

HP Deskjet D1500 series



Windows Help



HP Deskjet D1500 Printer series

HP Photosmart Software Help



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Accessibility

Your HP printer provides a number of features that make it accessible for people with disabilities.

Visual

The printer software is accessible for users with visual impairments or low vision through the use of Windows accessibility options and features. It also supports most assistive technology such as screen readers, Braille readers, and voice-to-text applications. For users who are color blind, colored buttons and tabs used in the software and on the HP printer have simple text or icon labels that convey the appropriate action.

Mobility

For users with mobility impairments, the printer software functions can be executed through keyboard commands. The software also supports Windows accessibility options such as StickyKeys, ToggleKeys, FilterKeys, and MouseKeys. The printer doors, buttons, paper trays, and paper guides can be operated by users with limited strength and reach.

Support

For more details about the accessibility of this product and HP's commitment to

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1 Welcome

Welcome to the HP Deskjet D1500 Printer series Help. For details on how to use your computer and the printer together, see the following table and select an appropriate topic. You can also use the table of contents pane on the left to locate information.

If you are using the product with a Windows 2000 computer, some features may not be available. For more information, see [Notice to Windows 2000 users](#).

 **NOTE:** For information about installing the software, see the Setup Guide that came with the printer.



Section	Description
Special features	Learn about some of the printer's special features.
Get started	Learn how to operate the printer and use and replace the print cartridges.
Connect the printer	Learn how to connect the printer to your computer.
Print photos	Learn how to print photos, adjust the appearance of photos before you print, store and handle photo paper, and share photos with friends and family.
Print other documents	Learn how to print a variety of documents, including e-mail, greeting cards, envelopes, labels, posters, booklets, transparencies, and iron-on media.
Printing tips	Learn how to use printing shortcuts, select a paper type, change the print resolution, set the page order, print multiple pages on a single sheet, preview a document, and use two-sided printing.
Printer software	Learn how to make the HP Deskjet the default printer, set default print settings, and download printer software updates.
Maintenance	Learn how to install and care for print cartridges, view how much ink is left in a print cartridge, print a test page, and remove ink stains.
Troubleshooting	Find a solution to a hardware or software problem.
HP support	Find out how to contact HP support.
Shop for ink supplies	Order supplies for the printer.
Printer specifications	Learn about the paper capacity, requirements, and other specifications for the printer.

(continued)

Section	Description
HP inkjet supplies recycling program	Find out how to recycle print cartridges.



2 Special features

Congratulations! The HP Deskjet is equipped with several exciting features:

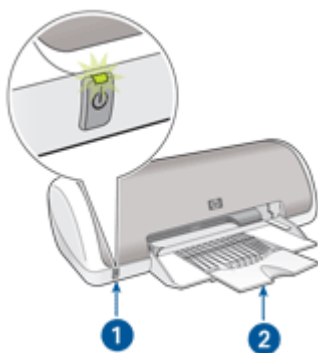
- **User friendly:** Easy to install and operate.
- **Borderless printing:** Print 4 x 6 inch photos to the edges of the paper by using the borderless printing feature. For information, see [Print borderless photos](#).
- **Estimated ink levels:** Know the approximate ink level of each print cartridge with the **Estimated Ink Levels** option in the printer Toolbox. For information, see [View estimated ink levels](#).
- **Ink-backup mode:** Print with one print cartridge. For information, see [Ink-backup mode](#).

3 Get started

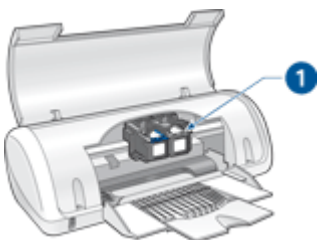
- [Printer at a glance](#)
- [Power button and light](#)
- [Paper tray](#)
- [Print cartridges](#)
- [Ink-backup mode](#)

Printer at a glance

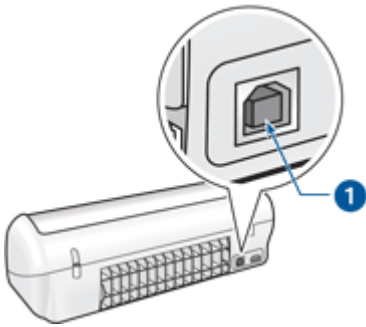
Click the links below to learn about the printer features.



1	Power button and light
2	Paper tray



1	Print cartridges
---	----------------------------------



1 [USB port](#)

Power button and light

Use the Power button to turn the printer on and off. It can take a few seconds for the printer to turn on after you press the Power button.



1 [Power button and light](#)

The Power light flashes when the printer is processing.

△ **CAUTION:** Always use the Power button 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 might cause printer failure.

Paper tray

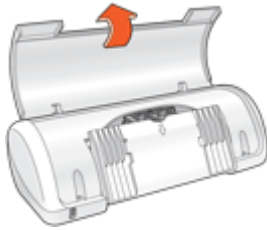
The fold-out paper tray holds paper and other media to be printed. Unfold the paper tray before printing.

- [Unfold the paper tray](#)
- [Use the paper tray](#)

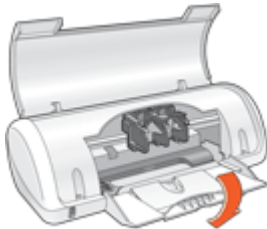
Unfold the paper tray

To unfold the paper tray

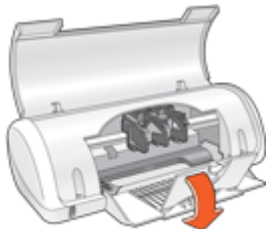
1. Raise the printer cover.



