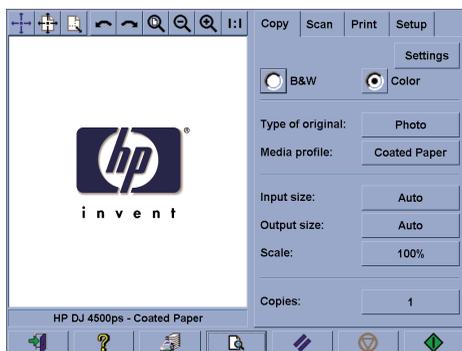
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**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

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The scanner software is installed in the scanner's touch screen, and will run automatically when you switch on the touch screen. The first page that you see can be divided into two main sections:

- The viewing section on the left, for viewing scanned images
- The control section on the right



The preview window fills most of the viewing section. Above it is the image toolbar, with nine buttons that can be used to change the preview in some way (see *Using your printer* on CD).

The control section contains four tabs: Copy, Scan, Print, and Setup. Each tab provides options that you can set when performing copy, scan, print, or setup tasks.

At the bottom of the page are seven larger buttons. From left to right:

1. Quit : shuts down or restarts the touch screen
2. Online help : provides more information on some topics than this document
3. Print queue : manages the print queue
4. Preview : scans the document to preview the image and select the area of interest
5. Reset : resets settings to default values
6. Stop : cancels the current activity
7. Copy, Scan, or Print depending on the selected tab



## 2 How do I... (printer operation topics)

- [Switch on and off](#)
- [Restart](#)
- [Access the Embedded Web Server](#)
- [Password-protect the Embedded Web Server](#)
- [Change the sleep mode setting](#)
- [Turn off the buzzer](#)

## Switch on and off



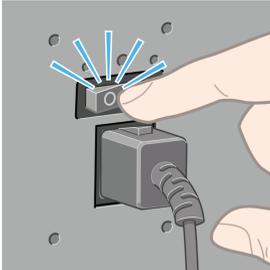
**Hint** The printer is Energy Star compliant and can be left switched on without wasting energy. Leaving it on improves response time and overall system reliability. When the printer has not been used for a certain period of time (30 minutes by default), it will save power by going into sleep mode. However, any interaction with the printer will return it to active mode, and it can resume printing immediately.

If you wish to switch the printer on or off, the normal and recommended method is to use the Power key on the front panel.



When you switch off the printer this way, the printheads are automatically stored with the printhead cleaners, which prevents them from drying out.

However, if you plan to leave the printer switched off for a long period of time, you are recommended to switch it off using the Power key, and then also switch off the power switch at the rear.



To switch it back on later, use the power switch at the rear, and then the Power key.

When the printer is switched on, it will take some time to initialize itself. This time is about three minutes for the HP Designjet 4000 series, and about three and a half minutes for the Designjet 4500 series.

## Restart

In some circumstances you may be advised to restart the printer. Please proceed as follows:

1. Press the Power key on the front panel to switch the printer off, wait a few moments, then press the Power key again. This should cause the printer to restart; if not, continue with step 2.
2. Use the Reset key on the front panel. You will need an implement with a narrow tip to operate the Reset key. This normally has the same effect as step 1 above, but may work if step 1 does not.
3. If neither of the above steps seem to have any effect, you should switch off the printer using the power switch at the rear of the printer.
4. Remove the power cord from the power socket.
5. Wait for 10 seconds.
6. Insert the power cord into the power socket and switch on the printer using the power switch.
7. Check that the Power light on the front panel comes on. If it does not, use the Power key to switch the printer on.

## Access the Embedded Web Server

The Embedded Web Server enables you to manage your printer and your printing jobs remotely using an ordinary Web browser running on any computer.




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**NOTE** In order to use the Embedded Web Server, you must have a TCP/IP connection to your printer. If you have an AppleTalk, Novell, or USB connection to your printer, you will not be able to use the Embedded Web Server.

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The following browsers are known to be compatible with the Embedded Web Server:

- Internet Explorer 5.5 or later, for Windows.
- Internet Explorer 5.2.1 or later, for Mac OS 9.
- Internet Explorer 5.1 or later, for Mac OS X.
- Netscape Navigator 6.01 or later.
- Mozilla 1.5 or later.
- Safari.

There are several ways to access the Embedded Web Server:

- On any computer, open your Web browser and give the address of your printer. You can find out the address of your printer (starting with **http:**) from the front panel, by highlighting the  icon.
- Select **Status of my printer** or **Manage my printer's queue** from the Services tab of your Windows printer driver, or from the Services panel of your Mac OS printer driver.
- On a computer running Windows with your printer software installed, double-click the Printer Access Utility icon on your desktop, then select your printer.

If you have followed these instructions but failed to get through to the Embedded Web Server, see *Using your printer* on CD.

## Using IP over FireWire with Mac OS X 10.3 and later

If you are using Mac OS X 10.3 or a later version, and have a FireWire connection to your printer, it is possible to set up an IP address for the printer in order to use the Embedded Web Server. To do this:

1. Open **System Preferences** and click **Network**.
2. Choose **Network Port Configurations** from the **Show** popup menu.
3. If you see no FireWire port configuration in the list, click **New**, then choose **FireWire** from the **Port** popup menu. You can give the new port configuration a name, such as FireWire.
4. Drag the port configuration to the top of the Port Configuration list. This ensures that the port is assigned an IP address.
5. Click **Apply Now**.

If you don't drag the FireWire port configuration to the top of the Port Configuration list, you need to choose **Manually** (or **DHCP with manual address**) from the **Configure IPv4** popup menu, and then enter an IP address. See <http://www.apple.com/> for more detail or updated information on activating IP over FireWire.

When the printer is connected through FireWire, we recommend adding the printer using the FireWire modules in order to take full advantage of FireWire printing, and to use the IP over FireWire only to visit the printer's Embedded Web Server.

If you connect your printer through FireWire and the printer is also connected to the network through Fast Ethernet or Gigabit Ethernet, the printer's IP over FireWire will not be available and you will not be able to access the Embedded Web Server from the Printer Dialog. However, you will be able to print through FireWire.

Also in the case of printer sharing over FireWire, remote users will not be able to access the Embedded Web Server from the Printer Dialog, although they will be able to print.

## Password-protect the Embedded Web Server

1. In the Embedded Web Server, go to the Security page, which you can find in the Settings tab.
2. Enter a password of your own choice in the **New password** field.
3. Enter it again in the **Confirm password** field to guard against misspelling.
4. Click **Set password**.

Now no-one will be able to perform the following actions with the Embedded Web Server without giving the password:

- Manage print jobs in the queue (cancel, delete)
- View previews of print jobs
- Delete stored jobs

- Clear accounting information
- Update the printer's firmware



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**NOTE** If you forget the password, see *Using your printer* on CD.

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## Change the sleep mode setting

If the printer is left switched on but unused for a certain period of time, it will go automatically into sleep mode to save power. To change the time the printer waits before it goes into sleep mode, go to the front panel and select the  icon, then **Printer configuration > Sleep mode wait time**. Highlight the wait time you want, then press the Select key.

## Turn off the buzzer

To turn the printer's buzzer on or off, go to the front panel and select the  icon, then **Printer configuration > Front panel options > Enable buzzer**.



### 3 How do I... (paper topics)

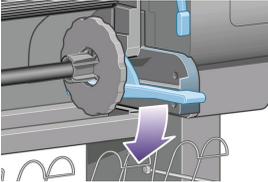
- [Load a roll onto the spindle \[4000\]](#)
- [Load a roll into the printer \[4000\]](#)
- [Unload a roll from the printer \[4000\]](#)
- [Load a single sheet \[4000\]](#)
- [Unload a single sheet \[4000\]](#)
- [Load a roll onto the spindle \[4500\]](#)
- [Load a roll into the printer \[4500\]](#)
- [Unload a roll from the printer \[4500\]](#)
- [Trim the paper with the manual cutter \[4500\]](#)
- [View information about the paper](#)
- [Download media profiles](#)
- [Use non-HP paper](#)
- [Cancel the drying time](#)
- [Change the drying time](#)

## Load a roll onto the spindle [4000]



**NOTE** This topic applies to the HP Designjet 4000 Printer series only.

1. Make sure the printer wheels are locked (the brake lever is pressed down) to prevent the printer from moving.
2. Lower the spindle lever.



3. Remove the right-hand end of the spindle (1) from the printer, then move it to the right in order to extract the other end (2). Do not insert your fingers into the spindle supports during the removal process.

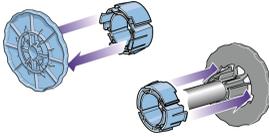


The spindle has a stop at each end to keep the roll in position. The stop at the left-hand end can be removed to mount a new roll, it slides along the spindle to hold rolls of different widths.

4. Remove the blue paper stop (1) from the left-hand end of the spindle.



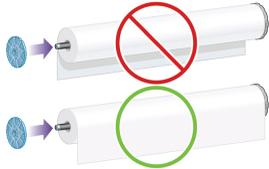
5. If your roll has a three-inch cardboard core, ensure that the core adaptors supplied with the printer have been installed. See below:



6. The roll may be very long; rest the spindle horizontally on a table and load the roll on the table. Bear in mind that you may need two people to handle it.
7. Slide the new roll onto the spindle. Make sure the paper type is oriented as shown. If it is not, remove the roll, turn it 180 degrees and slide it back on to the spindle.

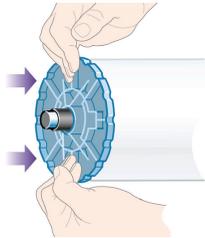


**NOTE** There is also a label on the spindle showing the correct orientation.

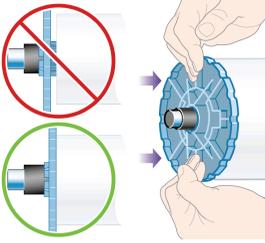


Ensure there is no space between the roll and the fixed stop at the right-hand end of the spindle.

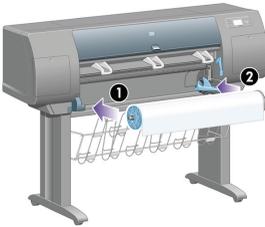
8. Put the blue paper stop on to the upper end of the spindle, and push it towards the end of the roll.



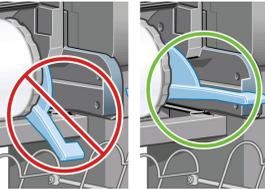
9. Ensure the blue paper stop is pushed in as far as it will go, without using excessive force.



10. With the blue paper stop on the left, slide the spindle into the printer left and then right as shown by the arrows 1 and 2.



11. To make sure that the right end of the spindle is in place, check that the spindle lever is in its top position (horizontal). You can move the lever yourself if necessary.



If you are a regular user of different paper types, you can change rolls more quickly if you pre-load rolls of different paper types on different spindles. Extra spindles are available for purchase.

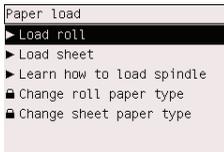
## Load a roll into the printer [4000]



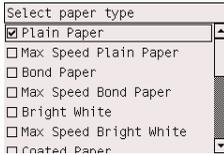
**NOTE** This topic applies to the HP Designjet 4000 Printer series only.

To start this procedure you need to have a roll loaded on the spindle. See [Load a roll onto the spindle \[4000\]](#).

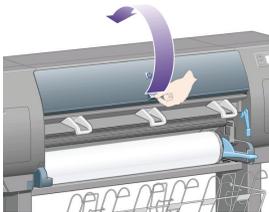
1. At the printer's front panel, select the  icon, then **Paper load > Load roll**.



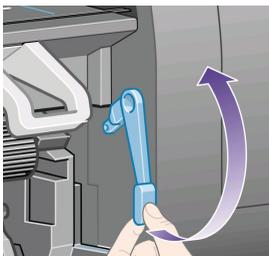
2. The front panel displays a list of paper types.



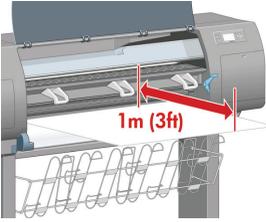
3. Select the paper type you are using. If it is not clear which you should select, see *Using your printer* on CD.
4. Wait until the front panel prompts you to open the window.



5. Lift the paper load lever.



6. Pull out approximately 1 m (3 ft.) of paper.



7. Carefully insert the leading edge of the roll above the black roller.

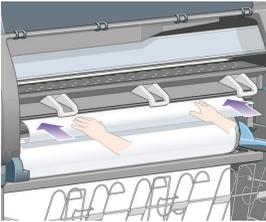


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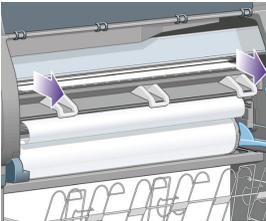
**WARNING!** Take care not to touch the rubber wheels on the platen while loading paper: they may rotate and trap skin, hair, or clothing.

**WARNING!** Take care not to push your fingers inside the printer's paper path. It is not designed to accommodate fingers, and the results may be painful.

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8. Wait until the paper emerges from the printer as shown below.

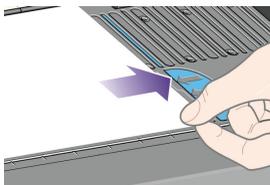


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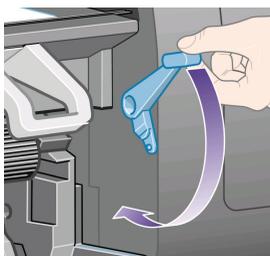
**NOTE** If you have an unexpected problem at any stage of the paper loading process, see [The paper cannot be loaded successfully \[4000\]](#).

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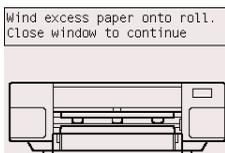
- Align the right-hand edge of the paper with the blue line and the left edge of the half-circle on the right of the platen.



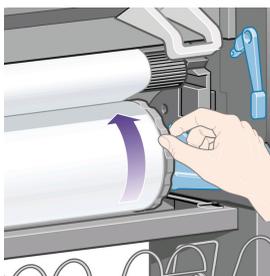
- When the paper is correctly aligned with the blue line and half-circle, lower the paper load lever.



- The front panel prompts you to wind excess paper onto the roll.

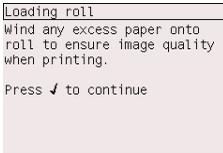


- Wind the excess paper onto the roll. Use the paper stop to turn the roll in the direction shown.



- Lower the window.

- The front panel again prompts you to wind excess paper onto the roll.



- The printer will perform a color calibration, if it has not already calibrated the paper type you are using, and if color calibration is turned on. See [Perform color calibration](#).
- The front panel displays the **Ready** message and the printer is ready to print.

## Unload a roll from the printer [4000]



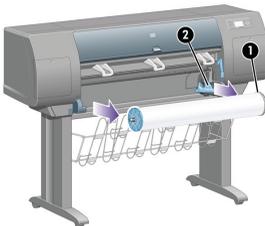
**NOTE** This topic applies to the HP Designjet 4000 Printer series only.

Before unloading a roll, check whether the end of the roll is still attached to the spindle, and follow the appropriate procedure as described below.

### The normal procedure (roll attached to spindle)

If the end of the roll is still attached to the spindle, use the following procedure.

- At the printer's front panel, select the  icon, then **Paper unload > Unload roll**.
- The paper will normally be removed from the printer.  
If the paper is not automatically removed from the printer, the front panel will prompt you to lift the paper load lever and turn the paper stop (1) by hand until the paper is removed from the printer. When you have finished, lower the paper load lever.
- Turn the paper stop (1) by hand, until the paper is fully wound onto the roll.
- Press the Select key.
- Press the spindle lever (2) down and remove the roll from the printer, pulling out the right-hand end first. Do not insert your fingers into the spindle supports during the removal process.



## Roll detached from spindle

If the end of the roll is visible but no longer attached to the spindle:

1. If you have already selected **Paper unload** at the front panel, press the Cancel key to cancel that procedure.
2. Lift the paper load lever. If the front panel displays a warning about the lever, ignore it.
3. Pull out the paper from the front of the printer.
4. Press the spindle lever down and remove the empty spindle from the printer, pulling out the right-hand end first. Do not insert your fingers into the spindle supports during the removal process.
5. Lower the paper load lever.
6. If the front panel is displaying a warning message, press the Select key to clear it.

## No paper visible

If the end of the roll has entirely disappeared into the printer:

1. Press the Form Feed and Cut key on the front panel, and the remaining paper will be ejected.
2. Press the spindle lever down and remove the empty spindle from the printer, pulling out the right-hand end first. Do not insert your fingers into the spindle supports during the removal process.

## Load a single sheet [4000]



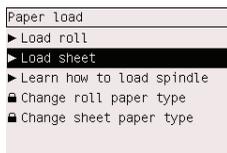
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**NOTE** This topic applies to the HP Designjet 4000 Printer series only.

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Any loaded roll must be unloaded before loading a sheet. See [Unload a roll from the printer \[4000\]](#).

1. At the printer's front panel, select the  icon, then **Paper load > Load sheet**.

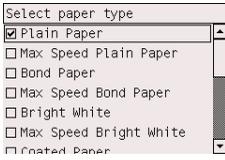


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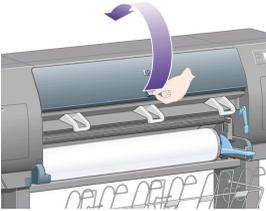
**NOTE** As usual, you must press the Select key to select this option.

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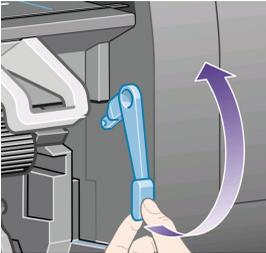
2. The front panel displays a list of paper types.



3. Select the paper type you are using. If it is not clear which you should select, see *Using your printer* on CD.
4. Wait until the front panel prompts you to open the window.



5. Lift the paper load lever.



6. Insert the sheet into the printer as shown below.

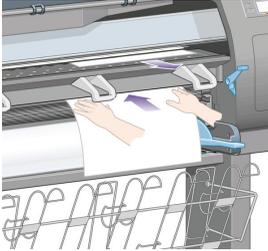


7. Insert the sheet until it reappears from the printer as shown below.

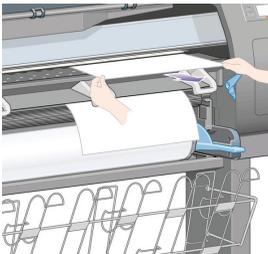


**WARNING!** Take care not to touch the rubber wheels on the platen while loading paper: they may rotate and trap skin, hair or clothing.

**WARNING!** Take care not to push your fingers inside the printer's paper path. It is not designed to accommodate fingers, and the results may be painful.

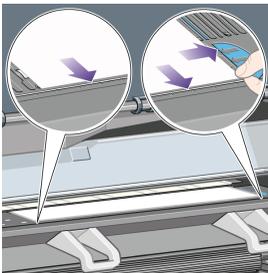


8. Pull the sheet out from the top.



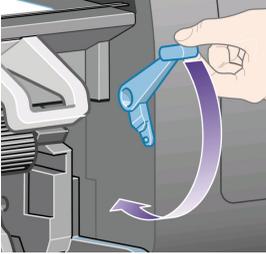
9. Align the leading edge of the sheet with the metal bar in the platen.

Align the right-hand edge of the sheet with the left edge of the half-circle on the platen, as shown below.

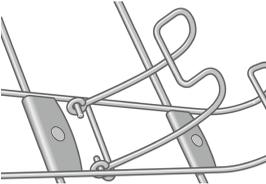


10. Lower the window.

11. Lower the paper load lever.



12. If the paper has been loaded successfully, the front panel displays the **Ready** message and the printer is ready to print. If something has gone wrong (paper mispositioned or misaligned), follow the instructions on the front panel.
13. If you are printing on a sheet of paper less than 900 mm in length (up to A1 size), deploy the three mobile stoppers on the bin.



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**NOTE** When printing on sheet paper you are recommended to select **Normal** or **Best** print quality, see [Change the print quality](#).

**NOTE** If you have an unexpected problem at any stage of the paper loading process, see [The paper cannot be loaded successfully \[4000\]](#).

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## Unload a single sheet [4000]



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**NOTE** This topic applies to the HP Designjet 4000 Printer series only.

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At the printer's front panel, select the  icon, then **Paper unload > Unload sheet**.

To give the ink time to dry, the printer holds the sheet for some time (see *Using your printer* on CD).

# Load a roll onto the spindle [4500]

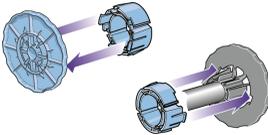


**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

1. Push the grey button and remove the blue paper stop from the spindle.



2. If your roll has a three-inch cardboard core, ensure that the core adaptors supplied with the printer have been installed. See below:



3. The roll may be long and heavy; rest the spindle horizontally on a table and load the roll on the table. Bear in mind that you may need two people to handle it.
4. Slide the new roll onto the spindle. Make sure the paper type is oriented as shown. If it is not, remove the roll, turn it 180 degrees and slide it back on to the spindle.



**NOTE** There is also a diagram on the outside face of each paper stop showing the correct orientation.



5. Press the roll towards the black paper stop until it clicks into place.



**NOTE** If you have difficulty with this, try turning the spindle to a vertical position, so that gravity presses the roll against the stop.



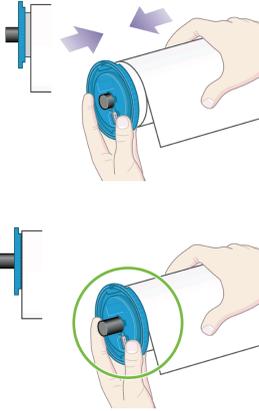
6. Ensure there is no space between the roll and the black stop.



7. Put the blue paper stop on to the other end of the spindle, and push it towards the end of the roll.



8. Ensure there is no space between the roll and the blue stop.



If you are a regular user of different paper types, you can change rolls more quickly if you pre-load rolls of different paper types on different spindles. Extra spindles are available for purchase.

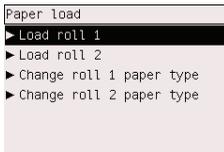
## Load a roll into the printer [4500]



**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

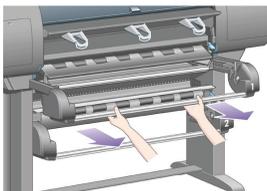
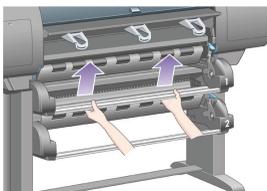
To start this procedure you need to have a roll loaded on the spindle. See [Load a roll onto the spindle \[4500\]](#).

1. At the printer's front panel, select the  icon, then **Paper load > Load roll 1** or **Load roll 2**.



**Hint** This step is optional. You may skip it and start the loading process without using the front panel, by pulling out the drawer as shown below.

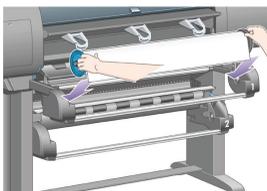
2. Lift the drawer upwards a little, then pull it towards you.



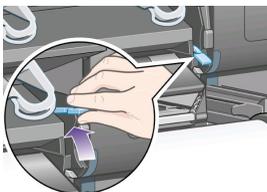
3. Load the roll and spindle into the drawer. Hold the roll as shown by the paper stops at each end of the spindle. Try to avoid touching the paper surface.



**CAUTION** Two people may be needed to load a heavy roll.



4. Lift the paper load lever. Lift the upper lever if you are loading the upper roll, the lower lever if you are loading the lower roll.

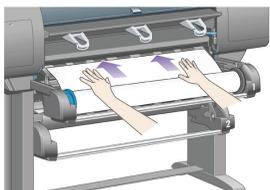


5. Make sure that the leading edge of the paper is free from wrinkles, tears, and excessive curl, as these defects may cause a paper jam. If necessary, trim the leading edge before loading (see [Trim the paper with the manual cutter \[4500\]](#)).

