quick help

hp deskjet 948c/940c/920c series

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learning about your printer

- introducing your hp deskjet printer
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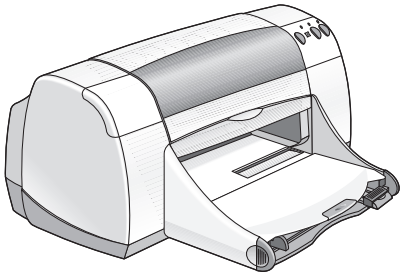
introducing your hp deskjet printer

Congratulations! You have purchased an HP Deskjet printer that is equipped with several exciting features:

- Excellent photo quality through HP's PhotoREt III, ColorSmart III printing technology
- High resolution printing with 2400 x 1200 dpi color photo mode and 600 x 600 dpi black text mode
- Print speeds up to 12 pages per minute for black text and up to 10 pages per minute for text and color graphics *(Print speeds vary with printer models)*

HP Deskjet printers are designed to help you get the best results for your printing needs. Read about these and other features in the following sections.

940c



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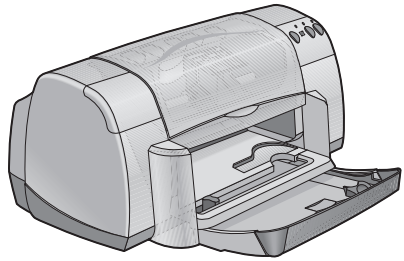

finding information

quick help offers instructions for using your HP deskjet printer. More help is available in other documents included with the printer. The following list explains where you can find specific types of information.

The **quick start** setup poster explains how to set up your printer and install printer software.

The **quick reference guide** provides warranty information and explains how to troubleshoot installation problems.

This **quick help** guide tells you about printer features, maintenance, and specifications and explains how to print documents and solve problems that may occur as you print.

The **hp deskjet release notes** explain hardware and software compatibility with your printer. Read the Release Notes by clicking **Start** > **Programs** > **hp deskjet series** > **release notes**.

What's This? help explains onscreen options in the printer software. Open What's This? help by putting the cursor on an option and clicking the right mouse button. Click **What's This?** to view more information about the selected option.

notices and acknowledgments

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terms and conventions

The following terms and word conventions are used in *quick help*.

terms

HP Deskjet printers may be referred to as **HP Deskjet** or **HP printers**.

symbols

The > symbol guides you through a series of software steps.
For example:

> Click **Start** > **Programs** > **hp deskjet series** > **hp deskjet series Toolbox** to open the HP Deskjet Toolbox.

cautions and warnings

A **Caution** indicates possible damage to the HP Deskjet printer or to other equipment. For example:

> **Caution!** Do not touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections.

A **Warning** indicates possible harm to yourself or to others.
For example:

Warning! Keep print cartridges out of the reach of children.

icons

A **Note** icon indicates that additional information is provided. For example:

For best results use HP products.

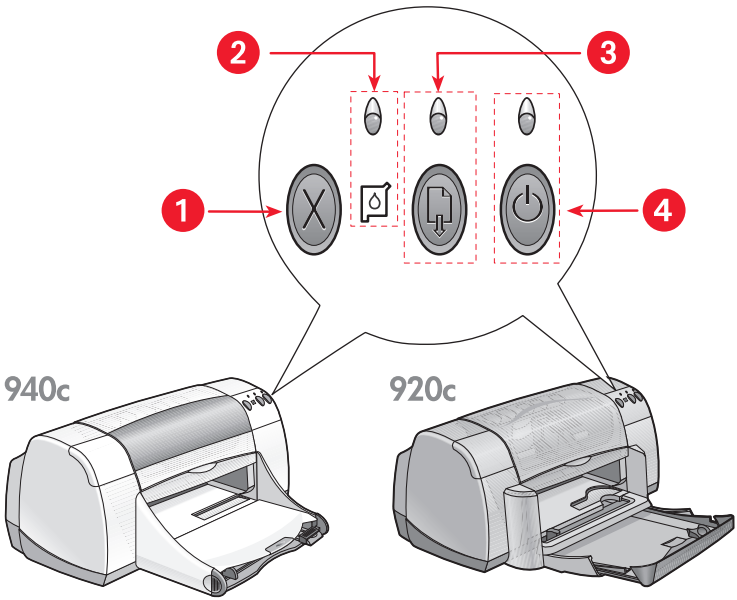
A **Mouse** icon indicates that additional information is available through the **What's This?** help feature.

To find more information about options on each tab screen, point to an option and click the right mouse button to display the **What's This?** dialog box. Click **What's This?** to view more information about the selected option.

learning about printer features

buttons and lights

The HP Deskjet printer buttons let you turn the printer on and off, cancel a print job, or resume printing. The lights give you visual cues about the state of the printer.



1. Cancel button 2. Print Cartridge Status light and symbol 3. Resume light and button 4. Power button and light

cancel button

Pressing this button cancels the current print job.

print cartridge status symbol and light

The light above the Print Cartridge Status symbol flashes when a print cartridge is low on ink or incorrectly installed.

See also:
print cartridge status light

resume button and light

The light above the Resume button flashes when an action is required such as loading paper or clearing a paper jam. When the problem is fixed, press the Resume button to continue printing.

power button and light

The Power button turns the printer on and off. It takes approximately five seconds for the printer to turn on after you press the Power button. The green light above the Power button flashes when printing is in progress.

> **Caution!** Always use the Power button on the front of the printer to turn the printer on and off. Using a power strip, surge protector, or a wall-mounted switch to turn the printer on and off may cause premature printer failure.

paper trays

The printer has an In tray and an Out tray. Paper or other media is placed in the In tray for printing. Printed pages are deposited in the Out tray.

The printer may have a Fold-Up tray that contains the In and Out trays.

See also:
in tray
out tray
fold-up tray

two-sided printing

The printer has a Manual Two-Sided Printing feature so that you can print both sides of a page.

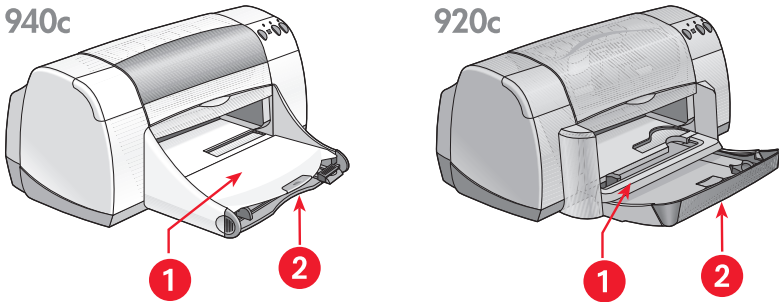
An optional Two-Sided Printing Accessory can be purchased for automatic two-sided printing with 948c and 940c series printers.

See also:
manual two-sided printing

using paper trays

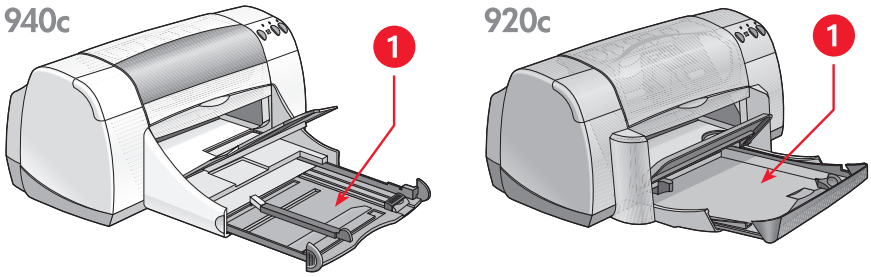
In tray

The In tray holds paper or other media to be printed.



1. Out tray 2. In tray pushed in

Pull out the In tray to load paper and other media. Keep the In tray pulled out when you print on legal paper.



1. In tray pulled out

You can print different sizes of media by sliding the paper guides in and out.

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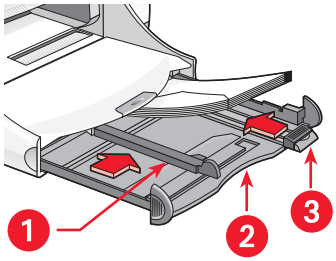
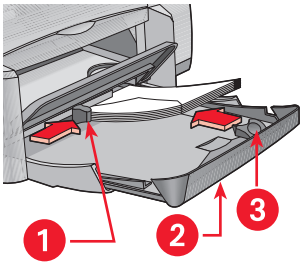


920c



1. paper width guide 2. In tray pulled out 3. paper length guide

out tray

The position of the Out tray can be changed for different printing needs.

Out tray up – Place the tray in the up position for easy loading of paper into the In tray. The Out tray must remain in the up position to print banners.

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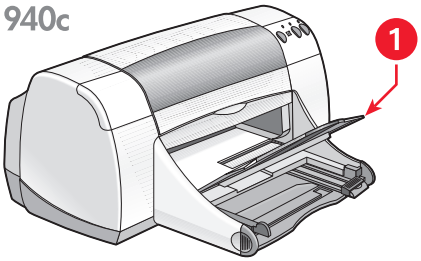

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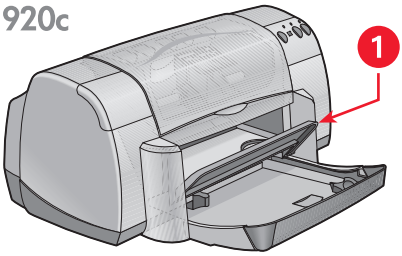
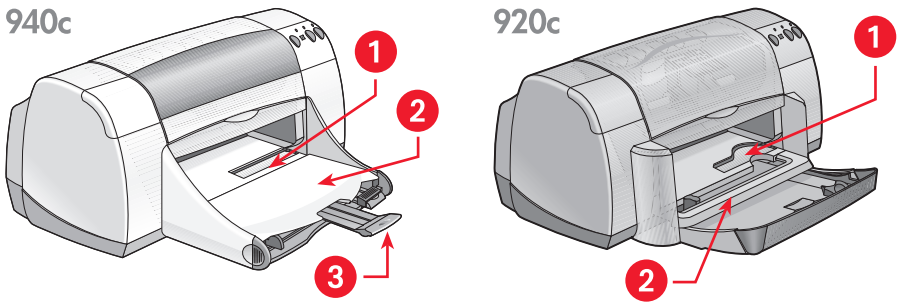


1. Out tray up

Out tray down – Leave the tray in the down position for most types of printing and single envelope printing.

Out tray extension – *(Not available in all printer models.)* Pull the Out tray extension out when printing a large number of pages. Also extend the tray when you are printing in draft mode to prevent the paper from falling out of the tray. When the print job finishes, push the tray extension back into its storage slot.

Do not use the Out tray extension with legal-sized paper. It may cause a paper jam.

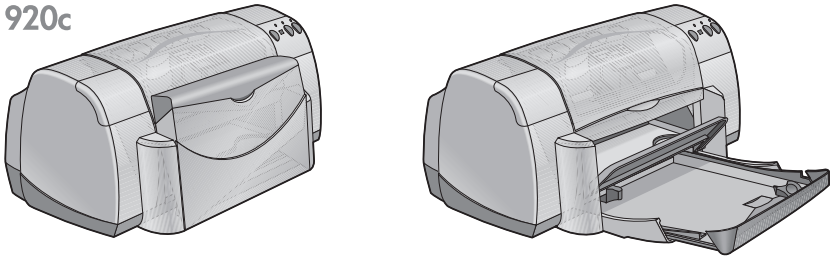


1. single envelope slot 2. Out tray down 3. Out tray extension

See also:
printing on paper and other media

fold-up tray

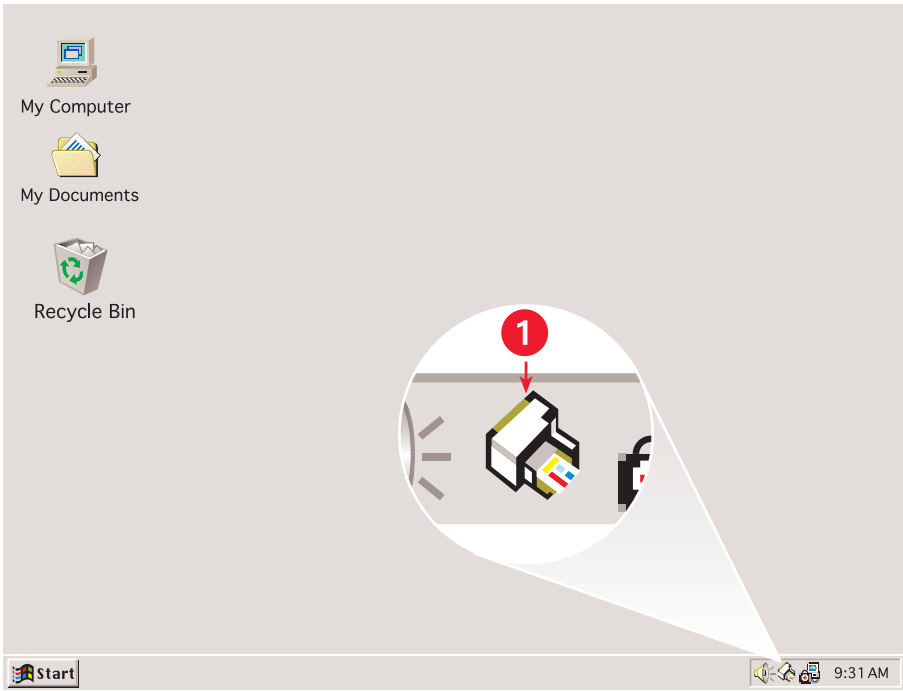
Your printer may have a Fold-Up tray that contains the In and Out trays. The Fold-Up tray must always be lowered to print or to access the print cartridges.



