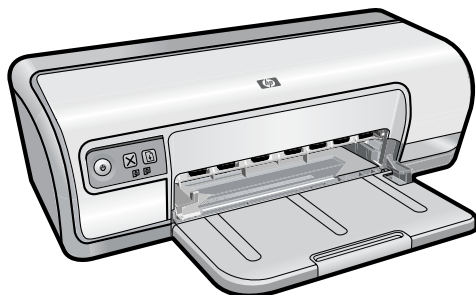


# HP Deskjet D2500 series

## 参考手册

## Reference Guide



有关安装打印机的信息，请参阅《安装手册》。有关使用打印机的信息，请参阅电子版“帮助”。

**Windows:** 要访问电子版“帮助”，请单击“开始”>“所有程序”>“HP”>“HP 解决方案中心”。

**Macintosh:** 要访问电子版“帮助”，请单击“帮助”>“Mac 帮助”，然后再单击“资料库”>“HP 产品帮助”。

For information on setting up the printer, see the Setup Guide. For information on using the printer, see the electronic Help.

**Windows:** To access the electronic Help, click **Start** > **All Programs** > **HP** > **HP Solution Center**.

**Macintosh:** To access the electronic Help, click **Help** > **Mac Help**. Then click **Library** > **HP Product Help**.

需要更多帮助吗？

Need more help?

[www.hp.com/support](http://www.hp.com/support)





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Trinidad & Tobago	1-800-711-2884
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Notice

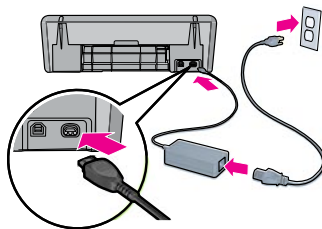
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## 安装帮助

### 没有电？

核对以下各项：

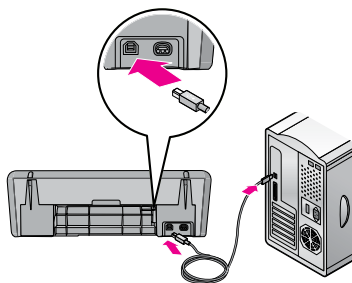
- 打印机电源线是否已连接到电源插座。
- 电源线是否已牢固地连接到电源或适配器。
- 电源是否已牢固地连接到打印机。



## Windows 安装帮助

### 不能即插即用？

- 确保打印机已连接并且已开启。
- 确保计算机与打印机之间已用 USB 电缆直接连接牢固，中间没有使用 USB 集线器转接。
- 如果以上措施都不奏效，则先拔掉 USB 电缆，重新插入软件 CD，然后按照屏幕上的说明操作。
- 暂时禁用所有软件防火墙并关闭所有防毒程序。当打印机软件安装好以后，再重新启动这些程序。



## 打印机帮助

### 打印机一次打印多张纸

如果出现这种情况，请检查以下各项：

- **纸张重量：**请使用推荐规格范围内的纸张。  
Letter 纸：65 到 90 g/m<sup>2</sup> ( 16 到 24 lb )  
Legal 纸：70 到 90 g/m<sup>2</sup> ( 20 到 24 lb )  
信封：70 到 90 g/m<sup>2</sup> ( 20 到 24 lb )  
卡片：最高 200 g/m<sup>2</sup> ( 最大指标 110-lb )  
照片纸：最高 280 g/m<sup>2</sup> ( 最大指标 75-lb )
- **纸盒：**重新将纸张装入纸盒，推入纸张直到无法推动为止，然后滑动纸张导轨，使其紧贴纸堆边缘。

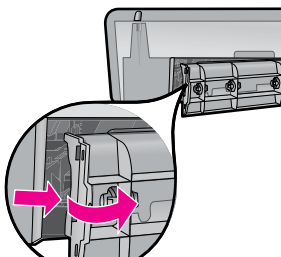
### 打印机不进纸

尝试下列的一种或多种解决方法：

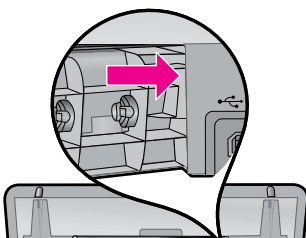
- 减少进纸盒中的纸张数量。
- 取出进纸盒中的纸张，然后重新装入。
- 一次只使用一种类型的纸张。
- 使用其它类型的纸张。