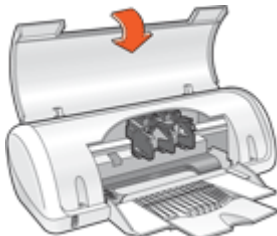
2. Lower the paper tray.



3. Fold out the tray extension.

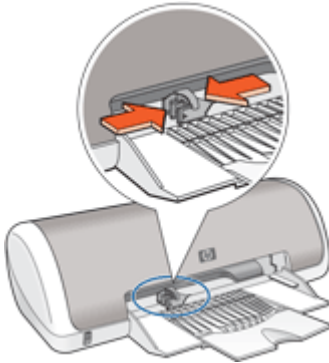


4. Lower the printer cover.



Use the paper tray

Print on different sizes of media by sliding the paper guide to the right or to the left. The printer deposits printed pages on the top of the paper tray.




Print cartridges

Two print cartridges can be used with the printer.



1	Tri-color print cartridge
2	Black print cartridge

 **NOTE:** Your printer might be packaged with only a tri-color print cartridge. For better results, install a black print cartridge in addition to the tri-color print cartridge. You can print without a black print cartridge but doing so can cause the printer to print more slowly and printed colors to differ from those you would see if a black print cartridge and a tri-color print cartridge were installed.

For information on ordering print cartridges, see [Shop for ink supplies](#).

Replace print cartridges



When buying print cartridges, look for the print cartridge selection number.

You can find the selection number in three places:

- Selection number label: Look at the label on the print cartridge that you are replacing.



1	Selection number label
---	------------------------


- Printer documentation: For a list of print cartridge selection numbers, see the reference guide that came with the printer.
- Print Cartridge Ordering Information dialog box: For a list of print cartridge selection numbers, open the printer [Toolbox](#), click the **Estimated Ink Level** tab, and then click the **Print Cartridge Information** button.

The printer can operate in ink-backup mode. For more information, see [Ink-backup mode](#).

For information about installing a replacement print cartridge, see [Installation instructions](#).

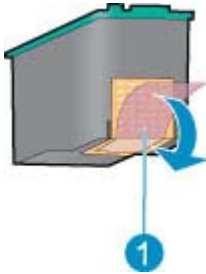
Ink-backup mode

In the ink-backup mode, the printer operates with only one print cartridge. The ink-backup mode is initiated when a print cartridge is removed from the print cartridge carriage.

 **NOTE:** When the printer operates in ink-backup mode, a message is displayed on screen. If the message is displayed and two print cartridges are installed in the printer, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the printer cannot detect that the print cartridge is installed.

To remove plastic tape from a print cartridge

- ▲ Hold the print cartridge so that the copper strips are on the bottom and facing toward the printer, and then carefully remove the plastic tape.



1	Remove plastic 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.
-

For more information about ink-backup mode, see the following topics:

- [Ink-backup mode output](#)
- [Exit ink-backup mode](#)

Ink-backup mode output

Printing in ink-backup mode slows the printer and affects the quality of printouts.

Installed print cartridge	Result
Black print cartridge	Colors print as grayscale.
Tri-color print cartridge	Colors print but black is grayed and is not a true black.

Exit ink-backup mode

Install two print cartridges in the printer to exit ink-backup mode.


For information about installing a print cartridge, see [Installation instructions](#).

4 Connect the printer

- [USB](#)


USB

The printer connects to the computer with a universal serial bus (USB) cable.

 **NOTE:** For best printing performance, use a USB 2.0 compatible cable.



For instructions about connecting the printer with a USB cable, see the Setup Guide that came with the printer.

 **NOTE:** A USB cable might not be packaged with your printer.

5 Print photos

The printer software offers several features that make printing digital photos easier and improve photo quality.

Learn how to print photos



[Print borderless photos.](#)




[Print photos with a border.](#)

Learn how to perform other photo printing tasks

- Print an [Exif Print](#)-formatted photo if you have Exif Print-enabled software.
- Prevent photo paper from curling by following the [photo paper storage and handling guidelines](#).
- [Save money and ink when printing photos](#) by using HP Everyday Photo Paper.

Print borderless photos

To print borderless photos, use 4 x 6 inch photo paper with a 0.5 inch tab (10 x 15 cm with 1.25 cm tab). The photo prints without borders on three sides and with a small border on the bottom edge that you tear off to make the photo completely borderless.

 **NOTE:** If you are using the product with a Windows 2000 computer, some features may not be available. For more information, see [Notice to Windows 2000 users](#).

Guidelines

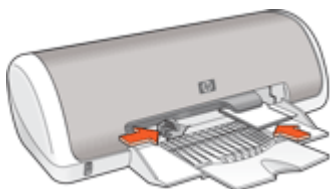
- Use 4 x 6 inch photo paper with a 0.5 inch tab (10 x 15 cm with 1.25 cm tab).
- Do not print borderless photos in ink-backup mode. Always have two print cartridges installed in the printer.
For more information, see [ink-backup mode](#).
- Open the file in a software program such as HP Photosmart Software and resize the photo. Ensure that the size corresponds to the paper size that you want to use.
- For maximum fade resistance, use HP Premium Plus Photo Paper.
- Verify that the photo paper that you are using is flat. For information about preventing photo paper from curling, see the [photo paper storage instructions](#).
- Do not exceed the paper tray capacity: 15 sheets of photo paper.




Prepare to print

1. Slide the paper guide all the way to the left.
2. Verify that the photo paper is flat.


3. Place the photo paper in the right side of the tray. The side to be printed on should face down and the short edge should point towards the printer.
If you are using photo paper that has a tear-off tab, verify that the tab is pointing away from the printer.
4. Push the paper into the printer until it stops.
5. Slide the paper guide firmly against the edge of the paper.