1. Fold-Up tray up 2. Fold-Up tray down

using the taskagent

The TaskAgent allows you to determine the status of the print cartridges and to change settings such as default print quality. It is located on the Windows taskbar.



1. TaskAgent

changing print quality

You can quickly change the resolution of printed output using the TaskAgent.

1. Click the **TaskAgent** icon on the Windows taskbar.

   The Default Print Settings dialog box appears. It allows you to change the default print quality and to turn on automatic two-sided printing if you have purchased the optional HP Two-Sided Printing Accessory. *(This accessory is not available for all printer models.)*

2. Select from the following options:
   - **Print Quality**: **Draft**, **Normal**, or **Best**
   - **Automatic Two-Sided Printing**: If appropriate
3. Click outside the Default Print Settings box.

   A dialog box appears stating that the new setting will be used every time you print. (If you don't want to see this dialog box again, select **Don't show me this message again**.)
4. Click **OK** to change the default print setting.

opening the printer properties dialog box

You can also use the TaskAgent to access the printer properties dialog box. In this box, you can select properties such as paper size and type, page orientation, and color brightness. Double-clicking the TaskAgent opens the printer properties box.

using the taskagent shortcut menu

Right-clicking the TaskAgent opens a menu of shortcuts that includes the names of all installed HP Deskjet printers. You can perform the following actions from this menu:

- Change the printer by selecting the printer name. A check mark appears next to the HP Deskjet printer selected.
- Select **Change Default Print Settings** to open the printer properties box.
- Select **Open Toolbox** to open the HP Deskjet Toolbox.
- Select **Exit** to turn off the TaskAgent. Turn the TaskAgent back on by clicking **Start** > **Programs** > **hp deskjet series** > **TaskAgent**. The TaskAgent appears automatically whenever you restart your computer.

See also:

the hp deskjet toolbox

displaying print cartridge warning messages

The color and appearance of the TaskAgent change when there are warning messages. Warning messages appear when a print cartridge is low on ink or has been installed incorrectly.

- When the icon is blinking and outlined in yellow, unread warning messages have been issued.
- When the icon is outlined in yellow but no longer blinking, previously read warning messages are pending.
- When the icon is no longer outlined in yellow, warning issues are resolved.

To view warning messages:

1. Click the **TaskAgent** icon to open the Default Print Settings dialog box.
2. Click the **Warning Information** button.

   The HP Deskjet Toolbox is displayed.
3. Select the **Warning Information** tab to view print cartridge warning messages.
4. Click **Close** in the top right corner of the Toolbox to exit.

The Warning Information button and Warning Information tab only appear when there are warning messages.

See also:

the hp deskjet toolbox
checking print cartridge status
replacing print cartridges

printing on paper and other media

- printing with your hp deskjet printer
- plain paper
- envelopes
- transparencies
- labels
- business cards, index cards, and other small media
- photographs
- greeting cards
- posters
- banners
- iron-on transfers
- manual two-sided printing
- custom paper sizes

printing with your hp deskjet printer

opening the printer properties dialog box

The printer is controlled by software installed on the computer. The printer software, also called a printer driver, provides a dialog box to communicate with the printer. In the printer properties box you can select options such as paper size and type, page orientation, and color settings.

Open the printer properties box in one of the following ways:

- From the TaskAgent by double-clicking the TaskAgent icon on the Windows taskbar.
- From the File menu in the software program you are using. Follow one of these paths to open the printer properties box, depending on your software program:
  - Click **File** > **Print**, then select **Properties**
    –or–
  - Click **File** > **Print Setup**, then select **Properties**
    –or–
  - Click **File** > **Print** > **Setup**, then select **Properties**.

changing printer properties settings

The printer properties box contains Setup, Features, and Advanced tab options.

- Use the **Setup** tab to choose print quality, paper type, paper size, and banner printing. You can also scale the size of the printed document so that it fits on the paper in your printer.
- Use the **Features** tab to select page orientation, number of copies, multiple pages per sheet, and poster printing. You can also choose to preview the printed document, print in reverse order (last page first), and set two-sided printing from this tab.
- Use the **Advanced** tab to make color and contrast adjustments, and to choose options for ink volume, ink drying time, and print speed (Low Memory Mode).

saving changes

When you change print settings, click **Apply**, then click **OK** to save your changes. If you do not change any settings, click **Cancel** to return to your document.

To find more information about the options in the printer properties box, point to an option and click the right mouse button to display the **What's This?** dialog box. Select **What's This?** to view more information about the selected option.

plain paper

- **letter / A4 paper**
- **legal paper**

letter / A4 paper

preparing to print

1. Raise the Out tray and pull out the In tray.
2. Slide out both paper guides.
3. Insert a stack of paper into the In tray.
4. Place up to 100 sheets of paper into the In tray if your printer has a Fold-Up tray. Place up to 150 sheets of paper into the In tray if your printer does not have a Fold-Up tray.

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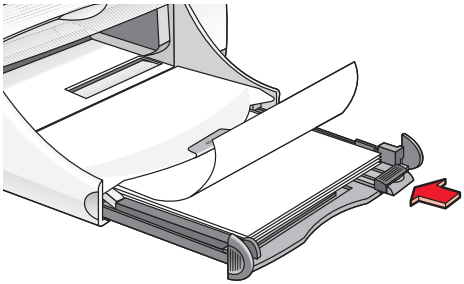
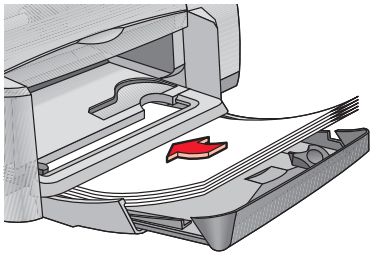


920c



5. Slide the paper width guide snugly against the stack of paper.
6. Lower the Out tray.

printing on letter / A4 paper

1. Open the file you want to print.

   Follow one of these paths to select your print options, depending on the software program you are using:

   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.

2. Select the **Setup** tab, then choose the following:
   - **Print Quality**: **Draft**, **Normal**, or **Best**
   - **Paper Type**: **Plain Paper**
   - **Paper Size**: **Letter** or **A4**

3. Select the **Features** tab, then choose the following:
   - **Orientation**: Appropriate orientation
   - **Two-Sided Printing**: Select if you wish to print manually on both sides of the paper. If you have purchased the optional HP Two-Sided Printing Accessory (*not available for all printer models*), two-sided printing occurs automatically when this box is checked.
   - **Copies**: Number of copies

4. Select the **Advanced** tab if you wish to print in grayscale or make optional adjustments to ink volume, color, or print speed (Low Memory Mode).

printing guidelines

Most plain photocopy paper can be used in your printer, particularly paper that is marked for use in inkjet printers. To get the best results, use HP papers. These papers have been developed especially for HP inks and HP printers.

See also:

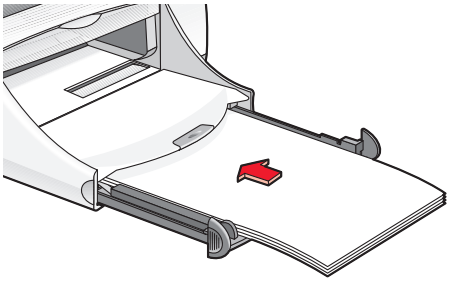
printing with your hp deskjet printer
manual two-sided printing
custom paper sizes

legal paper

preparing to print

1. Raise the Out tray and pull out the In tray.
2. Slide out both paper guides.
3. Insert a stack of legal-sized paper into the In tray as far as it will go.
4. The paper will extend over the edge of the tray.

940c



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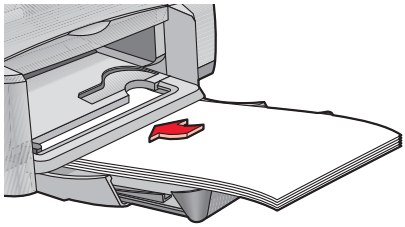


5. Slide the paper width guide snugly against the stack of paper.
6. Lower the Out tray.

printing on legal paper

1. Open the file you want to print.

   Follow one of these paths to select your print options, depending on the software program you are using:

   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.

2. Select the **Setup** tab, then choose the following:
   - **Print Quality**: **Draft**, **Normal**, or **Best**
   - **Paper Type**: **Plain Paper**
   - **Paper Size**: **Legal**
3. Select the **Features** tab, then choose the following:
   - **Orientation**: Appropriate orientation
   - **Two-Sided Printing**: Unchecked
   - **Copies**: Number of copies
4. Select the **Advanced** tab if you wish to print in grayscale or make optional adjustments to ink volume, color, or print speed (Low Memory Mode).

printing guidelines

Leave the In tray pulled out when you print on legal paper. The paper will extend over the edge of the tray.

For best results use hp products.

envelopes

Print a single envelope using the envelope slot, or print multiple envelopes using the In tray.

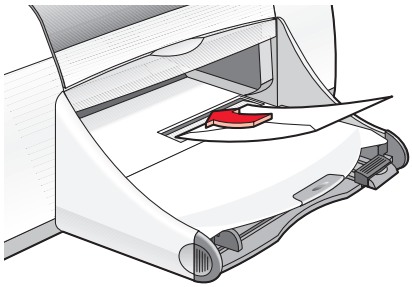
- **printing a single envelope**
- **printing multiple envelopes**

printing a single envelope

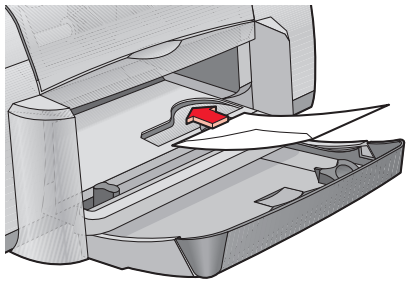
preparing to print

1. Place the envelope—with the flap side on the left and facing up—into the single envelope slot.
2. Push the envelope forward until it stops.

940c



920c



printing the envelope

If your software program includes an envelope-printing feature, do not follow these instructions. Follow the instructions provided by the software program.

1. Open the file you want to print.

2. Follow one of these paths to select your print options, depending on the software program you are using:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.
3. Select the **Setup** tab, then choose the following:
   - **Print Quality**: **Normal**
   - **Paper Type**: **Plain Paper**
   - **Paper Size**: Appropriate envelope size
4. Select the **Features** tab, then choose the following:
   - **Orientation**: Appropriate envelope orientation
   - **Two-Sided Printing**: Unchecked
   - **Copies**: 1
5. Select the **Advanced** tab if you wish to print in grayscale or make optional adjustments to ink volume, color, or print speed (Low Memory Mode).
6. Click **OK** to return to the Print or Print Setup screen.
7. Click **OK** to print.

printing guidelines

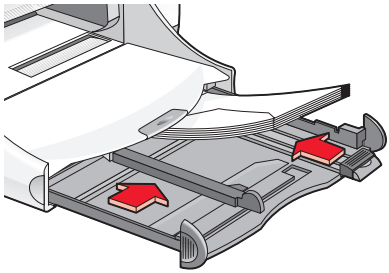
- Verify that the Out tray is in the down position.
- Avoid using envelopes that have clasps or windows.
- Avoid using envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged.

printing multiple envelopes

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Place no more than 15 envelopes—with the flap side on the left and facing up—in the tray.
4. Push the envelopes forward until they stop.
5. Slide the paper guides snugly against the edges of the envelopes, then push the tray forward until it stops.

940c



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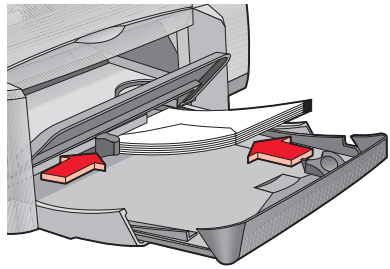


printing the envelopes

If your software program includes an envelope-printing feature, do not follow these instructions. Follow the instructions provided by the software program.