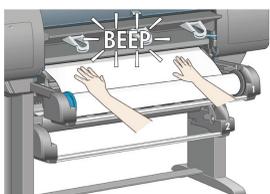
- Carefully insert the leading edge of the roll into the front path.



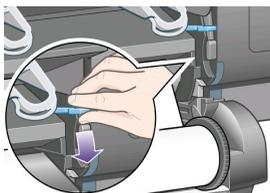
**WARNING!** Take care not to push your fingers inside the front path. It is not designed to accommodate fingers, and the results may be painful.



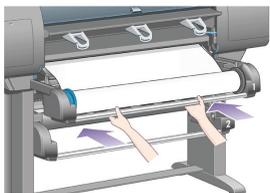
- The printer beeps when the paper has been inserted far enough.



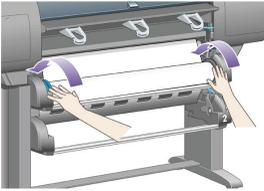
- Lower the paper load lever.



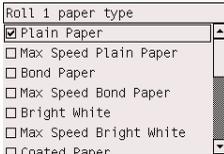
- Push the drawer back into position.



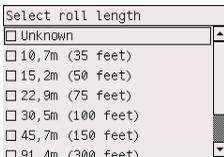
10. Wind excess paper back onto the roll. Use the paper stop to turn the roll in the direction shown.



11. The front panel displays a list of paper types.



12. Select the paper type you are using. If it is not clear which you should select, see *Using your printer* on CD.
13. The front panel asks you to specify the length of the roll you are loading. After you have done so, it will start to load the roll.



---

**NOTE** Specifying the roll length is not obligatory (you can select **Not known**) and has no effect on the printer's behavior. However, if you give the length, subsequently the printer will keep track of how much paper is used, and will keep you informed of the remaining length (assuming that the value you originally gave was accurate).

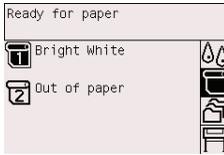
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14. If the printer's first attempt to load the roll is unsuccessful, it will automatically wind the paper backwards and try again without requiring any assistance.

If this second attempt is unsuccessful, it will try a third time, but this time the front panel will request your assistance.

15. The printer will perform a color calibration, if it has not already calibrated the paper type you are using, and if color calibration is turned on. See [Perform color calibration](#).

16. The front panel displays the **Ready** message and the printer is ready to print.



The roll currently ready to print is shown highlighted on the front panel (roll 1 in the above example).

## Unload a roll from the printer [4500]



**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

Before unloading a roll, check whether the end of the roll is still attached to the spindle, and follow the appropriate procedure as described below.

### The normal procedure (roll attached to spindle)

If the end of the roll is still attached to the spindle, use the following procedure.

1. At the printer's front panel, select the  icon, then **Paper unload > Unload roll 1** or **Unload roll 2**.



**Hint** Alternatively, you may start the unloading process without using the front panel, by lifting and then lowering the paper load lever.

2. The paper will normally be removed from the printer.

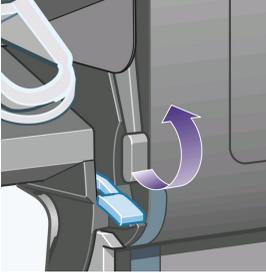
If the paper is not automatically removed from the printer, the front panel will prompt you to lift the paper load lever and turn the paper stop by hand until the paper is removed from the printer. When you have finished, lower the paper load lever.

3. Turn the paper stop by hand, until the paper is fully wound onto the roll.
4. Press the Select key.
5. Lift the drawer upwards a little, then pull it towards you.
6. Remove the roll from the printer, pulling out the right-hand end first. Do not insert your fingers into the spindle supports during the removal process.

## Roll detached from spindle

If the end of the roll is visible but no longer attached to the spindle:

1. If you have already selected **Paper unload** at the front panel, press the Cancel key to cancel that procedure.
2. Lift the paper load lever.
3. Lift the drive pinch lever.



If the front panel displays a warning about the levers, ignore it.

4. Pull out the paper from the front of the printer.
5. Lift the drawer upwards a little, then pull it towards you.
6. Remove the empty spindle from the printer, pulling out the right-hand end first. Do not insert your fingers into the spindle supports during the removal process.
7. Lower the drive pinch and paper load levers.
8. If the front panel is displaying a warning message, press the Select key to clear it.

## No paper visible

If the end of the roll has entirely disappeared into the printer:

1. Press the Form Feed and Cut key on the front panel, and the remaining paper will be ejected.
2. Lift the drawer upwards a little, then pull it towards you.
3. Remove the empty spindle from the printer, pulling out the right-hand end first. Do not insert your fingers into the spindle supports during the removal process.

## Trim the paper with the manual cutter [4500]



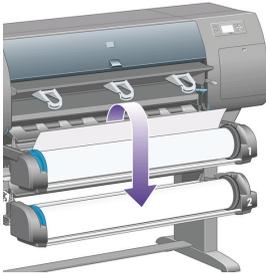
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**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

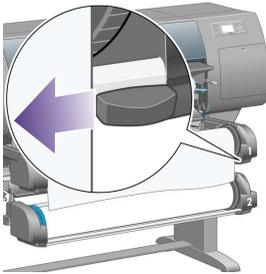
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The manual cutter can be used to trim the leading edge of the paper if it is dirty or uneven. This helps to avoid paper jams during loading.

1. Open the drawer of the roll that you intend to trim.
2. With your left hand, pull the leading edge of the paper over the top of the roll and then down in front of the drawer.



3. Find the manual cutter on the right side of the drawer.



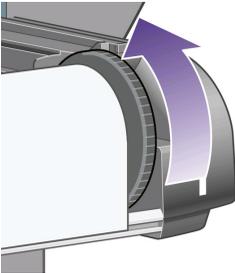
4. With your right hand, grip the cutter and rotate it as shown on the cutter's top cover, to make the initial cut, then pull it gently across the paper.



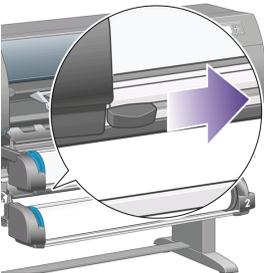
5. Remove the cut-off piece of paper.



6. Rotate the spindle backwards to move the paper edge out of the way.



7. Return the cutter to the right-hand side of the drawer.



## View information about the paper

At the printer's front panel, select the  or  icon, then **Paper information**, then choose the paper source on which you want information.

You will see the following information displayed on the front panel:

- The roll or sheet status



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**NOTE** The HP Designjet 4500 Printer series prints on roll paper only.

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- The paper manufacturer's name
- The paper type you have selected
- The width of the paper in millimeters (estimated by the printer)
- The length of the paper in millimeters (estimated by the printer)

If no paper is loaded, the message **Out of paper** is displayed.

The same information (apart from the manufacturer's name) is displayed on the Embedded Web Server's Supplies page.

## Download media profiles

Each supported paper type has its own characteristics. For optimum print quality, the printer changes the way it prints on each different paper type. For example, some may need more ink and some may require a longer drying time. So the printer must be given a description of the requirements of each paper type. This description is called the "media profile". The media profile contains the ICC profile, which describes the color characteristics of the paper; it also contains information on other characteristics and requirements of the paper that are not directly related to color. Existing media profiles for your printer are already installed in the printer's software.

However, you would find it inconvenient to scroll through a list of all paper types available for your printer, so your printer contains media profiles for only the most commonly used paper types. If you buy a paper type for which your printer has no media profile, you will find that you cannot select that paper type in the front panel. To download the correct media profile, go to:

- <http://www.hp.com/support/designjet-downloads/> for the HP Designjet 4000 series
- <http://www.hp.com/support/designjet/profiles4500/> for the HP Designjet 4500
- <http://www.hp.com/support/designjet/profiles4500ps/> for the HP Designjet 4500ps
- <http://www.hp.com/support/designjet/profiles4500mfp/> for the HP Designjet 4500mfp

If you do not find the media profile you want on the Web, you may find that it has been added to the latest firmware for your printer. You can check the firmware release notes for information. See *Using your printer* on CD.

## Use non-HP paper

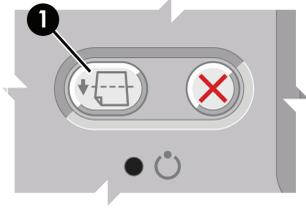
HP's own paper types have been fully tested with the printer and can be expected to give the best print quality.

However, you can print on paper from any manufacturer. In that case, you should select (in the front panel) the HP paper type that is most similar to the paper you will be using. If in doubt, try several

different HP paper type settings, and choose the one that provides you with the best print quality. If results are not entirely satisfactory with any paper type setting, see [General advice](#).

## Cancel the drying time

Press the Form Feed and Cut key (1) on the front panel.



**CAUTION** A print that has had insufficient time to dry can suffer from quality problems.

## Change the drying time

You may wish to change the drying time setting to suit special printing conditions.

Select the  icon, then **Select drying time**. You can select Extended, Optimal, Reduced, or None.

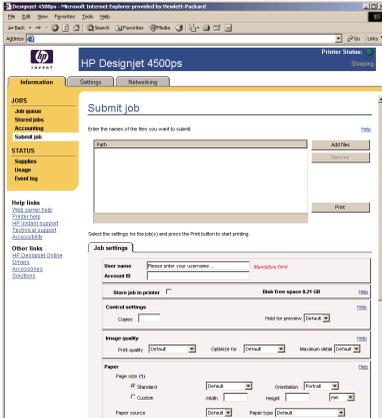
For more information, see *Using your printer* on CD.

## 4 How do I... (print job topics)

- [Submit a job with the Embedded Web Server](#)
- [Save a job](#)
- [Print a saved job](#)
- [Cancel a job](#)
- [Manage the print queue](#)
- [Nest jobs to save roll paper](#)

# Submit a job with the Embedded Web Server

1. Access the Embedded Web Server (see [Access the Embedded Web Server](#)).
2. Go to the **Submit job** page.



3. Browse your computer and select the file to print.



**NOTE** Submitting a job to be printed via the Embedded Web Server does not require you to have the printer driver nor the file's native application installed on your computer.

4. If you want to submit more than one file, click the **Add files** button and select all the files you want.



**NOTE** If you are not using Internet Explorer for Windows, you will see the **Add another file** button, which allows you to select additional files one at a time.

5. Set the job options.

If you leave an option set to **Default**, the setting saved in the job will be used. If the job contains no setting for that option, the setting in the printer will be used. The setting in the printer can be changed from the front panel, or in some cases from the Device Setup page in the Embedded Web Server.

6. Click the **Print** button.

## Save a job

If you intend to reprint a job later with some changes to the job settings (such as size or quality), you can store the job inside your printer so that you will not need to resubmit it later.



**NOTE** If you want to reprint a job without changes, you can do that from the print queue without needing to save the job.

You can save a job only while submitting it for printing:

1. Access the Embedded Web Server (see [Access the Embedded Web Server](#)).
2. Go to the **Submit job** page.
3. Browse your computer and select the file to print.
4. If you want to submit more than one file, click the **Add another file** button to add another file. All files submitted together will have the same job settings.



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**NOTE** If you are using Windows and Internet Explorer, you can click the **Add files** button and select multiple files at once.

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5. In the job options, check the **Store job in printer** option.
6. Set the rest of the job options.
7. Click the **Print** button.

## Print a saved job

1. Access the Embedded Web Server (see [Access the Embedded Web Server](#)).
2. Go to the **Stored jobs** page.
3. Select the job or jobs that you want to print, using the check box beside each job name.
4. Click the **Print** button to print the job with the original settings, or **Advanced Print** to change the settings.

## Cancel a job

A job can be canceled from the front panel by pressing the Cancel key, or from the Embedded Web Server by selecting the job and clicking the **Cancel** icon..

The printer advances the paper as though the print were finished.



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**NOTE** A multi-page job or a big file may take longer to stop printing than other files.

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## Manage the print queue

Your printer can store pages in a queue while it is printing the current page. The queue may contain pages from more than one job.



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**NOTE** This information applies only if you are using one of the drivers that came with your printer or the Embedded Web Server to submit printing jobs.

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## Turning off the queue [4000]

HP Designjet 4000 series users can turn off the queue from the Web server (**Settings** tab > **Device setup** > **Queue**), or from the front panel: select the  icon and then **Job management options** > **Disable queue**.

HP Designjet 4500 series users cannot turn off the queue.

## The When To Start Printing options



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**NOTE** The When To Start Printing options cannot be used with PostScript jobs.

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You can select at what point you want to print a file you have in the queue. From the Web server, select the **Settings** tab > **Device setup** > **When to start printing**; or, from the front panel, select the  icon and then **Job management options** > **When to start printing**.

There are three options you can select:

- When **After Processing** is selected, the printer waits until the whole page has been processed and then it starts to print. This is the slowest setting but offers the best print quality.
- When **Immediately** is selected, the printer prints the page as it is processed. This is the quickest setting, but the printer may stop halfway through a print to process data. This setting is not recommended for complex images with dense color.
- When **Optimized** is selected (this is the default setting), the printer calculates the best time to begin printing the page. It is usually the best compromise between the **After Processing** and **Immediately** settings.

## Identifying a job in the queue

The best way to look at the queue is in the Embedded Web Server (**Information** > **Jobs queue**), where you can manage the queue and get full information on every job (by clicking the name of the file).

However, you can also manage the queue from the front panel. To do so, select the  icon and then **Job queue**, where you can see a list of the jobs in the queue.

Each has an identifier, comprising:

<position in queue>: <image name>

The job currently being printed is in position 0. The next job to be printed is in position 1, the previous job already printed is in position -1.

## Prioritizing a job in the queue

To make any job in the queue the next one to be printed, select it and choose **Reprint** (in the Embedded Web Server) or **Move to front** (in the front panel).

If nesting is turned on, the prioritized job may still be nested with others. If you really want this job to be printed next, and on its own on the roll, first turn nesting off and then move it to the front of the queue as described above.

## Deleting a job from the queue

Under normal circumstances, there is no need to delete a job from the queue after printing it, as it will just fall off the end of the queue as more files are sent. However, if you have sent a file in error, and want to avoid any chance of it being reprinted, you can simply delete it, by selecting it and choosing **Delete** (in the Embedded Web Server or in the front panel).

In the same way, you can delete a job that has not been printed yet.

If the job is currently being printed (Status = **printing** in the Web server, or its queue position is 0 in the front panel), and you want both to cancel the job and to delete it, first click the Cancel icon in the Web server, or press the Cancel key on the front panel, and then delete it from the queue.

## Making copies of a job in the queue

To make extra copies of any job in the queue, select the job in the Embedded Web Server and click the **Reprint** icon, then specify the number of copies you want. The job will be moved to the top of the queue.

You can also do this from the front panel: select the job and choose **Copies**, then specify the number of copies required and press the Select key. This overrides any value set by your software.



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**NOTE** If **Rotate** was **On** when you sent the file, every copy will be rotated.

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If the job has already been printed, use **Move to front** to move it to the top of the queue.

## Understanding job status

These are the possible job status messages, approximately in the order in which they may be seen:

- **receiving**: the printer is receiving the job from the computer
- **waiting to process**: the job has been received by the printer and is waiting to be rendered (for jobs submitted through the Embedded Web Server only)
- **processing**: the printer is parsing and rendering the job
- **preparing to print**: the printer is performing writing system checks before printing the job
- **waiting to print**: the job is waiting for the print engine to become free to proceed with printing
- **waiting for nest**: the printer is set up with Nesting=On and is waiting for other jobs in order to complete the nest and proceed with printing
- **on hold**: the job was sent with the **on hold for preview** option and is on hold



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**NOTE** If the printer hangs up while printing a job, and the queue facility is turned on, the partially printed job will appear in the queue as **on hold** when the printer is next turned on. When you resume the job, it will start printing at the page at which it was interrupted.

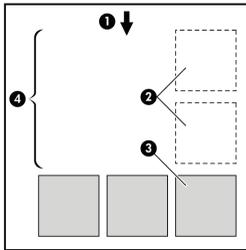
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- **on hold for paper**: the job can't be printed because the paper it needs is not loaded in the printer (see [An "on hold for paper" message \[4500\]](#)): load the required paper and then click **Continue** to resume the job
- **on hold for accounting**: the job can't be printed because the printer requires all jobs to have an account ID: enter the account ID and then click **Continue** to resume the job
- **printing**

- **drying**
- **cutting paper**
- **ejecting page**
- **canceled**: the job is being canceled, but will remain in the printer job queue
- **deleting**: the job is being deleted from the printer
- **printed**
- **canceled**: the job has been canceled by the printer
- **canceled by user**
- **empty job**: the job does not contain anything to print

## Nest jobs to save roll paper

Nesting means placing pages side by side on the paper, rather than one after the other. This is done to avoid wasting paper.



1. Direction of paper flow
2. Nesting off
3. Nesting on
4. Paper saved by nesting

### When does the printer try to nest pages?

When both of the following are true:

- The printer is loaded with roll paper, not sheet paper.
- In the front panel's Job Management menu or the Embedded Web Server's Device Setup page, **Nest** is On.

## Which pages can be nested?

All pages can be nested, unless they are so large that two of them cannot fit side by side on the roll, or unless there are too many of them to fit into the remaining length of the roll. A single group of nested pages cannot be split between two rolls.

## Which pages qualify for nesting?

In order to be in the same nest, the individual pages must be compatible in all of the following ways:

- All pages must have the same print quality setting (Fast, Normal, or Best).
- Pages must be all Optimized for Drawings/Text or all Optimized for Images.
- The Maximum Detail setting must be the same on all pages.
- The Margins setting must be the same for all pages (Extended or Normal).
- The Mirror setting must be the same for all pages.
- The Rendering Intent must be the same for all pages.
- The Cutter setting must be the same for all pages.
- The color adjustment settings must be the same for all pages. These are known as Advanced Color Settings in the Windows driver, and CMYK Settings in the Mac OS driver.
- Pages must be all color, or all grayscale: not some in color and some in grayscale.
- All pages must be in one or other of the following two groups (the two groups cannot be mixed in the same nest):
  - HP-GL/2, RTL, CALS G4
  - PostScript, PDF, TIFF, JPEG
- JPEG, TIFF, and CALS G4 pages with resolutions greater than 300 dpi may not nest with other pages in some cases.

## How long does the printer wait for another file?

So that the printer can make the best nest possible, it waits after a file has been received to check whether a subsequent page will nest with it or with pages already in the queue. This waiting period is the nest wait time; the factory default nest wait time is two minutes. This means that the printer waits for up to two minutes after the last file is received before printing the final nest. You can change this waiting time from the printer's front panel: select the  icon, then **Job management options** > **Nest options** > **Select wait time**. The available range is 1 to 99 minutes.

While the printer is waiting for nesting to time out, it displays the remaining time on the front panel. You can print the nest (cancel the nest wait) by pressing the Cancel key.



## 5 How do I... (stacker topics) [4500]



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**NOTE** This chapter applies to the HP Designjet 4500 Printer series only.

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The stacker is an optional accessory for the HP Designjet 4500 Printer series. It stacks prints flat, on top of one another, instead of letting them fall into the bin.



- [Install the stacker](#)
- [Uninstall the stacker](#)
- [Change paper rolls while using the stacker](#)
- [Clean the stacker rollers](#)
- [Move or store the stacker](#)

## Install the stacker

1. Connect the cables between the stacker and the printer.



2. Switch on the stacker.
3. Select the  icon on the printer's front panel, then **Accessories > Stacker > Install stacker**. The front panel will prompt you to attach the stacker to the printer.
4. There are two latches on the stacker that engage with the printer deflectors. To attach the stacker to the printer, attach first one side and then the other (because less force is required that way).

Some warm-up time is necessary, especially when the stacker has just been switched on.




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**NOTE** The stacker operates on cut sheets of paper. When it is switched on, the cutter is automatically enabled. It cannot work if the cutter is turned off or if the printing material cannot be cut (canvas, for example).

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## Uninstall the stacker

1. To uninstall the stacker, select the  icon on the printer's front panel, then **Accessories > Stacker > Uninstall stacker**.
2. The front panel will then prompt you to detach the stacker from the printer. Pull the stacker from one side to detach it on that side, then detach the other side.

3. Disconnect the stacker cables.



## Change paper rolls while using the stacker

1. Remove the stack of cut paper from the stacker in order to make the stacker easier to handle.
2. Detach the stacker from the printer: first one side, then the other.
3. Change the rolls in the normal way: see [Unload a roll from the printer \[4500\]](#) and [Load a roll into the printer \[4500\]](#).

## Clean the stacker rollers



**WARNING!** The stacker becomes hot during use. Before cleaning, switch it off and give it time to cool.

Ink tends to stick to the main stacker roller and the small output rollers, which should therefore be cleaned regularly using a fabric cloth dampened with water.

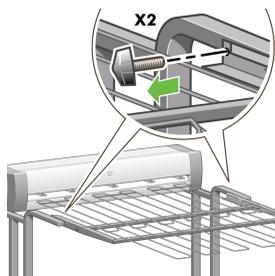
The frequency with which cleaning is needed depends to some extent on the paper type in use.

- For plain, coated, or heavyweight coated paper, once a month may be sufficient.
- For translucent, vellum, glossy, or natural tracing paper, cleaning may be required once a week even with the slowest print modes.

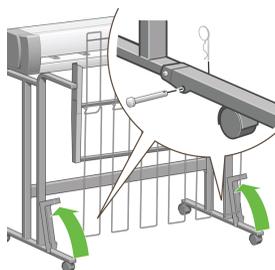
## Move or store the stacker

Before moving or storing the stacker, take a couple of steps to reduce the amount of space it occupies.

1. Undo the screws at either side of the stacker tray, and let the tray hang vertically.



2. Remove the pin from each leg extension, and rotate the leg extension upwards.



## 6 How do I... (image adjustment topics)

- [Change the page size](#)
- [Change the print quality](#)
- [Choose print quality settings](#)
- [Print at maximum speed](#)
- [Adjust the margins](#)
- [Print on oversize pages](#)
- [Print without added margins](#)
- [Select the orientation of the image](#)
- [Rotate an image](#)
- [Print a mirror image](#)
- [Scale an image](#)

## Change the page size

The page size can be specified in the following ways:

- Using a Windows printer driver: select the Paper/Quality tab, then **Size is**.
- Using a Mac OS printer driver: select **Page Setup** from the File menu, select your printer in the **Format for pop-up** menu, then **Paper size**.
- Using the Embedded Web Server: go to the Page Size section of the Submit Job page.
- Using the front panel: select the  icon, then **Default printing options > Paper options > Select paper size**.




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**NOTE** If a page size is set with the printer driver or with the Embedded Web Server, it overrides the page size set with the front panel.

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## Change the print quality

Your printer has three different print quality options: **Best**, **Normal**, and **Fast**. There are also two supplementary options that have an effect on print quality: **Optimize for drawings/text** or **Optimize for images**, and **Maximum detail**. See [Choose print quality settings](#) for guidance on choosing among these options.

You can specify the print quality in the following ways:

- Using a Windows printer driver: go to the Print Quality section of the Paper/Quality tab.
- Using a Mac OS printer driver: go to the Image Quality panel.
- Using the Embedded Web Server: go to the Image Quality section of the Submit Job page.
- Using the front panel: select the  icon, then **Default printing options > Image quality**.




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**NOTE** If a print quality is set with the printer driver or with the Embedded Web Server, it overrides the print quality setting from the front panel.

**NOTE** You cannot change the print quality of pages that the printer is already receiving or has already received (even if they have not started to print yet).

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## Choose print quality settings

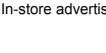
The following table shows suggested print quality settings and paper types for various different kinds of prints, assuming that you are using roll paper. You are not obliged to follow these suggestions, but you may find them helpful.