Print

 **NOTE:** If your software program includes a photo printing feature, follow the instructions that are provided with the software program. Otherwise, follow these instructions.

1. Open the photo in a software program that allows editing, such as HP Photosmart Software.
2. Open the [Printer Properties dialog box](#).
3. Click the **Printing Shortcuts** tab.
4. In the **Printing Shortcuts** list, click **Photo Printing-Borderless**, and then select the following options:
 - **Print Quality: Normal or Best**

 **NOTE:** For maximum dpi quality, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list. For more information, see [Maximum dpi](#).


- **Paper Type:** An appropriate photo paper type
- **Paper Size:** An appropriate borderless photo paper size
- **Orientation:** **Portrait** or **Landscape**

5. If necessary, change the [HP Real Life Technologies photo fix](#) setting.
6. Select any other print settings that you want, and then click **OK**.
If you printed on photo paper with a tear-off tab, remove the tab to make the document completely borderless.



Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Print photos with a border

 **NOTE:** If you are using the product with a Windows 2000 computer, some features may not be available. For more information, see [Notice to Windows 2000 users](#).

Guidelines

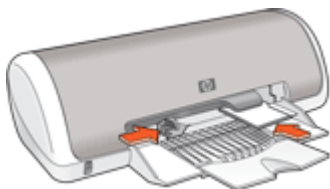
- For maximum fade resistance, use HP Premium Plus Photo Paper.
- Verify that the photo paper that you are using is flat. For information about preventing photo paper from curling, see the [photo paper storage instructions](#).
- Do not exceed the paper tray capacity: 15 sheets of photo paper.



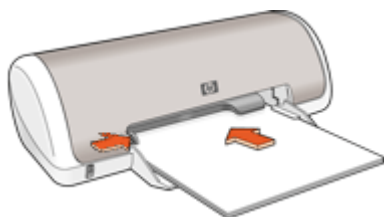
Prepare to print

1. Slide the paper guide all the way to the left.
2. Verify that the photo paper is flat.
3. Place the photo paper in the right side of the tray. The side to be printed on should face down and the short edge should point towards the printer.

4. Push the paper into the printer until it stops.
5. Slide the paper guide firmly against the edge of the paper.




1	Small photos
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2	Large photos
---	--------------

Print

 **NOTE:** If your software program includes a photo printing feature, follow the instructions that are provided with the software program. Otherwise, follow these instructions.

1. Open the photo in a software program that allows editing, such as HP Photosmart Software.
2. Open the [Printer Properties dialog box](#).
3. Click the **Printing Shortcuts** tab.
4. In the **Printing Shortcuts** list, click **Photo Printing-with white borders**, and then select the following options:
 - **Print Quality: Normal or Best**

 **NOTE:** For maximum dpi quality, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list. For more information, see [Maximum dpi](#).

- **Paper Type:** An appropriate photo paper type
 - **Paper Size:** An appropriate photo paper size
 - **Orientation: Portrait or Landscape**
5. If necessary, change the [HP Real Life Technologies photo fix](#) setting.
 6. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.


HP Real Life Technologies photo fix

HP Real Life Technologies enhance the quality of your printed photos.

In most cases, you do not need to change the **Basic** default print setting. The Basic setting sharpens the images that you print, and improves the quality and clarity of low resolution images, such as those downloaded from the Internet.

You can change the setting to **Full** if the images that you print are under exposed or over exposed, contain dark areas or red eye, or have colors that appear washed out.

You can also select the **Off** setting if you prefer to edit the image manually in a software program such as HP Photosmart Software.

 **TIP:** You can remove red-eye coloring in the photo when using the **Off** or **Basic** mode by selecting the **Remove red eye** check box.

To change the HP Real Life Technologies setting

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab.
3. In the HP Real Life Technologies **Photo fix** drop-down list, select the appropriate setting for the photo you are printing.

Exif Print

Exif Print (Exchangeable Image File Format 2.2) is an international digital imaging standard that simplifies digital photography and enhances printed photos. When a photo is taken with an Exif Print-enabled digital camera, Exif Print captures information such as exposure time, type of flash, and color saturation, and stores it in the image file. The printer software then uses this information to automatically perform image-specific enhancements to create outstanding photos.

To print Exif Print-enhanced photos, you must have the following items:

- A digital camera that supports Exif Print
- Exif Print-enabled photo software, such as HP Photosmart Software

To print Exif Print-enhanced photos

1. Open the photo in an Exif Print-enabled software program that allows editing, such as HP Photosmart Software.
2. Open the [Printer Properties dialog box](#).
3. Click the **Features** tab.
4. In the **Paper Type** drop-down list, click **More**, and then select the appropriate photo paper type.

5. In the **Print Quality** drop-down list, click **Normal** or **Best**.



NOTE: For maximum dpi quality, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list. For more information, see [Maximum dpi](#).

6. Select any other print settings that you want, and then click **OK**.
The printer software automatically optimizes the printed image.

Store and handle photo paper

Follow these instructions to maintain the quality of HP brand photo paper.

Storage

- Keep unused photo paper in a sealed plastic bag. Store the packaged photo paper on a flat surface in a cool place.
- When you are ready to print, remove only the paper that you plan to use immediately from the plastic bag. When you have finished printing, return any unused photo paper to the plastic bag.
- Do not leave unused photo paper in the paper tray. The paper might start to curl, which can reduce the quality of your photos.

Handling

- Always hold photo paper by its edges. Fingerprints on photo paper can reduce print quality.
- If the corners of the photo paper curl more than 10 mm (0.4 inch), flatten the paper by putting it in the storage bag, and then gently bending it in the opposite direction of the curl until the paper lies flat.

Photo paper should be flat before it is printed on.

Save money and ink when printing photos

To save money and ink when printing photos, use HP Everyday Photo Paper and set the print quality to **Normal**.