1. Open the file you want to print.

2. Follow one of these paths to select your print options, depending on the software program you are using:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.
3. Select the **Setup** tab, then choose the following:
   - **Print Quality**: **Normal**
   - **Paper Type**: **Plain Paper**
   - **Paper Size**: Appropriate envelope size
4. Select the **Features** tab, then choose the following:
   - **Orientation**: Appropriate envelope orientation
   - **Two-Sided Printing**: Unchecked
   - **Copies**: Up to15
5. Select the **Advanced** tab if you wish to print in grayscale or make optional adjustments to ink volume, color, or print speed (Low Memory Mode).
6. Click **OK** to return to the Print or Print Setup screen.
7. Click **OK** to print.

printing guidelines

- Never place more than 15 envelopes in the In tray at one time.
- Align the envelope edges before inserting them.
- Avoid using envelopes that have clasps or windows.
- Avoid using envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged.

For best results use hp products.

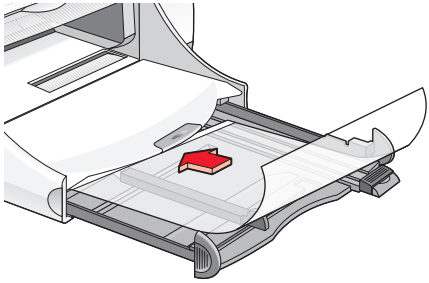
transparencies

preparing to print

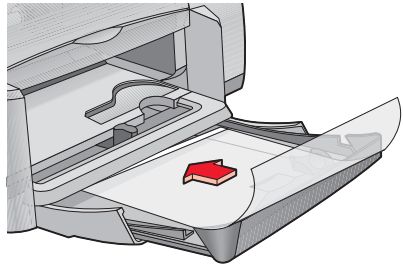
1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Fan the edges of the transparency sheets to separate them, then align the edges.
4. Place up to 25 transparency sheets in the tray if the printer has a Fold-Up tray. Place up to 30 transparency sheets in the tray if the printer does not have a Fold-Up tray.

   Make sure the rough side is down and the adhesive strip is toward the printer.
5. Push the transparencies forward until they stop.

940c



920c



6. Slide the paper guides snugly against the transparency paper and push the In tray forward until it stops.

printing transparencies

1. Open the file you want to print.
2. Follow one of these paths to select your print options, depending on the software program you are using:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.
3. Select the **Setup** tab, then choose the following:
   - **Print Quality**: **Normal**, or **Best**
   - **Paper Type**: Appropriate transparency paper
   - **Paper Size**: Appropriate size
4. Select the **Features** tab, then choose the following:
   - **Orientation**: Appropriate orientation
   - **Two-Sided Printing**: Unchecked
   - **Copies**: Up to 25 if the printer has a Fold-Up tray; up to 30 if the printer does not have a Fold-Up tray
5. Select the **Advanced** tab if you wish to make optional adjustments to ink volume, color, drying time, or print speed (Low Memory Mode).
6. Click **OK** to return to the Print or Print Setup screen.
7. Click **OK** to print.

   The printer waits for transparencies to dry before releasing them to the Out tray.

printing guidelines

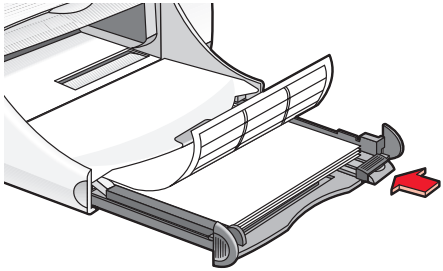
For best results use hp inkjet transparency films.

labels

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Fan the edges of the label sheets to separate them, then align the label edges.
4. Load up to 20 label sheets—label side down—in the tray.
5. Slide the paper guides snugly against the sheets and push in the tray.

940c



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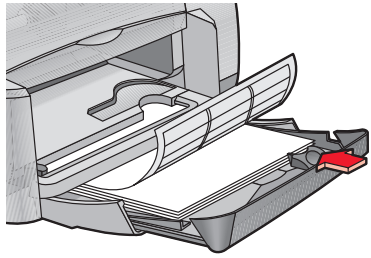


printing labels

1. Open the file you want to print.
2. Follow one of these paths to select your print options, depending on the software program you are using:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.

3. Select the Setup tab, then choose the following:
   - **Print Quality**: **Normal**
   - **Paper Type**: **Plain Paper**
   - **Paper Size**: **Letter** or **A4**
4. Select the **Features** tab, then choose the following:
   - **Orientation**: Appropriate orientation
   - **Two-Sided Printing**: Unchecked
   - **Copies**: Up to 20
5. Select the **Advanced** tab if you wish to print in grayscale or make optional adjustments to ink volume, color, or print speed (Low Memory Mode).
6. Click **OK** to return to the Print or Print Setup screen.
7. Click **OK** to print.

printing guidelines

- Use only paper labels that are designed specifically for inkjet printers.
- Never place more than 20 sheets of labels in the In tray at one time.
- Use only full sheets of labels.
- Make sure the sheets are not sticky, wrinkled, or pulling away from the protective backing.
- Do not use plastic or clear labels. The ink will not dry when used with these labels.

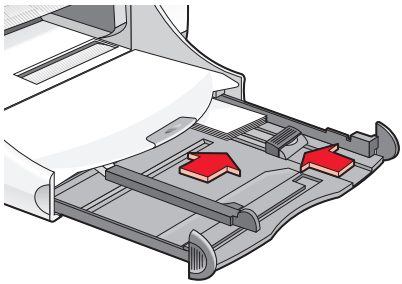
For best results use hp products.

business cards, index cards, and other small media

preparing to print

1. Pull out the In tray.
1. Raise the Out tray to the up position.
2. Slide out both paper guides and remove all paper from the tray.
3. Align the edges of the cards or other small media.
4. Place up to 30 cards in the tray if the printer has a Fold-Up tray. Place up to 45 cards in the tray if the printer does not have a Fold-Up tray.
5. Push the cards forward until they stop.

940c



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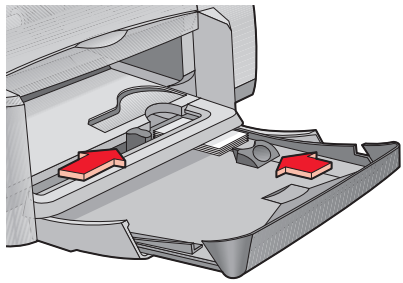


6. Slide the paper length guides snugly against the edges of the cards.
7. Push in the In tray.
8. Lower the Out tray.

printing business cards, index cards, and other small media

1. Open the file you want to print.
2. Follow one of these paths to select your print options, depending on the software program you are using:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.
3. Select the **Setup** tab, then choose the following:
   - **Print Quality**: **Normal** or **Best**
   - **Paper Type**: Appropriate paper type
   - **Paper Size**: Appropriate size. View Custom Paper Sizes if the card size is not listed.
4. Select the **Features** tab, then choose the following:
   - **Orientation**: Appropriate orientation
   - **Two-Sided Printing**: Unchecked
   - **Copies**: Up to 30 if the printer has a Fold-Up tray; up to 45 if the printer does not have a Fold-Up tray
5. Select the **Advanced** tab if you wish to print in grayscale or make optional adjustments to ink volume, color, or print speed (Low Memory Mode).
6. Click **OK** to return to the Print or Print Setup screen.
7. Click **OK** to print.

printing guidelines

- If an **out of paper** message appears, verify that the index cards or other small media are positioned properly in the In tray.
- If the index cards or other small media are smaller than 100 x 148 mm (4 x 5.6 in), do not use the In tray. Use the printer's single envelope slot to load the media one card at a time.

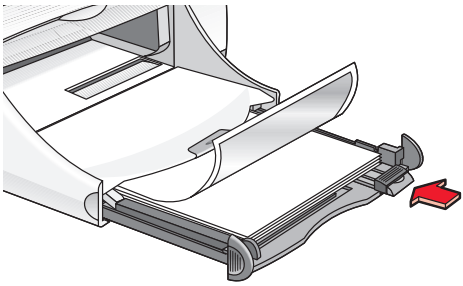
For best results use hp products.

photographs

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Fan the edges of the photo paper to separate them, then align the photo paper edges.
4. Place up to 20 sheets of photo paper—printable side down—in the tray.
5. Slide the paper guides snugly against the edges of the photo paper and push in the tray.

940c



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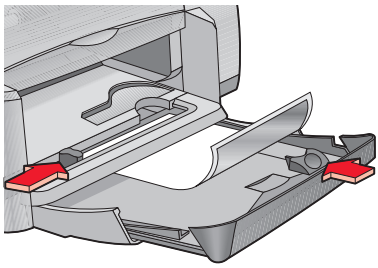

printing photographs

1. Open the file you want to print.

2. Follow one of these paths to select your print options, depending on the software program you are using:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.
3. Select the **Setup** tab, then choose the following:
   - **Print Quality**: **Best**
   - **Paper Type**: The appropriate photo paper type
   - **Photo Paper Printing**:
     - **PhotoREt** for best print speed and quality
       –or–
     - **2400 x 1200 dpi** for source images greater than 600 dpi (requires 400 MB or more hard disk space and takes longer to print)
   - **Paper Size**: Appropriate paper size
4. Select the **Features** tab, then choose the following:
   - **Orientation**: Appropriate orientation
   - **Two-Sided Printing**: Unchecked
   - **Copies**: Up to 20
5. Select the **Advanced** tab if you wish to make optional adjustments to color, ink volume, or ink drying time.
6. Click **OK** to return to the Print or Print Setup screen.
7. Click **OK** to print.

printing guidelines

- Photos must be in an electronic format before they can be printed. You can use digital or scanned photos, or have your local camera shop provide electronic files of the photos you want to print.
- Use the **PhotoREt** setting for most photo paper printing.
- If you have a parallel cable connection, you may be able to increase photo printing speed by enabling Hardware ECP (Extended Capabilities Port).

For best results use hp photo papers.

greeting cards

preparing to print

1. Pull out the In tray.
2. Raise the Out tray to the up position.
3. Slide out both paper guides and remove all paper from the tray.
4. Fan the edges of the greeting cards to separate them.
5. Align the edges of the cards, then place no more than 5 cards in the tray.
6. Push the cards forward until they stop.
7. Slide the paper guides snugly against the edges of the cards.

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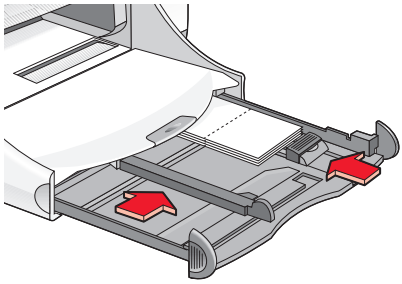
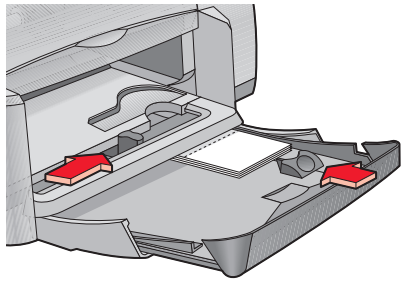


920c



8. Push in the In tray, then lower the Out tray.

printing greeting cards

1. Open the file you want to print.

2. Follow one of these paths to select your print options, depending on the software program you are using:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.
3. Select the **Setup** tab, then choose the following:
   - **Print Quality**: **Normal** or **Best**
   - **Paper Type**: Appropriate greeting card type
   - **Paper Size**: Appropriate card size. View Custom Paper Sizes if the size of the cards is not listed.
4. Select the **Features** tab, then choose the following:
   - **Orientation**: Appropriate orientation
   - **Two-Sided Printing**: If appropriate
   - **Copies**: Up to 5
5. Select the **Advanced** tab if you wish to make optional adjustments to ink volume, color, or ink drying time.
6. Click **OK** to return to the Print or Print Setup screen.
7. Click **OK** to print.

printing guidelines

- Unfold pre-folded cards, then place them in the In tray.
- If an **out of paper** message appears, verify that the cards are positioned properly in the In tray.
- If the cards are smaller than 100 x 148 mm (4 x 5.6 inches), do not use the In tray. Use the printer's single envelope slot to load one card at a time.