If you are using sheet paper, you are recommended to set print quality to **Best**.

If you are not sure how to change the print quality settings, see [Change the print quality](#).



**NOTE** High-density images should be printed on heavier paper (heavyweight or glossy).

Print content	Image quality settings			Paper types
	Print quality	Optimized for	Maximum detail	
Lines (draft) 	Fast	Drawings/text	Off (or On for higher quality, lower speed)	Bright White Bond Paper Translucent materials* Coated Paper
Lines 	Normal	Drawings/text	Off	Bright White Bond Paper Translucent materials* Coated Paper
Lines and fills (fast) 	Normal	Drawings/text	On	Bright White Bond Paper Translucent materials* Coated Paper Heavyweight Coated Paper Productivity Photo Gloss
Lines and fills 	Best	Drawings/text	Off	Bright White Bond Paper Translucent materials* Coated Paper Heavyweight Coated Paper Productivity Photo Gloss
Lines and images – high quality maps 	Best	Drawings/text	On	Coated Paper Heavyweight Coated Paper Productivity Photo Gloss
In-store advertising 	Normal	Images	Off	Coated Paper Heavyweight Coated Paper

How do I... (image adjustment topics)

Print content	Image quality settings			Paper types
	Print quality	Optimized for	Maximum detail	
				Productivity Photo Gloss
Renderings	Best	Images	Off	Heavyweight Coated Paper Productivity Photo Gloss
				
Photographs	Best	Images	Off	Productivity Photo Gloss
				

\* Translucent materials include Vellum, Translucent Bond, Natural Tracing Paper, Clear Film, and Matte Film.

For technical details of print resolution, see *Using your printer* on CD.

## Print at maximum speed

There are two paper type settings in the front panel especially designed for printing at maximum speed.

Print content	Image quality settings			Paper types (front panel)
	Print quality	Optimized for	Maximum detail	
Lines (draft)	Fast	Drawings/text	Off	Max Speed Bright White* Max Speed Bond Paper†
				

\* To use Max Speed Bright White, load HP Bright White Inkjet Bond Paper and select Max Speed Bright White from the list of paper types in the front panel.

† To use Max Speed Bond Paper, load HP Universal Inkjet Bond Paper and select Max Speed Bond Paper from the list of paper types in the front panel.

## Adjust the margins

The printer margins determine the printable area of the page that can be used by your application. There are three margin options: Small, Normal, and Extended (see also [Print without added margins](#)). For the dimensions of the margins, see *Using your printer* on CD.

You can specify the margins in the following ways:

- Using the Windows HP-GL/2 printer driver: Normal margins are selected by default. To select the other options, select the Paper/Quality tab and press the **Margins/Layout** button.
- Using the Windows PostScript printer driver: select the Paper/Quality tab, then **Size is**. You select the page size and the margins at the same time.
- Using a Mac OS printer driver: select **Page Setup** from the **File** menu, then **Paper size**. You select the page size and the margins at the same time.
- Using the Embedded Web Server: select from the Margins list on the Submit Job page.
- Using the front panel: select the  icon, then **Default printing options > Paper options > Select margins**.




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**NOTE** If margins are set with the printer driver or with the Embedded Web Server, they override the margins set with the front panel.

---

## Print on oversize pages

For technical reasons, it is impossible to print an image that covers the full width or length of the paper. There must always be a margin around the image. However, if you want to print, for example, an A3-sized image with no margins around it, you can print on paper larger than A3 (leaving margins around the image as usual), and then cut off the margins after printing.

Oversize page layouts are designed for this purpose. Each oversize page is large enough to accommodate a standard paper size plus margins.

You can specify an oversize page layout in the following ways:

- Using the Windows HP-GL/2 printer driver: select the Paper/Quality tab and press the **Margins/Layout** button, then select **Oversize** from the layout options.
- Using the Windows PostScript printer driver: select the Paper/Quality tab, then **Size is**. You select the oversize page and the margins at the same time.
- Using a Mac OS 9 or 10.1 printer driver: create a custom paper size with zero margins, and take into account that the margins added to the final job will be the ones that are set in the printer's front panel.
- Using a newer Mac OS printer driver: select the printer in the **Format for** popup menu, select the paper size, and then margins options will appear. You can select the oversize page and the margins at the same time.
- Using the Embedded Web Server: on the Submit Job page, select **Oversize** from the Margin layout list.
- Using the front panel: select **Default printing options > Paper options > Select layout > Oversize**.

When using oversized pages, you can select the width of the margins as usual (see [Adjust the margins](#)).

See also [Print without added margins](#).

## Print without added margins

For technical reasons, it is impossible to print an image that covers the full width or length of the paper. There must always be a margin around the image. However, if your image already contains adequate margins (white space around the edges) then you can tell the printer not to add margins to the image when printing it. In this case it will, in fact, clip the edges of your image, assuming that the edges contain nothing that needs to be printed.

You can request no added margins in the following ways:

- Using the Windows HP-GL/2 printer driver: select the Paper/Quality tab and press the **Margins/Layout** button, then select **Clip Contents By Margins** from the layout options.
- Using the Embedded Web Server: on the Submit Job page, select **Clip Contents By Margins** from the Margin layout list.
- Using the front panel: select **Default printing options > Paper options > Select layout > Clip contents by margins**.

This option is not available from the Windows PostScript driver or the Mac OS drivers.

When using this option, you can select the width of the margins as usual (see [Adjust the margins](#)). The printer continues to use margins: it just takes them out of the image instead of adding them to the image.

## Select the orientation of the image

The orientation of the image may be portrait or landscape. When you see it on screen:

- The height of a portrait image is greater than its width (a tall image).



- The width of a landscape image is greater than its height (a wide image).



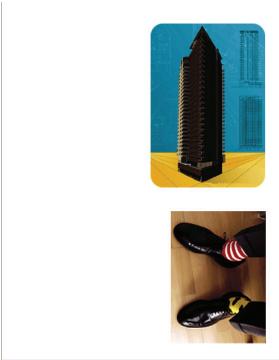
You should select the orientation that your image has when you see it on screen. If you have a landscape image and you select portrait, or if you have a portrait image and you select landscape, the image may be clipped when printed.

You can select the orientation using a printer driver or the Embedded Web Server.

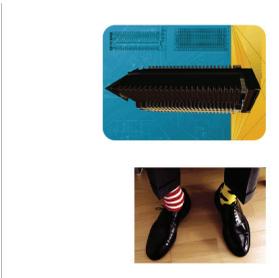
- Using the PostScript printer driver for Windows NT: go to the Orientation section of the Page Setup tab.
- Using any other printer driver for Windows: go to the Orientation section of the Finishing tab.
- Using the PostScript printer driver for Mac OS: select **Page Setup** from the **File** menu, then go to the Orientation section of the Page Attributes panel.
- Using the Embedded Web Server: go to the Orientation section of the Submit Job page.

## Rotate an image

By default, images are printed with their shorter sides parallel to the leading edge of the paper, like this:



You may wish to rotate your images by 90 degrees in order to save paper, like this:



You can do this in the following ways:

- Using a Windows printer driver: select the Finishing tab, then **Rotate by 90 degrees**.
- Using a Mac OS printer driver: select the Finishing panel, then **Rotate**.

- Using the Embedded Web Server: select the Submit Job page, then **Rotate**.
- Using the front panel: select the  icon, then **Default printing options > Paper options > Rotate**.



**NOTE** If rotation is set with the printer driver or with the Embedded Web Server, it overrides the setting in the front panel.

**NOTE** When you rotate a job, the page length may be increased to avoid clipping, because the top and bottom margins are usually larger than the side margins.



**CAUTION** With either rolls or sheets, if you rotate an image to landscape whose original orientation was portrait, the paper may not be wide enough for the image. For example, rotating a portrait D/A1-size image on D/A1-size paper by 90 degrees will probably exceed the width of the paper. If you are using the Embedded Web Server, the preview screen will confirm this with a warning triangle. If you are using the HP Designjet 4500 Printer series, the job will be put “on hold for paper”.

## Autorotate

The HP-GL/2 printer driver provides an **Autorotate** option, which will automatically rotate by 90 degrees any oversized portrait images in order to save paper.

## Print a mirror image

If you are using clear imaging paper, sometimes called backlit, you may want to print a mirror image of your drawing, so that when the paper is lit from behind it is in the correct orientation. To do this without changing the image in your application:

- Using a Windows printer driver: select the Finishing tab, then **Mirror image**.
- Using a Mac OS printer driver: select the Finishing panel, then **Mirror image**.
- Using the Embedded Web Server: select the Submit Job page, then **Mirror image**.
- Using the front panel: select the  icon, then **Default printing options > Paper options > Enable mirror**.



**NOTE** If mirror image is set with the printer driver or with the Embedded Web Server, it overrides the setting in the front panel.

## Scale an image

You can send an image to the printer at a certain size but tell the printer to rescale it to a different size (normally larger). This may be useful:

- If your software does not support large formats
- If your file is too large for the printer's memory—in this case you can reduce the page size in your software and then scale it up again using the front panel option

You can rescale an image in the following ways:

- Using a Windows printer driver: select the Effects tab, then **Resizing options**.
  - The **Print document on** option adjusts the image size to the page size selected for your printer. For example, if you have selected ISO A2 as the page size and you print an A4-size image, it will be enlarged to fit the A2 page. If the ISO A3 page size is selected, the printer would reduce a larger image to fit the A3 size.
  - The **% of normal size** option enlarges the printable area of the original page by the percentage indicated and adds the printer margins to make up the output page size.
- Using a Mac OS printer driver: select the Finishing panel, then **Print document on**.  
The driver adjusts the image size to the page size selected for your printer.
- Using the Embedded Web Server: select the Submit Job page, then **Resizing**.
- Using the front panel: select the  icon, then **Default printing options > Paper options > Scale**.

If you are printing to a single sheet, you must ensure that the image can actually fit onto the page, otherwise clipping will occur.



# 7 How do I... (color topics)

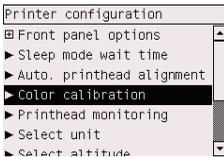
- Perform color calibration
- Perform black point compensation
- Set the rendering intent

# Perform color calibration

Color calibration improves color consistency between prints, and from one printer to another.

It is normally performed whenever a printhead is replaced, and whenever a new paper type is introduced that has not been calibrated yet with the new printhead(s). However, this automatic behavior can be turned off, and a default color correction used for each of the known paper types.

1. From the front panel, select the  icon, then **Printer configuration > Color calibration**.



2. The available options for color calibration are:

- **On:** the printer performs color calibration whenever you introduce a new paper type that has not yet been calibrated with the current set of printheads. The color correction resulting from the calibration is then used for subsequent prints on that paper type with the same print quality setting.
- **Off:** the printer uses a default color correction, different for each paper type and print quality setting.

3. The printer calibrates the colors by printing a calibration strip, scanning the strip with a built-in optical sensor, and calculating the color corrections required. The color calibration strip is 269 mm wide, and 18 mm long when using glossy paper; on other paper types, it is 109 mm long. Color calibration takes about three to six minutes, depending on the paper type.



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**NOTE** Color calibration can be requested manually at any time from the front panel, by selecting the  icon, then **Printhead management > Calibrate color**.

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**CAUTION** Color calibration can be performed successfully on opaque materials only. Do not attempt to calibrate transparent film.

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# Perform black point compensation

The black point compensation option controls whether to adjust for differences in black points when converting colors between color spaces. When this option is selected, the full dynamic range of the source space is mapped into the full dynamic range of the destination space. It can be very useful in preventing blocking shadows when the black point of the source space is darker than that of the destination space. This option is allowed only when the relative colorimetric rendering intent is selected (see [Set the rendering intent](#)).

Black point compensation can be specified in the following ways:

- Using a Windows PostScript printer driver: select the Color tab, then **Black point compensation**.
- Using a Mac OS printer driver: select the Color Options panel, then **Black point compensation**.
- Using the Embedded Web Server: select the Submit Job page, then **Black point compensation**.
- Using the front panel: select the  icon, then **Default printing options > Color options > Black point compensation**.

## Set the rendering intent

Rendering intent is one of the settings used when doing a color transformation. As you probably know, some of the colors you want to print may not be reproducible by the printer. The rendering intent allows you to select one of four different ways of handling these so-called out-of-gamut colors.

- **Saturation (graphics)**: best used for presentation graphics, charts, or images made up of bright, saturated colors.
- **Perceptual (images)**: best used for photographs or images in which colors blend together. It tries to preserve the overall color appearance.
- **Relative colorimetric (proofing)**: best used when you want to match a particular color. This method is mainly used for proofing. It guarantees that, if a color can be printed accurately, it will be printed accurately. The other methods will probably provide a more pleasing range of colors but do not guarantee that any particular color will be printed accurately. It maps the white of the input space to the white of the paper on which you are printing.
- **Absolute colorimetric (proofing)**: the same as relative colorimetric, but without mapping the white. This rendering is also used mainly for proofing, where the goal is to simulate the output of one printer (including its white point).

The rendering intent can be specified in the following ways:

- Using a Windows PostScript printer driver: select the Color tab, then **Rendering intent**.
- Using a Mac OS printer driver: select the Color Options panel, then **Rendering intent**.
- Using the Embedded Web Server: select the Submit Job page, then **Rendering intent**.
- Using the front panel: select the  icon, then **Default printing options > Color options > Select rendering intent**.



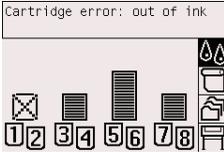
## 8 How do I... (ink system topics)

- [Remove an ink cartridge](#)
- [Insert an ink cartridge](#)
- [Remove a printhead](#)
- [Insert a printhead](#)
- [Manage printhead monitoring](#)
- [Recover \(clean\) the printheads](#)
- [Clean a printhead's electrical connections](#)
- [Align the printheads](#)
- [Remove a printhead cleaner](#)
- [Insert a printhead cleaner](#)
- [Check the status of the ink system](#)
- [Get ink cartridge statistics](#)
- [Get printhead statistics](#)

# Remove an ink cartridge

There are two types of ink cartridge removal.

- The ink cartridge is very low and you want to replace it with a full cartridge for unattended printing (you can use up the remaining ink in the first cartridge at a more convenient time).
- The ink cartridge is empty or faulty, and you must replace it to continue printing.



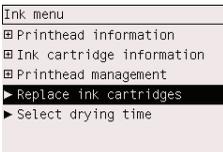
**CAUTION** Do not try to remove an ink cartridge while printing.

**CAUTION** Remove an ink cartridge only if you are ready to insert another one.



**WARNING!** Make sure the printer wheels are locked (the brake lever is pressed down) to prevent the printer from moving.

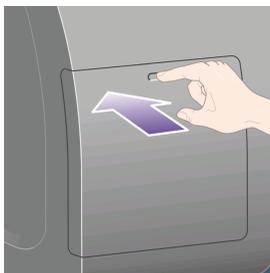
1. At the printer's front panel, select the  icon, then **Replace ink cartridges**.



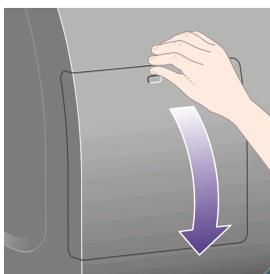
2. The ink cartridge door is on the left-hand side of the printer.



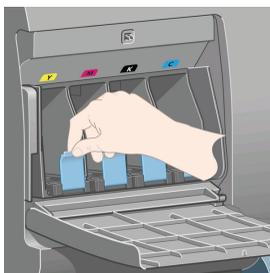
3. Release the door catch by pressing on the top until it clicks.



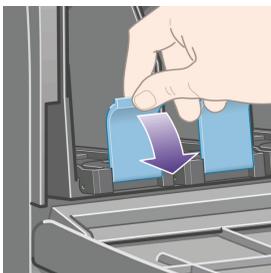
4. Pull the door fully open.



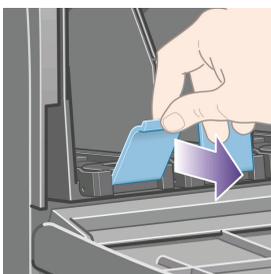
5. Grip the blue tab in front of the cartridge you wish to remove.



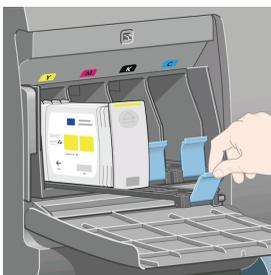
6. Pull the blue tab down.



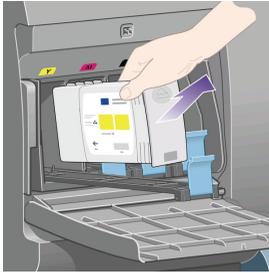
7. Then pull it outwards, towards you.



8. The cartridge comes out, in its drawer.



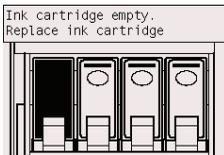
9. Lift the cartridge out of its drawer.



**NOTE** Avoid touching the end of the cartridge that is inserted into the printer, as there may be ink on the connection.

**NOTE** Avoid storing partially used ink cartridges on their ends.

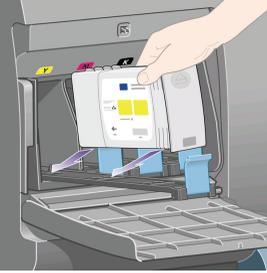
10. The front panel display will identify the missing ink cartridge.



## Insert an ink cartridge

1. Pick up the new ink cartridge and find the label identifying the ink color. Hold the ink cartridge so that you can see the identifying colored label at the top of the side facing you.
2. Check that the colored label above the empty slot in the printer matches the color of the label on the cartridge.

3. Insert the ink cartridge into the cartridge drawer.



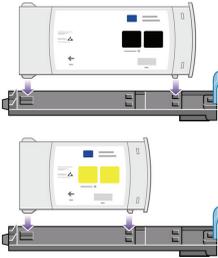
Position the cartridge at the rear of the drawer as indicated below.



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**NOTE** A larger black ink cartridge is available that uses the whole length of the drawer.

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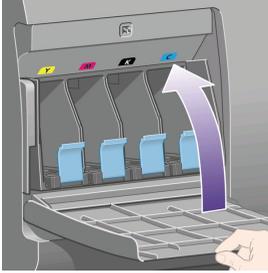


4. Slide the drawer and cartridge into the slot until it locks into position.

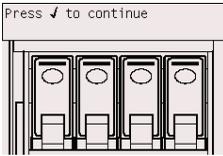


If you have difficulty, see [I cannot insert an ink cartridge](#).

- When all cartridges have been inserted, close the door (push it until it clicks shut).



- The front panel display confirms that all cartridges have been correctly inserted.



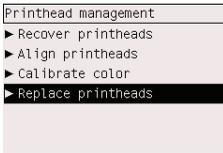
## Remove a printhead



**WARNING!** Make sure the printer wheels are locked (the brake lever is pressed down) to prevent the printer from moving.

Printhead replacement must be performed with the printer switched on at the power isolation switch.

- At the printer's front panel, select the  icon, then **Printhead management > Replace printheads**.

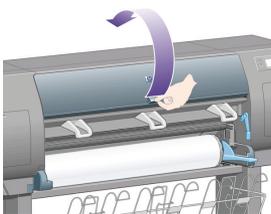


- The printer moves the carriage into the correct position.

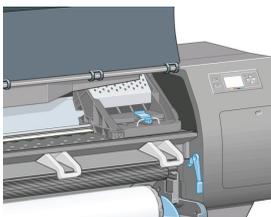


**CAUTION** If the carriage is left in the central part of the printer for more than seven minutes, it will try to move back to its normal position in the right-hand end.

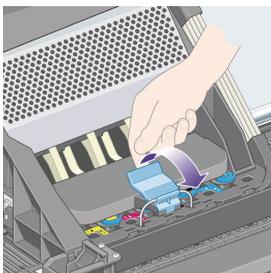
3. When the carriage has stopped moving, the front panel will ask you to open the window.



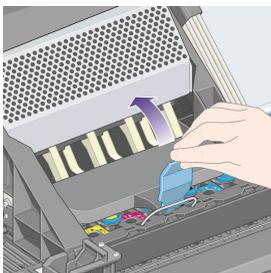
4. Locate the carriage.



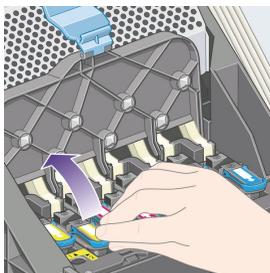
5. Pull up and release the latch on top of the carriage.



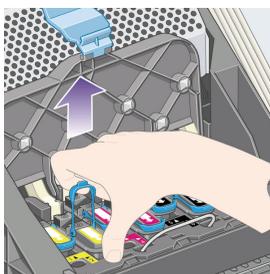
6. Lift up the cover. This will now give you access to the printheads.



7. To remove a printhead, lift up the blue handle.



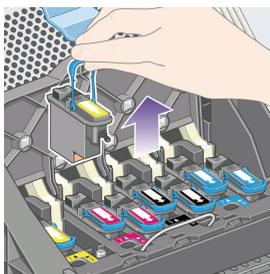
8. Using the blue handle, gently disengage the printhead.



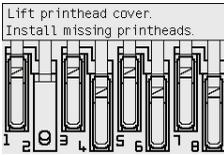
9. Gently pull the blue handle upward until the printhead is released from the carriage.



**CAUTION** Do not pull abruptly because this can damage the printhead.

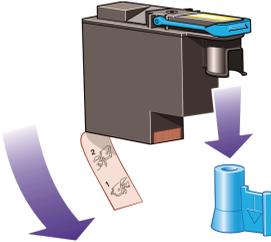


10. The front panel display identifies the missing printhead.



## Insert a printhead

1. If the printhead is new:
  - a. Remove the blue protective cap by pulling down on it.
  - b. Remove the clear protective tape from the printhead's nozzles by pulling on the paper tab.

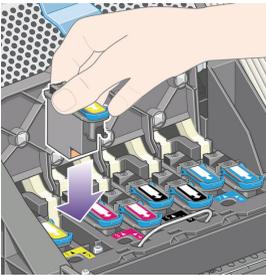


The printhead is designed to prevent you from accidentally inserting it into the wrong position. Check that the colored label on the printhead matches the colored label of the carriage position into which the printhead is to be inserted.

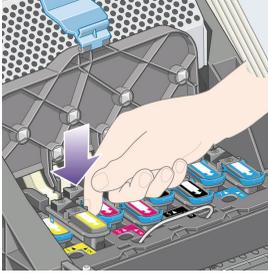
2. Insert the new printhead into its correct position in the carriage.



**CAUTION** Insert the printhead slowly and vertically, straight down. It may be damaged if you insert it too fast, or at an angle, or if you turn it as you insert it.



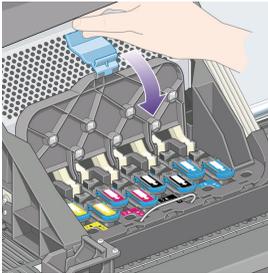
3. Push down as indicated by the arrow shown below.



When installing the new printhead there may be some resistance, so you need to press it down firmly but smoothly.

If you have difficulty, see [I cannot insert a printhead](#).

4. Insert any other printheads that need to be installed, and close the carriage cover.



When all the printheads have been inserted correctly and accepted by the printer, the printer will beep.

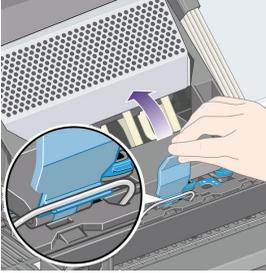


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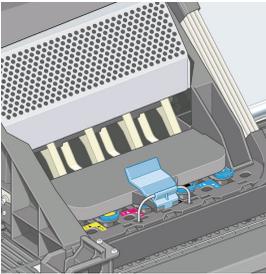
**NOTE** If the printer does not beep when you insert the printhead and the **Replace** message appears on the front panel, the printhead may need to be reseated.

