DESIGNJET T790/T1300 ePrinter Series

Introductory Information

What is it?

Your printer is a color inkjet printer designed for printing large, high-quality images.

This introductory document includes legal notices and safety instructions, describes the use of the front panel, introduces Web Services, and lists error messages that you may encounter.

Where is the user's guide?

A complete guide to your printer, *Using your printer*, is available on the DVD that comes with your printer.

Further information is available at HP's support Web site:

http://www.hp.com/go/T790/knowledgecenter or http://www.hp.com/go/T1300/knowledgecenter.

Legal notices

© Copyright 2012 Hewlett-Packard Development Company, L.P.

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statement accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

You can find the expressly provided HP Limited Warranty applicable to your product in the start menu on your PC and/or in the CD/DVD provided in the box. For some countries/regions a printed HP Limited Warranty is provided in the box. In countries/regions where the warranty is not provided in printed format, you may request a printed copy from http://www.hp.com/go/orderdocuments, or write to:

North America: Hewlett Packard, MS POD, 11311 Chinden Blvd, Boise, ID 83714, USA.

Europe, Middle East, Africa: Hewlett-Packard, POD, Via G. Di Vittorio 9, 20063 Cernusco s/Naviglio (MI), Italy.

Asia, Pacific: Hewlett-Packard, POD, P.O. Box 200, Alexandra Post Office, Singapore 911507.

Please include your product number, warranty period (found on your serial number label), name and postal address.

Safety precautions

The following precautions ensure the proper use of the printer and prevent the printer from being damaged. Follow these precautions at all times.

- Use the power-supply voltage specified on the label. Avoid overloading the printer's electrical outlet with multiple devices.
- Ensure that the printer is well grounded. Failure to ground the printer may result in electrical shock, fire, and susceptibility to electromagnetic interference.
- Do not disassemble or repair the printer yourself. Contact your local HP Service Representative for service, see *Using your printer.*
- Use only the electrical cord supplied by HP with the printer. Do not damage, cut, or repair the power cord. A damaged power cord can cause fire or electric shock. Replace a damaged power cord with an HP-approved power cord.
- Do not allow metal or liquids (except those used in HP Cleaning Kits) to touch the internal parts of the printer. Doing so may cause fire, electric shock, or other serious hazards.
- Power off the printer and unplug the power cord from the power outlet in any of the following cases:
    - When placing your hands inside the printer
    - If there is smoke or an unusual smell coming from the printer
    - If the printer is making an unusual noise not heard during normal operation
    - If a piece of metal or a liquid (not part of cleaning and maintenance routines) touches internal parts of the printer
    - During a thunderstorm
    - During a power failure

The front panel

The front panel has a large central area to display dynamic information and icons. On the left and right sides you can see up to six fixed icons at different times. Normally they are not all displayed at the same time.

Left and right fixed icons

🏠	Return to the home screen.	?	View help about the current screen.
◀	Go to the previous item.	▶	Go to the next item.
↩	Go back to the previous screen without discarding changes.	✕	Cancel the current process.

Home-screen dynamic icons

ℹ	View information about printer status, change printer settings, or initiate actions such as loading paper or replacing ink supplies. Beside the button is a message showing the printer status or an alert. Press this message to see a list of all current alerts.	Adobe PDF	Indicates that a PostScript or PDF job is printing. Pressing it has no effect.
USB drive	Print a file from a USB flash drive.	laptop	Print a file from a computer.
HP ePrint&Share	Print a file from HP Designjet ePrint & Share.	USB	View information about the USB flash drive(s). This icon appears only when one or more USB flash drives are inserted.
Jobs	View and manage the print queue (T1300 series only). A smaller warning icon appears if there are jobs on hold.	Applications	Access available applications. See *Using your printer* for more information on the applications.

If the printer is left idle for some time, it goes into sleep mode and switches off the front-panel display. To change the time that elapses before sleep mode, press 🔲, then 🔧, then **Setup** > **Front panel options** > **Sleep mode wait time**. You can choose various times between 30 and 240 seconds.

The printer wakes from sleep mode and switches on the front-panel display whenever there is some external interaction with it.

Web Services

Your eprinter can be connected to the Web, providing various benefits.

Automatic firmware updates	Printing by email (HP ePrint)	Online print history through ePrint & Share
To keep the printer up to date effortlessly.	If you can email it, you can print it. Simply attach a PDF or other print-ready file to an email message, and send it to your printer's dedicated address.	Securely save an online copy of each print, and reprint from everywhere, by Web or smartphone, using your private HP Designjet ePrint & Share account.
Print remotely through ePrint & Share	Print without a computer through ePrint & Share	
For example, from home to office, or from a smartphone or laptop.	Access your HP Designjet ePrint & Share account from the front panel or from your mobile device to print your jobs.	

