HEWLETT PACKARD

Expanding Possibilities

HP 2500C Professional Series Color Printer

QUICK REFERENCE GUIDE

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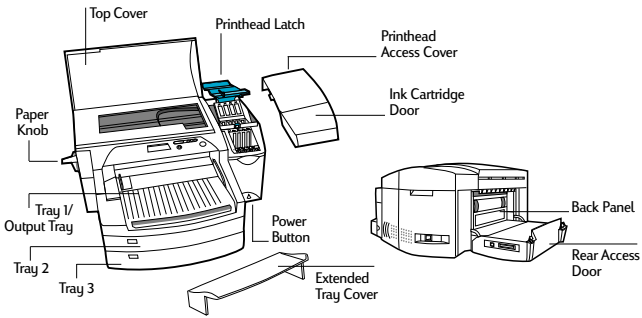
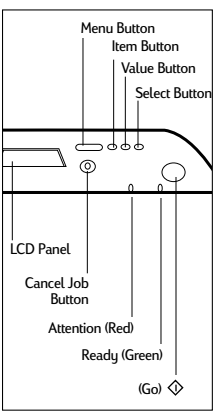
HP 2500C Identifying Printer Parts



HP 2500C Control Panel



Navigating the Menu System

1. Press [Menu] until the desired menu appears.
2. Press [Item] until the desired item appears.
3. Press [Value] to enter the desired values. To scroll through the values, you may press and hold the [Value] key.
4. Press [Select] to save or activate your selection.
5. Press ◇ to exit the menu without changing the settings or to get the printer online.

To Check the Printer's Configuration

From the printer, you can print the following information:

- Menu Map - The Menu Map gives an overview of the different settings that can be configured as well as diagnostics that can be performed through the key panel.
- Diagnostic Page - The Diagnostic Page shows general printer information and current network parameters.

To Print a Menu Map

1. Press [Menu] until SELF TEST MENU appears.
2. Press [Item] until PRINT MENU MAP appears.
3. Press [Select] to print the menu map.

For more information on the Menu Map items, please refer to the User's Guide.

To Print a Diagnostic Page

1. Press [Menu] until SELF TEST MENU appears.
2. Press [Item] until PRINT DIAGNOSTIC PAGE appears.
3. Press [Select] to print the diagnostic page.

For more information on the Diagnostic Page, please refer to the User's Guide.

Common Printer Messages

Note: Brackets [ ] in the Message column indicate variables

MESSAGE	EXPLANATION	SOLUTION
OFFLINE	The printer is offline.	Press ◇ to set the printer online.
CANCELING JOB	The printer is canceling current print job.	
[COLOR] INK OUT, REPLACE CART	One of the ink cartridges (black, cyan, magenta or yellow) is out of ink.	Replace the appropriate cartridge.
[COLOR] CART FAULTY, REPLACE	One of the ink cartridges (black, cyan, magenta or yellow) is faulty.	Replace the appropriate cartridge.
[COLOR] CART MISSING, INSERT	One of the ink cartridges (black, cyan, magenta or yellow) is missing.	Insert the appropriate cartridge.
[COLOR] PRNT-HD FAULTY, REPLACE	One of the printheads (black, cyan, magenta or yellow) is faulty.	Replace the appropriate printhead.

[COLOR] PRNT-HD MISSING, INSERT	One of the printheads (black, cyan, magenta or yellow) is missing.	Insert the appropriate printhead.
PRNT-HD ACCESS COVER OPEN	The Printhead Access Cover is open.	Close the cover to resume printing.
TOP COVER OPEN	The Top Cover is open.	Close the cover and press ◇ to resume printing.
PAPER JAM, OPEN TOP COVER	There is paper jammed in the printer.	Open the Top Cover to remove paper. When finished, close the Top Cover and press ◇ to resume printing.
CARRIAGE JAM, OPEN TOP COVER	The Carriage is jammed.	Open the Top Cover to clear obstruction. When finished, close the Top Cover and press ◇ to resume printing.
CARRIAGE JAM, OPEN ACC COVER	The Carriage is jammed.	Open the Printhead Access Cover to remove obstruction. When finished, close the Printhead Access Cover and align printheads.
LEFT BACK PANEL OUT	The left side of the Back Panel has not been inserted properly.	Open the Rear Access Cover and ensure that the left side of the panel is properly installed.
RIGHT BACK PANEL OUT	The right side of the Back Panel has not been inserted properly.	Open the Rear Access Cover and ensure that the right side of the panel is properly installed.
TRAY 2 PAPER GUIDE REMOVED	One of the Paper Guides in Tray 2 has been removed.	Insert the Paper Guide back into Tray 2.
TRAY 3 OPEN OR GUIDE REMOVED	Tray 3 is either open or one of its Paper Guides has been removed.	Ensure that both the Paper Guides are properly installed and that Tray 3 is inserted into the printer.