## 卡纸

1. 从纸盒中取出纸张。
2. 如果是打印标签，请确认标签在通过打印机时没有从标签纸上脱落。
3. 关闭打印机。
4. 断开电源插座与打印机电源线的连接。
5. 卸下后检修门。将手柄按到右侧，然后将检修门拉出。



6. 从打印机后部取出卡纸，然后重新装好后检修门。



7. 如果无法从打印机后部取出卡纸，请抬起打印机盖，从打印机前方取出卡纸，然后再放下打印机盖。
8. 将纸张重新装入纸盒。
9. 重新将打印机电源线连接到电源插座。
10. 开启打印机。
11. 重新打印文档。

## 打印作业停留在队列中 (Windows)

如果打印机在作业完成前停止打印，打印作业可能会停留在打印队列中。

- 检查您是否使用默认打印机打印文档。查看计算机上的“打印机”或“打印机和传真”文件夹，确保打印机图标旁边有个选中标记。如果同一打印机具有多个图标，请删除多余的图标。
- 确保打印机未设置成“暂停打印”。右键单击打印机图标并查看快捷菜单。
- 如果打印机服务已经停止响应，则找到计算机上的“管理工具”文件夹，双击“服务”，然后双击“Print Spooler”（打印后台程序）。单击“停止”，然后单击“开始”重新启动打印服务。

## 墨水使用

注：墨盒中的墨水在打印过程中会用于很多不同的环节，包括初始化过程（这个过程中主要是为打印工作准备设备和墨盒）及维护打印头的过程（这个过程可以将打印喷嘴清洁干净，使墨水流动顺畅）。此外，墨盒用过以后，其中会有一些残留的墨水。有关详细信息，请参阅 [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage)。

## 最低系统要求

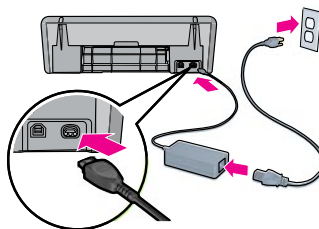
有关最低系统要求的信息，请参阅自述文件。要访问自述文件，请单击“开始”>“所有程序”>“HP”>“Deskjet D2500 series”>“自述文件”。

## Installation help

### No power?

Verify the following:

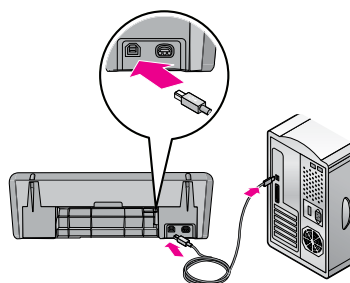
- The printer power cord is connected to an electrical outlet.
- The power cord is firmly connected to the power supply or adapter.
- The power supply is firmly connected to the printer.



## Windows installation help

### No plug and play?

- Make sure the printer is connected and is turned on.
- Make sure the USB cable is firmly attached from your computer to the printer directly, without using a USB hub.
- If the none of the above steps work, unplug the USB cable, re-insert the software CD and follow the onscreen instructions.
- Temporarily disable any software firewall and close any anti-virus programs. **Re-start these programs after the printer software is installed.**



## Printer help

### Printer prints on multiple sheets at once

If this happens, check the following:

- **Paper weight:** Use paper that is within the recommended specifications.  
Letter Paper: 65 to 90 g/m<sup>2</sup> (16 to 24 lb)  
Legal Paper: 70 to 90 g/m<sup>2</sup> (20 to 24 lb)  
Envelopes: 70 to 90 g/m<sup>2</sup> (20 to 24 lb)  
Cards: Up to 200 g/m<sup>2</sup> (110-lb index maximum)  
Photo Paper: Up to 280 g/m<sup>2</sup> (75-lb index maximum)
- **Paper tray:** Reload the paper into the paper tray, pushing the paper until you feel resistance, and then slide the paper guide firmly against the edge of the paper stack.