Setup

To set up your product for Web Services, please follow these steps:

❶ Make sure that your printer is correctly connected to the Internet.

❷ Run the Connectivity Wizard: at the front panel, press ⬛, then ⬛, then **Connectivity** > **Connectivity wizard**. If you cannot find the Connectivity Wizard in the menu, please update your firmware and then try again. If the Wizard downloads new firmware, the printer may need to restart. When the Wizard displays your printer code and email address, you are recommended to make a note of them.

❸ Install the printer software (drivers and other software to enhance your experience) in your computer from the HP Start-up Kit DVD, or from the Web. You can also find documentation and support information on the DVD and on the Web.

❹ Create an HP Designjet ePrint & Share account when prompted, or later, at http://www.hp.com/go/eprintandshare. HP Designjet ePrint & Share saves copies of all your print jobs in the cloud so that you can reprint and share them from almost anywhere, even from smartphones and tablet computers.

❺ Activate your account by clicking the activation link that you will receive by email. If you don't see the message, remember to check your junk email folder.

❻ This is an optional step: If you are the printer administrator, log in at the HP ePrint Center (http://www.hp.com/go/eprintcenter) to customize your printer's email address or manage eprinter security for remote printing.

Congratulations, you now have completed Web Services setup. HP ePrint and HP Designjet ePrint & Share are ready to use.

For the latest information, support, and terms of use of the HP ePrint Center and HP Designjet ePrint & Share, see their respective websites, http://www.hp.com/go/eprintcenter and http://www.hp.com/go/eprintandshare.

Front-panel error messages

If you see an error message that does not appear here, and you feel in doubt about the correct response, or if the recommended action does not seem to solve the problem, contact HP Support.

Message or code	Recommendation
[Color] cartridge has altered	Check the cartridge.
[Color] cartridge has expired	Replace the cartridge.
[Color] cartridge is low on ink	Ensure that you have a new cartridge of the same color ready.
[Color] cartridge is missing	Insert a cartridge of the correct color.
[Color] cartridge is out of ink	Replace the cartridge.
[Color] cartridge is very low on ink	Ensure that you have a new cartridge of the same color ready.
[Color] printhead #[n] error: not present	Insert the correct printhead.
[Color] printhead #[n] error: please remove	Remove the incorrect printhead and insert a new printhead of the correct type (color and number).
[Color] printhead #[n] error: replace	Remove the non-functional printhead and insert a new printhead of the correct type (color and number).
[Color] printhead #[n] error: reseat	Remove and reinsert the same printhead, or try cleaning the electrical connections. If necessary, insert a new printhead.
Cutter replacement advised	Contact HP Support to replace the cutter.
Job queue notification	Cancel, resume, or delete the job.
Maintenance #1 advised	Contact HP Support.
Maintenance #2 advised	Contact HP Support.
Paper loaded incorrectly: remove paper	Remove the paper and try to reload it.
Paper mispositioned: remove paper	Remove the paper and try to reload it.
Paper path error: incorrectly loaded	Remove the paper and try to reload it.
Paper path error: misaligned	Remove the paper and try to reload it.
Printhead replacement incomplete. Restart it.	Restart the printhead replacement process.
Printheads need individual testing. Do replacement.	Test the printheads using the Image Diagnostics Print, and replace any that are not working correctly.
Replace [color] cartridge	Replace the cartridge.
Reseat [color] cartridge	Remove and reinsert the same cartridge.
01.0, 01.1, 01.2	Restart the printer.
08:04	Restart the printer. If the problem persists, update the printer's firmware.
08:08	Retry the operation that you were attempting. If it fails again, restart the printer. If the problem persists, update the printer's firmware.
21, 21.1, 22.0, 22.1, 22.2, 22.3, 24	Restart the printer.

Message or code	Recommendation
61:01	The file format is wrong and the printer cannot process the job. Check the graphic language setting of your printer. 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.
62, 63, 64, 65, 67	Update your printer's firmware.
63:01	The printer has failed to get an IP address. Connect to another network or change the IPv4 configuration.
71.04	Out of memory. To avoid this, in the HP-GL/2 and HP RTL driver select the **Advanced** tab and then **Send job as a bitmap**.
74:04	The firmware upgrade has failed. Press **OK** and try again.
74.1	Try the firmware update again. Do not try to use your computer while the update is in progress.
74.8:04	The firmware upgrade has failed. Your firmware file may be incorrect; try to download it again.
79:03	Restart the printer.
79:04	Update your printer's firmware.
81:01, 86:01	Please follow the instructions on the front panel. You may be asked to run a test procedure and write down a numeric code before contacting HP Support.
94, 94.1	Restart color calibration.