HP Everyday Photo Paper is designed to create quality photos with less ink.



NOTE: For higher-quality photos, use HP Premium Plus Photo Paper and set the print quality to **Best** or **Maximum dpi**. For more information on enabling the maximum dpi mode, see [Maximum dpi](#).

6 Print other documents



[E-mail](#)



[Documents](#)



[Letters](#)



[Envelopes](#)



[Postcards](#)



[Index cards](#)



[Labels](#)



[Transparencies](#)



[Brochures](#)



[Greeting cards](#)



[Booklets](#)



[Posters](#)



[Iron-on transfers](#)

[Printing tips](#): Minimize your cost and effort while maximizing the quality of your printouts with printing tips.

[Printer software](#): Learn about the printer software.

Print e-mail

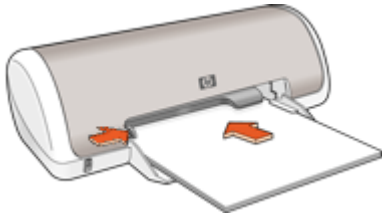
Guidelines

Do not exceed the paper tray capacity: 80 sheets of plain paper.

Prepare to print

1. Slide the paper guide all the way to the left.
2. Place plain paper in the right side of the tray. The side to be printed on should face down.

3. Push the paper into the printer until it stops.
4. Slide the paper guide firmly against the edge of the paper.



Print

1. Open the [Printer Properties dialog box](#).
2. Click the **Printing Shortcuts** tab.
3. In the **Printing Shortcuts** list, click **General Everyday Printing** or **Fast/Economical Printing**, and then specify the following print settings:
 - **Paper Type:** Plain paper
 - **Paper Size:** An appropriate paper size
4. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Print documents

Guidelines

- For draft documents, use [Fast/Economical printing](#).
- To save paper, use [Two-sided printing](#).
- Do not exceed the paper tray capacity: 80 sheets of paper.

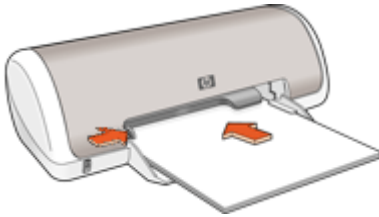
Prepare to print

1. Slide the paper guide all the way to the left.
2. Place plain paper in the right side of the tray. The side to be printed on should face down.

3. Push the paper into the printer until it stops.

 **NOTE:** The paper will extend over the edge of the tray.

4. Slide the paper guide firmly against the edge of the paper.



Print

1. Open the [Printer Properties dialog box](#).
2. Click the **Printing Shortcuts** tab.
3. In the **Printing Shortcuts** list, click **General Everyday Printing**, and then specify the following print settings:
 - **Paper Type: Plain paper**
 - **Paper Size:** An appropriate paper size
4. Select the following print settings:
 - **Print Quality** if you want a print quality other than Normal
 - **Print On Both Sides** if you want to print on both sides of the paper
For more information, see [Two-sided printing](#).
5. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.


Print letters

Guidelines

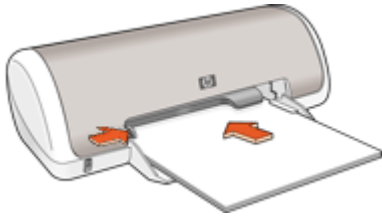
- For information about printing an envelope, see [Print envelopes](#).
- Do not exceed the paper tray capacity: 80 sheets of paper.

Prepare to print

1. Slide the paper guide all the way to the left.
2. Place plain paper in the right side of the tray. The side to be printed on should face down.

 **NOTE:** If you are using letterhead paper, the letterhead should face down and point toward the printer.

3. Push the paper into the printer until it stops.
4. Slide the paper guide firmly against the edge of the paper.



Print

1. Open the [Printer Properties dialog box](#).
2. Click the **Printing Shortcuts** tab.
3. In the **Printing Shortcuts** list, click **Presentation Printing**, and then specify the following print settings:
 - **Paper Type:** Plain paper
 - **Paper Size:** An appropriate paper size
4. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Print envelopes

Guidelines

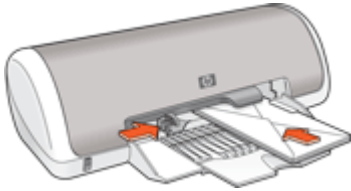
- Avoid using envelopes that have the following features:
 - Clasps or windows
 - Thick, irregular, or curled edges
 - Shiny or embossed coatings
 - Wrinkles, tears, or other damage
- You can print a single envelope or multiple envelopes.
- Align the envelope edges before inserting the envelopes in the paper tray.
- Do not exceed the paper tray capacity: 10 envelopes.



Prepare to print

1. Slide the paper guide all the way to the left.
2. Place the envelopes in the right side of the tray. The side to be printed on should face down. The flap should be on the left side.

3. Push the envelopes into the printer until they stop.
4. Slide the paper guide firmly against the edge of the envelopes.



Print

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab, and then select the following print settings:
 - **Paper Type: Plain paper**
 - **Size:** An appropriate envelope size
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

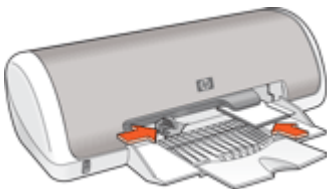
Print postcards

Guidelines

Do not exceed the paper tray capacity: 20 postcards.

Prepare to print


1. Slide the paper guide all the way to the left.
2. Place the cards in the right side of the tray. The side to be printed on should face down and the short edge should point toward the printer.
3. Push the cards into the printer until they stop.
4. Slide the paper guide firmly against the edge of the cards.