For best results use hp products.

posters

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Fan the edges of the poster sheets to separate them, then align the edges.
4. Place the sheets in the tray.
5. Slide the paper guides snugly against the sheets and push in the tray.

printing posters

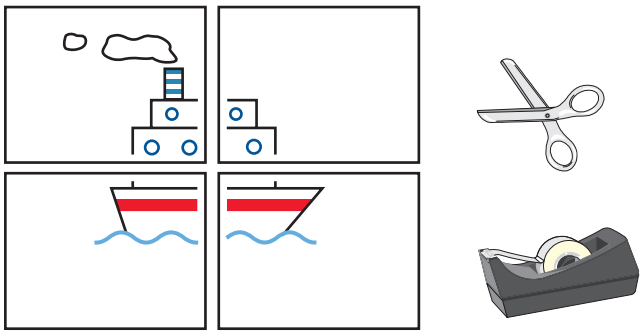
1. Open the file you want to print.
2. Follow one of these paths to select your print options, depending on the software program you are using:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.
3. Select the **Setup** tab, then choose the following:
   - **Paper Type**: **Plain Paper**
   - **Print Quality**: **Normal**
   - **Paper Size**: Appropriate size

4. Select the **Features** tab, then choose the following:
   - **Orientation**: Appropriate orientation
   - **Poster Printing**: Select this option then select **2x2**, **3x3**, or **4x4**
   - **Two-Sided Printing**: Unchecked
   - **Copies**: Number of copies
5. Select the **Advanced** tab if you wish to make optional adjustments to color, ink volume, or print speed (Low Memory Mode).
6. Click **OK** to return to the Print or Print Setup screen.
7. Click **OK** to print.

printing guidelines

Trim the edges on the sheets and tape the sheets together after printing.



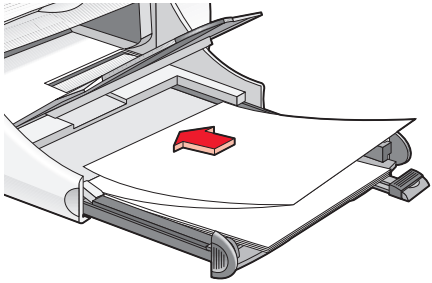
For best results use hp products.

banners

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Raise the Out tray.
4. Select up to 20 sheets of banner paper. Remove and discard any perforated strips.
5. Place the banner paper in the In tray with the unattached edge of the paper facing the printer.
6. Slide the paper guides snugly against the banner paper.
7. Push in the In tray. Leave the Out tray up.

940c



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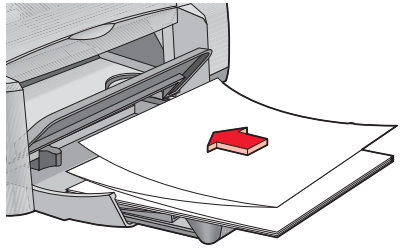


printing banners

1. Open the file you want to print.

2. Follow one of these paths to select your print options, depending on the software program you are using:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.
3. Select the **Setup** tab, then choose the following:
   - **Banner Printing**: Select this box
   - **Paper Type**: **hp banner paper**
   - **Print Quality**: **Normal**
   - **Paper Size**: **Banner [A4 (210 x 297 mm)]** or **Banner [Letter (8.5 x 11 in)]**

   When you select **Banner Printing**, the paper type is set to **hp banner paper** and the paper size is set to **Banner** automatically.
4. Select the **Features** tab, then choose the following:
   - **Orientation**: Appropriate orientation
   - **Two-Sided Printing**: Unchecked
   - **Copies**: Up to 20
5. Select the **Advanced** tab if you wish to make optional adjustments to ink volume, color, drying time, or print speed (Low Memory Mode).
6. Click **OK** to return to the Print or Print Setup screen.
7. Click **OK** to print.

printing guidelines

The *Release Notes* describe problems that may occur when you print banners using some software programs. Click **Start** > **Programs** > **hp deskjet series** > **Release Notes** to view this information.

For best results use hp products.

iron-on transfers

preparing to print

1. Pull out the In tray.
2. Slide out both paper guides and remove all paper from the tray.
3. Fan the edges of the iron-on transfer paper to separate them, then align the edges.
4. Place the iron-on transfer paper in the tray with the printable side down.
5. Slide the paper guides snugly against the transfer paper and push in the In tray.

printing iron-on transfers

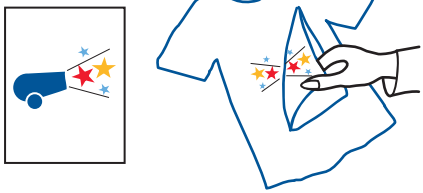
1. Open the file you want to print.
2. Follow one of these paths to select your print options, depending on the software program you are using:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.
3. Select the **Setup** tab, then choose the following:
   - **Print Quality**: **Normal** or **Best**
   - **Paper type**: **hp iron-on t-shirt transfers**
   - **Paper Size**: **Letter** or **A4**

4. Select the **Features** tab, then choose the following:
   - **Orientation**: **Mirror Image**
   - **Two-Sided Printing**: Unchecked
   - **Copies**: Number of copies
5. Select the **Advanced** tab if you wish to make optional adjustments to ink volume, color, drying time, or print speed (Low Memory Mode).
6. Click **OK** to return to the Print or Print Setup screen.
7. Click **OK** to print.

printing guidelines

When you print an iron-on transfer with a mirror-image, the text and pictures are horizontally reversed from what appears on the computer screen.



For best results use hp iron-on t-shirt transfer paper.

manual two-sided printing

preparing to print

1. Remove all paper from the Out tray.
2. Pull out the In tray and load it with paper.
3. Slide the paper guides snugly against the edges of the paper.
4. Push in the In tray.

printing manually

1. Open the file you want to print. Verify that the document you are printing is at least two pages long.
2. Follow one of these paths to select your print options, depending on the software program you are using:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.
3. Select the **Setup** tab, then choose the following:
   - **Print Quality**: Appropriate print quality
   - **Paper Type**: Appropriate paper type*
   - **Paper Size**: Appropriate paper size*

   ** Two-sided printing cannot be used with many papers—including photo papers, transparencies, banner papers, and iron-on transfers*

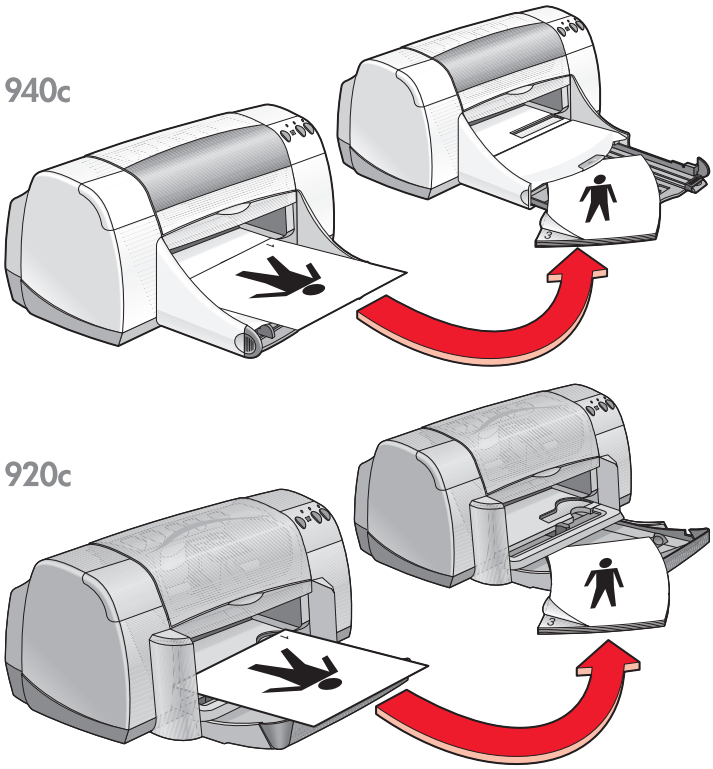
4. Select the **Features** tab, then choose the following:
   - **Orientation**: Appropriate orientation
   - **Two-Sided Printing**: Check this box

   The Two-Sided Printing Margin dialog box appears.

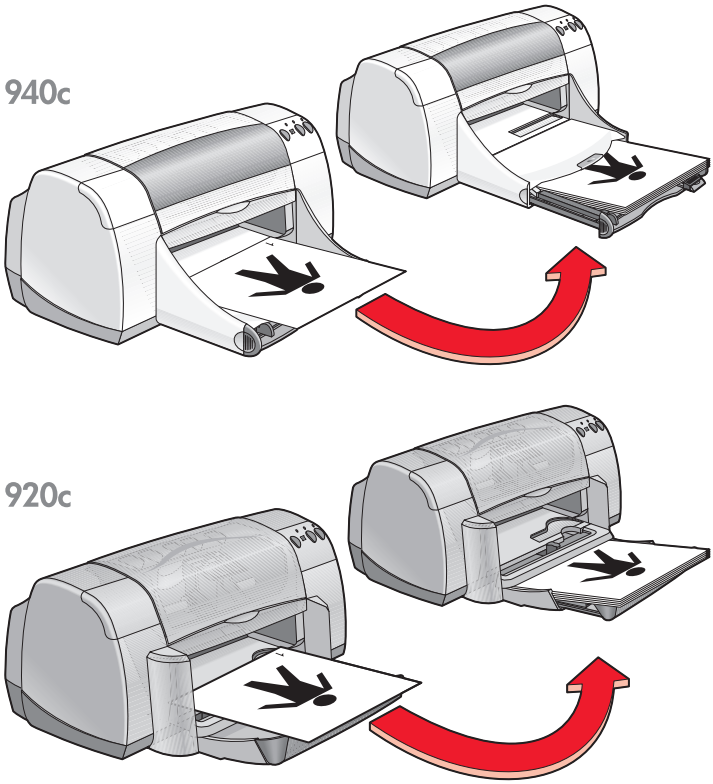
   a. Select the appropriate page content option, then click **OK** to return to the Features screen.
   b. Select **Book** (binding on the side) or **Tablet** (binding at the top).
   c. Deselect the **Automatic** option if you have installed the optional HP Two-Sided Printing Accessory *(not available with all printer models)*.
5. Select the number of copies to print.
6. Select the **Advanced** tab if you wish to print in grayscale or make optional adjustments to ink volume, color, drying time, or print speed (Low Memory Mode).
7. Click **Apply** then **OK** to return to the Print or Print Setup screen.
8. Click **OK** to print.

   Follow the instructions displayed on your screen when prompted to reload the paper.

9. Click **Continue** when the paper is properly reloaded.



Book binding



Tablet binding

printing guidelines

- The printer automatically prints odd-numbered pages first. Once the odd-numbered pages are printed, a message appears prompting you to reload the paper so that the even-numbered pages can be printed.
- If you have purchased the HP Two-Sided Printing Accessory, you can print both sides of the paper automatically. Follow the directions included with that product. *(The HP Two-Sided Printing Accessory cannot be used with all printers.)*

For best results use hp products.

custom paper sizes

preparing to print

1. Raise the Out tray to the up position.
2. Put the paper or other media you want to print into the In tray, with the printable side down.
3. Push the paper forward until it stops.

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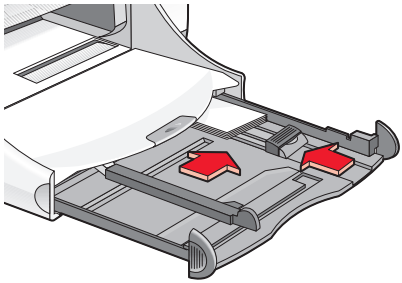

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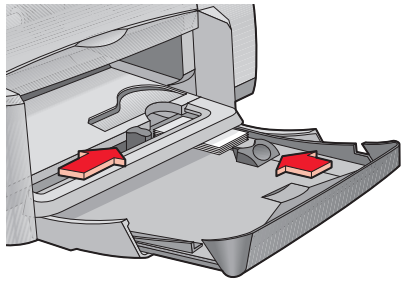


4. Slide the paper guides snugly against the edges of the media and push in the In tray.
5. Lower the Out tray.

defining a custom paper size

1. Open the file you want to print.

2. Follow one of these paths to select your print options, depending on the software program you are using:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

   The printer properties box appears with Setup, Features, and Advanced tab options.
3. Select the **Setup** tab, then select **User Defined Paper Size** in the Paper Size option.

   The User Defined Paper Size dialog box appears.
4. Select the width and length settings for your custom paper size.

   Paper width must be between 77 and 215 mm (3 x 8.5 in). Paper length must be between 127 and 356 mm (5 x 14 in).
5. Click **OK** to return to the Setup screen.
6. Click **Apply**, then click **OK** to accept the new settings.
7. Click **OK** to print.

printing guidelines

- If the paper you are using is smaller than 100 x 148 mm (4 x 5.6 in), do not use the In tray. Use the printer's single envelope slot to load the paper or other media one sheet at a time.
- Custom paper sizes cannot be used when you select poster or banner printing.