MNL FEED LOAD [TYPE] [SIZE]	You have chosen to print through the Rear Manual Feed.	Load the paper type and size as specified in the LCD panel and press ◇ to continue printing.
TRAY [NUMBER] EMPTY, LOAD & PRESS ◇	The specified tray is empty. Load the paper size and type which this tray has been set up for.	Load the paper size and type which this tray has been set up for. If you wish to change the paper size setting of this tray, please refer to section on Loading Paper.
PRESS ◇ TO CONTINUE	To continue your present task, press the ◇ button.	
MEDIA IN TRAY 1, REMOVE	There is media in Tray 1 which may not be the type or size that is specified in your current print job.	Remove the media in Tray 1 and press the ◇ button to resume printing. If you wish to print through Tray 1, set your driver to pick from Tray 1 and send the print job before putting media in Tray 1.
WRONG MEDIA TYPE, [ACTION]	The media type which the printer has detected is not the type specified in your print settings.	You may wish to either load in the right media, or choose to print on existing media. You may also cancel the current print job by pressing the [Cancel Print] button.
UNEXPECTED PAPER SIZE	The specified paper size is different from the paper size in the selected input tray. The output was truncated to fit the paper in the printer. Some output may have been lost.	Reload the correct media into the tray and print again.
PRINT-HDS NOT ALIGNED	The printheads have not been aligned. For best print quality, align the printheads before the next print job.	Align the printheads. See below for instructions on how to align printheads.

NON HP [COLOR] CART	A non-HP color cartridge has been detected. HP does not guarantee non-HP cartridges. The use of incompatible cartridges may disrupt the intricate printing system, potentially resulting in reduced print quality and even printer damage.	Use original HP ink cartridges instead.
[COLOR] CART NEAR EXPIRY	One of the ink cartridges (black, cyan, magenta or yellow) is near expiry. To obtain optimum print quality, it is recommended that you do not use expired ink cartridges.	Be prepared to replace the mentioned color cartridge.
[COLOR] INK LOW	One of the ink cartridges (black, cyan, magenta or yellow) is low on ink. You may still continue to print with this cartridge until the ink has totally run out.	Be prepared to replace the mentioned color cartridge.

HP 2500C Loading Paper

The HP 2500C Series printer has 3 paper trays and 1 rear feed for superior paper handling capabilities.

Tray 1 - This tray acts as a by-pass tray. It holds up to 10 sheets of paper. This tray should be used for media types and sizes that are seldom used.

Tray 2 - This tray holds up to 150 sheets of paper. It is recommended that you use this tray to hold paper that is commonly used.

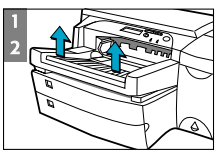
Tray 3 - This tray holds up to 250 sheets of paper. It is recommended that you use this tray to hold paper that is commonly used.

Rear Manual Feed - The Rear Manual Feed is designed to provide a straight paper path for printing on thicker media (up to 0.3mm) such as cardstock or labels without bending. This paper path allows you to print only 1 sheet at a time.

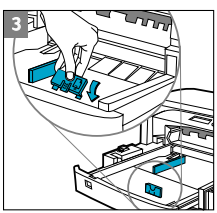
Loading Commonly-Used Media in Tray 2

Note:

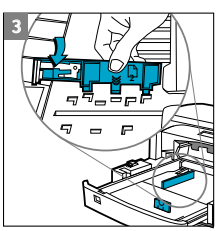
- **Tray 2 is a fixed tray. Tray 1 has to be removed before Tray 2 can be accessed.**
- **Tray 2 is designed to hold up to 150 sheets of paper and can accommodate paper sizes such as Letter, A4, Legal, B4, A3, 11"x17", 13"x19" and 330x483mm.**

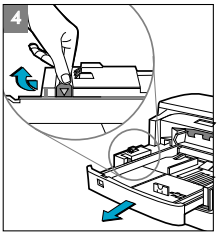


1. Remove Tray 1 and set it aside.
2. If you wish to change the paper size setting that has been set in the tray, go to step 3. If you wish to load paper using the existing tray setting, go to step 5.

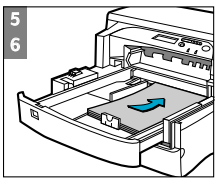


3. Snap the Paper Length and Width Guides into the slots. Paper size markings are indicated beside their respective slots.