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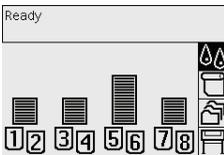
5. Latch the carriage cover.



When the carriage has been correctly latched, it looks like this:



6. Close the window.
7. The front panel display confirms that all printheads are correctly inserted.



8. Now replace the printhead cleaners for any printheads that have been changed. See [Remove a printhead cleaner](#) and [Insert a printhead cleaner](#).



**CAUTION** Leaving the old printhead cleaner in the printer will shorten the new printhead's life and possibly damage the printer.

## Manage printhead monitoring

The printer automatically checks the status of the printheads from time to time in order to monitor their health and detect any problems that might affect print quality. The frequency of these checks is optimized to maintain good throughput.

If you want to increase the frequency of printhead monitoring in order to detect any problems sooner, select the  icon, then **Printer configuration > Printhead monitoring > Intensive**. When the printer is printing and printhead monitoring is set to **Intensive**, the front panel and the Embedded Web Server printer status line will display the following message: **Printing. Printhead monitoring** (instead of just **Printing**).



**NOTE** When **Intensive** is selected, the throughput of the printer will be reduced because of the increased frequency of printhead checks.

To return to the default printhead monitoring frequency, select the  icon, then **Printer configuration > Printhead monitoring > Optimized**.

## Recover (clean) the printheads

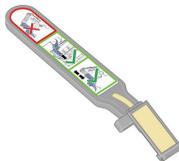
To clean the printheads (which often enables them to recover from problems), go to the printer's front panel and select the  icon, then **Printhead management > Recover printheads**. Cleaning takes about two to four minutes.



## Clean a printhead's electrical connections

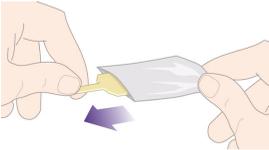
In some extreme cases it is possible that the printer will not recognize a printhead after it has been installed. This is due to the build-up of ink deposits on the electrical connections between the printhead and the printhead carriage. Under these circumstances you are recommended to clean the printhead's electrical connections. Routine cleaning of the connections when there are no apparent problems is not recommended.

Included with your printer (in the Maintenance Kit box) is a carriage interconnect wiper.



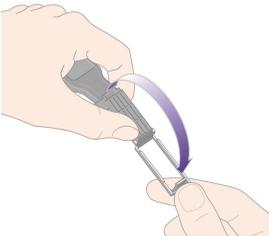
This should be used for cleaning the electrical interconnects of both the printhead carriage and the printhead, which should be done if the front panel persistently displays the **Reset** or **Replace** message next to the printhead.

1. Remove a new pre-moistened replacement sponge from its pouch.



A supply of sponges is included in the box with the wiper. If all sponges have been used, more can be obtained by contacting your customer service representative.

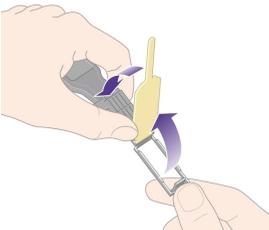
2. Open the carriage interconnect wiper.



3. Load the sponge into the carriage interconnect wiper by positioning the sponge on the face of the carriage interconnect wiper with the shorter tab in the locating slot.



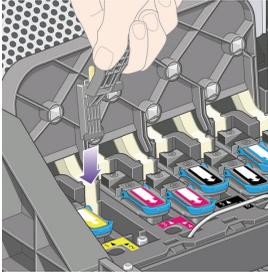
4. Close the carriage interconnect wiper, trapping the sponge in place.



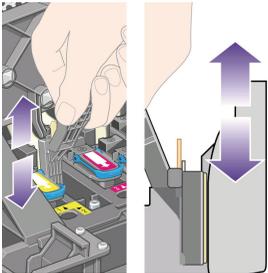
5. Open the printhead carriage latch and extract the printhead that has the problem, as indicated on the front panel. See [Remove a printhead](#).
6. Insert the carriage interconnect wiper into the printhead slot at the back. Wipe the electrical contacts by inserting the tool between the electrical connections at the back of the slot and the steel spring with the sponge facing away from you and towards the electrical contacts. Try to avoid picking up any ink deposit which may have accumulated on the bottom surface of the slot.



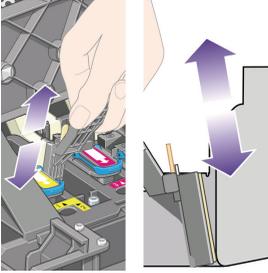
**CAUTION** If the carriage is left in the central part of the printer for more than seven minutes, it will try to move back to its normal position in the right-hand end.



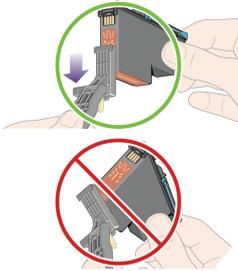
7. Rub the sponge against the contacts with a **light** force along the entire depth of the flex connector as allowed by the mechanical stop on the tool.



8. Take special care to clean all contacts thoroughly, including the ones at the lowest point of the connector.



9. Using the same sponge, clean the lower strip of electrical contacts on the printhead (unless the printhead is new), avoid touching the upper set of electrical contacts.

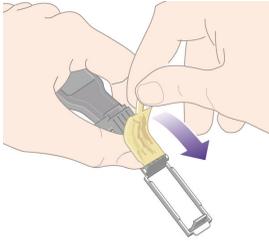


**CAUTION** Do not touch the surface of the printhead containing the nozzles, which are easily damaged.

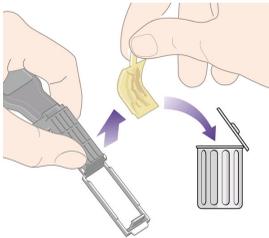
10. After waiting a few moments to allow both connectors to dry, replace the printhead into the printhead carriage. See [Insert a printhead](#).
11. On completion of the cleaning process, open the carriage interconnect wiper by pulling on the sponge tab.



12. Remove the soiled sponge from the carriage interconnect wiper.



13. Dispose of the soiled sponge in a safe place to prevent the transfer of ink onto hands and clothing.



If the front panel continues to display the **Reset** or **Replace** message, replace the printhead or contact your customer service representative.

## Align the printheads

The printer will normally perform printhead alignment whenever printheads are replaced. If there is no paper loaded when a printhead is replaced, the printer will perform the alignment the next time you load paper.



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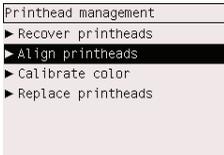
**NOTE** You can turn off these automatic printhead alignments from the front panel: select the  icon, then **Printer configuration > Auto printhead alignment > Off**.

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In addition, you should align the printheads if the Image Diagnostics Print indicates an alignment error. See [How do I... \(Image Diagnostics Print topics\)](#).

1. Make sure that you have a roll of opaque paper loaded in the printer; the best results will be achieved with the type of paper that you normally use for printing. Single sheets of paper, and transparent materials such as translucent bond, clear film, matte film, tracing paper, and vellum are not suitable for printhead alignment.

2. To request printhead alignment (if the alignment is not being performed automatically), go to the front panel, select the  icon, and then **Printhead management > Align printheads**.



3. If you are close to the beginning of a roll, the front panel will report that the printer may need to feed up to 3 m (≈ 10 ft) of paper before starting the printhead alignment. This is necessary to ensure a successful alignment. In this case, you will be given the following options:
  - To continue with the printhead alignment, allowing the printer to feed as much paper as necessary
  - To schedule the printhead alignment to be performed later, after you have used a few meters of paper for printing
  - To cancel the printhead alignment
4. If you choose to continue with the printhead alignment, the process will start immediately, unless an image is currently being printed, in which case the alignment will be done as soon as the current print job is finished.

The alignment process takes about twelve minutes.

## Remove a printhead cleaner

After you have replaced a printhead, the front panel will prompt you to replace the printhead cleaner.



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**CAUTION** When replacing a printhead, always replace the corresponding printhead cleaner. Leaving the old cleaner in the printer will seriously shorten the new printhead's life and possibly damage the printer. A new printhead cleaner is provided with each new printhead.

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When removing a printhead cleaner:

- Be careful not to get ink on your hands. There may be ink on, around, and inside the replaced printhead cleaner.
- Always handle and store the replaced printhead cleaner upright to avoid spilling any ink.



---

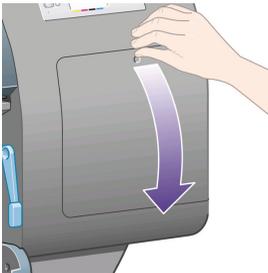
**WARNING!** Make sure the printer wheels are locked (the brake lever is pressed down) to prevent the printer from moving.

---

1. The printhead cleaners are located in slots underneath the front panel, at the front of the printer. Press the top of the service station door to release the catch.



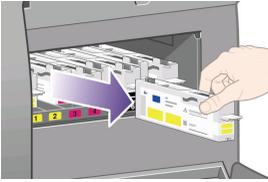
2. Open the door.



3. Each printhead cleaner has a handle on the front. To remove the cleaner, press inward and upward as indicated by the arrow shown here, until the cleaner is released.



4. Lift up the printhead cleaner to remove it from the slot, and slide it out horizontally as shown below.

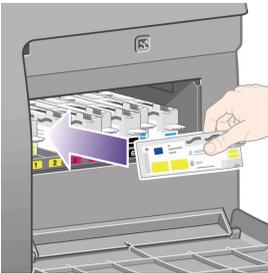


See also [Insert a printhead cleaner](#).

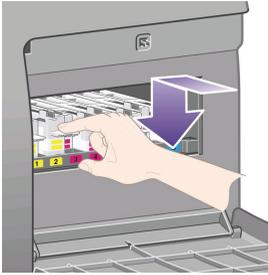
## Insert a printhead cleaner

The plastic bag in which the new printhead cleaner comes can be used to dispose of the old printhead and printhead cleaner.

1. Insert each printhead cleaner into the correct color slot location, in the service station, in the direction indicated by the arrow shown here.



- When the printhead cleaner has been pushed all the way in, press inwards and downwards as indicated by the arrow shown here, until it clicks into place.



If you have difficulty, see [I cannot insert a printhead cleaner](#).



---

**NOTE** The front panel will not show the new printhead cleaner until the right-hand door is closed.

---

- When you have inserted the printhead cleaner(s) into the printer, close the door.



---

**NOTE** The printer needs all the ink cartridges, printheads, and printhead cleaners to be installed before it can continue.

---

- If no paper is loaded, the front panel will instruct you to load some.

Whenever you insert a new printhead and cleaner, the printer will normally perform a printhead alignment and color calibration. Both are recommended for best print quality. In some cases, you may decide to postpone printhead alignment until after some further printing has been done.



---

**NOTE** If you prefer to save some time at the expense of print quality, you can turn off these automatic procedures from the front panel, by selecting the  icon, then **Printer configuration > Auto printhead alignment > Off** and **Printer configuration > Color calibration > Off**.

---

The front panel may request that you load paper that is suitable for printhead alignment. The printhead alignment procedure requires a roll of opaque paper: not a single sheet, and not any kind of transparent or translucent material.

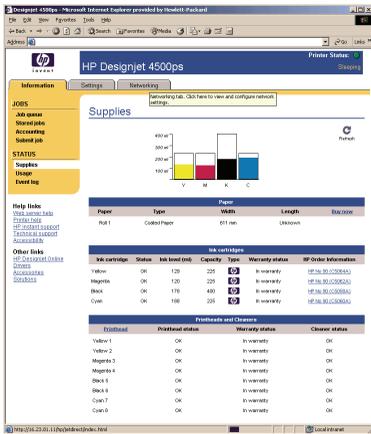
When the front panel displays **Ready**, you are ready to print.



**NOTE** Make sure the printer window and the right-hand door are closed after you replace the supplies. The printer will not print while these are open.

## Check the status of the ink system

1. Access the Embedded Web Server (see [Access the Embedded Web Server](#)).
2. Go to the **Supplies** page.



The **Supplies** page shows you the status of the ink cartridges (including the ink levels), the printheads, the printhead cleaners, and the loaded paper.

## Get ink cartridge statistics

To get information on your ink cartridges:

1. Go to the front panel and select the  icon.
2. Select **Ink cartridge information**, then select the cartridge on which you want information.
3. The front panel displays:
  - Its color
  - Its product name

- Its product number
- Its serial number
- Its status
- Its ink level, if known
- Its total ink capacity in milliliters
- Its manufacturer
- Its warranty status

You can also get most of this information without leaving your computer by using the Embedded Web Server.

For an explanation of the ink cartridge status messages, see [An ink cartridge status message](#).

## Get printhead statistics

To get information on your printheads:

1. Go to the front panel and select the  icon.
2. Select **Printhead information**, then select the printhead on which you want information.
3. The front panel displays:
  - Its color
  - Its product name
  - Its product number
  - Its serial number
  - Its status
  - The volume of ink it has used
  - Its warranty status
  - The status of its cleaner

You can also get most of this information without leaving your computer by using the Embedded Web Server.

For an explanation of the printhead and printhead cleaner status messages, see [A printhead status message](#) and [A printhead cleaner status message](#).

If the warranty status is **See warranty note**, this indicates that non-HP ink is being used. See [Worldwide Limited Warranty—HP Designjet 4000/4500 Printer series and 4500mfp](#) for details of the warranty implications.



## 9 How do I... (Image Diagnostics Print topics)

- [Print the Image Diagnostics Print](#)
- [Respond to the Image Diagnostics Print](#)
- [Interpret Image Diagnostics part 1](#)
- [Interpret Image Diagnostics part 2](#)
- [Interpret Image Diagnostics part 3](#)
- [If I still have a problem](#)

## Print the Image Diagnostics Print

The Image Diagnostics Print consists of patterns designed to highlight print quality problems. It helps you to check whether you have a print quality problem, and if you have, what the cause of the problem is and how to resolve it.

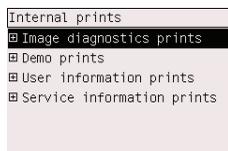
Before using the Image Diagnostics Print, check that you have been using appropriate print quality settings (see [Choose print quality settings](#)).

To print the Image Diagnostics Print:

1. Ensure that you have paper of at least A3 size (29.7 × 42 cm = 11.7 × 16.5 in) loaded into the printer. Use the same paper type that you were using when you detected a problem.
2. Ensure that the front panel has the same print quality settings that you were using when you detected the problem (see [Change the print quality](#)). In the Image Diagnostics Print, the only difference between **Drawings/text** and **Images** is that the latter uses more ink in part 2, so that the colors appear darker.

To print the Image Diagnostics Print will take about two minutes if you choose **Images**; sometimes less if you choose **Drawings/text** (depending on the paper type).

3. At the printer's front panel, select the  icon, then **Internal prints > Image diagnostics prints > Print drawings/text** or **Print images**.



When the print is ready, see [Respond to the Image Diagnostics Print](#).

## Respond to the Image Diagnostics Print

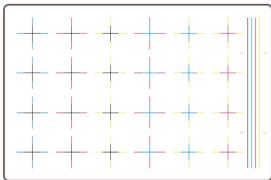
The Image Diagnostics Print is in three numbered parts.

1. Part 1 tests printhead alignment. See [Interpret Image Diagnostics part 1](#).
2. Part 2 tests printhead performance and the paper advance mechanism. See [Interpret Image Diagnostics part 2](#).
3. If Part 2 has revealed a printhead problem, Part 3 identifies which of the eight printheads is responsible for it. See [Interpret Image Diagnostics part 3](#).

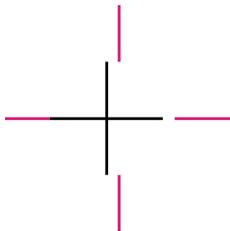
If Part 2 has not revealed any problem, you can and should ignore Part 3.

## Interpret Image Diagnostics part 1

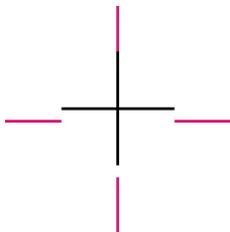
The purpose of part 1 is to identify color-to-color alignment and bidirectional alignment problems.



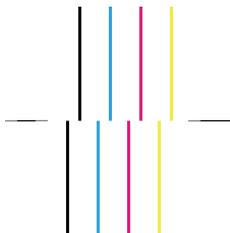
If you have horizontal misalignment, you will see something like this:



If you have vertical misalignment, you will see something like this:



If you have bidirectional misalignment, you will see something like this:

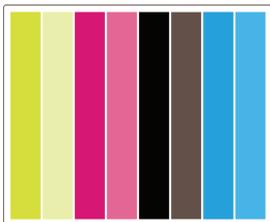


## Corrective action

1. Align the printheads, using the same paper type with which you were experiencing unacceptable print quality, if feasible (some paper types are not suitable for printhead alignment). See [Align the printheads](#).
2. If there is no improvement in print quality, contact your customer service representative.

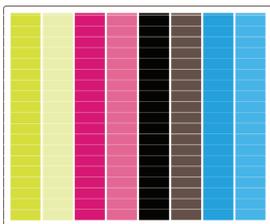
## Interpret Image Diagnostics part 2

The purpose of part 2 is to test whether the printheads and the paper advance mechanism are working correctly. This part of the print should not be used to check for color consistency or accuracy.

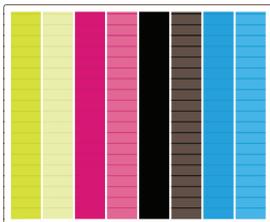


### Banding

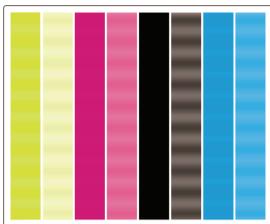
Banding has occurred when you see repetitive horizontal bands within the printed image. They can appear as light bands:



or dark bands:



or as a more gradual wave effect:

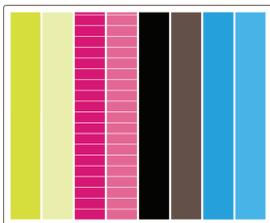


## Horizontal bands across strips of one color only

If a printhead is faulty, you will see horizontal bands across strips of one color only; or at least the horizontal bands will be much more noticeable in one color than in the others.



**NOTE** Banding in the green strips is more difficult to see; and it may be caused by a yellow printhead or by a cyan printhead. If you see banding only in the green strip, it is caused by the yellow printhead; if you see banding in the green and cyan strips, it is caused by a cyan printhead.



## Corrective action

1. Check that you are using appropriate print quality settings. See [Choose print quality settings](#).
2. Clean the printheads. See [Recover \(clean\) the printheads](#).
3. Reprint the Image Diagnostics Print. If you still see banding, continue with steps 4 and 5.
4. As there are two printheads for each color, check exactly which printhead is responsible for the problem, using Part 3 of the Image Diagnostics Print. See [Interpret Image Diagnostics part 3](#)Part 3.
5. Replace the printhead that shows the problem. See [Remove a printhead](#) and [Insert a printhead](#).

## Horizontal bands across all the colored strips

If the printer has paper advance problems you will see horizontal bands across all the colored strips.



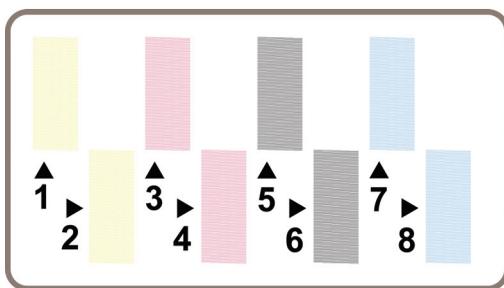
**NOTE** Banding in the green strips is more difficult to see.

## Corrective action

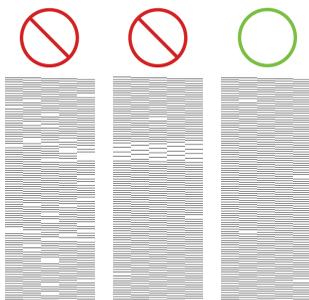
1. Check that you are using appropriate print quality settings. See [Choose print quality settings](#).
2. If you are using low-quality paper, try better-quality paper. The performance of your printer can be guaranteed only if you use recommended papers. See *Using your printer* on CD.
3. Perform paper advance calibration with the same paper type that you intend to use for the final print. See [How do I... \(paper advance calibration topics\)](#).
4. If there is no improvement in print quality, contact your customer service representative.

## Interpret Image Diagnostics part 3

If part 2 has revealed a printhead problem, the purpose of part 3 is to identify which particular printhead is faulty. Each rectangle in this plot is labelled with the number of the printhead that produced it.



Here are three examples of a black rectangle in close-up, showing the fine lines of which it is made:



In the first two examples above, there are so many missing lines that the printhead may be faulty. In the third case there are only a few missing lines, which are acceptable, because the printer can compensate for such minor problems.

## Corrective action

If part 3 shows a problem with one printhead, but part 2 shows no problem, there is no immediate need to take any corrective action, because the printer is able to compensate for the problem and maintain print quality. However, if part 2 also shows a problem, continue as follows:

1. Clean the printheads. See [Recover \(clean\) the printheads](#).
2. If there is no improvement in print quality, replace the printhead that shows the problem. See [Remove a printhead](#) and [Insert a printhead](#).

## If I still have a problem

If the entire Image Diagnostics Print contains no defects and you still experience print quality problems, here are some things to check:

- Try using a higher print quality option. See [Choose print quality settings](#) and [Change the print quality](#).
- Check the driver you are using to print with. If it is a non-HP driver, go to <http://www.hp.com/go/designjet/> and download the correct HP driver.
- If you are using a non-HP RIP, its settings may be incorrect. Refer to the documentation that came with the RIP.
- Check that your printer's firmware is up to date. See *Using your printer* on CD.
- Check that you have the right settings in your software application.
- If you are seeing a problem only at the top of the page, see [A defect near the start of a print](#).



# 10 How do I... (paper advance calibration topics)

Your printer was calibrated at the factory to ensure that it advances the paper accurately when using supported paper types in normal environmental conditions. However, you may find it useful to recalibrate in certain circumstances:

- **Unsupported paper:** different paper manufacturers provide papers with a wide range of properties such as paper thickness or stiffness, which may benefit from calibration. You can expect the best print quality when using HP's recommended papers (see *Using your printer* on CD).
- **Abnormal but stable environmental conditions:** if you are printing in unusual conditions of temperature or humidity (see *Using your printer* on CD), and those conditions are expected to remain stable, recalibration may be worthwhile.

However, paper advance calibration assumes that you have an image quality problem and that you have already followed the appropriate troubleshooting procedure for that problem. If you have no particular problem, there is no need to perform the calibration.

Before performing paper advance calibration, use the Image Diagnostics Print to check that the printheads are correctly aligned (see [Print the Image Diagnostics Print](#)).




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**NOTE** In theory, paper advance calibration should improve print quality. However, if you find the calibration print difficult to interpret, you may choose the wrong paper advance setting and thus degrade print quality. In this case, you can restore the original factory settings by selecting the  or  icon at the front panel, and then **Paper advance calibration > Optim. for drawings/text** or **Optimize for images > Select Pattern > Factory Default**.

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- [Overview of the calibration process](#)
- [The calibration process in detail](#)
- [After calibration](#)

## Overview of the calibration process

1. Use the front panel to print a colored pattern stored in the printer seven times, each time with a different paper advance setting.
2. Decide which pattern has been printed most successfully.
3. Use the front panel to tell the printer which pattern was best—and therefore which paper advance setting to use in future.



**NOTE** There are separate paper advance settings for each paper type name in the front panel: each must be calibrated separately. When you calibrate a particular paper type, the settings for all other paper types are unaffected.

**NOTE** There are separate paper advance settings for **Optimized for drawings/text** and **Optimized for images**: each must be calibrated separately.