See also:
printing posters
printing banners

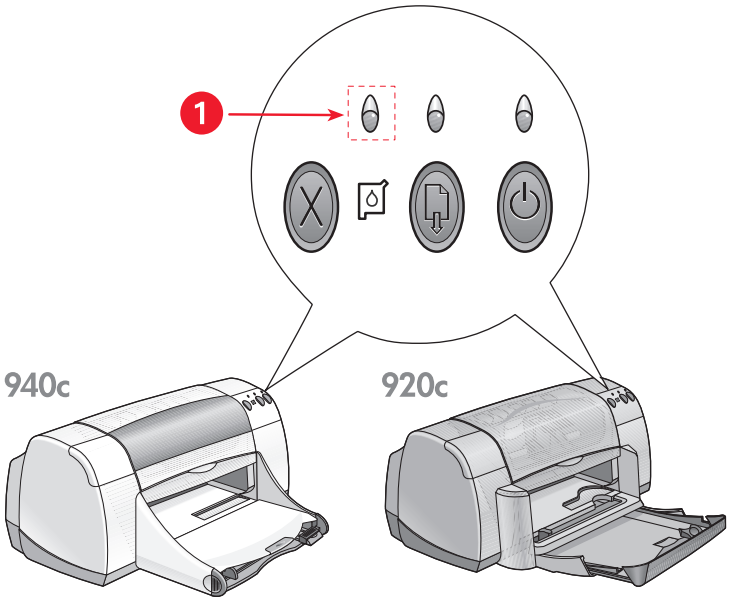
product maintenance

- print cartridge status light
- replacing print cartridges
- aligning print cartridges
- automatically cleaning print cartridges
- manually cleaning print cartridges
- cleaning the printer
- refilling print cartridges
- maintaining print cartridges
- print cartridge part numbers
- the hp deskjet toolbox

print cartridge status light

understanding the print cartridge status light

The Print Cartridge Status light flashes when one or both of the print cartridges are low on ink, improperly installed, or malfunctioning. This light also flashes if the wrong print cartridge type is used.

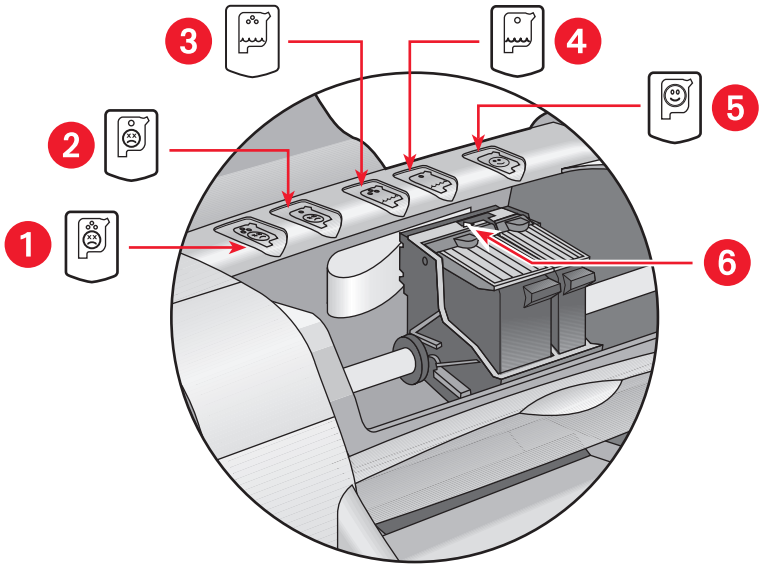


1. Print Cartridge Status light

If the ink level is low in a print cartridge, the Print Cartridge Status light stops flashing when the printer's top cover is opened. If the problem is not related to low ink, the light continues to flash after the cover is opened.

checking the print cartridge status

Open the printer's top cover when the Print Cartridge Status light flashes. The yellow arrow on the print cartridge cradle points to one of five Print Cartridge Status icons revealing the exact nature of the problem.



1. tri-color cartridge problem icon 2. black cartridge problem icon
3. tri-color cartridge low-ink icon 4. black cartridge low-ink icon
5. cartridges OK icon 6. yellow indicator arrow

troubleshooting problems with the tri-color or black print cartridge

If the yellow arrow points to a print cartridge problem icon, the print cartridge is either missing, improperly installed, defective, or is the wrong print cartridge for the printer. Perform the following tasks to correct the problem:

- Insert the proper print cartridge if one is missing. The printer needs both a black print cartridge and a tri-color print cartridge to operate.
- Remove and reinsert the print cartridge if both print cartridges are installed.
- Verify that the correct print cartridge is installed if there is still a problem.
- Replace the cartridges if the problem persists.

solving problems with low ink

If the arrow points to the tri-color or the black low ink icon, replace the relevant print cartridge.

verifying that the problem is solved

If the arrow points to the print cartridge OK icon, both print cartridges are operational and the problem is solved.

See also:

replacing print cartridges
print cartridge part numbers

replacing print cartridges

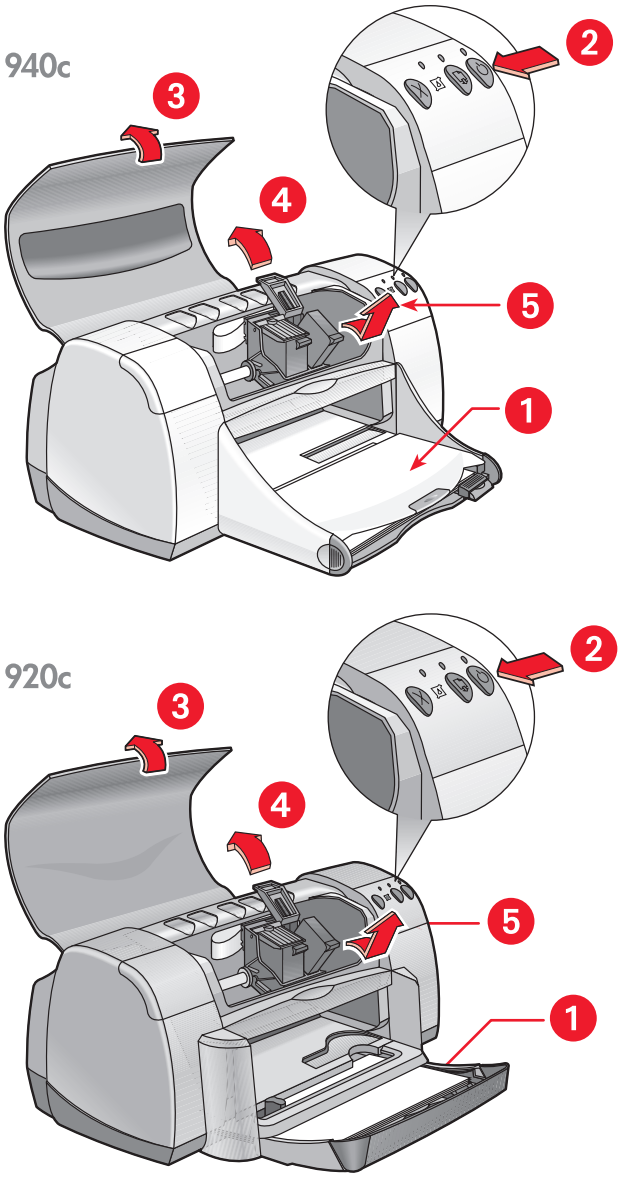
Before buying replacement print cartridges, verify the correct part numbers.

When a print cartridge is empty, leave the empty print cartridge in the print cartridge cradle until it is replaced. The printer requires both print cartridges to operate.

Warning! Keep both new and used print cartridges out of the reach of children.

To replace a print cartridge:

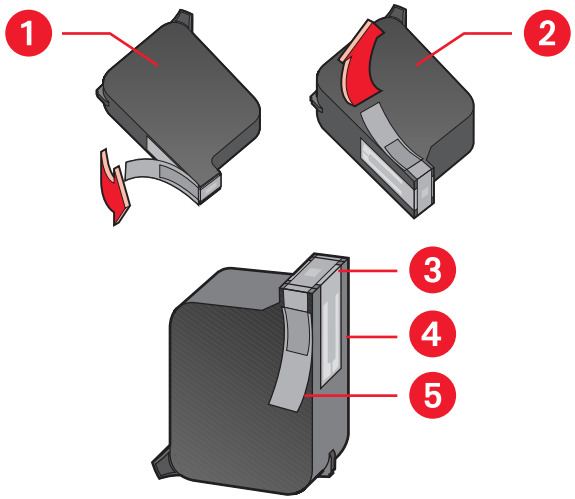
1. Verify that the Out tray is down.
   If your printer has a Fold-Up tray, verify that it is down.
2. Press the **Power** button to turn on the printer.
3. Open the top cover.
   The cradle moves to the center of the printer.
4. Raise the cradle latch.
5. Lift the print cartridge out of the print cartridge cradle and discard it.



1. Out tray (in down position) 2. press Power button 3. open top cover
4. raise cradle latch 5. lift out cartridge

6. Remove the replacement print cartridge from its packaging and carefully remove the protective vinyl tape.

   Caution! Do not touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections. Do not remove the copper strips. They are required electrical contacts.



1. black cartridge 2. color cartridge 3. ink nozzles 4. copper contacts–do not touch or remove the copper contacts 5. protective vinyl tape–remove only the protective vinyl tape

7. Insert the print cartridge firmly into the cradle. Secure the cradle latch.

   You hear a click when the latch is fully secured.

8. Close the top cover.

   If the Print Cartridge Status light continues to blink after installing a new print cartridge, check the part number on the cartridge to verify that the correct cartridge is installed.

9. Align the print cartridges for optimum print quality.

See also:

aligning print cartridges
print cartridge part numbers

aligning print cartridges

After a print cartridge is replaced, align the print cartridges to ensure the best possible print quality. Alignment is performed from the HP Deskjet Toolbox.

1. Open the HP Deskjet Toolbox using one of the following methods:
   - Click **Start** > **Programs** > **hp deskjet series** > **hp deskjet series Toolbox**
   –or–
   - Right-click the TaskAgent and select **Open Toolbox**.
2. Click **Align the Print Cartridges** and follow the onscreen directions.

   Two pages print during the alignment process. You will be asked to examine printed patterns on each page to ensure that the alignment is successful.

See also:

replacing print cartridges

automatically cleaning print cartridges

If your printed pages are missing lines or dots, or if they contain ink streaks, the print cartridges need to be cleaned.

Print cartridges are cleaned automatically using the following procedure:

1. Open the HP Deskjet Toolbox.
2. Select the **Printer Services** tab.
3. Select **Clean the Print Cartridges** and follow the on-screen directions.

If you have questions about the cleaning feature, point to the Clean the Print Cartridge option and click the right mouse button to display the **What's This?** dialog box. Click **What's This?** for more information.

If your printouts are still missing lines or dots after cleaning, a print cartridge may be low on ink. If so, one or both print cartridges may need to be replaced.

If ink streaks still appear on your printouts after cleaning, the print cartridges and print cartridge cradle may need to be cleaned manually.

Only clean print cartridges when it is necessary. Unnecessary cleaning wastes ink and shortens the life of the cartridge.

See also:

manually cleaning print cartridges
replacing print cartridges

manually cleaning print cartridges

If the printer is used in a dusty environment, a small amount of debris may accumulate inside the case. This debris can include dust, hair, carpet, or clothing fibers. When it gets on the print cartridges and cradle, it can cause ink streaks and smudges on printed pages. Ink streaking is easily corrected by manually cleaning the cartridges and cradle.

gathering cleaning supplies

You will need the following items to clean the print cartridges and cradle:

- Distilled or bottled water. Tap water contains contaminants that damage print cartridges.
- Cotton swabs or other soft, lint-free material that will not stick to the cartridges.

Be careful not to get ink on your hands or clothing as you clean.

preparing to clean

Remove the print cartridges from the printer before cleaning.

1. Verify that the Out tray and Fold-Up tray (if installed on your printer) are in the down position.
2. Press the **Power** button to turn on the printer, then raise the top cover.

   The print cartridges move to the center of the printer.
3. Disconnect the power cord from the back of the printer.
4. Remove the print cartridges and place them on a piece of paper with the ink nozzle plate facing up.

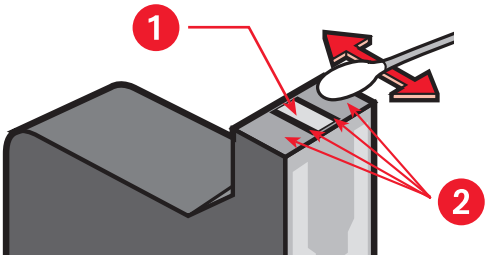
   Do not leave the cartridges outside the printer for more than 30 minutes.