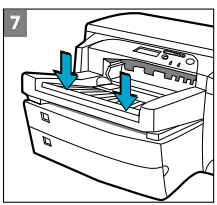




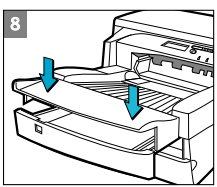
4. If you are loading paper sizes such as B4, A3, 11"x17", 13"x19" and 330x483mm, unlock the tray lock, extend the tray and re-lock the tray lock.
   If you are loading paper sizes such as Letter, A4 and Legal, check that the tray is not extended. If it is, unlock the tray lock, push in the tray and re-lock the tray lock.



5. Insert paper, print side down into the printer.
6. Tap the left side of the stack of paper to ensure that it is flushed to the right side of the tray.

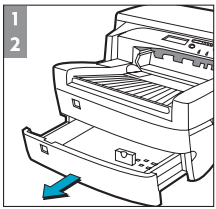


7. Replace Tray 1.



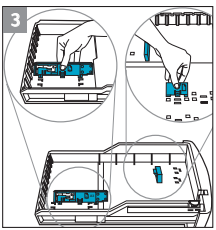
8. If Tray 2 is extended, place the Extended Tray Cover over the tray.
9. On the control panel, press [Menu] until PAPER HANDLING MENU appears.
10. Press [Item] to select TRAY 2 TYPE=
11. Press [Value] to select the media type you have loaded into the tray and press [Select].

For more information, please refer to the User's Guide.

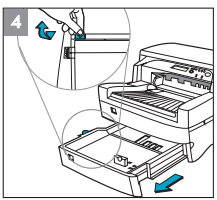


Loading Commonly-Used Media in Tray 3

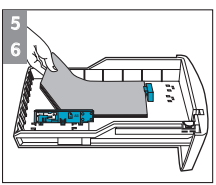
1. Grasp the sides of Tray 3 and pull it out of the printer.
2. If you wish to change the paper size that has been set in the tray, go to step
3. If you wish to load paper into tray using the existing setting, go to step 5.



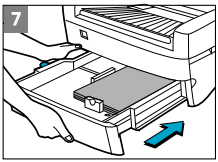
3. Snap the Paper Length and Width Guides into the slots. Paper size markings are indicated beside their respective slots.



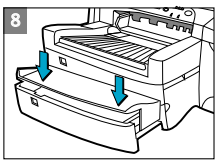
4. If you are loading paper sizes such as B4, A3, 11"x17", 13"x19" and 330x483mm, unlock the tray lock, extend the tray and re-lock the tray lock.
   If you are loading paper sizes such as Letter, A4 and Legal, check that the tray is not extended. If it is, unlock the tray lock, push in the tray and re-lock the tray lock.



5. Load paper by aligning the paper edge to the Paper Length guide first.
6. Tap the left side of the stack of paper to ensure that it is flushed to the right side of the tray.

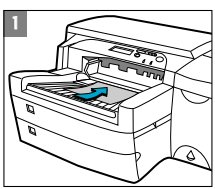


7. Re-insert Tray 3 into the printer.



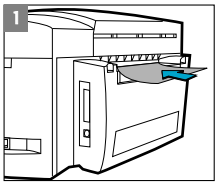
8. If Tray 3 is extended, place the Extended Tray Cover over the tray.
9. On the control panel, press [Menu] until PAPER HANDLING MENU appears.
10. Press [Item] to select TRAY 3 TYPE=
11. Press [Value] to select the media type you have loaded into the tray and press [Select].

For more information, please refer to the User's Guide.



Loading Paper in Tray 1

1. Set your driver to pick paper from Tray 1 and print your document. For more information on how to set your print settings, please refer to the Toolbox in your computer.
2. After sending your print job to the printer, the LCD panel will display the message "TRAY 1 LOAD [TYPE] [SIZE]" where [TYPE] and [SIZE] is the media type and size as specified in your printer driver respectively.
3. Slide the paper width guide to its outermost position.
4. Insert up to 10 sheets of paper along the right side of Tray 1, print side down, until it stops.
5. Slide the paper width guide in until it stops at the edge of the paper.
6. Press the ◇ button to print.



Loading Paper in the Rear Manual Feed

1. Set your driver to pick from the Rear Manual Feed and print your document. For more information on how to set your print settings, please refer to the Toolbox in your computer.
2. After sending your print job to the printer, the LCD panel will display the message "MNL FEED LOAD [TYPE] [SIZE]" where [TYPE] and [SIZE] is the media type and size as specified in your printer driver respectively.
3. Insert the media into the Rear Manual Feed at the back of the printer, making sure that the edge of the sheet is aligned with the alignment mark on the left side of the slot. Wait for the printer to grip the media before releasing it.

Clean Printheads

Whenever print quality noticeably decreases it is a good idea to perform the cleaning procedure. You may "Clean Printhead" utility either through the Toolbox in your computer or from the Control Panel. Click on the Maintenance Tab of the Toolbox if you wish to clean the printheads from the Toolbox.