Print

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab, and then specify the following print settings:
 - **Paper Type:** Click **More**, click **Specialty Papers**, and then select an appropriate card type.
 - **Print Quality:** **Normal** or **Best**
 - **Size:** An appropriate card size
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

 **NOTE:** If an out-of-paper message is displayed, see [Out of paper](#) for help in resolving the problem.

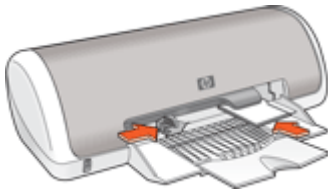
Print index cards and other small media

Guidelines

Do not exceed the paper tray capacity: 20 cards.


Prepare to print

1. Slide the paper guide all the way to the left.
2. Place the cards in the right side of the tray. The side to be printed on should face down and the short edge should point toward the printer.
3. Push the cards into the printer until they stop.
4. Slide the paper guide firmly against the edge of the cards.

**Print**

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab, and then specify the following print settings:
 - **Paper Type:** **Plain paper**
 - **Size:** An appropriate card size
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

 **NOTE:** If an out-of-paper message is displayed, see [Out of paper](#) for help in resolving the problem.

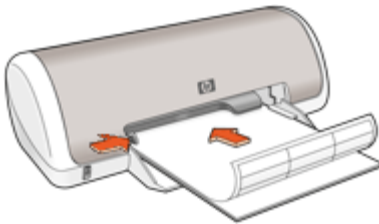
Print labels

Guidelines


- Use only paper, plastic, or clear labels that are designed specifically for inkjet printers.
- Use only full sheets of labels.
- Avoid using labels that are sticky, wrinkled, or pulling away from the protective backing.
- Do not exceed the paper tray capacity: 15 sheets of labels (use only Letter or A4-size sheets).

Prepare to print

1. Slide the paper guide all the way to the left.
2. Fan the edges of the label sheets to separate them, and then align the edges.
3. Place the label sheets in the right side of the tray. The label side should face down.
4. Push the sheets into the printer until they stop.
5. Slide the paper guide firmly against the edge of the sheets.



Print

 **NOTE:** If your software program includes a label printing feature, follow the instructions that are provided with the software program. Otherwise, follow the instructions below.

1. Open the [Printer Properties dialog box](#).
2. Click the **Printing Shortcuts** tab.
3. In the **Printing Shortcuts** list, click **General Everyday Printing**, and then specify the following print settings:
 - **Paper Type:** Plain paper
 - **Paper Size:** An appropriate paper size
4. Click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

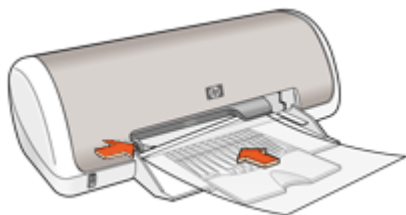
Print transparencies

Guidelines

- For great results, use HP Premium Inkjet Transparency Film.
- Do not exceed the paper tray capacity: 20 transparencies.

Prepare to print

1. Slide the paper guide all the way to the left.
2. Place the transparencies in the right side of the tray. The side to be printed should face down and the adhesive strip should face up and toward the printer.
3. Carefully push the transparencies into the printer until they stop, so that the adhesive strips do not catch on one another.
4. Slide the paper guide firmly against the edge of the transparencies.



Print

1. Open the [Printer Properties dialog box](#).
2. Click the **Printing Shortcuts** tab.
3. In the **Printing Shortcuts** list, click **Presentation Printing**, and then specify the following print settings:
 - **Paper Type:** Click **More**, and then select an appropriate transparency film.
 - **Paper Size:** An appropriate paper size
4. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Print brochures

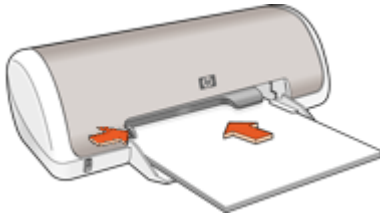
Guidelines

- Open the file in a software program and assign the brochure size. Ensure that the size corresponds to the paper size on which you want to print the brochure.
- Do not exceed the paper tray capacity: 30 sheets of brochure paper.

Prepare to print

1. Slide the paper guide all the way to the left.
2. Place the paper in the right side of the tray. The side to be printed on should face down.

3. Push the paper into the printer until it stops.
4. Slide the paper guide firmly against the edge of the paper.



Print

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab.
3. Specify the following print settings:
 - **Print Quality: Best**
 - **Paper Type:** Click **More**, and then select an appropriate HP inkjet paper.
 - **Orientation: Portrait** or **Landscape**
 - **Size:** An appropriate paper size
 - **Two-sided printing: Manual**
4. Click **OK** to print.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Print greeting cards

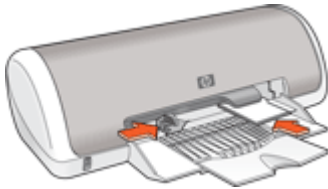
Greeting cards

- Unfold prefolded cards, and then place them in the paper tray.
- For great results, use HP Greeting Card Paper.
- Do not exceed the paper tray capacity: 20 cards.


Prepare to print

1. Slide the paper guide all the way to the left.
2. Fan the edges of the greeting cards to separate them, and then align the edges.
3. Place the greeting cards in the right side of the tray. The side to be printed on should face down.

4. Push the cards into the printer until they stop.
5. Slide the paper guide firmly against the edge of the cards.



Print

 **NOTE:** If your software program includes a greeting card printing feature, follow the instructions that are provided with the software program. Otherwise, follow the instructions below.