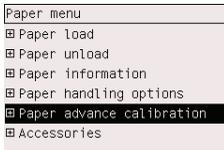
**NOTE** Papers from different manufacturers may require different paper advance settings even if they are of the same type, therefore the calibration will be useful only for the particular paper you calibrated. Remember that, when you perform the calibration, you will overwrite any previous paper advance settings for this paper type.

## The calibration process in detail

Step 1. Load the printer with the type of paper that you plan to use for printing subsequently. The paper must be at least 41 cm wide (16 in) and 75 cm long (30 in).

Step 2. At the front panel, highlight the  or  icon. If you are using an HP Designjet 4500 series printer, and you have two rolls loaded, make sure that the roll you intend to calibrate is ready to print (it should be highlighted on the front panel).

Step 3. Press the Select key, then **Paper advance calibration**.



Step 4. Select **Optim. for drawings/text** or **Optimize for images**, depending on the type of prints you wish to make subsequently.



**NOTE** It is **very important** to use the same setting that you will later use for printing in the driver, the Embedded Web Server, or the front panel (**Optimized for drawings/text** or **Optimized for images**). Otherwise the calibration has no effect.

Step 5. Select **Print Patterns**. The printer will print a series of numbered patterns (1 to 7), each looking like this if you selected **Drawings/text**:



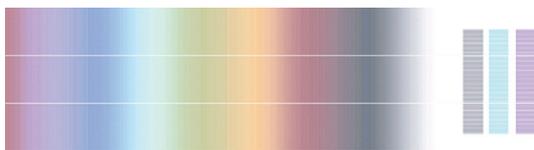
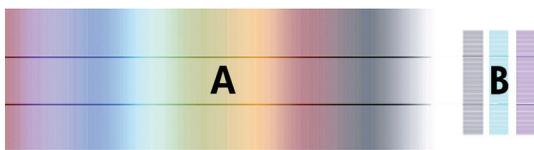
or like this if you selected **Images**:



The **Optim. for drawings/text** print takes about three minutes, the **Optimize for images** print takes about five minutes. When the calibration print has finished printing, the printer will cut the paper.

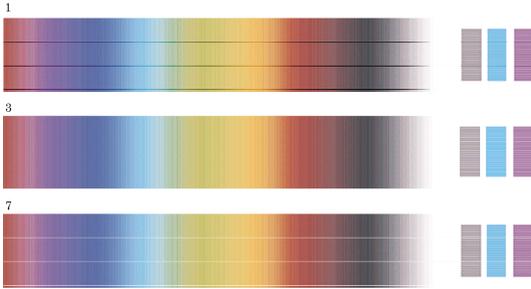
Step 6. Look at each of the printed patterns (1 to 7) and decide which one shows the best quality. Each pattern has one part on the left that is a continuous color gradient (A), and another part on the right (B). Either part can be used to help you decide which is the best of the series of patterns; it will depend on your circumstances. However, if you are using glossy paper or canvas, you are recommended to ignore part A and make your selection by looking at part B only.

In the color gradient, part A, you should look for light or dark horizontal bands (banding), which indicate that the paper advance is not quite right. Usually you will see dark bands across the first pattern and light bands across the last pattern (see the examples below). The best pattern is one with no banding; if in doubt, select the pattern in the middle, between the last pattern with dark bands and the first pattern with light bands.

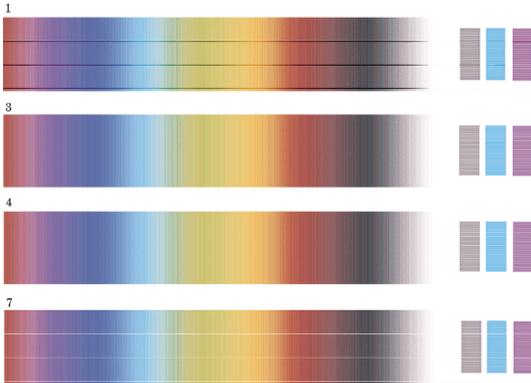


If you find it difficult to identify the best pattern, the following scenario descriptions may help you.

- Where you have only one pattern which is clearly the best and the ones above and below contain light/dark bands, select this pattern.



- Where you have two patterns next to each other which do not show signs of banding, see below, use the patterns above and below these two to help you select. For example, if the pattern above the two equal ones contains less banding then choose the pattern just below it.



- Where you have three patterns which show no signs of banding, select the middle pattern.

If you look at part B of the print, you will probably see that it appears darker in some patterns than in others. The best pattern is the one that appears lightest, most uniform, and least grainy.

Step 7. Select the  or  icon, and then **Paper advance calibration > Optim. for drawings/text or Optim. for images > Select pattern.**

Step 8. Select the number of the pattern (1 to 7) that printed best. If you found it difficult to choose between two patterns e.g. patterns 3 and 4, then select "Between pattern 3 and 4".

The calibration is complete.

## After calibration

If you find that the paper advance calibration has reduced but not eliminated your print quality problem, you could try step 7 again and select a different number. If you are seeing light bands, try selecting a lower number than your original selection; if you are seeing dark bands, try a higher number.

If you later want to cancel your calibration and restore the paper advance setting with which the printer left the factory, select the  or  icon, and then **Paper advance calibration > Optim. for drawings/text** or **Optimize for images > Select pattern > Factory default**.



# 11 How do I... (scanner topics) [4500]



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**NOTE** This chapter applies to the HP Designjet 4500 Printer series only.

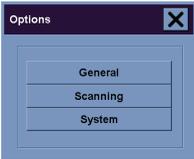
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- [Calibrate the scanner](#)
- [Calibrate the touch screen pointer](#)
- [Create a new media profile](#)
- [Copy a document](#)
- [Scan a document to a file](#)
- [Print a file](#)
- [View or delete a file](#)
- [Scan heavyweight paper or cardboard](#)
- [Adjust color](#)
- [Enable or disable scanner accounts](#)
- [Check the printer queue](#)
- [Collate copies](#)
- [Clean the glass](#)
- [Set sleep and wake-up timers](#)

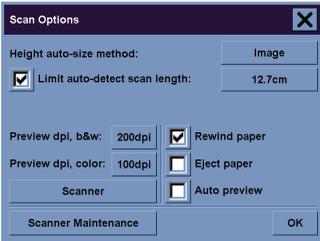
# Calibrate the scanner

Your scanner should be recalibrated once a month to maintain the best scan quality.

1. Before calibrating, read the scanner's online guide on how to clean the scan area. Then turn off the scanner and clean the scan area. Calibration will not work well if the scan area is not clean.
2. When you have finished cleaning the scan area, turn on the scanner and leave it on for at least an hour before proceeding to the next step.
3. Press the **Options** button in the Setup tab.



4. Press the **Scanning** button in the Options box.



5. Press the **Scanner Maintenance** button in the Scan Options box.
6. The Maintenance Wizard will guide you step by step through the procedures of camera alignment, stitching, and calibration. You will need the Maintenance Sheet that came with your scanner.

# Calibrate the touch screen pointer

1. Press the Setup tab.
2. Press the **Options** button.
3. Press the **System** button.
4. Press the **Calibrate Touch Screen** button and follow the instructions on the screen.

Calibration is done by pressing the targets that appear in different positions on the screen. Press each target with whatever pointer you normally use to operate the touch screen (your finger, or some other object) and keep pressing until the target disappears.

# Create a new media profile

Before starting this procedure, make sure you have calibrated the scanner (see [Calibrate the scanner](#)) and loaded the correct paper type into the printer.

1. Press the Setup tab.
2. If the correct printer is not already selected, press the **Printer** button to select it.
3. Press the **Media Profile** button. You will see a list of existing media profiles. If one of them is currently selected, it is greyed out. The paper type currently loaded in the printer, for which you need to generate a media profile, is also included in the list.
4. Press the **Print Color Sheet** button.
5. The printer will calibrate itself, and then print a color patch reference sheet. Wait until this process has finished.
6. In the list of media profiles, select the paper type loaded in the printer. You will be asked to generate a new media profile.
7. Press the **Media Profile** button.



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**NOTE** The Media Setup window varies according to the printer model.

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8. Load the color sheet into the scanner face down, centering the sheet on the scanner as usual.
9. Press the **Scan Color Sheet** button.
10. Close the window when the color sheet has been scanned.

The media profile is now in the list of available media profiles.

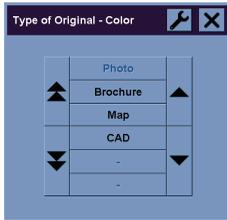
You can use the **Delete** button to delete media profiles. Only user-created profiles can be deleted.

# Copy a document

1. If you do not already have a media profile for the paper type you are planning to print on, you must create one. See [Create a new media profile](#).
2. Insert your document.
  - a. Place the document face down with the top edge forward in the scanner insertion slot. Align the center of the document with the centre of the insertion slot.
  - b. Slide the document gently into the insertion slot until you feel it pulled into the start position.
3. Select color or black-and-white copying.

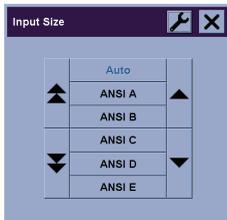
Your selection determines which type-of-original templates will be available in the following step.

4. Select the type-of-original template..
  - a. Press the **Type of original** button in the Copy tab.



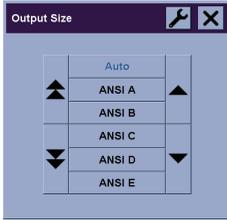
- b. If you would like to change the settings of these options or create a new option, press the Tool button. 
    - c. Select a type-of-original template that best describes your current input.

5. Select the input size.
  - a. Press the **Input size** button in the Copy tab.



- b. If you would like to change the settings of these options or create a new option, press the Tool button. 
    - c. Select from the list the size that fits your original. Auto-detection of width and length can also be selected.

6. Select the output size.
  - a. Press the **Output size** button in the Copy tab.



- b. If you would like to change the settings of these options or create a new option, press the Tool button. 
    - c. Select from the list the size that you want for your output copy.

If you have selected an output size that differs from the input size, the scanner will calculate the scaling percentage and display it on the Scale button in the Copy tab after the first preview. Alternatively, you can select a scaling percentage yourself by pressing the button.

7. Set the number of copies.
  - a. Press the Copies option if you want to make more than one copy of the loaded document.
  - b. Enter the number of copies in the edit field.

This option allows you to leave the system working unattended.

8. Start copying.

The Copy button  starts the copy process with the settings you chose.

You can use the Stop button  to cancel the current preview or copy process.

Press the Reset button  to clear your own settings and reset the program to all of the scanner's default values.

# Scan a document to a file

1. Select the Scan tab and set your scan options: type of original, size, filename, etc. To set the file format (TIFF, JPEG), press the Settings button to display the Scan Settings dialog.



Options such as margins, layout, and media profile can be set later in the Setup tab before you print from the file.

2. Press the **File name** button to enter a new name. The default filename is the current date and time. You can change the destination folder by pressing the **File destination** button.



- Use the arrows to find the folder you want in the list.
  - Press the button with three dots (...) to move up to the parent folder.
  - Press a folder name to enter a folder.
  - Create a new folder within the current folder with the **New Folder** button.
  - Click the **OK** button to return to the Scan tab.
3. Press the Scan to file button  to start the scan.

# Print a file

Printing your files is set up and controlled through a convenient print list. You can set the number of copies you want by defining the number for each file individually, by determining the number of sets (how many times the whole list will be printed), or by using a combination of both.

1. If you do not already have a media profile for the paper type you are planning to print on, you must create one. See [Create a new media profile](#).
2. Press the Print tab.



When you enter the Print dialog, the Copy button  changes to the Print button. 

The Print list group displays the files currently selected for printing. If the list is empty or it needs changing, you can select files by pressing the **Add to List** button.

3. Check or change your Setup tab settings. The current Setup tab settings, such as margins, layout, printer and media profile, will apply to the whole print job.
4. Press the Print button  to send the listed files to the printer.



**NOTE** The Print tab is designed for printing files created with the Scan tab; it cannot be used to print files from other sources.

# View or delete a file

1. Press the Print tab.
2. Press the **Add to List** button.
3. Press the name of the file in the list.
4. Press the **View** or **Delete** button.

# Scan heavyweight paper or cardboard

Your scanner is capable of scanning heavyweight coated paper and cardboard.



**WARNING!** Other thick materials are not supported and could cause damage. Remove staples and any other abrasive attachment before scanning.

1. Press the Automatic Thickness Adjustment Control key on your scanner's control panel.



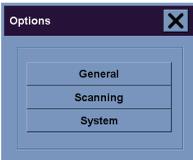
2. Press and hold the arrow up key to increase the height of the insertion slot until there is enough room to insert the document. You can change the insertion slot height from 2 to 15 mm (0.08 to 0.59 inches).
3. Insert the document.
4. Press and hold the arrow down key until the insertion slot stops adjusting itself.
5. Make a test scan to check for errors. Errors will be easier to see in an image with a clear diagonal line.



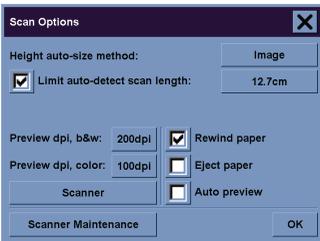
**NOTE** A large document may need to be supported with both hands on its way in and out of the scanner.

If lines seem uneven, proceed as follows:

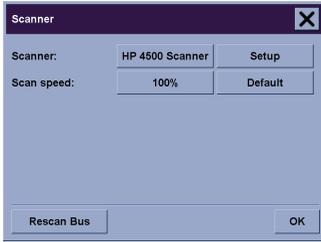
1. In the Setup tab, select the **Options** button, then the **Scanning** button.



2. In the Scan Options dialog, press the **Scanner** button.



3. In the Scanner dialog, press the **Setup** button.



4. Select the Extended Thickness tab, and check the box labeled “Use extended thickness paper handling”.



5. Change the value for each of the scanner’s cameras. Normally, only positive values should be used.
6. Make test scans and readjust the values until you are satisfied that the lines are stitched correctly.
7. Click **OK** to accept your settings.

Repeat this procedure until you are satisfied with the results.

To return the insertion slot height to its normal position:

1. Remove all material from the insertion slot.
2. Press the Automatic Thickness Adjustment Control key.
3. Press and hold the arrow down key until the insertion slot has stopped adjusting itself.

Try to avoid leaving the insertion slot set above minimum height for long periods of time. The scanner periodically performs an automatic self-adjustment procedure, but only when the insertion slot height is at minimum.

## Adjust color

If you press the Type of Original button in the Copy or Scan tab, the Type of Original Setup box gives you various options to adjust the colors of your scanned images.



Press the **Save** button to save the changes you have made.



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**NOTE** The changes are saved in your current media profile.

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## Enable or disable scanner accounts

1. Press the Setup tab.
2. Press the **Account** button.
3. Press the Tool button  if necessary.
4. In the Accounting box:
  - Press the **Delete** button to delete the current account (the one whose name is displayed in the box).
  - Press the **New** button to create a new account, then enter a name for the new account. The new account will automatically become the current account.
  - Press the **Rename** button to rename the current account.
  - Press the **Reset** button to reset the current account (all figures return to zero).

After pressing any of the above buttons, you will be asked to give the administrator's password.

## Check the printer queue

Press the Print Queue button  at the bottom of the screen.



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**NOTE** This button works only if you are using the HP Designjet 4500 Printer series.

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The Print Queue box lets you manage any jobs waiting to be printed. You can move through the list and delete unwanted jobs.

The Properties section contains a window for previewing the selected job in the queue and viewing additional information.

## Collate copies

1. Press the **Print** tab.
2. Press the **Add to List** button.
3. Using the check boxes, select multiple files for printing.
4. Press the **Number of Sets** button and select the number of copies you wish to print.
5. Press the **Print** button.

The files that you selected form a set, which is printed the number of times that you selected.

## Clean the glass

1. Turn the scanner power off and disconnect the scanner power cable.
2. Push down on the two lever buttons found near the insertion slot on each side of the scanning area lid. The scanning area lid locking mechanism should now be disengaged.
3. As you hold both lever buttons down, place your free fingers in the insertion slot and flip the scanning area lid open. The scanning area is now exposed for cleaning.
4. Gently wipe the glass plate with a lint-free cloth dampened with a mild, streak-free, glass cleaner.



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**CAUTION** Do not use abrasives, acetone, benzene, or fluids that contain these chemicals. Do not spray liquids directly onto the scanner's glass plate or anywhere else in the scanner.

The lifespan of the glass plate depends on the paper types that pass across it. Abrasive papers such as mylar may cause premature deterioration, in which case the replacement of the plate is the customer's responsibility.

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5. Dry the glass completely using a separate clean, dry lint-free cloth like the one provided with the maintenance kit.

## Set sleep and wake-up timers

1. Press the **Setup** tab.
2. Press the **Options** button.
3. Press the **System** button.

4. Press the **WIDEsystem** button.

- To activate automatic power-on, select the check box for the day in the On column.

To modify the time, select the hours digits and press the up or down buttons and then select the minutes digits and repeat the process. Select AM or PM, and press the up or down buttons.

- To activate automatic power off, select the check box for the day in the Off column, then set the time as described above.

5. Press the **Apply** button to confirm your changes and continue or press the **OK** button to confirm changes and exit WIDEsystem.

## 12 The problem is... (paper topics)

- The paper cannot be loaded successfully [4000]
- The paper cannot be loaded successfully [4500]
- A paper jam (paper stuck in the printer) [4000]
- A paper jam (paper stuck in the printer) [4500]
- A paper jam in drawer 2 [4500]
- Prints do not stack properly in the bin [4000]
- Prints do not stack properly in the basket [4500]
- The printer uses a lot of paper to align the printheads
- The paper moves while the printer is in standby mode [4500]
- The printer unloads or trims the paper after a long period of disuse [4500]
- The printer unloads the paper while switched off [4500]
- The printer unloads the paper when switched on [4500]

# The paper cannot be loaded successfully [4000]



**NOTE** This topic applies to the HP Designjet 4000 Printer series only.

- The paper may be loaded at an angle (skewed or mislocated). Check that the right-hand edge of the paper is aligned with the half-circle on the right-hand side of the platen and, particularly in the case of sheet paper, that the leading edge is aligned with the metal bar in the platen.
- The paper may be crumpled or warped, or may have irregular edges.

## Rolls

- If the paper gets stuck in the paper path to the platen, it may be that the leading edge of the paper is not straight or clean, and needs to be trimmed. Remove the initial 2 cm (1 in) from the roll and try again. This may be necessary even with a new roll of paper.
- Check that the spindle is correctly inserted. The spindle lever on the right should be in the horizontal position.
- Check that the paper is correctly loaded on the spindle, and that it loads over the roll towards you.
- Check that the paper is wound tightly on the roll.

## Sheets

- Check that the leading edge of the sheet is aligned with the cutter channel in the platen.
- Do not use hand-cut sheets, which may be of irregular shapes. Use only purchased sheets.

Here is a list of front panel messages related to paper loading, with the suggested corrective action.

Front panel message	Suggested action
Right edge of roll too far from load line.	The roll has not been loaded correctly, the right-hand edge was not aligned with the half-circle on the platen. Press the Select key to try to load the roll again.
Right edge of sheet too far from load line.	The sheet has not been loaded correctly, the right-hand edge was not aligned with the half-circle on the platen. Press the Select key to try to load the sheet again.
Right edge not found.	The printer cannot locate the right-hand edge of the paper, the paper may be badly positioned. Press the Select key and try to load the roll again.
Sheet edge not found.	The printer cannot locate the edges of the paper, the paper may be badly positioned. Press the Select key and try to reload the sheet.
Paper not found.	During the paper load process the printer did not detect any paper. Press the Select key to retry.
Paper loaded with too much skew.	During the paper load process the printer detected that the paper had too much skew. Press the Select key to try to load the paper again.
Paper too small.	During the load process the printer detected that the paper is too narrow or too short to be loaded in the printer. Press the Cancel key to stop the load process. See <i>Using your printer</i> on CD.

Front panel message	Suggested action
Paper too big	During the load process the printer has detected that the paper is either too wide or too long (sheet only) to be loaded properly. Press the Cancel key to stop the load process. See <i>Using your printer</i> on CD.
Sheet too long.	During the load process the printer has detected that the sheet is too long to be loaded properly. Make sure that the printer expects sheet and not roll. Press the Select key to try to load the paper again. See <i>Using your printer</i> on CD.
Lever lifted.	During the load process the paper load lever was lifted. This prevents the printer from loading the paper. Press the Select key to load the paper again.

## The paper cannot be loaded successfully [4500]



**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

- The paper may be loaded at an angle (skewed or mislocated).
- The paper may be crumpled or warped, or may have irregular edges.
- If the paper gets stuck in the paper path to the platen, it may be that the leading edge of the paper is not straight or clean, and needs to be trimmed (see [Trim the paper with the manual cutter \[4500\]](#)). Remove the initial 2 cm (1 in) from the roll and try again. This may be necessary even with a new roll of paper.
- Check that the drawer is correctly closed.
- Check that the spindle is correctly inserted.
- Check that the paper is correctly loaded on the spindle, and that it loads over the roll towards you.
- Check that the paper is wound tightly on the roll.

Here is a list of front panel messages related to paper loading, with the suggested corrective action.

Front panel message	Suggested action
Right edge not found.	The printer cannot locate the right-hand edge of the paper, the paper may be badly positioned. Press the Select key and try to load the roll again.
Paper not found.	During the paper load process the printer did not detect any paper. Press the Select key to retry.
Paper loaded with too much skew.	During the paper load process the printer detected that the paper had too much skew. Press the Select key to try to load the paper again.
Paper too small.	During the load process the printer detected that the paper is too narrow or too short to be loaded in the printer. Press the Cancel key to stop the load process. See <i>Using your printer</i> on CD.
Lever lifted.	During the load process the paper load lever was lifted. This prevents the printer from loading the paper. Press the Select key to load the paper again.

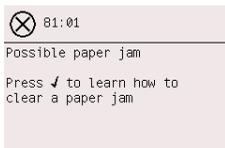
# A paper jam (paper stuck in the printer) [4000]



**NOTE** This topic applies to the HP Designjet 4000 Printer series only.

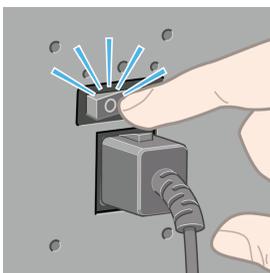
When a paper jam occurs, you will normally see the **Possible paper jam** message in the front panel, with one of two error codes:

- 81:01 indicates that paper cannot advance into the printer.
- 86:01 indicates that the printhead carriage cannot move from side to side.

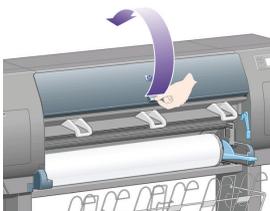


## Check printhead path

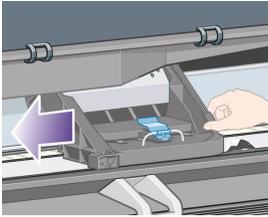
1. Switch off the printer at the front panel, then also switch off the power switch at the rear.



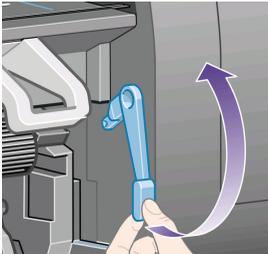
2. Open the window.



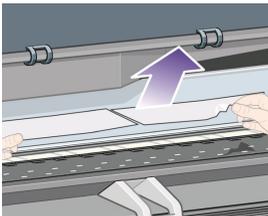
3. Try to move the printhead carriage out of the way.



4. Lift the paper load lever as far up as it will go.



5. Carefully remove any of the jammed paper that you can lift up and out from the top of the printer.



6. Carefully pull the rest of the roll or sheet down and out of the printer.
7. Switch on the printer.
8. Reload the roll, or load a new sheet. See [Load a roll into the printer \[4000\]](#) or [Load a single sheet \[4000\]](#).
9. If you find that there is still some paper causing an obstruction within the printer, it can often be cleared by loading a rigid paper type into the printer.
10. If you find that you have print quality problems after a paper jam, try realigning the printheads. See [Align the printheads](#).