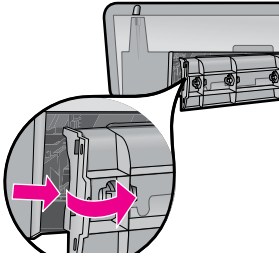
### Printer does not feed paper

Try one or more of the following solutions:

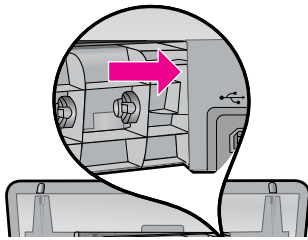
- Reduce the number of sheets in the input tray.
- Remove paper from the input tray, and reload it.
- Use only one type of paper at a time.
- Use a different type of paper.

## Paper jam

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



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



7. If the paper jam cannot be removed from the back of the printer, raise the printer cover, remove the paper jam from the front of the printer, and then lower the cover.
8. Reload paper in the paper tray.
9. Reconnect the printer power cord to the electrical outlet.
10. Turn on the printer.
11. Reprint the document.

## Print job stuck in queue (Windows)

If the printer stops printing before the job is complete, the print job might be stalled in the print queue.

- Verify that you are using the default printer to print your documents. Check the **Printers** or **Printers and Faxes** folder on your computer and make sure your printer icon has a check mark next to it. If you have multiple icons of the same printer, delete the extra icons.
- Make sure that your printer is not set to **pause printing**. Right-click the printer icon and check the shortcut menu.
- If the print service has stopped responding, locate the **Administrative Tools** folder on your computer, double-click **Services**, and then double-click **Print Spooler**. Click **Stop**, and then click **Start** to restart the print service.

## Ink usage

**Note:** Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the device and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage).

## Minimum system requirements

For information on minimum system requirements, see the Readme. To access the Readme file, click **Start > All Programs > HP > Deskjet D2500 series > Readme**.

电源规格

电源	输入电压	输入频率
HP Deskjet D2500 series		
0957-2242	100 到 240 Vac (± 10%)	50/60 Hz (± 3 Hz)
0957-2250	200 到 240 Vac (± 10%)	50/60 Hz (± 3 Hz)

功耗

待机时平均低于 2W  
打印时平均 16W ( 最大值 )  
休眠模式时平均低于 2W  
转换到休眠模式不到 5 分钟  
关闭时低于 1W ( 最大值 )

工作环境

**推荐工作条件**  
温度：15°C 到 30°C ( 59°F 到 86°F )  
湿度：20% 到 80% RH 无冷凝

**最大工作条件**  
温度：5°C 到 40°C ( 41°F 到 104°F )  
湿度：15% 到 80% RH 无冷凝

**最大运输条件**  
温度：-40°C 到 60°C ( -40°F 到 140°F )  
湿度：5% 到 90% RH 无冷凝

Power requirements

Power supply	Input voltage	Input frequency
HP Deskjet D2500 series		
0957-2242	100 to 240 Vac (± 10%)	50/60 Hz (± 3 Hz)
0957-2250	200 to 240 Vac (± 10%)	50/60 Hz (± 3 Hz)

Power Consumption

Less than 2 watts average when ready  
16 watts maximum average when printing  
Less than 2 watts average in sleep mode  
Less than 5 minutes to time to sleep mode  
Less than 1 watt maximum when off

Operating environment

**Recommended operating conditions**  
Temperature: 15° to 30°C (59° to 86°F)  
Humidity: 20 to 80% RH non-condensing

**Maximum operating conditions**  
Temperature: 5° to 40°C (41° to 104°F)  
Humidity: 15 to 80% RH non-condensing

**Maximum shipping conditions**  
Temperature: -40° to 60°C (-40° to 140°F)  
Humidity: 5 to 90% RH non-condensing

# HP 打印机有限保修声明

HP 产品	有限保修期限
软件媒体	90 天
打印机	1 年
打印或墨盒	直到 HP 墨水用完，或到达印在墨盒上的“保修结束”日期，视何者为先。本保修不涵盖重新灌注、再加工、整修、误用，或被擅改的 HP 墨水产品。
附件	90 天