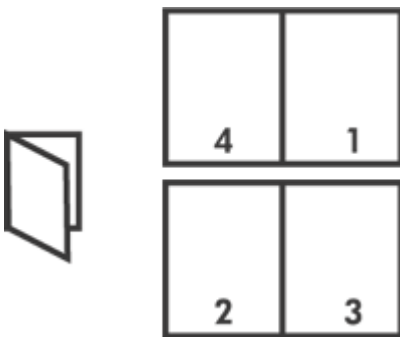
1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab, and then specify the following print settings:
 - **Print Quality:** **Normal**
 - **Paper Type:** Click **More**, and then select an appropriate card type.
 - **Size:** An appropriate card size
3. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Print booklets

Booklet printing automatically arranges and resizes the pages of a document so that when the document is folded into a booklet, the page order is correct.

For example, when a four-page booklet is printed on both sides of the paper, the pages are reordered and printed like this:

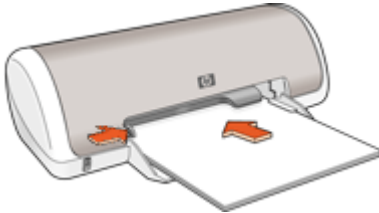


Guidelines

Do not exceed the paper tray capacity: 80 sheets of paper.

Prepare to print

1. Slide the paper guide all the way to the left.
2. Place plain paper in the right side of the tray. The side to be printed on should face down.
3. Push the paper into the printer until it stops.
4. Slide the paper guide firmly against the edge of the paper.



Print

1. Open the [Printer Properties dialog box](#).
2. Click the **Printing Shortcuts** tab.
3. In the **Printing Shortcuts** list, click **Two-sided (Duplex) Printing**.
4. In the **Print On Both Sides** drop-down list, select one of the following binding options:
 - **Left Edge Booklet**
 - **Right Edge Booklet**
5. Select any other print settings that you want, and then click **OK**.
6. When prompted, reload the printed pages in the paper tray as shown below.



7. Click **Continue** to finish printing the booklet.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Print posters

Guidelines

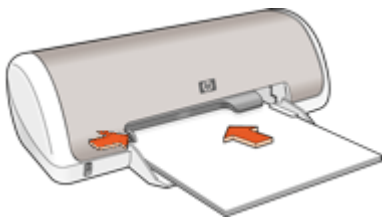
- For poster printing, sections of the poster are automatically arranged on individual sheets that can be taped together. After the sections of a poster have been printed, trim the edges of the sheets and tape the sheets together.



- Do not exceed the paper tray capacity: 80 sheets of paper.

Prepare to print

1. Slide the paper guide all the way to the left.
2. Place plain paper in the right side of the tray. The side to be printed on should face down.
3. Push the paper into the printer until it stops.
4. Slide the paper guide firmly against the edge of the paper.



Print

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab, and then specify the following print settings:
 - **Paper Type:** Plain paper
 - **Orientation:** Portrait or Landscape
 - **Size:** An appropriate paper size
3. Click the **Advanced** tab, and then click **Printer Features**.
4. In the **Poster Printing** drop-down list, select the number of sheets for the poster.
5. Click the **Select Tiles** button.

6. Check that the number of tiles that are selected matches the number of sheets for the poster, and then click **OK**.
7. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

Print iron-on transfers

Guidelines

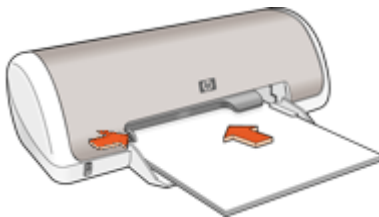
- When printing a mirror image, the text and the pictures are horizontally reversed from what is displayed on the computer screen.




- Do not exceed the paper tray capacity: 10 iron-on transfers.

Prepare to print

1. Slide the paper guide all the way to the left.
2. Place the iron-on transfer paper in the right side of the tray. The side to be printed on should face down.
3. Push the paper into the printer until it stops.
4. Slide the paper guide firmly against the edge of the paper.



Print

 **NOTE:** If your software program includes an iron-on transfer printing feature, follow the instructions that are provided with the software program. Otherwise, follow the instructions below.

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab, and then specify the following print settings:
 - **Print Quality:** **Normal** or **Best**
 - **Paper Type:** Click **More**, click **Specialty Papers**, and then click **Other specialty paper**.
 - **Size:** An appropriate paper size
3. Click the **Advanced** tab.
4. Click **Printer Features**, and then set **Mirror Image** to **On**.



NOTE: Some iron-on transfer software programs do not require you to print a mirror image.

5. Select any other print settings that you want, and then click **OK**.

Use the [What's This? help](#) to learn about the features that appear in the Printer Properties dialog box.

7 Printing tips

Check your printer

- [Connect the printer](#) to your computer.
- [Print a test page](#).

Save time

- Use the [Printing shortcuts](#) tab.
- Set the [order](#) that the pages print.

Save money

- Use [Fast/Economical printing](#).
- Print [multiple pages on a single sheet of paper](#).
- [Print in grayscale](#).
- Print a [two-sided document](#).
- [Save money and ink when printing photos](#) by using HP Everyday Photo Paper.

Enhance the quality of prints

- [Preview](#) the document before printing it.
- Print on a [custom paper size](#).
- [Select a paper type](#).
- Change the [print speed and quality](#).
- View the [print resolution](#).
- Achieve the highest printing resolution with [Maximum dpi](#).
- [Resize a document](#) as needed.

Print a test page

You can print a test page to verify that the printer can print from the computer correctly.

To print a test page

1. Load Letter or A4 unused plain white paper in the paper tray.
2. Open the printer [Toolbox](#).
3. On the Device Services tab, click the **Print a Test Page** button.
The Print a Test Page dialog box is displayed.
4. Click the **Print Page** button.
Recycle or discard the test page.