The "Clean Printhead" utility consists of 3 levels of cleaning. Each level of cleaning uses some ink to clear the printheads. It is recommended that you start with Level 1 before proceeding to subsequent levels.

Note that Level 3 takes the longest and uses the most ink.

To run the "Clean Printhead" utility through the Control Panel:

1. Press [Menu] until DIAGNOSTICS MENU appears.
2. Press [Item] to either CLEAN PRNT-HDS LEVEL 1, 2 or 3.
3. Press [Select] to clean printheads.

Align Printheads

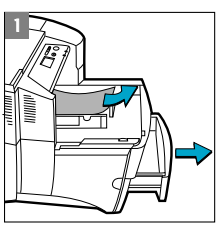
Although you may not notice misalignment, it is recommended that you run the "Align Printheads" utility whenever the LCD displays the message "PRNT-HDS NOT ALIGNED". This ensures that you have the best possible print quality.

You may align the printheads either through the Toolbox or from the Control Panel. Please refer to the Maintenance Tab of the Toolbox if you wish to align the printheads from the Toolbox.

To run the “Align Printheads” utility through the Control Panel:

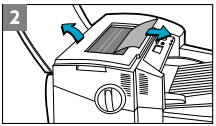
1. Press [Menu] until DIAGNOSTICS MENU appears.
2. Press [Item] until ALIGN PRNT-HDS appears.
3. Press [Select].
4. The printer will print a page with 5 sets of alignment patterns.
5. In each set (A, B, C, D or E) select the most aligned (straightest) pair of lines (1, 2, 3, 4 or 5).
6. Enter the corresponding numbers in the Control Panel by pressing [Value].
7. When you have entered a value for a set, press [Item] to move to the next.
8. When you have finished entering the values press [Select].
9. The printer will print a confirmation page consisting of 2 squares and a cross.
10. Check the confirmation page to see if the lines on the squares and the cross are aligned.
11. Re-align the printheads if the confirmation page is not satisfactory.

HP 2500C Removing Paper Jams

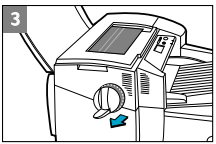


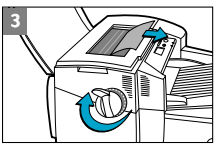
If paper is jammed in the printer, follow these instructions to clear the jam:

1. Remove all media from trays 1, 2 and 3. Pull out any paper that is visibly stuck.

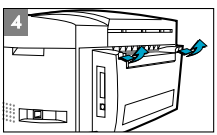


2. Lift the Top Cover and pull out any paper that may be stuck.

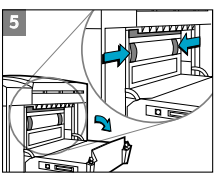




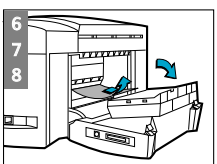
3. If you are unable to free the jammed paper, pull out the handle of the Paper Knob, pull the knob away from the printer and rotate to remove the paper.



4. If the LCD still reports a paper jam, go to the back of the printer and lower the Rear Access Door by lifting the two rear door latches.



5. Remove the Back Panel by pressing the two catches inwards.



6. Pull out any paper that may be stuck inside.
7. Replace the Back Panel and make sure it fits securely.
8. Close the Rear Access Door and turn on the printer.

HP 2500C Resetting The Printer

You can reset the printer by selecting the reset items in the Resets Menu.

Use this menu with caution. You can lose buffered page data or printer configuration settings when you select these items. Only reset the printer under the following circumstances:

- You want to restore the printer's default settings;
- Communication between the printer and computer has been interrupted.

HP 2500C Supported Paper Sizes

The HP 2500C Professional Series Color Printer is able to print on the following paper sizes:

Tray 1 and Rear Media Feed:
All media sizes from 4" x 6" to 13" x 19" or 10.2cm x 15.3cm to 33cm x 48.3 cm

Tray 2 and Tray 3:
Letter (8.5" x 11")
Legal (8.5" x 14")
Tabloid (11" x 17")
Super B (13" x 19")
A4 (210mm x 297mm)
A3 (297mm x 420mm)
330mm x 483mm

Please check on the following documentation for more information:

Getting Started Guide – Information on how to set up the printer.

User's Guide - For printer specifications and troubleshooting information.

Network Guide - For instructions on how to share the printer over a network.

Toolbox - Provides "how-to" information and troubleshooting instructions as well as access to printer maintenance functions and HP information.

Web Site - http://www.hp.com/go/hp2500 or http://www.hp.com provides a link to the HP Web site for the latest printer software, product and support information.

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450 Alexandra Road
Singapore 119960
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