## Check paper path

- This problem can occur when a roll has finished and the end of the roll is stuck to the cardboard core. If this has happened, cut the end of the roll away from the core; you should then be able to feed the paper through the printer, and load a new roll.
- Otherwise, follow the procedure described above, under [Check printhead path](#).

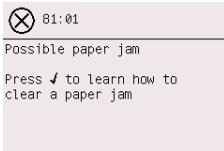
## A paper jam (paper stuck in the printer) [4500]



**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

When a paper jam occurs, you will normally see the **Possible paper jam** message in the front panel, with one of the following error codes:

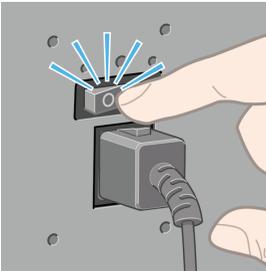
- 81:01 indicates that paper cannot advance into the printer.
- 84.1:01 indicates a paper jam in drawer 1.
- 84.2:01 indicates a paper jam in drawer 2 (see [A paper jam in drawer 2 \[4500\]](#)).
- 86:01 indicates that the printhead carriage cannot move from side to side.



If you press the Select key, the front panel will display an animation showing how to recover from the paper jam. Alternatively, you can refer to this document (see below).

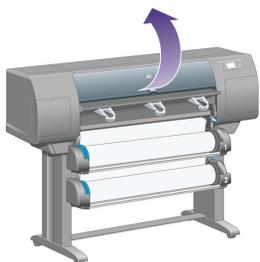
## Check printhead path

1. Switch off the printer at the front panel, then also switch off the power switch at the rear.

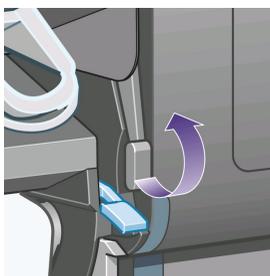


2. Disengage the bin or stacker from the printer.

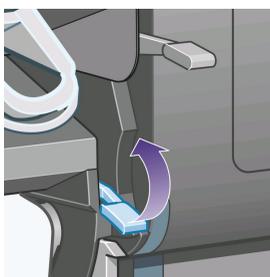
3. Open the window.



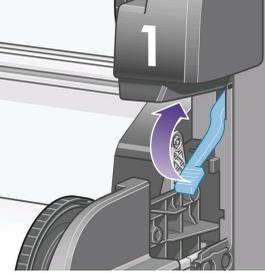
4. Lift the drive pinch lever as far up as it will go.



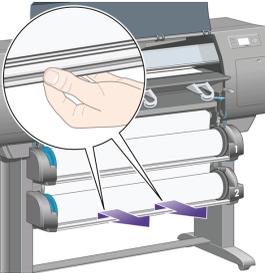
5. Lift the roll 1 paper load lever.



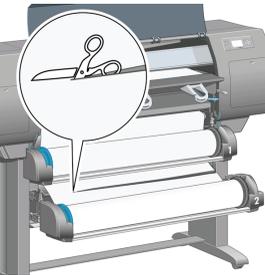
6. Lift the roll 2 paper load lever.



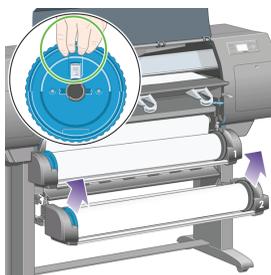
7. Lift the lower drawer upwards a little, then pull it towards you as far as it will go.



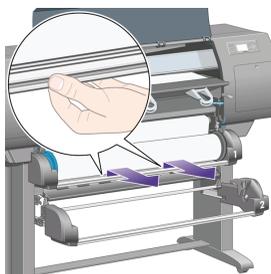
8. Cut the paper.



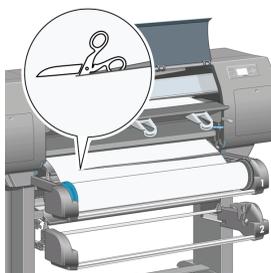
9. Remove the roll.



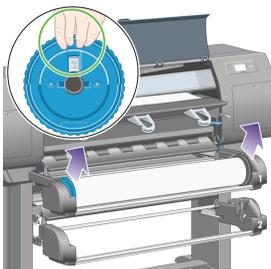
10. Lift the upper drawer upwards a little, then pull it towards you as far as it will go.



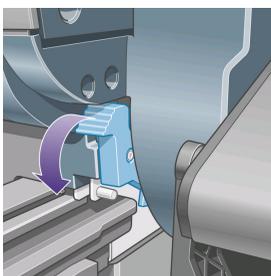
11. Cut the paper.



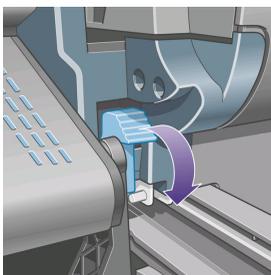
12. Remove the roll.



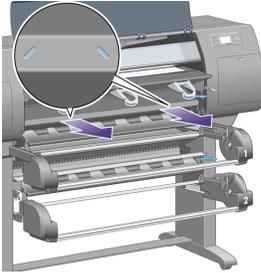
13. Lower the lock lever on the left.



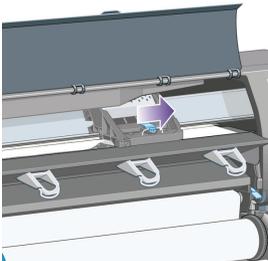
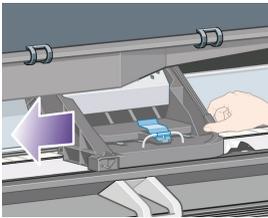
14. Lower the lock lever on the right.



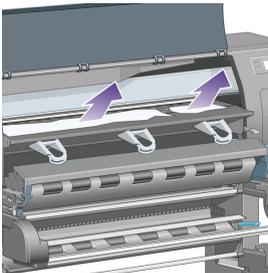
15. Pull the front path towards you as far as it will go.



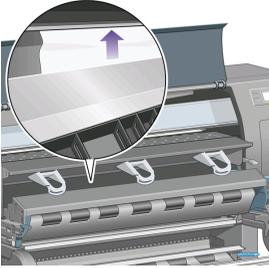
16. Try to move the printhead carriage out of the way.



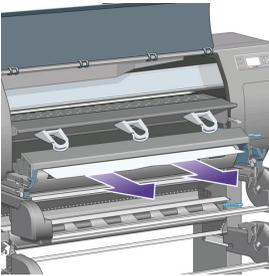
17. Carefully remove any of the jammed paper that you can lift up and out from the top of the printer.



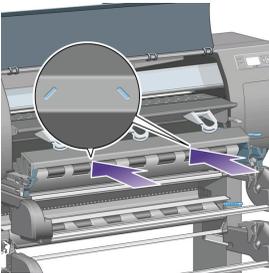
18. Push paper inwards on the platen.



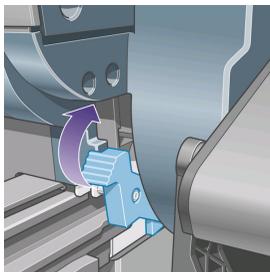
19. Carefully pull the rest of the paper down and out of the printer. Look to see if there are any loose pieces of paper left in the paper path.



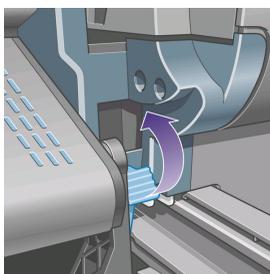
20. Push the front path back into place.



21. Lift the lock lever on the left.



22. Lift the lock lever on the right.



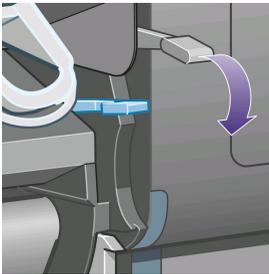
23. Push the upper drawer back into place.



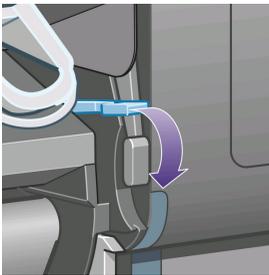
24. Push the lower drawer back into place.



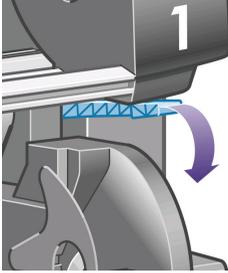
25. Lower the drive pinch lever.



26. Lower the roll 1 paper load lever.



27. Lower the roll 2 paper load lever.



28. Close the window.



29. Switch on the printer.
30. Reload the rolls. See [Load a roll into the printer \[4500\]](#).
- If you find that there is still some paper causing an obstruction within the printer, it can often be cleared by loading a rigid paper type into the printer.
31. Re-engage the bin or stacker with the printer.
32. If you find that you have print quality problems after a paper jam, try realigning the printheads. See [Align the printheads](#).

### Check paper path

- This problem can occur when a roll has finished and the end of the roll is stuck to the cardboard core. If this has happened, cut the end of the roll away from the core; you should then be able to feed the paper through the printer, and load a new roll.
- Otherwise, follow the procedure described above, under [Check printhead path](#).

## A paper jam in drawer 2 [4500]

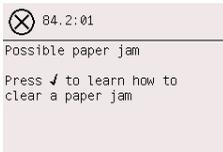


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**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

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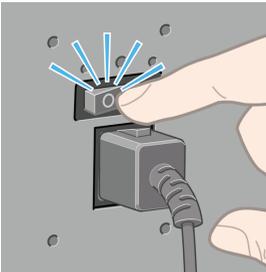
A paper jam in drawer 2 is indicated on the front panel by a **Possible paper jam** message with the error code 84.2:01.



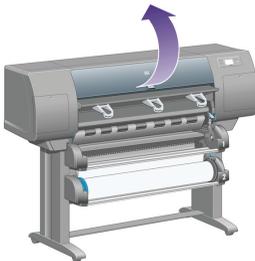
If you press the Select key, the front panel will display an animation showing how to recover from the paper jam. Alternatively, you can refer to this document (see below).

To clear the paper jam:

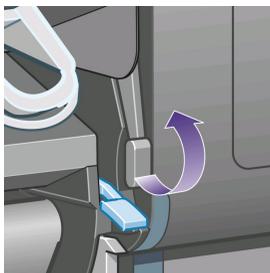
1. Switch off the printer at the front panel, then also switch off the power switch at the rear.



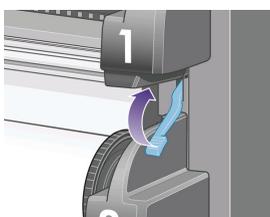
2. Disengage the bin or stacker from the printer.
3. Open the window.



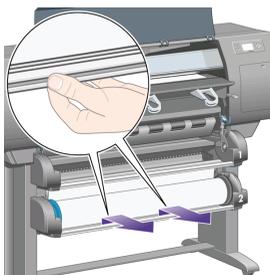
4. Lift the drive pinch lever as far up as it will go.



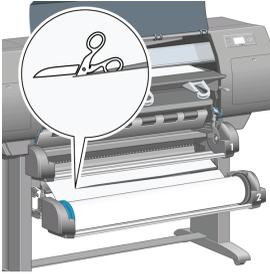
5. Lift the roll 2 paper load lever.



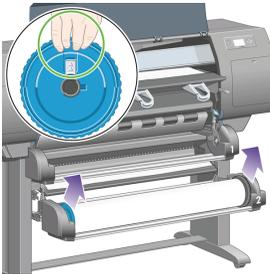
6. Lift the lower drawer upwards a little, then pull it towards you as far as it will go.



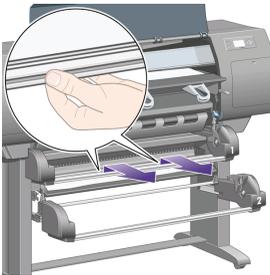
- Cut the paper.



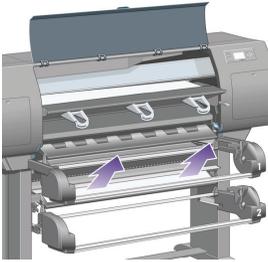
- Remove the roll.



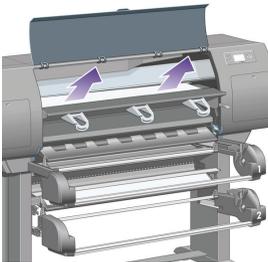
- Lift the upper drawer upwards a little, then pull it towards you as far as it will go.



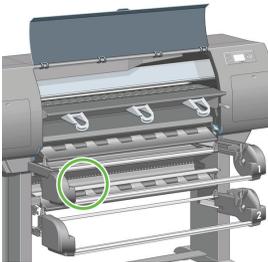
10. Carefully remove the cut-off lower end of the paper.



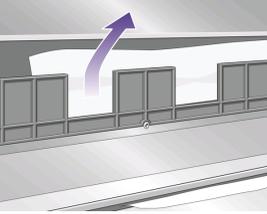
11. Carefully remove any paper that you can lift up and out from the top of the printer.



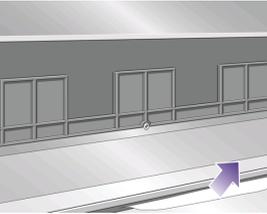
12. Investigate the front of the roll module, behind the drawers.



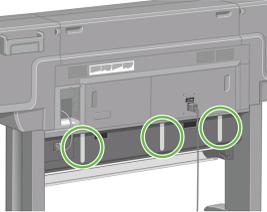
13. Remove any paper that you see there.



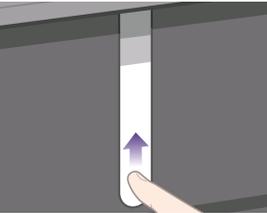
14. Remove any paper trapped between the roll and the small plastic rollers.



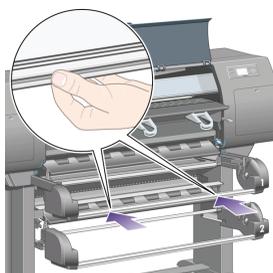
15. Go behind the printer and find the three vertical slits at the rear of the roll module.



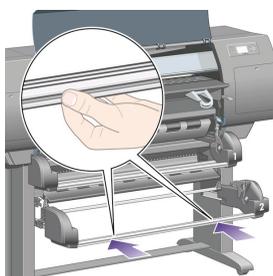
16. If you can see paper through the slits, try to remove it by pushing it upwards or downwards.



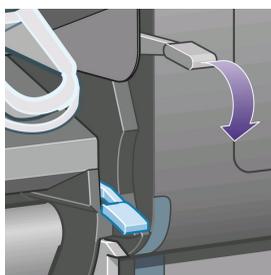
17. Return to the front of the printer, and push the upper drawer back into place.



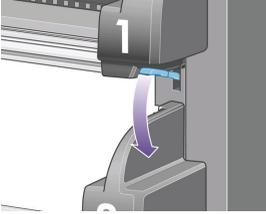
18. Push the lower drawer back into place.



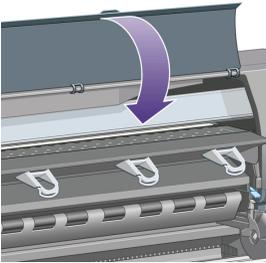
19. Lower the drive pinch lever.



20. Lower the roll 2 paper load lever.



21. Close the window.



22. Switch on the printer.
23. Reload the rolls. See [Load a roll into the printer \[4500\]](#).  
If you find that there is still some paper causing an obstruction within the printer, it can often be cleared by loading a rigid paper type into the printer.
24. Re-engage the bin or stacker with the printer.
25. If you find that you have print quality problems after a paper jam, try realigning the printheads. See [Align the printheads](#).

## Prints do not stack properly in the bin [4000]



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**NOTE** This topic applies to the HP Designjet 4000 Printer series only.

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- Lift up the three loop stoppers when printing small sheets.
- Paper often tends to curl near the end of a roll, which can cause stacking problems. Load a new roll, or remove prints manually as they are completed.
- If you are mixing prints or nesting sets of several different sizes, you may have stacking problems because of the different sizes of paper in the bin.

## Prints do not stack properly in the basket [4500]



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**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

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- Prints at the bottom of the basket may be damaged by the weight of the prints above them. For this reason, we recommend to collect prints from the basket before it becomes full.
- Coated paper with high ink content may be crumpled when falling into the basket. In this case prints need to be collected from the basket more frequently than usual.

## The printer uses a lot of paper to align the printheads

In order to align the printheads accurately, the printer sometimes needs to feed through up to 3 m (≈10 ft) of paper before starting the printhead alignment process. This is normal behavior and you should not try to interrupt or prevent it. See [Align the printheads](#).

## The paper moves while the printer is in standby mode [4500]



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**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

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While the printer is in standby mode, it may briefly come to life and move the paper slightly from time to time in order to maintain the paper in the best possible condition. This is done only with certain specific paper types (film, glossy paper, and heavyweight coated paper).

## The printer unloads or trims the paper after a long period of disuse [4500]



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**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

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The printer may automatically unload or trim a roll if it has not been used for several days, in order to maintain the paper in the best possible condition. This is done only with certain specific paper types (glossy and heavyweight coated paper).

## The printer unloads the paper while switched off [4500]



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**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

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While the printer is switched off at the front panel, it may automatically unload a roll in order to maintain the paper in the best possible condition. This is done only with certain specific paper types (film, glossy paper, and heavyweight coated paper).

## The printer unloads the paper when switched on [4500]



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**NOTE** This topic applies to the HP Designjet 4500 Printer series only.

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If the printer is switched off using the switch at the rear, or by disconnecting the power cable, or by a power cut, whenever it is switched on again it may automatically unload a roll in order to maintain the paper in the best possible condition. This is done only with certain specific paper types (film, glossy paper, and heavyweight coated paper).



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**CAUTION** If you want to turn off the printer, you are strongly recommended to use the Power button on the front panel before using the switch at the rear or disconnecting the power cable.

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# 13 The problem is... (print quality topics)

- General advice
- Banding (horizontal lines across the image)
- Lines are missing or thinner than expected
- Solid bands or lines printed over the image
- The print smudges when touched
- Ink marks on the paper
- A defect near the start of a print
- Lines are stepped
- Lines are printed double or in wrong colors
- Lines are discontinuous
- Lines are blurred (ink bleeds from lines)
- Lines are slightly warped
- Color accuracy
- PANTONE color accuracy
- Color matching between different HP Designjets

## General advice

When you have any print quality problem:

- To achieve the best performance from your printer, use only genuine manufacturer's supplies and accessories, whose reliability and performance have been thoroughly tested to give trouble-free performance and best-quality prints. For details of recommended papers, see *Using your printer* on CD.
- Make sure that the **paper type** selected in the front panel is the same as the paper type loaded into the printer. To check this, highlight the  or  icon on the front panel.
- Bear in mind that roll paper will generally give better print quality than a single sheet of the same kind of paper. When you are using single sheets of paper, we strongly recommend that you always set the print quality to **Best**.
- Check that you are using the most appropriate print quality settings for your purposes (see [Choose print quality settings](#)). You are most likely to see print quality problems if you have set the print quality to **Fast**.
- To maintain the best print quality at the expense of speed, change the **Printhead monitoring** setting to **Intensive**. See [Manage printhead monitoring](#).
- Check that your environmental conditions (temperature, humidity) are suitable for high-quality printing. See *Using your printer* on CD.

## Banding (horizontal lines across the image)

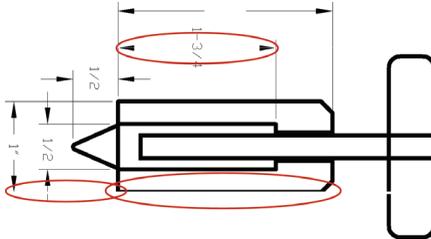
If your printed image suffers from added horizontal lines as shown (the color may vary):



1. Check that you are using appropriate print quality settings. See [Choose print quality settings](#).
2. If the problem persists, clean the printheads. See [Recover \(clean\) the printheads](#).

3. Consider changing to a heavier paper type: we recommend HP Heavyweight Coated Paper or HP Productivity Photo Gloss when printing dense colors.
4. If the problem persists, use the Image Diagnostics Print to find out more about it. See [How do I... \(Image Diagnostics Print topics\)](#).

## Lines are missing or thinner than expected

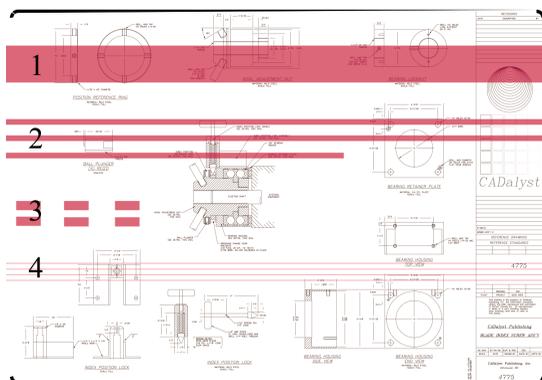


1. Check that the line thickness and color settings are correct in your application.
2. Check that you are using appropriate print quality settings. See [Choose print quality settings](#).
3. If the problem persists, clean the printheads. See [Recover \(clean\) the printheads](#).
4. If the problem persists, use the Image Diagnostics Print to find out more about it. See [How do I... \(Image Diagnostics Print topics\)](#).

## Solid bands or lines printed over the image

This kind of problem can show itself in several different ways, illustrated below in magenta:

1. A thick colored band
2. Thinner colored bands
3. Discontinuous colored blocks
4. Thin lines



In each case the recommended procedure is as follows:

1. Clean the electrical connections of the printhead that seems to be responsible (in this example, the magenta printhead). See [Clean a printhead's electrical connections](#).
2. Clean the printheads. See [Recover \(clean\) the printheads](#).
3. Reprint your image with the same settings as before.
4. If the problem persists, replace the printhead that seems to be causing the problem. If you are not sure which printhead is responsible, use the Image Diagnostics Print to identify it. See [How do I... \(Image Diagnostics Print topics\)](#).

## The print smudges when touched

The black ink pigment can smudge when touched by a finger or pen. This is particularly noticeable on the following materials: vellum, translucent bond, films, productivity photo paper, and natural tracing paper.

To reduce the smudging:

- Try to print in an environment which is not too humid for the printer. See [Using your printer](#) on CD.
- Change pure black objects in your image to a dark color, such as dark brown, so that they will be printed with colored inks instead of black ink.
- Use HP Heavyweight Coated Paper.
- Increase the drying time (see [Change the drying time](#)).

## Ink marks on the paper

This problem may occur for several different reasons.

## Smears on the front of coated paper

If a lot of ink is used on coated paper, the paper absorbs the ink quickly and expands. As the printheads move over the paper, the printheads come into contact with the paper and the printed image is smeared.

Whenever you notice this problem, you should cancel the printing job immediately. Press the Cancel key and also cancel the job from your computer application. Otherwise the soaked paper may damage the printheads.

Try the following suggestions to avoid this problem:

- Use a recommended paper type (see *Using your printer* on CD).
- If the image you are printing contains intense color, try using HP Heavyweight Coated Paper.
- Use extended margins (see [Adjust the margins](#)), or try to increase the margins by relocating the image within the page using your software application.
- If necessary, try changing to a non-paper-based material such as transparent film.

## Smears or scratches on the front of glossy paper

Glossy paper may be extremely sensitive to the bin or to anything else that it contacts soon after printing. This will depend on the amount of ink printed and the environmental conditions at the time of printing. Avoid any contact with the paper surface and handle the print with care.