Printing shortcuts

Use printing shortcuts to print with print settings that you use often. The printer software has several specially designed printing shortcuts that are available in the Printing Shortcuts list.



NOTE: When you select a printing shortcut the appropriate printing options are automatically displayed. You can leave them as is or change them.

Use printing shortcuts

Use the Printing Shortcuts tab for the following print tasks:

- [General Everyday printing](#)
- [Photo Printing–Borderless](#)
- [Photo Printing–with white borders](#)
- [Two-sided printing](#)
- [Presentation printing](#)
- [Fast/Economical printing](#)
- [Booklet Printing](#)

Create printing shortcuts

In addition to the printing shortcuts that are available in the Printing Shortcuts list, you can create your own printing shortcuts.

If you frequently print on transparency film, for example, you can create a printing shortcut by selecting the Presentation Printing shortcut, changing the paper type to HP Premium Inkjet Transparency Film, and then saving the modified shortcut under a new name; for example, Transparency Presentations. After creating the printing shortcut, simply select it when printing on transparency film rather than changing the print settings each time.

To create a printing shortcut

1. Open the [Printer Properties dialog box](#).
2. Click the **Printing Shortcuts** tab.
3. In the **Printing Shortcuts** list, click a printing shortcut.
The print settings for the selected printing shortcut are displayed.
4. Change the print settings to those you want in the new printing shortcut.
5. In the **Type new shortcut name here** box, type a name for the new printing shortcut, and then click **Save**.
The printing shortcut is added to the list.

Delete printing shortcuts

You might want to delete printing shortcuts that you no longer use.

To delete a printing shortcut

1. Open the [Printer Properties dialog box](#).
2. Click the **Printing Shortcuts** tab.
3. In the **Printing Shortcuts** list, click the printing shortcut that you want to delete.
4. Click **Delete**.
The printing shortcut is removed from the list.



NOTE: Only the shortcuts that you have created can be deleted. The original HP shortcuts cannot be deleted.

Set the page order

The page order determines the order in which your multipage documents print.

To set the page order

1. Open the [Printer Properties dialog box](#).
2. Click the **Advanced** tab.
3. Click **Document Options**, and then click **Layout Options**.
4. Select one of the following **Page Order** options:
 - **Front to back:** Prints the first page of the document last. This setting saves time because you do not have to reorder the printed pages. It is the appropriate setting for most print jobs.
 - **Back to front:** Prints the last page of the document last.
5. Select any other print settings that you want, and then click **OK**.

Fast/Economical printing

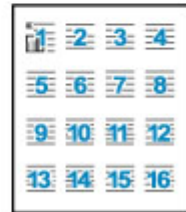
Use Fast/Economical printing to produce draft-quality printouts quickly.

To use Fast/Economical printing

1. Open the [Printer Properties dialog box](#).
2. Click the **Printing Shortcuts** tab.
3. In the **Printing Shortcuts** list, click **Fast/Economical Printing**.
4. Specify the print settings that you want, and then click **OK**.

Print multiple pages on a single sheet of paper

You can print up to 16 pages on a single sheet of paper.



To print multiple pages on a single sheet of paper

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab.
3. In the **Pages Per Sheet** drop-down list, select the number of pages that you want to appear on each sheet of paper.
4. In the **Page Order** drop-down list, select a layout for the pages.
A preview of the page order is displayed at the top of the Features tab.
5. Select any other print settings that you want, and then click **OK**.

Print in grayscale

To print in grayscale

1. Open the [Printer Properties dialog box](#).
2. Click the **Color** tab.
3. Click **Print In Grayscale**.
4. In the **Print In Grayscale** drop-down list, select an option.
5. Select any other print settings that you want, and then click **OK**.

Two-sided printing

Use two-sided printing, also called duplexing, to print on both sides of the paper. Printing on both sides of the paper is not only economical, but environmentally conscious as well.

To print a two-sided document

1. Open the [Printer Properties dialog box](#).
2. Click the **Printing Shortcuts** tab.
3. In the **Printing Shortcuts** drop-down list, click **Two-sided (Duplex) Printing**.
4. In the **Print On Both Sides** drop-down list, click **Manually**.
5. Select any other print settings that you want, and then click **OK**.
The printer prints the odd-numbered pages first.
6. After the odd-numbered pages have been printed, reload the printed pages with the printed side facing up.



7. Click **Continue** to print the even-numbered pages.

To create a two-sided document with a binding, see [Bound two-sided documents](#).

General Everyday printing

Use General Everyday printing to print documents quickly. For more information, see:

- [Print documents](#)
- [Print e-mail](#)

Print preview

Use the print preview function to view a printout on your computer before printing a document. If the printout does not look correct, you can cancel the print job and adjust the print settings as needed.

To preview a printed document

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** or the **Color** tab.
3. Select the **Show preview before printing** check box.

4. Select any other print settings that you want, and then click **OK**. Before the document prints, a preview is displayed.
5. Do one of the following:
 - Click **OK** to print the document.
 - Click **Cancel** to cancel the print job. Adjust the print settings as needed before printing the document.

Set a custom paper size

Use the **Custom Paper Size** dialog box to print on a special paper size.



NOTE: This feature is not available for all paper types.

To define a custom paper size

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab.
3. In the **Size** drop-down list, select **Custom**. The Custom Paper Size dialog box is displayed.
4. In the **Name** box, type a name for the custom paper size.
5. In the **Width** and **Length** boxes, type the dimensions of the custom paper size. The minimum and maximum dimensions are displayed beneath Width and Length.
6. Click the unit of measurement: **Inches** or **Millimeters**.
7. Click **Save** to save the custom paper size.
8. Click **OK** to exit the **Custom Paper Size** dialog box.
9. To use the custom paper size, select its name in the **Size** drop-down list.