- A. 有限保修的范围
- 惠普 (HP) 向最终用户保证，在上述指定的保修期内，上述指定的 HP 产品自购买之日起无材料及工艺上的缺陷。
  - 对于软件产品，HP 的有限保修仅适用于无法执行编程指令的故障。HP 不保证产品工作时不会中断或无错误。
  - HP 的有限保修仅限于由正常使用产品而产生的缺陷，不适用于任何其他问题，包括因以下原因而产生的问题：
    - 不正确的维护或调整；
    - 使用非 HP 提供或支持的软件、介质、部件或耗材；
    - 在产品技术规格以外的条件下操作；
    - 未经授权的调整或误用。
  - 对于 HP 打印机产品，使用非 HP 墨盒或重新灌注的墨盒既不影响对客户的保修也不影响与客户签订的任何 HP 支持合同。但是，如果打印机由于使用非 HP 墨盒或重新灌注的墨盒而过期的墨盒而发生故障或损坏，HP 在维修打印机时将根据具体故障或损坏，收取标准工时费和材料费。
  - 如果 HP 在适用的保修期内收到符合 HP 保修条件的任何产品的缺陷的通知，HP 将自行决定对有缺陷的产品进行维修或更换。
  - 如果 HP 无法适时维修或更换符合 HP 保修条件的有缺陷产品，HP 将在接到缺陷通知后的合理时间内，退回该产品的全额货款。
  - 在客户将有缺陷的产品退回 HP 之前，HP 不承担维修、更换或退款的义务。
  - 更换的产品可能为全新产品或相当于全新产品，前提是它的功能至少与被更换的产品相当。
  - HP 产品可能包含性能等同于新部件的再加工部件、组件或材料。
  - HP 的有限保修在任何销售保修范围内的 HP 产品的国家或地区均有效。可与授权的 HP 服务机构签订其他保修服务（如现场服务）合同，这些机构分布在由 HP 或授权进口商销售 HP 产品的国家/地区。
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- 在当地法律允许范围内，HP 及其第三方供应商，对有关 HP 的产品，无论是以明示或默示的形式，均没有任何其他保修或条件并特别声明没有任何用于特定目的适销性、质量满意度以及适用性的默示保修或条件。
- C. 责任限制
- 在当地法规允许的范围内，本保修声明中提供的补偿是对用户的唯一补偿。
  - 在当地法规允许的范围内，除了本保修声明中特别规定的责任外，在任何情况下，无论是根据合同、民事侵权行为或其他法律准则，无论是否告知产生此类损失的可能性，HP 或其第三方供应商对直接、特殊、偶发、继发的损失概不承担责任。
- D. 当地法律
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  - 如果本保修声明与当地法规发生矛盾，则应视为已修改以便与当地法规保持一致。根据这类当地法规，本保修声明中的某些责任免除和限制可能不适用于用户。例如，美国的某些州及美国以外的某些政府（包括加拿大的某些省），可能会：
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    - 限制制造商实施这种责任免除或限制的能力；或者
    - 赋予客户附加的保修权利，指定默示保修的期限（对这种默示保修制造商不得拒绝），或者不允许制造商对默示保修的期限加以限制。
  - 除非另有法律许可，本声明中的保修条款不得排除、限制或修改适用于此产品销售的强制性法律权利，而是对该权利的补充。



# HP printer limited warranty statement

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	90 days

## A. Extent of limited warranty

- Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
- 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 interrupted or error free.
- HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
  - Improper maintenance or modification;
  - Software, media, parts, or supplies not provided or supported by HP;
  - Operation outside the product's specifications;
  - Unauthorized modification or misuse.
- For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. 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.
- If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
- If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
- HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
- HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
- HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

## B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

## C. Limitations of liability

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

## D. Local law

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

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# 管制声明

## 标准型号

为便于管制识别，您的产品已指定了一个标准型号。本产品的标准型号是 VCVRA-0810。不要将标准型号与产品名称 (HP Deskjet D2500) 或产品号 (CB671A 等) 相混淆。

# Regulatory information

## Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-0810. This regulatory number should not be confused with the marketing name (HP Deskjet D2500) or product numbers (CB671A etc.).

# 查找信息

故障排除、产品规格、法律声明、环境及其它管制信息均包含在您计算机上的电子版“帮助”文件中。

# Find information

Troubleshooting, product specifications, legal notices, environmental, and additional regulatory information are included in the electronic Help that was placed on your computer.



墨盒选择号码 Print cartridge selection numbers	黑色 Black	818
	三色 Tri-color	818

您的打印机可能随附试机墨盒。更换墨盒的打印量要高于试机墨盒。

Your printer might have introductory print cartridges. Replacement cartridges print more than introductory cartridges.



Printed in [country] 12/2007  
Printed in [country] 12/2007

\*CB671-90029\*

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