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**Hint** Leave a sheet of paper in the bin so that freshly-printed sheets do not make direct contact with the bin. Alternatively, you can remove an important print as soon as it emerges from the printer, without allowing it to fall into the bin.

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## Ink marks on the back of the paper

Ink residues on the platen or on the input rollers are likely to mark the back of the paper. See *Using your printer* on CD.

## Ink marks when the stacker is in use [4500]




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**NOTE** The stacker is available with the HP Designjet 4500 Printer series only.

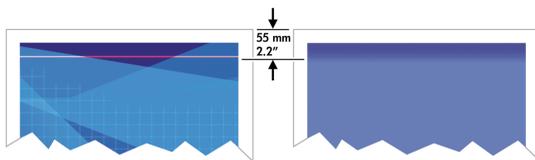
---

Try the following suggestions:

- Clean the stacker roller. See [Clean the stacker rollers](#).
- Check that the paper you're using is compatible with the stacker. See *Using your printer* on CD.
- When printing in Fast mode on Translucent Bond, Vellum, or Natural Tracing Paper, there could be some ink transfer marks in highly inked areas. Select Normal or Best mode to avoid this problem. See [Change the print quality](#).

## A defect near the start of a print

There is a type of defect that affects only the start of a print, within 5.5 cm of the leading edge of the paper. You may see a thin or thick band of inconsistent color:



To avoid this problem:

1. The easiest solution is to select the **Extended Margins** option in the driver, the Embedded Web Server, or the front panel. This means that the area of the paper affected by the problem (at the start of the page) will no longer be printed on. See [Adjust the margins](#).
2. Align the printheads. See [Align the printheads](#).
3. Check that you are using appropriate print quality settings. See [Choose print quality settings](#).

## Lines are stepped

If lines in your image appear stepped or jagged when printed:

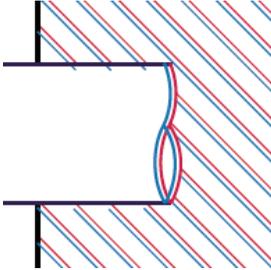


1. The problem may be inherent in the image. Try to improve the image with the application you are using to edit it.
2. Check that you are using appropriate print quality settings. See [Choose print quality settings](#).
3. Turn on the Maximum Detail option.

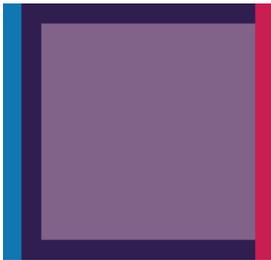
## Lines are printed double or in wrong colors

This problem can have various visible symptoms:

- Colored lines are printed double, in different colors.



- The borders of colored blocks are wrongly colored.



To correct this kind of problem:

1. Align the printheads. See [Align the printheads](#).
2. Check that you are using appropriate print quality settings. See [Choose print quality settings](#).

## Lines are discontinuous

If your lines are broken in the following way:



1. Check that you are using appropriate print quality settings. See [Choose print quality settings](#).
2. You are more likely to get good vertical lines with roll paper than with sheet paper. If you must use sheet paper, set the print quality to **Best**.
3. Consider changing to a heavier paper type, such as HP Heavyweight Coated Paper or HP Productivity Photo Gloss. See [Choose print quality settings](#).
4. Align the printheads. See [Align the printheads](#).

## Lines are blurred (ink bleeds from lines)

If you see that the ink is soaking into the paper, making the lines blurred and fuzzy, this could be because of humidity in the air. Try the following:

1. Check that your environmental conditions (temperature, humidity) are suitable for high-quality printing. See *Using your printer* on CD.
2. Try changing to a heavier paper type, such as HP Heavyweight Coated Paper or HP Productivity Photo Gloss. See [Choose print quality settings](#).




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**NOTE** Glossy photo paper types are especially difficult to dry. Take extra care with them.

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3. Check that the paper type selected in the front panel is the same as the paper type you are using.
4. Perhaps you have adjusted the drying time at the front panel to speed up the printer output. Select the  icon, then **Select drying time**, and make sure it is set to **Optimal**.
5. Allow the prints time to dry separately; do not cover or stack them.

## Lines are slightly warped

The paper itself may be warped. This can happen if it has been used or stored in an extreme environment. See *Using your printer* on CD.

## Color accuracy

There are two basic requirements for color accuracy:

1. Ensure that your paper type has been calibrated, which will give you consistency from print to print, and from printer to printer. See [Perform color calibration](#).
2. Select suitable options in your application: see [How do I... \(color topics\)](#).




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**NOTE** If you are not using PostScript, remember that your printer may be configured to use one of its internal pen palettes instead of your software's palette (which is the default). See [Pen settings seem to have no effect](#).

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### Color accuracy using EPS or PDF images in page layout applications

Page layout applications such as Adobe InDesign and QuarkXPress do not support color management of EPS, PDF, or grayscale files.

If you have to use such files, try to ensure that the EPS, PDF, or grayscale images are already in the same color space that you intend to use later on in Adobe InDesign or QuarkXPress. For instance, if your final goal is to print the job in a press that follows the SWOP standard, at the time of creating the EPS, PDF or grayscale you should convert the image into SWOP.

## PANTONE color accuracy

Spot colors are special premixed inks to be used directly in the press, and the best-known spot colors are PANTONE colors.

If you have the PostScript model, your printer provides a facility called Automatic PANTONE Calibration, which can easily match most of the PANTONE Solid Coated spot colors. When an application sends a PANTONE color to print, it sends the PANTONE name together with its own estimate of equivalent CMYK values. The Automatic PANTONE Calibration facility recognizes the PANTONE name and converts it to CMYK in a way that depends on the printer model and the selected paper type, enabling the color to be rendered with greater precision than is possible with the generic CMYK values sent by the application.

Even when using Automatic PANTONE Calibration, you cannot expect the printer to match the PANTONE colors exactly. Your printer is certified by Pantone for some papers, but this does not mean that it can reproduce 100% of the PANTONE colors.

### Using Automatic PANTONE Calibration (the best choice)

In order to use Automatic PANTONE Calibration, you need an application that recognizes the PANTONE colors, and a calibrated PostScript printer.

The Automatic PANTONE Calibration facility emulates PANTONE Solid Coated colors only (suffix C). Other PANTONE colors will be printed using the CMYK values sent by the application.

### Converting PANTONE colors manually

If you have a non-PostScript printer, or if you are using an application (such as Adobe Photoshop) that does not send the name of the PANTONE color to the printer, you will not be able to use Automatic PANTONE Calibration. Instead, if you wish, you can convert each PANTONE color manually to CMYK values in the application, using tables produced especially for your printer and paper type.

If your application has a facility to convert PANTONE colors to CMYK values automatically, it probably does not take account of printer or paper type, so you will get better results with a manual conversion using the tables.

You can also obtain a PANTONE calibrated color chart in EPS, TIFF, and PDF format, which can be convenient if your application has an eyedropper tool with which you can pick up colors from an imported graphic.

## Tips

- Automatic PANTONE Calibration works with PostScript printers only.
- Ensure that Automatic PANTONE Calibration is turned on in the driver.
- Some applications may not support PANTONE colors fully; for example, Photoshop 7.0 does not send the PANTONE Color with its name, it sends only the CMYK values from its standard table.
- Some colors may be out of gamut and impossible to match precisely with your printer and paper type.

## Color matching between different HP Designjets

If you print an image on two different printer models (for instance, on an HP Designjet 4000 Printer series and an HP Designjet 1000 Printer series), you may find that the colors of the two prints do not match well.

Matching two printing devices that use different ink chemistry, paper chemistry, and printheads is unlikely to be completely successful. The information provided here is the best way to emulate one printer with another. Even so, the end result may not be a perfect match.

### Printing via separate PostScript drivers

The situation is that you are printing on each printer using the PostScript driver installed for that printer. In this example, we are using an HP Designjet 4000 Printer series and an HP Designjet 1000 Printer series.

1. Ensure that both printers have been updated to the latest firmware version. See *Using your printer* on CD.
2. Ensure that you have the latest printer driver for both printers. You can download the latest versions for any HP printer from <http://www.hp.com/go/designjet>.
3. Ensure that Color Calibration is turned on. At the front panel of the HP Designjet 4000 series, select the  icon, then **Printer configuration > Color calibration > On**.
4. Load the printers with similar paper types.
5. Ensure that the Paper Type setting on the front panel corresponds to the paper you have loaded.
6. Print your image on the HP Designjet 1000 Printer series using your normal settings.
7. Now prepare to print the same image on the HP Designjet 4000 Printer series.
8. In your application, set the color space of the image to emulate the HP Designjet 1000 Printer series and the specific paper type that you used in that printer. The data sent to the driver must be already converted to this emulation color space, which is a CMYK color space. See your

application's online help for information on how to do this. In this way, the 4000 series will emulate the colors that the 1000 series can produce when printing on that paper type.

- In the PostScript driver for the HP Designjet 4000 Printer series, go to the Color Management section and set the CMYK input profile to the same HP Designjet 1000 Printer series color space that you selected in the application (the emulation color space).




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**NOTE** When trying to emulate another printer you should always use CMYK colors, not RGB.

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- Set the rendering intent to Relative Colorimetric, or to Absolute Colorimetric if you want to emulate the whiteness of the paper.
- Print the image on the HP Designjet 4000 Printer series.

## Printing via separate HP-GL/2 drivers

The situation is that you are printing on each printer using the HP-GL/2 driver installed for that printer.

- Ensure that both printers have been updated to the latest firmware version. See *Using your printer* on CD.
- Ensure that you have the latest printer driver for both printers. You can download the latest versions for any HP printer from <http://www.hp.com/go/designjet>.
- Ensure that Color Calibration is turned on. At the front panel of the HP Designjet 4000 Printer series, select the  icon, then **Printer configuration > Color calibration > On**.
- Load the printers with similar paper types.
- Ensure that the Paper Type setting on the front panel corresponds to the paper you have loaded.
- With the HP-GL/2 driver for the HP Designjet 4000 Printer series, select the Color tab, and select **Printer Emulation** from the list of color management options. Then choose the Designjet 1000 series from the list of emulated printers.
- With the HP-GL/2 driver for the HP Designjet 1000 series, select the Options tab, then **Manual Color > Color Control > Match Screen**. You should also select the Paper Size tab, then **Paper Type**.

## Printing the same HP-GL/2 file

The situation is that you have produced an HP-GL/2 file (also known as a PLT file) using the HP-GL/2 driver installed for one printer, and you intend to send the same file to both printers.

- Ensure that both printers have been updated to the latest firmware version. See *Using your printer* on CD.
- Ensure that Color Calibration is turned on. At the front panel of the HP Designjet 4000 Printer series, select the  icon, then **Printer configuration > Color calibration > On**.
- Load the printers with similar paper types.

4. Ensure that the Paper Type setting on the front panel corresponds to the paper you have loaded.
5. If you have an HP-GL/2 file produced for an HP Designjet 1000 Printer series and you want to print it on an HP Designjet 4000 Printer series, proceed as follows using the Embedded Web Server or the front panel.
  - Using the Embedded Web Server: leave the color options set to Default.
  - Using the front panel: select the  icon, then **Default printing options > Color options > Select RGB input profile > HP Designjet 1000 Series**.

For other HP Designjet printers, set both printers to match the screen colors (sRGB if selectable), as when printing with separate HP-GL/2 drivers.

# 14 The problem is... (image error topics)

- The print is completely blank
- The output contains only a partial print
- The image is clipped
- The image is in one portion of the printing area
- The image is unexpectedly rotated
- The print is a mirror image of the original
- The print is distorted or unintelligible
- One image overlays another on the same sheet
- Pen settings seem to have no effect
- Some objects are missing from the printed image
- A PDF file is clipped or objects are missing
- No output when printing from Microsoft Visio 2003

## The print is completely blank

If the front-panel graphic language setting is **Automatic** (the default), try the other settings: **PostScript** for a PostScript file, **HP-GL/2** for an HP-GL/2 file, etc. (see *Using your printer* on CD). Then send the file again.

When you have finished this particular print, remember to reset the graphic language to **Automatic**.

## The output contains only a partial print

- Did you press Cancel before all the data were received by the printer? If so, you have ended the data transmission and will have to print the page again.
- The **I/O timeout** setting may be too short. From the front panel, you can increase the **I/O timeout** setting to a longer period and then send the print again. Select the  icon, then **I/O setup > Select I/O timeout**.
- There may be a communications problem between your computer and the printer. Check your interface cable.
- Check to make sure that your software settings are correct for your current page size (e.g. long-axis prints).
- If you are using network software, make sure it has not timed out.

## The image is clipped

If you are using the HP Designjet 4500 Printer series, any print liable to be clipped will normally be put "on hold for paper", and actual clipping will occur only if there is a software error of some kind. On the HP Designjet 4000 Printer series, clipping normally indicates a discrepancy between the actual printable area on the loaded paper and the printable area as understood by your software.

- Check the actual printable area for the paper size you have loaded.  
printable area = paper size – margins  
The Windows HP-GL/2 driver displays the printable area in the Paper/Quality tab.
- Check what your software understands to be the printable area (which it may call "printing area" or "imageable area"). For example, some software applications assume standard printable areas that are larger than those used in this printer.
- If your image contains its own margins, you may be able to print it successfully by telling the printer not to add margins to it (see [Print without added margins](#)). In this case:  
printable area = paper size
- If you are trying to print a very long image on a roll, check that your software is capable of printing an image of that size.
- Check that the orientation of the paper is the same as that assumed by your software. The front-panel **Printing defaults menu > Paper options > Rotate** option changes both the orientation of a print and the orientation of the page. It is possible that a rotated image on a roll may be slightly clipped in order to retain the correct page size.

- You may have asked to rotate the page from portrait to landscape on a paper size that is not wide enough.
- If necessary, change the printable area in your software.

There is another possible explanation for a clipped image. Some applications, such as Adobe Photoshop, Adobe Illustrator, and CorelDRAW, use an internal 16-bit coordinate system which means that they cannot handle an image of more than 32,768 pixels. If you try to print an image larger than this from these applications, the bottom of the image will be clipped. In this case, the only way to print the whole image is to reduce the resolution so that the whole image requires fewer than 32,768 pixels. The HP-GL/2 printer driver contains an option called **Compatibility with 16-bit applications**, which can be used to reduce the resolution of such images automatically. You can find this option by selecting the driver's Advanced tab, then **Document options**, then **Printer features**.

## The image is in one portion of the printing area

- Have you selected too small a page size in your application?
- Does your application think that the image is in one portion of the page?

## The image is unexpectedly rotated

At the front panel, select the  icon, then **Default printing options > Paper options > Rotate**. Check that the setting is what you wanted.

For non-PostScript files: if **Nesting** is **On**, pages may be automatically rotated to save paper. See [Rotate an image](#).

## The print is a mirror image of the original

At the front panel, select the  icon, then **Default printing options > Paper options > Enable mirror**. Check that the setting is what you wanted.

## The print is distorted or unintelligible

- The interface cable connecting your printer to your network (or to your computer) could be faulty. Try another cable.
- If the front-panel graphic language setting is **Automatic** (the default), try the other settings: **PostScript** for a PostScript file, **HP-GL/2** for an HP-GL/2 file etc. (see *Using your printer* on CD). Then send the file again.
- Depending on the software, drivers, and RIPs you are using with your printer, there will be different ways of solving this problem. Refer to the vendor's user documentation for details.

## One image overlays another on the same sheet

The **I/O timeout** setting may be too long. From the front panel, decrease the setting and print again. Select the  icon, then **I/O setup > Select I/O timeout**.

## Pen settings seem to have no effect

Here are some possible explanations:

- You have changed the settings in the front panel by selecting the  icon followed by **Default printing options > HP-GL/2 settings > Define palette**, but you have forgotten to select that palette in **Default printing options > HP-GL/2 settings > Select palette**.
- If you want the software-driven pen settings, you must remember to go to the front panel and select the  icon followed by **Default printing options > HP-GL/2 settings > Select palette > Software**.

## Some objects are missing from the printed image

Large quantities of data may be necessary to print a high-quality large-format print job, and in some specific workflows there may be issues that can lead to some objects missing from the output. Here are some recommendations for the use of the HP-GL/2 driver for Windows in these cases.

- In the Advanced tab, select **Document options**, **Printer features**, and set **Send Job as Raster** to **Enabled**.
- In the Advanced tab, select **Document options**, **Printer features**, and set **16-bit App. Compatibility** to **Enabled**.
- In the Advanced tab, select **Document options**, **Printer features**, and set **Max. Application resolution** to 300.

The above settings are mentioned for troubleshooting purposes and may adversely affect the final output quality or the time necessary to generate the print job. Therefore, they should be restored to their default values if they do not help to solve the problem.

## A PDF file is clipped or objects are missing

In older versions of Adobe Acrobat or Adobe Reader, large PDF files could be clipped or lose some objects when printing with the HP-GL/2 driver at high resolution. In order to avoid such problems, please upgrade your Adobe Acrobat or Adobe Reader software to the latest version. From version 7 onwards, these problems should be solved.

## No output when printing from Microsoft Visio 2003

For more information about problems when printing large images (more than 129 inches long) from Microsoft Visio 2003, see Microsoft's online knowledge base (<http://support.microsoft.com/search/>).

To avoid these problems, it is possible to scale the image down in Visio to a size shorter than 129 inches and then to scale the drawing up in the driver by using the **Scale to** options in the Effects tab of the Windows HP-GL/2 or PS drivers. If the downscaling in the application and the upscaling in the driver match, the result will be as originally intended.



# 15 The problem is... (ink system topics)

- I cannot insert an ink cartridge
- The printer will not accept a large black ink cartridge
- I cannot remove an ink cartridge
- I cannot insert a printhead
- I cannot insert a printhead cleaner
- The front panel keeps telling me to reseal or replace a printhead
- An ink cartridge status message
- A printhead status message
- A printhead cleaner status message

## I cannot insert an ink cartridge

1. Check that you have the correct type of cartridge (model number).
2. Check that the colored label on the cartridge is the same color as the label on the slot.
3. Check that the cartridge is correctly oriented, with the colored label at the top.



**CAUTION** Never clean inside the ink cartridge slots.

## The printer will not accept a large black ink cartridge

Black ink cartridges of 775 cm<sup>3</sup> capacity are supported by the HP Designjet 4500 series, and by the HP Designjet 4000 series with firmware release 4.1.1.5 or later. If you experience this problem with an HP Designjet 4000 series printer, try updating the firmware (see *Using your printer* on CD).

## I cannot remove an ink cartridge

In order to remove an ink cartridge, you should first select **Remove ink cartridges** at the front panel (see [Remove an ink cartridge](#)). If you try to remove the cartridge without using the front panel, the cartridge may get stuck, and the front panel will display an error message.

To recover from this situation, press on the cartridge itself (not on the drawer or the blue tab) to push it back into place. The error message should then disappear (it will disappear after a short time even if you have not corrected the problem), and you can then restart the process in the correct way by selecting **Remove ink cartridges**.

## I cannot insert a printhead

1. Check that you have the correct type of printhead (model number).
2. Check that you have removed the blue protective cap and the clear protective tape from the printhead.
3. Check that the colored label on the printhead is the same color as the label on the slot.
4. Check that the printhead is correctly oriented (compare with the others).
5. Check that you have closed and latched the printhead cover.

## I cannot insert a printhead cleaner

1. Check that you have the correct type of cleaner (model number).
2. Check that the colored label on the cleaner is the same color as the label on the slot.
3. Check that the cleaner is correctly oriented (compare with the others).

## The front panel keeps telling me to reseal or replace a printhead

1. Remove the printhead and check that its protective film has been removed.
2. Try cleaning the electrical connections between the printhead and the carriage. See [Clean a printhead's electrical connections](#).
3. Reinsert the printhead into the carriage and check the front panel message.
4. If the problem remains, try a new printhead.

## An ink cartridge status message

These are the possible ink cartridge status messages:

- **OK:** the cartridge is working normally, with no known problems
- **Missing:** there is no cartridge present, or it is not properly connected to the printer
- **Low:** the ink level is low
- **Very low:** the ink level is very low
- **Empty:** the cartridge is empty
- **Reseat:** you are recommended to remove the cartridge and then reinsert it
- **Replace:** you are recommended to remove the cartridge and then reinsert it; if that fails, replace the cartridge with a new cartridge
- **Altered:** there is something unexpected about the cartridge's status—perhaps it has been refilled

## A printhead status message

These are the possible printhead status messages:

- **OK:** the printhead is working normally, with no known problems
- **Missing:** there is no printhead present, or it is not properly installed in the printer
- **Reseat:** you are recommended to start the printhead removal process from the front panel (see [Remove a printhead](#)), but instead of removing the printhead, just press the Select key on the front panel
- **Replace:** you are recommended to remove the printhead and then reinsert it; if that fails, clean the electrical connections; if that fails, replace the printhead with a new printhead
- **Remove:** the printhead is not a suitable type for use in printing (for instance, a setup printhead)

## A printhead cleaner status message

These are the possible printhead cleaner status messages:

- **OK:** the cleaner is working normally, with no known problems
- **Missing:** there is no cleaner present, or it is not properly installed in the printer
- **Reseat cleaner:** you are recommended to remove the cleaner and then reinsert it
- **Wrong stall:** the cleaner has been installed in the wrong place
- **End of life:** the cleaner has reached the end of its planned lifetime
- **Not replaced with printhead:** you have installed a new printhead without installing the new cleaner that came with it

If a printhead cleaner needs to be removed or reseated, you must start the printhead replacement process (see [Remove a printhead](#)). Open the window when prompted to do so by the front panel. If the front panel shows the printheads with no printhead blinking, you do not need to touch the printheads. Just close the window again, and the printer will proceed to printhead cleaner replacement.

# 16 The problem is... (stacker topics) [4500]



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**NOTE** This chapter applies to the HP Designjet 4500 Printer series only.

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- Paper scrolling
- The trailing edge of the paper curling up
- The paper is not completely ejected

## Paper scrolling

When printing in Fast mode with highly curled paper, the paper may scroll when ejected to the stacker tray. To avoid this problem, you are recommended to switch to Normal mode or use a paper roll with a 3 inch core.

## The trailing edge of the paper curling up

Use the **Optimize for images** setting: see [Change the print quality](#).

## The paper is not completely ejected

Check for any obstruction in the paper path, such as loose objects or other pieces of paper.

# 17 The problem is... (scanner topics) [4500]



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**NOTE** This chapter applies to the HP Designjet 4500 Printer series only.

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If you notice problems with the scanner other than those described below, consult the scanner's online guide for further advice.

- [The diagnostics light is flashing](#)
- [The wait light is flashing](#)
- [The wait and diagnostics lights are both flashing](#)
- [The scanner displays a warning message](#)
- [The scanner software is in the wrong language](#)
- [The scanner software does not start](#)
- [The CD or DVD cannot be read by my computer](#)
- [A media profile cannot be generated](#)
- [The printer puts the job on hold](#)
- [The printer loads the wrong roll](#)
- [The margins are too wide](#)
- [Streaks in the scanned image](#)

## The diagnostics light is flashing



The most likely explanation is that the scanning area needs cleaning. Perform the routine maintenance procedures explained in your online guide, which include cleaning. Restart the scanner when you have finished the maintenance procedures.

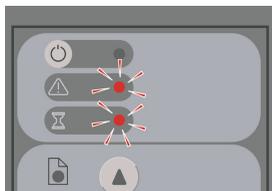
If the light continues to flash, there may be camera position errors. In this case, contact HP Support.

## The wait light is flashing



This indicates that the scanner needs to make some readjustment but is unable to do so. Remove all paper from the scanner, ensure the insertion slot height is set to minimum, and wait for the light to turn off.

## The wait and diagnostics lights are both flashing



In this case, disregard the wait light and respond only to the diagnostics light. See [The diagnostics light is flashing](#).

## The scanner displays a warning message

The scanner may recommend performing maintenance in some circumstances:

- Scanner Maintenance has not been run for 30 days.
- Lamp quality fails. The filter should be replaced at the same time.
- Glass plate quality fails.
- Original background quality fails.