   Caution! Do not touch the print cartridge ink nozzles or copper contacts. Do not remove the copper strips.

cleaning the print cartridges and print cartridge cradle

1. Dip the end of a clean cotton swab into the distilled water and remove any excess water.
2. Clean the face and edges of the first print cartridge with the swab, as shown in the following illustration.

   Do Not wipe the nozzle plate.



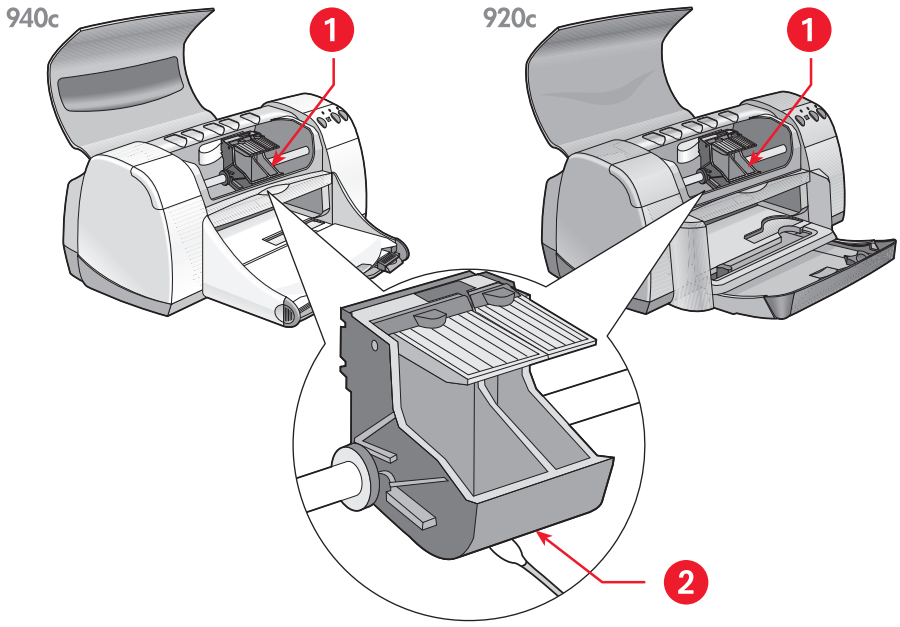
1. nozzle plate 2. clean these areas

3. Inspect the face and edges of the print cartridge for fibers.

   Repeat steps 1 and 2 above if fibers are still present.
4. Repeat steps 1 through 3 for the other print cartridge.

5. Wipe the underside of the print cartridge cradle walls using clean, moistened cotton swabs.

   Repeat this process until no ink residue appears on a clean swab.



1. print cartridge cradle 2. cradle wall

6. Reinsert the print cartridges and close the printer's top cover.
7. Reconnect the power cord to the back of the printer.
8. Print a test page from the HP Deskjet Toolbox by selecting the Printer Services tab and clicking **Print a Test Page**.
9. Repeat the cleaning procedure if smeared ink still appears on the printouts.

cleaning the printer

the printer case

The printer ejects ink onto paper in a fine mist, and small amounts of ink may be deposited on the printer case over time. The case can be cleaned with a soft, damp cloth to remove dust, smudges, stains, and spilled ink. Use water only. Do not use household cleaners or detergents.

the printer interior

To maintain the interior of the printer, follow these guidelines:

- Clean only the print cartridges and print cartridge cradle. Do not clean anything else inside the printer.
- Do not lubricate the rod on which the print cartridge cradle moves. It is normal to hear noise as the cradle moves back and forth on the rod when the printer is new. The noise decreases with use.
- Keep all liquids away from the inside of the printer.

The printer should be handled and stored in an upright, level position for maximum performance and reliability.

See also:

manually cleaning print cartridges

refilling print cartridges

Do not refill HP print cartridges. Refilling print cartridges causes the electronic and mechanical components of the print cartridges to exceed their normal life cycle. It also creates many potential problems, such as:

- **Poor print quality.** Non-HP inks can contain elements that clog the cartridge nozzles and cause inconsistent print quality. Non-HP inks can also contain elements that corrode the cartridges' electrical components, resulting in poor printouts.
- **Potential damage.** Ink from a refilled cartridge can leak onto the electrical components in the printer. This can cause severe printer damage, resulting in downtime and repair costs.

Caution! Damage that results from modifying or refilling HP print cartridges is specifically excluded from the HP printer's warranty coverage.

To get the best performance from your printer, use only genuine, factory-filled HP print cartridges.

See also:

print cartridge part numbers

maintaining print cartridges

The following tips will help maintain HP print cartridges and ensure consistent print quality:

- Keep all print cartridges in their sealed packages until they are needed. Print cartridges should be stored at room temperature (60–78 degrees F or 15.6–26.6 degrees C).
- If print cartridges have been removed from their sealed packages and not used, store the cartridges in an airtight plastic container. Store print cartridges with the nozzle-side up. Do not allow anything to touch the nozzles.
- If the vinyl tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape will damage the print cartridge.
- Once print cartridges are installed in the printer, leave them in the print cartridge cradle unless they are being manually cleaned. This prevents ink from evaporating or clogging the print cartridges.

Caution! Do not unplug the printer until printing is complete and the printer is turned off. Once printing is complete, the print cartridge cradle automatically returns to its home position on the right side of the printer. Print cartridges dry out if not stored in the home position.

print cartridge part numbers

When replacing print cartridges in your HP Deskjet printer, buy print cartridges with the following part numbers:

- **Black**: HP 66**15**A Series or HP No. 15
- **Tri-Color**: HP C65**78** Series or HP No. 78

the hp deskjet toolbox

The HP Deskjet Toolbox contains a number of useful tools that let you print a test page, and clean, align, and check the estimated ink level in print cartridges.

If you have purchased the optional HP Two-Sided Printing Accessory *(not available for all printers)*, you can enable it from the Toolbox.

Use one of these methods to open the HP Deskjet Toolbox:

- Click **Start** > **Programs** > **hp deskjet series** > **hp deskjet series Toolbox**
  –or–
- Right-click the TaskAgent and select **Open Toolbox**.

To find out more about HP Deskjet Toolbox utilities, open the Toolbox, point to an option, and click the right mouse button to display the **What's This?** dialog box. Click **What's This?** for information about the tool selected.

solve a problem

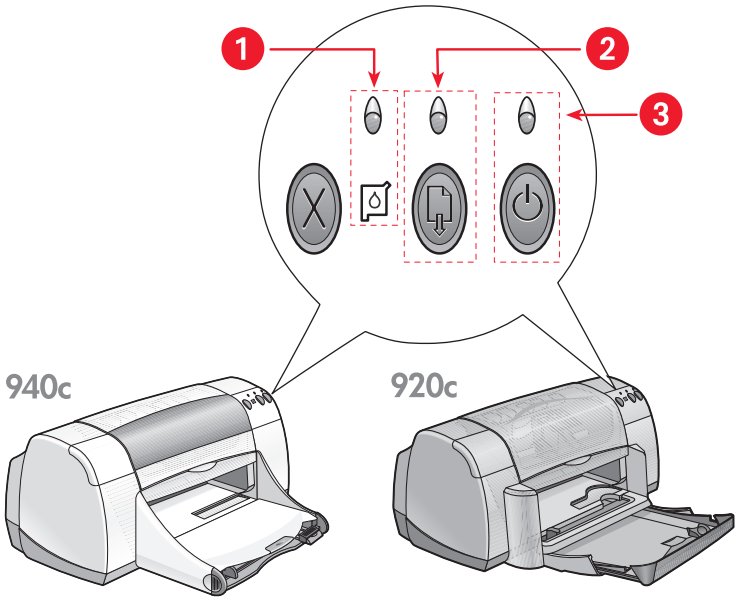
- printer lights are flashing
- printer is not printing
- printer is too slow
- problems with printouts

printer lights are flashing

- what the flashing lights indicate
- if the print cartridge status light is flashing
- if the resume light is flashing
- if the power light is flashing
- if all lights are flashing

what the flashing lights indicate

Flashing lights indicate the printer status.



1. Print Cartridge Status light and symbol 2. Resume light and button 3. Power light and button

if the print cartridge status light is flashing

the top cover is open

Close the top cover.

there may be a problem with a print cartridge

- Verify that the correct print cartridges are installed.
- Check if a print cartridge is low on ink or improperly installed.

See also:

print cartridge part numbers
checking the print cartridge status

if the resume light is flashing

the printer may be out of paper

1. Place paper in the In tray.
2. Press the **Resume** button on the front of the printer.

there may be a paper jam

Follow these instructions to solve the problem.

the printer may be ready to print the second side of a two-sided document

1. Follow the onscreen instructions for printing the second side.

   These instructions appear when you manually print a two-sided document.
2. Press the **Resume** button.

See also:

manual two-sided printing

if the power light is flashing

the printer is preparing to print

The light stops flashing when the printer has received all data.

if all lights are flashing

the printer may need to be restarted

1. Press the **Power** button to turn off the printer, then press the **Power** button to restart the printer.

   Proceed to step 2 if the lights continue to flash.
2. Press the **Power** button to turn off the printer.
3. Disconnect the printer from the power source.
4. Reconnect the printer to the power source.

   Press the **Power** button to turn on the printer.

If you continue to have problems, contact HP Customer Care.

printer is not printing

- **paper does not come out of the printer**
- **error messages appear when using a USB connection**
- **paper jams occur**
- **printer does not turn on**

paper does not come out of the printer

Follow these instructions to correct the problem.

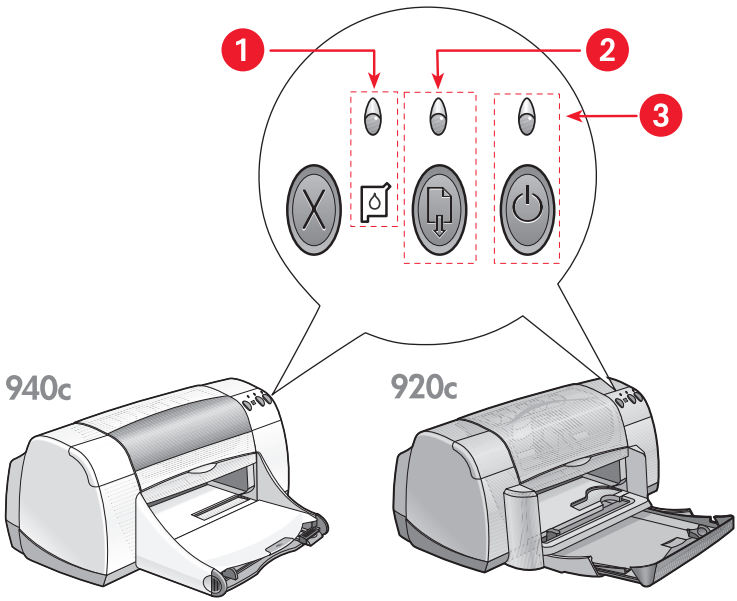
check the printer

Verify the following:

1. The printer is connected to the power source.
2. The cable connections are secure.
3. The printer is turned on.
4. The printer's top cover is closed.
5. The Fold-Up tray is down, if the printer has this feature.
6. The Rear Access Door is attached.
7. The paper or other printing media is correctly placed in the In tray.

check the printer lights

- If the **Print Cartridge Status** light is blinking, lift the printer cover to verify that the print cartridges are properly installed.
- If the **Resume** light is blinking, press the **Resume** button.
- If the **Power** light is blinking, the printer is in the process of printing.