If you see any of these warnings displayed, consult the scanner's online guide for information on recommended maintenance procedures.

## The scanner software is in the wrong language

If your scanner software is in the wrong language for any reason, you can easily change the language as follows:

1. In the Setup tab, press the **Options** button.
2. Press the **System** button.
3. Press the **Advanced** button and give the administrator's password.
4. Press the **Change Language** button.
5. Select your preferred language.

You will now have to wait a short time while the system shuts down and restarts.

## The scanner software does not start

If your scanner system software does not start up when you turn on the touch screen, trying turning it off and then on again.

If it persistently fails to start up, you may need to reinstall the software, using the 'System Recovery' DVD that came with your scanner system.

1. With the system on, insert the System Recovery DVD in the DVD drive.
2. Power off the touch screen and then power it on again.
3. Follow the instructions on the screen.
4. When the software has been reinstalled, you will be prompted to remove the DVD and restart the touch screen.
5. When the touch screen restarts, it will ask you to calibrate the position of the pointer. Please do so by touching the targets that will appear three times. To obtain a good and consistent calibration, you should be standing in your normal position and using whatever pointer you normally use to operate the touch screen (your finger, or some other object).

6. After touching the three targets, you will be asked to touch any part of the touch screen. If you are happy with the result of the calibration, press the **Yes** button. If you are prompted to restart the system, press **No**.
7. The language selection screen should appear. Select the language you want to use for the Designjet Scan application. The touch screen will automatically restart in the selected language.
8. Allow time for the operating system to be reloaded. The process has finished when the touch screen shows the Copy tab of the Designjet Scan application.

## The CD or DVD cannot be read by my computer

The scanner creates CDs and DVDs compliant with the ISO 9660 standard plus Joliet Extension. This standard is commonly supported but it cannot be guaranteed that all computers will support it.

## A media profile cannot be generated

Check that the scanner and the printer are both switched on and ready for normal operation.

## The printer puts the job on hold

This can happen if your scanner account has not been properly set up (see [Enable or disable scanner accounts](#)), or if the printer does not have the correct paper type or size loaded.

## The printer loads the wrong roll

The HP Designjet 4500 Printer series may automatically load the other roll in some circumstances in order to save paper. To prevent this behavior, select the  icon on the printer's front panel, then **Paper handling options > Roll switching options > Minimize roll changes**.

## The margins are too wide

When you set the margins in the scanner software and then print an image, the printer adds its own default margins to the margins you have defined.

You can tell the scanner to compensate for this behaviour by selecting the Setup tab, then the Margins button, then the **Clip contents by printer's margins** option. Subsequently, the margins you select in the scanner software should correspond to the printed margins. However, if image is as wide as the paper, you may find that the edges of the image are not printed.

## Streaks in the scanned image

If the problem is visible when previewing the image on screen, it may be due to dirt or scratches on the glass. First try to clean the glass (see [Clean the glass](#)). If the problem persists, you may need to replace the glass.

# 18 The problem is... (other topics)

- The printer's start-up process does not complete
- A front panel message
- A "printhead monitoring" message
- A "printheads are limiting performance" message
- An "on hold for paper" message [4500]
- The printer does not print
- An out-of-memory error
- The platen rollers squeak

# The printer's start-up process does not complete



If the printer's start-up process stops when the front panel is displaying the number 17, this indicates that there is a problem with the file system on the printer's hard disk, so the printer is checking the whole file system and making any necessary corrections. This problem can arise when there has been a power cut while the printer was switched on, or if there is a physical problem with the hard disk.

Checking the whole file system normally takes about half an hour. There is nothing you can do to speed it up. If you turn off the printer, the file system check will restart whenever you turn it on again.

If you experience this problem repeatedly when there has been no power cut, contact your customer service representative.

## A front panel message

The front panel displays messages of many kinds; some allow you to continue using the printer while others require you to take action before you can continue.

- If the printer detects a condition of which you should be aware, it displays a message for your information. Examples of information messages are performance limiting conditions, and printer maintenance requirements. Once you have read the message you can remove it by pressing the Select key and continue to use the printer.
- If the printer detects an error, an error code and short message are displayed on the front panel. The following table provides suggested actions to recover from these error conditions:

Code	Short message	Suggested action
13:01	Reseat all cartridges	Remove and re-insert all the print cartridges; see <a href="#">Remove an ink cartridge</a> and <a href="#">Insert an ink cartridge</a> . If the problem persists, please contact your customer service representative.
26.0:01	Reseat yellow cartridge	The yellow cartridge is not detected, please try to re-install it; see <a href="#">Remove an ink cartridge</a> and <a href="#">Insert an ink cartridge</a> . If the problem persists, please contact your customer service representative.
26.1:01	Reseat magenta cartridge	The magenta cartridge is not detected, please try to re-install it; see <a href="#">Remove an ink cartridge</a> and <a href="#">Insert an ink cartridge</a> . If the problem persists, please contact your customer service representative.
26.2:01	Reseat black cartridge	The black cartridge is not detected, please try to re-install it; see <a href="#">Remove an ink cartridge</a> and <a href="#">Insert an ink cartridge</a> . If the

Code	Short message	Suggested action
		problem persists, please contact your customer service representative.
26.3:01	Reseat cyan cartridge	The cyan cartridge is not detected, please try to re-install it; see <a href="#">Remove an ink cartridge</a> and <a href="#">Insert an ink cartridge</a> . If the problem persists, please contact your customer service representative.
27:03	Restart the printer. If problem persists, call HP support.	An error has been detected during printhead detection. Reseat all the printheads; see <a href="#">Remove a printhead</a> and <a href="#">Insert a printhead</a> and <a href="#">Restart</a> . If the problem persists, please contact your customer service representative.
38.1:01	Stacker communication error Check connections	No communications have been received from the stacker. Check that the stacker is switched on and connected to the printer. If necessary, you can remove the stacker completely and continue printing without it (if printing has not started yet) or cancel a half-printed job and restart. If you cancel a half-printed job, the paper will be cut, and ejected when the stacker is restarted.
38.2:01	Status mismatch. Reset stacker.	The stacker has been switched off and on in the middle of a print job. The job is automatically canceled, the paper is cut and ejected.
39:01	Input rollers 1 and 2 need cleaning. Press Enter to quit, or Cancel to continue.	See <a href="#">Using your printer</a> on CD.
61:01	Wrong file format. The printer cannot process the job.	The file format is wrong and the printer cannot process the job. Check the graphic language setting of your printer (see <a href="#">Using your printer</a> on CD). If you are sending PostScript from Mac OS over a USB connection, select ASCII encoding in both the driver and the application. Check for the latest firmware and driver releases.
61:04.1	Update system software (firmware)	Even if you have the latest version installed on your printer, you are recommended to repeat the update process to clear this error. See <a href="#">Using your printer</a> on CD.
61:08.1	File with password cannot be printed.	Resend this file without password protection.
62:04	Restart the printer. If problem persists, call HP support.	An error has been detected with the parallel port. See <a href="#">Restart</a> if the problem persists, check for the latest firmware release.
63:04	Restart the printer. If problem persists, call HP support.	An error has been detected with a LAN port. See <a href="#">Restart</a> if the problem persists, check for the latest firmware release.
64:04	Restart the printer. If problem persists, call HP support.	An error has been detected with the USB port. See <a href="#">Restart</a> if the problem persists, check for the latest firmware release.
66:08	Please resubmit the job as the paper type has changed	The paper type has changed since the job was submitted. The job cannot be printed on the paper that is loaded; please resubmit the job or change the paper.
71:03	Restart the printer. If problem persists, call HP support.	Out of memory failure. You are recommended to remove any unnecessary files from the hard disk using the Embedded Web Server. See <a href="#">Restart</a> .

Code	Short message	Suggested action
76:03	Restart the printer. If problem persists, call HP support.	The hard disk is full. If the problem persists, you are recommended to remove any unnecessary files from the hard disk, using the Web server. See <a href="#">Restart</a> .
77:04	Restart the printer. If problem persists, call HP support.	The Embedded Web Server does not seem to be working. See <a href="#">Restart</a> If the problem persists, check for the latest firmware release.
81:01	Possible paper jam	A paper jam has been detected within the printer. See <a href="#">A paper jam (paper stuck in the printer) [4000]</a> or <a href="#">A paper jam (paper stuck in the printer) [4500]</a> .
83.y:1x	Stacker internal error Reset stacker	The print job is automatically canceled and cut. Switch the stacker off and then on again. If the problem remains, remove the stacker and continue printing without it.
84.1:01	Possible paper jam	A paper jam has been detected in drawer 1. See <a href="#">A paper jam (paper stuck in the printer) [4500]</a> .
84.1:03	Restart the printer. If the problem persists, call HP support.	Check that the cable between the printer and roll module 2 is well connected.
84.2:01	Possible paper jam	A paper jam has been detected in drawer 2. See <a href="#">A paper jam in drawer 2 [4500]</a> .
86:01	Possible paper jam	A paper jam has been detected in the platen area. See <a href="#">A paper jam (paper stuck in the printer) [4000]</a> or <a href="#">A paper jam (paper stuck in the printer) [4500]</a> .
	Stacker communication error. Check connections.	No communication received from the stacker. Connect the stacker or turn it on.
	Stacker disengaged. Attach it to printer.	Switch off the stacker, attach it to the printer, then switch it on again.
	Stacker full of media	Remove the accumulated pile of paper from the stacker.
	Stacker paper jam	Remove the accumulated pile of paper from the stacker. Turn it off and then on again.

If your printer front panel is displaying an error code which is not in the list above, try the following: restart the printer (see [Restart](#)) and/or check to make sure you have the latest firmware and driver versions (see *Using your printer* on CD). If the problem persists, contact your customer service representative.

## A “printhead monitoring” message

This is not an error message. The message is displayed whenever the **Printhead monitoring** option is set to **Intensive**. If you change the setting to **Optimized**, the message will not appear. See [Manage printhead monitoring](#).

## A “printheads are limiting performance” message

This message appears on the front panel during printing when the printer has detected that one or more printheads are not performing optimally, and so it needs to make extra passes to maintain print quality. To eliminate this message, choose one of the following:

- Select a higher print quality; see [Change the print quality](#).
- Clean the printheads; see [Recover \(clean\) the printheads](#).
- Use the Image Diagnostics Print to identify which printhead is causing the problem; see [How do I... \(Image Diagnostics Print topics\)](#).

## An “on hold for paper” message [4500]



**NOTE** This topic applies to the HP Designjet 4500 Printer series only.



Your print job may be described as “on hold for paper” for one or more of the following reasons:

- You have requested a specific paper type for the job which is not currently loaded.
- You have requested a specific paper roll for the job (1 or 2) which is not currently loaded.
- The width of the job is greater than the width of any roll currently loaded.

When this happens, you have two possible ways of printing the job:

- Correct the problem by loading the specified paper type, or the specified roll, or a roll of the correct width. You can select **Properties** to see the requirements of the job. Then select **Continue** in the Embedded Web Server or in the front panel. This is the recommended solution.
- Select **Continue** in the Embedded Web Server or in the front panel without changing anything on the printer. A warning message will be displayed and you will be asked for confirmation. If you confirm, the job will be printed, possibly on the wrong paper type (which may affect print quality) or on paper that is too narrow (which will cause clipping).



**NOTE** To see the job queue at the front panel, select the  icon and then **Job queue**.

# The printer does not print

If all is in order (paper loaded, all ink components installed, and no file errors), there are still reasons why a file you have sent from your computer may not start printing when expected:

- You may have an electrical power problem. If there is no activity at all from the printer, and the front panel does not respond, check that the power cable is connected correctly and that there is power available at the socket.
- You may be experiencing unusual electromagnetic phenomena, such as strong electromagnetic fields or severe electrical disturbances, which can cause the printer to behave strangely, or even stop working. In this case, turn off the printer using the Power key on the front panel, wait until the electromagnetic environment has returned to normal, and then turn it on again. If you still experience problems, please contact your customer service representative.
- You may have the wrong graphic language setting. See *Using your printer* on CD.
- You may not have installed in your computer the correct driver for your printer. See the Setup instructions.
- The right paper may not be available to print the job, perhaps because:
  - The selected roll is not loaded.
  - The selected paper type is not loaded on any roll.
  - There is not enough paper of the selected type to print the whole job.

On the HP Designjet 4500 series, a job may be held in the queue for one of these reasons, while other jobs in the queue are printed because the right paper is available for them. In this case, you can print the held job by loading the correct paper and using the front panel or the Embedded Web Server to continue the job.

- If you are using Mac OS with a FireWire or USB connection, you may find that you need to change the data encoding. Select the  icon, then **Default printing options > PS options > Select encoding > ASCII**. Then configure your application to send ASCII data.
- The print file may lack a proper file terminator and the printer is therefore waiting for the specified I/O timeout period before assuming it is complete.

If you are using Mac OS with a FireWire or USB connection, select the  icon, then **Default printing options > PS options > Select encoding > ASCII**. Then configure your application to send ASCII data.

- Nesting may be on and the printer is waiting for the specified nest wait timeout period before calculating the appropriate nests. In this case, the printer display shows the remaining time for the nesting timeout.
- You may have requested a print preview from your printer driver. This is a function you can use to check that the image is the one you want. In this case, the preview is displayed in a Web browser window, and you must click a button to start printing.

## An out-of-memory error

There is no direct relationship between the size of a file in your computer and the amount of memory needed in the printer to print the file. In fact, because of file compression and other complicating factors it is often impossible to estimate how much memory will be needed. So it is possible that a print will fail for lack of memory even though you may have successfully printed larger files in the past. In this case you may need to consider adding more memory to your printer.

If you are using the Windows HP-GL/2 driver, you can often solve printer memory problems by selecting the Advanced tab, then **Document options**, then **Printer features**, then **Print job as raster**.

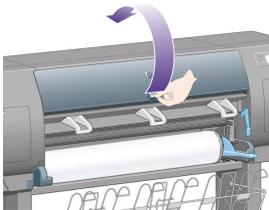


**NOTE** If you select this option, the time needed to process the job in your computer may be considerably longer.

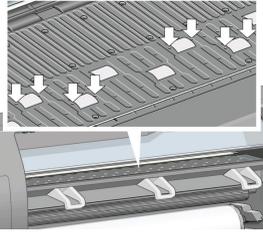
## The platen rollers squeak

It may occasionally be necessary to oil the rollers. The Maintenance Kit, which came with your printer, contains a bottle of suitable oil.

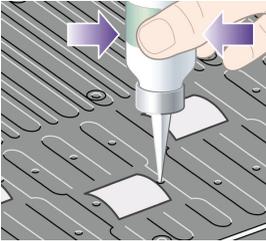
1. Turn off the printer using the Power key on the front panel.
2. Open the window.



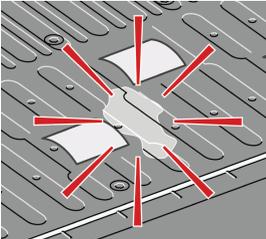
3. There are small holes in the platen beside some of the rollers.



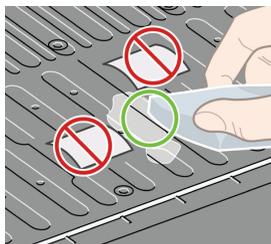
Using the bottle of oil supplied with the Maintenance Kit, insert the pointed end of the bottle into each hole in turn, and put three drops of oil into each hole.



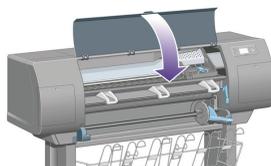
4. Repeat the process until all of the holes in the platen have had three drops of oil placed in them.  
5. Be careful not to spill oil onto the platen.



6. If there is oil on the platen, wipe it away with the cloth supplied with the kit.



7. Lower the window.





# 19 Legal information

- [Worldwide Limited Warranty—HP Designjet 4000/4500 Printer series and 4500mfp](#)
- [Hewlett-Packard Software License Agreement](#)
- [Open source acknowledgments](#)
- [Regulatory notices](#)
- [DECLARATION OF CONFORMITY](#)

# Worldwide Limited Warranty—HP Designjet 4000/4500 Printer series and 4500mfp

HP product	Limited Warranty Period
Printer	1 year (from the date of purchase by the customer)
Software	90 days (from the date of purchase by the customer)
Printhead	Until the "end of warranty" date printed on the product is reached, or 1000 cm <sup>3</sup> of HP ink have been cycled through the printhead, whichever occurs first
Ink cartridge	Until the genuine HP ink is depleted as indicated by the printer, or the "end of warranty" date printed on the product is reached, whichever occurs first

## A. Extent of HP Limited Warranty

1. This Hewlett-Packard (HP) Limited Warranty gives you, the end-customer, express limited warranty rights from HP, the manufacturer. In addition, you may also have other legal rights under the applicable local law or special written agreement with HP.
2. HP warrants to you that the HP products specified above will be free from defects in materials and workmanship during the Limited Warranty Period specified above. The Limited Warranty Period starts on the date of purchase. Your dated sales or delivery receipt, showing the date of purchase of the product, is your proof of purchase date. You may be required to provide proof of purchase as a condition of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair or replacement of your HP Products is required within the Limited Warranty Period.
3. 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.
4. HP's Limited Warranty covers only those defects that arise as a result of normal use of the HP products, and does not apply to any:
  - a. Improper or inadequate maintenance or modification;
  - b. Software, interfacing, media, parts, or supplies not provided or supported by HP; or
  - c. Operation outside the product's specifications.

Routine printer maintenance operations in the HP Designjet 4000/4500 Printer series and 4500mfp, such as cleaning and preventive maintenance services (including parts contained in any preventive maintenance kit and HP service engineer visits), are not covered by HP's Limited Warranty, but in some countries may be covered under a separate support contract.

5. YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON THE PRINTER'S HARD DISK OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION, OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION. HP IS NOT RESPONSIBLE FOR DAMAGE TO

OR LOSS OF ANY FILES, STORED BY YOU ON THE PRINTER'S HARD DISK OR OTHER STORAGE DEVICES. HP IS NOT RESPONSIBLE FOR THE RECOVERY OF LOST FILES OR DATA.

6. For HP printer products, the use of a refilled or non-original HP consumable product (ink, printhead or ink cartridge) does not affect either HP's Limited Warranty to you or any HP support contract with you. However, if printer 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 printer for the particular failure or damage.
7. Your exclusive remedies for defective HP products are the following:
  - a. During the Limited Warranty Period, HP will replace any defective HP software, media, or consumable product which is covered by this Limited Warranty, and deliver another product to you to replace the defective one.
  - b. During the Limited Warranty Period, HP, at its sole discretion, shall either repair on site or replace any defective hardware product or component part. If HP elects to replace any component part, HP will provide to you (i) a replacement part, in return of the defective one, and (ii) remote part installation assistance, if needed.
  - c. In the unlikely event that HP is unable to repair or replace, as applicable, a defective product which is covered by this Limited Warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
8. HP shall have no obligation to replace or refund until you return the defective media, consumable, hardware product or component part to HP. All components, parts, consumables, media or hardware products removed under this Limited Warranty become the property of HP. Notwithstanding the above mentioned, HP may waive the requirement for you to return the defective part.
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1. This Limited Warranty gives you specific legal rights. You may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world. You are advised to consult applicable state, province, or national laws for full determination of your rights.
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Revision: September 20th, 2005

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- This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).
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## Regulatory notices

You can obtain current Material Safety Data Sheets for the ink systems used in the printer by mailing a request to this address: Hewlett-Packard Customer Information Center, 19310 Pruneridge Avenue, Dept. MSDS, Cupertino, CA 95014, U.S.A.

There is also a Web page: [http://www.hp.com/hpinfo/community/environment/productinfo/psis\\_inkjet.htm](http://www.hp.com/hpinfo/community/environment/productinfo/psis_inkjet.htm)

### Regulatory Model Number

For regulatory identification purposes, your product is assigned a Regulatory Model Number (RMN). The Designjet 4000 and 4500 Printer series comprise various products. The Regulatory Model Number for your product is as follows:

RMN	Product family
BCLAA-0401	HP Designjet 4000 Printer series
	HP Designjet 4500 Printer series
	HP Designjet 4500 mfp series
BCLAA-0503	HP Designjet 4500 Scanner series
BCLAA-0504	HP Designjet 4500 Stacker series

The Regulatory Model Number (RMN) should not be confused with the marketing name (HP Designjet 4000/4500 Printer series, HP Designjet 4500 Scanner, or HP Designjet 4500 Stacker) or product number.

### ELECTROMAGNETIC COMPATIBILITY (EMC)



**WARNING!** This is a class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

### FCC statements (U.S.A.)

The U.S. Federal Communications Commission (in 47 cfr15.105) has specified that the following notices be brought to the attention of users of this product.

### Shielded cables

Use of shielded data cables is required to comply with the Class A limits of Part 15 of the FCC Rules.



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

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is

likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

## Normes de sécurité (Canada)

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe A prescrites dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada.

## DOC statement (Canada)

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

## Korean EMI statement

사용자 안내문 :A 급 기기

이 기기는 업무용으로 전자파적합등록을 받은 기기이오니, 판매자 또는 사용자는 이 점을 주의하시기 바라며, 만약 잘못 구입 하셨을 때에는 구입한 곳에서 비업무용으로 교환하시기 바랍니다.

## VCCI Class A (Japan)

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## Safety power cord warning

製品には、同梱された電源コードをお使い下さい。  
同梱された電源コードは、他の製品では使用出来ません。

## Taiwanese EMI statement

警告使用者:這是甲類的資訊產品,在居住的環境中使用時,可能會造成射頻干擾,在這種情況下,使用者會被要求採取某些適當的對策。

### **Chinese EMI statement**

此为A级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

### **Sound**

Geräuschemission (Germany) LpA < 70 dB, am Arbeitsplatz, im Normalbetrieb, nach DIN45635 T. 19.

# DECLARATION OF CONFORMITY

according to ISO/IEC Guide 22 and EN 45014

Supplier's name:	Hewlett-Packard Company
Supplier's address:	Avenida Graells, 501 08174 Sant Cugat del Vallès Barcelona, Spain

## declares that the product

Regulatory Model Number <sup>(a)</sup> :	BCLAA-0401, BCLAA-0503, BCLAA-0504
Product family:	HP Designjet 4000 Printer series, HP Designjet 4500 Printer series, HP Designjet 4500 Scanner series, HP Designjet 4500 Stacker series
Product options:	All

## conforms to the following product specifications

Safety:	IEC 60950-1:2001 / EN 60950-1:2001
EMC:	CISPR 22:1993+A1:95+A2:96 / EN 55022:1994+A1:95+A2:97 Class A <sup>(a)</sup> EN 55024:1998+A1:2001+A2:2003 EN 61000-3-2:2000 EN 61000-3-3:1995+A1:2001 FCC Title 47 CFR, Part 15 Class A <sup>(a)</sup>

## Additional information

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

1. The product was tested in a typical configuration with HP Personal Computer systems and peripherals.
2. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
  - This device may not cause harmful interference.
  - This device must accept any interference received, including interference that may cause undesired operation.
3. The product is assigned a Regulatory Model Number which stays with the regulatory aspect of the design. The Regulatory Model Number is the main product identifier in the regulatory

documentation and test reports; this number should not be confused with the marketing name or the product numbers.



Josep-Maria Pujol

Hardware Quality Manager

Sant Cugat del Vallès (Barcelona)

July 28th, 2005

### **Local contacts for regulatory topics only**

**European contact:** Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Böblingen, Germany.

**United States contact:** Hewlett-Packard Company, Corporate Product Regulations Manager, 3000 Hanover Street, Palo Alto, CA 94304, USA.

**Australian contact:** Hewlett-Packard Australia Ltd, Product Regulations Manager, 31–41 Joseph Street, Blackburn, Victoria, 3130, Australia.



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