1. Print Cartridge Status light and symbol 2. Resume light and button
3. Power light and button

reinstall the printer software

See the *quick start* setup poster for more information.

error messages appear when using a USB connection

the error message “there was an error writing to <name of usb port>” is displayed

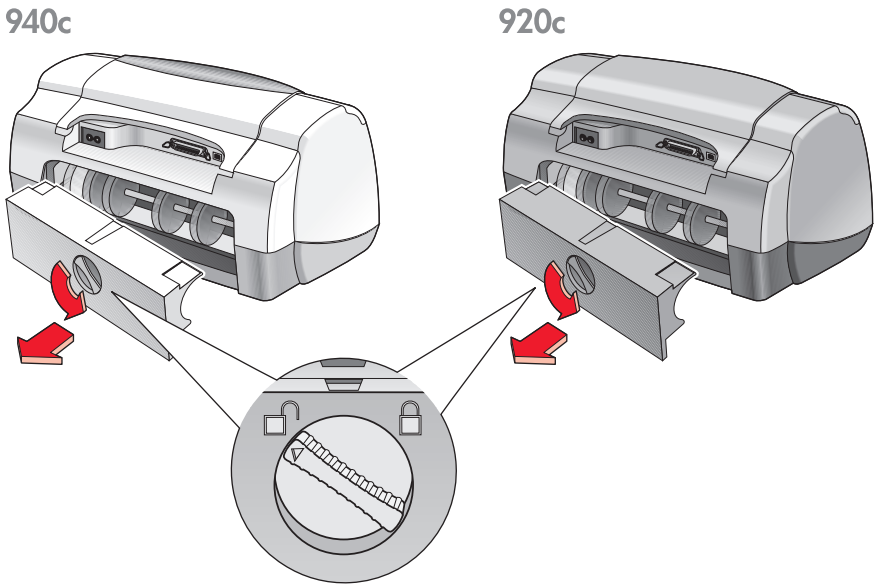
If the printer is connected to a USB hub along with several other USB devices, it may not be receiving correct data. Connect the printer directly to the USB port on your computer.

paper jams occur

1. Remove the paper from the In and Out trays.
2. Press the **Resume** button on the front of the printer.
3. If you are printing labels, verify that a label did not become detached from the label sheet while passing through the printer.

If the paper jam is not cleared:

1. Open the Rear Access Door by turning the latch counterclockwise and removing the door.



2. Remove the paper jam, then replace the Rear Access Door.
3. Reload paper into the In tray.
4. Press the **Resume** button.
5. Print the document.

printer does not turn on

The printer may have drawn too much power.

1. Disconnect the power cord from the printer.
2. Wait approximately 10 seconds.
3. Reconnect the power cord to the printer.
   Press the **Power** button to turn on the printer.

If you continue to have problems, contact HP Customer Care.

printer is too slow

The print speed and overall performance of the printer can be affected by several variables:

- **computer does not meet system requirements**
- **printer software is outdated**
- **there are conflicting USB cable connections**
- **complex documents, graphics, or photographs are printing**

computer does not meet system requirements

1. Verify the computer's RAM and processor speed.

   See system requirements for more information.

2. Close all unnecessary software programs.

   Too many software programs may be running at the same time.

3. Increase space on the hard drive.

   If your computer has less than 100 MB available on the hard drive, the printer processing time will be longer. See your Windows manual for information on managing the computer's hard drive space.

printer software is outdated

1. Verify the printer driver being used.
2. Log onto HP's Website to download the most recent software updates for your printer. See the *quick reference guide* for Website information.

there are conflicting USB cable connections

A printing conflict may occur when the printer and several other USB devices are attached to a hub. There are two methods for solving the conflict:

- Attach the printer's USB cable directly to the computer instead of a hub
  –or–
- Keep the printer attached to a hub, but do not use the other USB devices while printing.

complex documents, graphics, or photographs are printing

Printing documents in Best mode and/or printing documents that contain graphics or photographs slows down the printer.

You can speed up the process by performing the following steps:

1. Follow one of these paths to open the printer properties box, depending on your software program:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.
2. Select the **Advanced** tab and select the **Low Memory Mode** option.
3. Click **OK** to return to the Print or Print Setup screen.
4. Click **OK** to print to print your document.

If you have a parallel cable connection you may be able to increase photo printing speed by enabling Hardware ECP (Extended Capabilities Port). To do this:

1. Open the HP Deskjet Toolbox using one of the following methods:
   - Click **Start** > **Programs** > **hp deskjet series** > **hp deskjet series Toolbox**
   –or–
   - Right-click the TaskAgent and select **Open Toolbox**.
2. Click the **Configuration** tab and select **Attempt to Use Hardware ECP**.
3. Click **Apply**.
4. Print the photograph.

See also:

printing photographs

If you continue to have problems, contact HP Customer Care.

problems with printouts

- **blank pages print**
- **document is printed off-center or at an angle**
- **parts of the document are missing or are in the wrong place**
- **printout does not reflect new print settings**
- **photos are not printing correctly**
- **banners are not printing correctly**

blank pages print

The printer may process pages containing no text or images if:

- One or both print cartridges is empty
- The vinyl tape is not removed from the print cartridge
- An incoming fax is being printed

check the print cartridges

1. Raise the printer's top cover to view the Print Cartridge Status icons.
2. Replace the print cartridge if it is empty.
3. Remove the protective piece of vinyl tape if it is still attached to the print cartridge.

See also:
checking the print cartridge status
replacing print cartridges

save a facsimile (fax) file in graphic format

1. Save the fax in a graphic format with a .tif file name.
2. Insert the graphic into a word processing document.
3. Save the document.
4. Print the document in the word processing program.

document is printed off-center or at an angle

1. Verify that the paper is correctly placed in the In tray.
2. Verify that the paper guides fit snugly against the paper.
3. Reprint the document.

parts of the document are missing or printed in the wrong place

Use the instructions below to reset paper orientation, page size, print margins, and other options:

1. Follow one of these paths to open the printer properties box, depending on your software program:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.
2. Select the **Setup** tab, then verify that the appropriate paper size is selected for your document.

   If the paper size is not listed, define a custom paper size.
3. Verify that the margins are set within the printable area. Select **Scale to Fit** on the Setup tab screen if the text and graphics must be scaled to fit the paper.
4. Verify the following options in the **Features** tab:
   - **Orientation:** Appropriate orientation
   - **Poster Printing:** Deselect **Poster Printing** if appropriate
5. Click **Apply** > **OK** to return to the Print or Print Setup screen.
6. Click **OK** to reprint your document.

printout does not reflect new print settings

The printer's default settings may differ from the software application's print settings. Select the appropriate print settings within the software application.

photos are not printing correctly

1. Confirm that the photo paper is placed in the In tray with the print side down.
2. Slide the paper forward until it stops.
3. Slide the paper guides snugly against the paper and push in the In tray.
4. Follow one of these paths to open the printer properties box, depending on your software program:
   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.
5. Verify the following options in the Setup tab:
   - **Print Quality**: **Best**
   - **Paper Type**: Appropriate photo paper
   - **Photo Paper Printing**: **PhotoREt**. Using **2400 x 1200 dpi** requires 400 MB or more hard disk space and takes longer to print.
6. Verify the following options in the **Features** tab:
   - **Two-Sided Printing**: Unchecked
   - **Copies**: No more than 20
7. Make any necessary adjustments to color, ink volume, or ink drying time using the options in the **Advanced** tab.
8. Click **Apply** > **OK** to return to the Print or Print Setup screen.
9. Click **OK** to reprint the photo.

If your photos print very slowly, you may be able to increase photo printing speed by enabling Hardware ECP (Extended Capabilities Port) in the HP Deskjet Toolbox. This solution only applies to printers with a parallel cable connection.

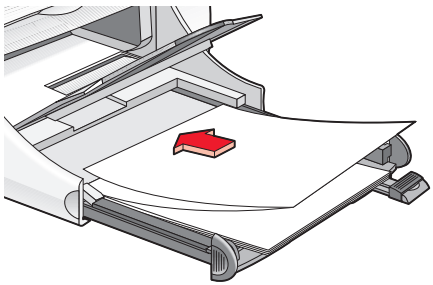
banners are not printing correctly

1. Verify that the Out tray is in the up position.

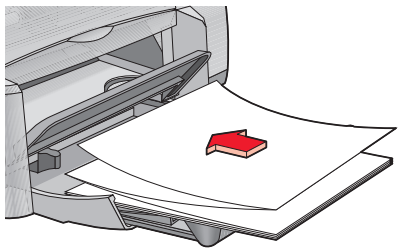
   The Out tray must remain up while you print the banner.

2. Put the banner paper in the In tray so that the unattached edge is at the top of the stack.

940c



920c



3. Insert the first edge of the banner paper into the In tray until it stops. Confirm that the In tray is pushed in.

4. Follow one of these paths to open the printer properties box, depending on your software program:

   - Click **File** > **Print**, then select **Properties**
     –or–
   - Click **File** > **Print Setup**, then select **Properties**
     –or–
   - Click **File** > **Print** > **Setup**, then select **Properties**.

5. Select the **Setup** tab:

   - Confirm that **Banner Printing** is checked.
   - Verify that either **Banner (Letter 8.5 x 11 in)** or **Banner (A4 210 x 297 mm)** is selected as the paper size.

6. Click **Apply** > **OK** to return to the Print or Print Setup screen.
7. Click **OK** to print the banner.
8. Verify that the printer software is operating correctly if gaps appear on the ends of the sheets when printing.

   The Release Notes describe banner printing problems using specific software programs. Click **Start** > **Programs** > **hp deskjet series** > **Release Notes** to view this information.

If you continue to have problems, contact HP Customer Care.

product specifications

- product specifications for hp deskjet 948c series printers
- product specifications for hp deskjet 940c series printers
- product specifications for hp deskjet 920c series printers
- minimum printing margins
- system requirements

product specifications for hp deskjet 948c series printers

hp deskjet 948c model no. C6431D

black text print speed

Draft: 12 pages per minute

mixed text with color graphics print speed

Draft: 10 pages per minute

black truetype text resolution (depending on paper type)

Draft: 300 x 300 dpi
Normal: 600 x 600 dpi
Best: 600 x 600 dpi

color resolution (depending on paper type)

Draft: 300 x 300 dpi + PhotoREt
Normal: 600 x 600 dpi + PhotoREt
Best: 600 x 600 dpi + PhotoREt

photo paper printing resolution

PhotoREt
2400 x 1200 dpi

print technology

Drop-on-demand thermal inkjet printing

software compatibility

MS Windows compatible (95, 98, Me, 2000, and NT 4.0)
MS-DOS software programs

duty cycle

2,000 pages per month

memory

2 MB built-in RAM

buttons / Lights

Cancel Button
Print Cartridge Status Light
Resume Button and Light
Power Button and Light

i / o interface

Centronics Parallel, IEEE 1284–Compliant with 1284-B receptacle
Universal Serial Bus 1.1 compatible

dimensions

440 mm wide x 196 mm high x 400 mm deep (Fold-Up tray down with paper) or 250 mm deep (Fold-Up tray up)

17.34 in wide x 7.72 in high x 15.76 in deep (Fold-Up Tray down with paper) or 9.85 in deep (Fold-Up tray up)

weight

5.72 kg (12.6 lb) without print cartridges

operating environment

Maximum operating conditions:

Temperature: 41 to 104 degrees F, 5 to 40 degrees C
Humidity: 15 to 80 percent RH non-condensing

Recommended operating conditions for best print quality:

Temperature: 59 to 95 degrees F or 15 to 35 degrees C
Humidity: 20 to 80 percent RH non-condensing

Storage conditions:

Temperature: -40 to 140 degrees F, -40 to 60 degrees C

power consumption

2 watts maximum when off
4 watts average non-printing
40 watts average when printing

power requirements

Input Voltage: 100 to 240 Vac (±10%)
Input Frequency: 50/60 Hz (+3 Hz)
Accommodates the worldwide range of ac line voltages and frequencies.

declared noise emissions in accordance with ISO 9296

Sound power level, LWAd (1B=10 dB):

5.9 dB in normal mode

Sound pressure level, LpAm (bystander positions):

46 dB in normal mode

alignment

Vertical:

+/- .058 mm/mm (.002 in) in normal mode

Skew:

+/- .152 mm/mm (.006 in/in) on plain paper
+/- .254 mm/mm (.010 in/in) on hp transparency films

media weight

Paper:

U.S. Letter 60 to 90 g/m^2 (16 to 24 lb)
Legal 75 to 90 g/m^2 (20 to 24 lb)

Envelopes: 75 to 90 g/m^2 (20 to 24 lb)
Cards: Up to 200 g/m^2 (110 lb index max)
Banner paper: 60 to 90 g/m^2 (16 to 24 lb)

media handling

In tray capacity:

Plain paper sheets: Up to 100
Banners: Up to 20 sheets
Envelopes: Up to 15
Greeting cards: Up to 5 cards
Labels: Up to 20 sheets of labels (use only U.S. Letter—or A4-sized sheets)
Photo paper: Up to 20 sheets
Index cards: Up to 30 cards
Transparencies: Up to 25

Out tray capacity:

Draft: Up to 35 sheets
Normal: Up to 50 sheets
Best: Up to 50 sheets

media size

Paper:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
Legal 216 x 356 mm (8.5 x 14 in)
Executive 184 x 279 mm (7.25 x 10.5 in)
A4 210 x 297 mm
A5 148 x 210 mm
B5-JIS 182 x 257 mm

User Defined:

Width 77 to 216 mm (3.0 to 8.5 in)
Length 127 to 356 mm (5.0 to 14 in)

Banner:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
A4 210 x 297 mm

Envelopes:

U.S. No. 10 103 x 241 mm (4.12 x 9.5 in)
Invitation A2 111 x 146 mm (4.37 x 5.75 in)
DL 220 x 110 mm
C6 114 x 162 mm

Index/Greeting Cards:

76 x 127 mm (3 x 5 in)
102 x 152 mm (4 x 6 in)
127 x 203 mm (5 x 8 in)

A6 Card: 105 x 148.5 mm

Hagaki: 100 x 148 mm

Labels:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
A4 210 x 297 mm

Transparencies:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
A4 210 x 297 mm

Photo (with tear-off tab): 102 x 152 mm (4 x 6 in)

print cartridges

Black: HP 66**15**A Series or HP No. 15
Tri-Color: HP C65**78** Series or HP No. 78

product specifications for hp deskjet 940c series printers

hp deskjet 940cxi model no. C6431A
hp deskjet 940cse model no. C6431B
hp deskjet 940cvr model no. C6431E

black text print speed

Draft: 12 pages per minute

mixed text with color graphics print speed

Draft: 10 pages per minute

black truetype text resolution (depending on paper type)

Draft: 300 x 300 dpi
Normal: 600 x 600 dpi
Best: 600 x 600 dpi

color resolution (depending on paper type)

Draft: 300 x 300 dpi + PhotoREt
Normal: 600 x 600 dpi + PhotoREt
Best: 600 x 600 dpi + PhotoREt

photo paper printing resolution

PhotoREt
2400 x 1200 dpi

print technology

Drop-on-demand thermal inkjet printing

software compatibility

MS Windows compatible (95, 98, Me, 2000, and NT 4.0)
MS-DOS software programs

duty cycle

2,000 pages per month

memory

2 MB built-in RAM

buttons/Lights

Cancel Button
Print Cartridge Status Light
Resume Button and Light
Power Button and Light

i/o interface

Centronics Parallel, IEEE 1284–Compliant with 1284-B receptacle
Universal Serial Bus 1.1 compatible

dimensions

440 mm wide x 196 mm high x 370 mm deep
17.32 in wide x 7.72 in high x 14.56 in deep

weight

5.9 kg (15 lb) without print cartridges

operating environment

Maximum operating conditions:

Temperature: 41 to 104 degrees F, 5 to 40 degrees C
Humidity: 15 to 80 percent RH non-condensing

Recommended operating conditions for best print quality:

Temperature: 59 to 95 degrees F or 15 to 35 degrees C
Humidity: 20 to 80 percent RH non-condensing

Storage conditions:

Temperature: -40 to 140 degrees F, -40 to 60 degrees C

power consumption

2 watts maximum when off
4 watts average non-printing
40 watts average when printing

power requirements

Input Voltage: 100 to 240 Vac (±10%)
Input Frequency: 50/60 Hz (+3 Hz)
Accommodates the worldwide range of ac line voltages and frequencies.

declared noise emissions in accordance with ISO 9296

Sound power level, LWAd (1B=10 dB):

5.9 dB in normal mode

Sound pressure level, LpAm (bystander positions):

46 dB in normal mode

alignment

Vertical:

+/- .058 mm/mm (.002 in) in normal mode

Skew:

+/- .152 mm/mm (.006 in/in) on plain paper
+/- .254 mm/mm (.010 in/in) on hp transparency films

media weight

Paper:

U.S. Letter 60 to 90 g/m^2 (16 to 24 lb)
Legal 75 to 90 g/m^2 (20 to 24 lb)

Envelopes: 75 to 90 g/m^2 (20 to 24 lb)
Cards: Up to 200 g/m^2 (110 lb index max)
Banner paper: 60 to 90 g/m^2 (16 to 24 lb)

media handling

In tray capacity:

Plain paper sheets: Up to 150
Banners: Up to 20 sheets
Envelopes: Up to 15
Greeting cards: Up to 5 cards
Labels: Up to 20 sheets of labels (use only U.S. Letter—or A4-sized sheets)
Photo paper: Up to 20 sheets
Index cards: Up to 45 cards
Transparencies: Up to 30

Out tray capacity:

Draft: Up to 35 sheets
Normal: Up to 50 sheets
Best: Up to 50 sheets

media size

Paper:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
Legal 216 x 356 mm (8.5 x 14 in)
Executive 184 x 279 mm (7.25 x 10.5 in)
A4 210 x 297 mm
A5 148 x 210 mm
B5-JIS 182 x 257 mm

User Defined:

Width 77 to 216 mm (3.0 to 8.5 in)
Length 127 to 356 mm (5.0 to 14 in)

Banner:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
A4 210 x 297 mm

Envelopes:

U.S. No. 10 103 x 241 mm (4.12 x 9.5 in)
Invitation A2 111 x 146 mm (4.37 x 5.75 in)
DL 220 x 110 mm
C6 114 x 162 mm

Index / Greeting Cards:

76 x 127 mm (3 x 5 in)
102 x 152 mm (4 x 6 in)
127 x 203 mm (5 x 8 in)

A6 Cards: 105 x 148.5 mm

Hagaki: 100 x 148 mm

Labels:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
A4 210 x 297 mm

Transparencies:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
A4 210 x 297 mm

Photo (with tear-off tab): 102 x 152 mm (4 x 6 in)

print cartridges

Black: HP 66**15**A Series or HP No. 15
Tri-Color: HP C65**78** Series or HP No. 78

product specifications for hp deskjet 920c series printers

hp deskjet 920cxi model no. C6430A
hp deskjet 920cse model no. C6430B
hp deskjet 920cvr model no. C6430E

black text print speed

Draft: 9 pages per minute

mixed text with color graphics print speed

Draft: 7.5 pages per minute

black truetype text resolution (depending on paper type)

Draft: 300 x 300 dpi
Normal: 600 x 600 dpi
Best: 600 x 600 dpi

color resolution (depending on paper type)

Draft: 300 x 300 dpi + PhotoREt
Normal: 600 x 600 dpi + PhotoREt
Best: 600 x 600 dpi + PhotoREt

photo paper printing resolution

PhotoREt
2400 x 1200 dpi

print technology

Drop-on-demand thermal inkjet printing

software compatibility

MS Windows compatible (95, 98, Me, 2000, and NT 4.0)
MS-DOS software programs

duty cycle

1,000 pages per month

memory

2 MB built-in RAM

buttons/Lights

Cancel Button
Print Cartridge Status Light
Resume Button and Light
Power Button and Light

i/o interface

Centronics Parallel, IEEE 1284–Compliant with 1284-B receptacle
Universal Serial Bus 1.1 compatible

dimensions

440 mm wide x 196 mm high x 400 mm deep (Fold-Up tray down with paper) or 250 mm deep (Fold-Up tray up)

17.34 in wide x 7.72 in high x 15.76 in deep (Fold-Up Tray down with paper) or 9.85 in deep (Fold-Up tray up)

weight

5.72 kg (12.6 lb) without print cartridges

operating environment

Maximum operating conditions:

Temperature: 41 to 104 degrees F, 5 to 40 degrees C
Humidity: 15 to 80 percent RH non-condensing

Recommended operating conditions for best print quality:

Temperature: 59 to 95 degrees F or 15 to 35 degrees C
Humidity: 20 to 80 percent RH non-condensing

Storage conditions:

Temperature: -40 to 140 degrees F, -40 to 60 degrees C

power consumption

2 watts maximum when off
4 watts average non-printing
40 watts average when printing

power requirements

Input Voltage: 100 to 240 Vac (±10%)
Input Frequency: 50/60 Hz (+3 Hz)
Accommodates the worldwide range of ac line voltages and frequencies.

declared noise emissions in accordance with ISO 9296

Sound power level, LWAd (1B=10 dB):

5.9 dB in normal mode

Sound pressure level, LpAm (bystander positions):

46 dB in normal mode

alignment

Vertical:

+/- .058 mm/mm (.002 in) in normal mode

Skew:

+/- .152 mm/mm (.006 in/in) on plain paper
+/- .254 mm/mm (.010 in/in) on hp transparency films

media weight

Paper:

U.S. Letter 60 to 90 g/m^2 (16 to 24 lb)
Legal 75 to 90 g/m^2 (20 to 24 lb)

Envelopes: 75 to 90 g/m^2 (20 to 24 lb)
Cards: Up to 200 g/m^2 (110 lb index max)
Banner paper: 60 to 90 g/m^2 (16 to 24 lb)

media handling

In tray capacity:

Plain paper sheets: Up to 100
Banners: Up to 20 sheets
Envelopes: Up to 15
Greeting cards: Up to 5 cards
Labels: Up to 20 sheets of labels (use only U.S. Letter—or A4-sized sheets)
Photo paper: Up to 20 sheets
Index cards: Up to 30 cards
Transparencies: Up to 25

Out tray capacity:

Draft: Up to 35 sheets
Normal: Up to 50 sheets
Best: Up to 50 sheets

media size

Paper:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
Legal 216 x 356 mm (8.5 x 14 in)
Executive 184 x 279 mm (7.25 x 10.5 in)
A4 210 x 297 mm
A5 148 x 210 mm
B5-JIS 182 x 257 mm

User Defined:

Width 77 to 216 mm (3.0 to 8.5 in)
Length 127 to 356 mm (5.0 to 14 in)

Banner:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
A4 210 x 297 mm

Envelopes:

U.S. No. 10 103 x 241 mm (4.12 x 9.5 in)
Invitation A2 111 x 146 mm (4.37 x 5.75 in)
DL 220 x 110 mm
C6 114 x 162 mm

Index/Greeting Cards:

76 x 127 mm (3 x 5 in)
102 x 152 mm (4 x 6 in)
127 x 203 mm (5 x 8 in)

A6 Cards: 105 x 148.5 mm

Hagaki: 100 x 148 mm

Labels:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
A4 210 x 297 mm

Transparencies:

U.S. Letter 216 x 279 mm (8.5 x 11 in)
A4 210 x 297 mm

Photo (with tear-off tab): 102 x 152 mm (4 x 6 in)

print cartridges

Black: HP 66**15**A Series or HP No. 15
Tri-Color: HP C65**78** Series or HP No. 78

minimum printing margins

The printer cannot print outside a designated area of the page. Minimum print margins for common media types are shown below.

A4 paper:

Left and Right Margins: 3.4 mm (0.134 in)
Top Margin: 1.8 mm (0.07 in)
Bottom Margin: 11.7 mm (0.46 in)

letter, legal, and executive paper

Left and Right Margins: 6.4 mm (0.25 in)
Top Margin: 1.8 mm (0.07 in)
Bottom Margin: 11.7 mm (0.46 in)

A5, B5, and user defined paper

Left and Right Margins: 3.2 mm (0.125 in)
Top Margin: 1.8 mm (.07 in)
Bottom Margin: 11.7 mm (0.46 in)

cards (3 x 5 in, 4 x 6, 5 x 8, and A6)

Left and Right Margins: 3.2 mm (0.125 in)
Top Margin: 1.8 mm (0.07 in)
Bottom Margin: 11.7 mm (0.46 in)

Hagaki postcards

Left and Right Margins: 3.2 mm (0.125 in)
Top Margin: 1.8 mm (0.07 in)
Bottom Margin: 11.7 mm (0.46 in)

envelopes

Left and Right Margins: 3.2 mm (0.125 in)
Top Margin: 1.8 mm (0.07 in)
Bottom Margin: 11.7 mm (0.46 in)

banners - A4 (210 x 297 mm [8.27 x 11.7 in])

Left and Right Margins: 3.4 mm (0.134 in)
Top Margin: 0.0 mm (0.00 in)
Bottom Margin: 0.0 mm (0.00 in)

banners - letter (216 x 279 mm [8.5 x 11 in])

Left and Right Margins: 6.4 mm (0.25 in)
Top Margin: 0.0 mm (0.00 in)
Bottom Margin: 0.0 mm (0.00 in)

photo with tear-off tab

Left and Right Margins: 3.2 mm (0.125 in)
Top Margin: 3.2 mm (0.125 in)
Bottom Margin: 3.2 mm (0.125 in)

system requirements

Your computer should meet the following requirements:

Windows

Microsoft Windows 2000

Minimum Processor Speed: Pentium 133 MHz
Required RAM: 64 MB
Required Free Hard Disk Space: 40 MB*

Microsoft Windows 95, 98, Me, or NT 4.0

Minimum Processor Speed: Pentium 66 MHz
Required RAM: 32 MB
Required Free Hard Disk Space: 40 MB*

MS-DOS

version 3.3 or greater

Minimum Processor Speed: 486 Processor
Required RAM: 4 MB
Required Free Hard Disk Space: 5 MB*

* If you are printing photographs, you must have at least 100 MB free hard disk space. If you are printing at 2400 x 1200 dpi, you must have at least 400 MB free hard disk space.

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