Select a paper type

When printing a higher-quality document, HP recommends that you select a specific paper type.

To select a specific paper type


1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab.
3. Click **More** in the **Paper Type** drop-down list, and then select the paper type that you want to use.
4. Click **OK**.
5. Select any other print settings that you want, and then click **OK**.

Change the print speed or quality

The HP Deskjet automatically chooses a print quality and speed setting depending on the paper type setting you select. You can also change the print quality setting to customize the speed and quality of the print process.

Print quality settings

- **Fast Draft** produces draft-quality output at the fastest printing speed, while using the least amount of ink.
- **Normal** provides the best balance between print quality and speed and is appropriate for most documents.
- **Best** provides the best balance between high quality and speed and can be used for high quality prints. For most documents, the Best setting prints more slowly than the Normal setting.

 **NOTE:** For maximum dpi quality, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list. For more information, see [Maximum dpi](#).

To select a print quality and speed

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab.
3. In the **Paper Type** drop-down list, select the type of paper that you have loaded.
4. In the **Print Quality** drop-down list, select the appropriate quality setting for your project.

Print resolution

The printer software displays the print resolution in dots per inch (dpi). The dpi varies according to the paper type and print quality that you select in the printer software.

To view the print resolution

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab.
3. In the **Paper Type** drop-down list, select the type of paper that you have loaded.
4. In the **Print Quality** drop-down list, select the appropriate print quality setting for your project.
5. Click the **Resolution** button to view the print resolution dpi.

Maximum dpi

Use maximum dpi mode to print high-quality, sharp images.

To get the most benefit from maximum dpi mode, use it to print high-quality images such as digital photographs. When you select the maximum dpi setting, the printer software displays the optimized dots per inch (dpi) that the HP Deskjet printer will print.

Printing in maximum dpi takes longer than printing with other settings and requires a large amount of disk space.

To print in Maximum dpi mode

1. Open the [Printer Properties dialog box](#).
2. Click the **Advanced** tab.

3. In the **Printer Features** area, select **Enabled** from the **Maximum dpi** drop-down list.



NOTE: To disable maximum dpi mode, select **Disabled** from the drop-down list.

4. Click the **Features** tab.
5. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.
6. In the **Print Quality** drop-down list, click **Maximum dpi**.



NOTE: To view the maximum dpi that the HP Deskjet printer will print, click **Resolution**.

7. Select any other print settings that you want, and then click **OK**.

Resize a document

Use the printer software to print a document that is formatted for one paper size on another paper size. Doing this can be useful if you do not have the correct paper size available.

For example, if you have created a document that is formatted for letter-size paper, but you do not have any letter-size paper available, you can print the document on another paper size that is available.

To resize a document for a different paper size

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab.
3. Click **Scale to paper size**, and then select the target paper size in the drop-down list. The target paper size is the size of the paper on which you are printing, not the size for which the document was formatted.
4. Select any other print settings that you want, and then click **OK**.

Bound two-sided documents

If you want to bind printed pages into a book, you can adjust the print settings to accommodate the binding.

Bound two-sided documents can have a book binding (binding on the side) or a tablet binding (binding at the top). Book binding is the most common type of binding.

To print a two-sided document with a book binding

- ▲ Follow the instructions in [Two-sided printing](#) for basic two-sided printing.

To print a two-sided document with a tablet binding

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab.
3. In the **Two-sided printing** drop-down list, click **Manual**.

4. Select the following check boxes:
 - **Flip Pages Up**
 - **Preserve Layout**
5. Select any other print settings that you want, and then click **OK**.
The printer prints the odd-numbered pages first.
6. After the odd-numbered pages have been printed, reload the printed pages, with the printed side facing up according to the document orientation, portrait or landscape.



Figure 7-1 Portrait



Figure 7-2 Landscape

7. Click **Continue** to print the even-numbered pages.

Print a Web page

You can print a Web page from your Web browser on the HP Deskjet.

If you use Internet Explorer 6.0 or higher for Web browsing, you can use **HP Smart Web Printing** to ensure simple, predictable web printing with control over what you want and how you want it printed. You can access **HP Smart Web Printing** from the toolbar in Internet Explorer. For more information about **HP Smart Web Printing**, see the help file provided with it.


To print a Web page

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your Web browser, click **Print**.

 **TIP:** For best results, select **HP Smart Web Printing** on the **File** menu. A check mark appears when it is selected.

The **Print** dialog box appears.

3. Make sure the product is the selected printer.
4. If your Web browser supports it, select the items on the Web page that you want to include in the printout.
For example, in Internet Explorer, click the **Options** tab to select options such as **As laid out on screen**, **Only the selected frame**, and **Print all linked documents**.
5. Click **Print** or **OK** to print the Web page.

 **TIP:** To print Web pages correctly, you might need to set your print orientation to **Landscape**.

Presentation printing

Use Presentation printing to print high-quality documents, including letters, brochures, and transparencies. For more information, see:

- [Print letters](#)
- [Print brochures](#)
- [Print transparencies](#)

8 Printer software

- [Make the HP Deskjet the default printer.](#)
- Set the [default print settings](#) for all documents.
- Use the [Printer Properties dialog box](#) to select printing options.
- Use the [What's This? help](#) to learn more about specific print settings.
- [Download printer software updates](#) for the latest features and improvements.

Make the HP Deskjet the default printer

You can set the HP Deskjet as the default printer to use from any software program. This means that the HP Deskjet is automatically selected in the printer drop-down list when you click **Print** from the **File** menu in a software program.

Windows Vista users

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Click **Printers**.
3. Right-click the HP Deskjet icon, and then click **Set as default printer**.

Windows XP users

1. On the Windows taskbar, click **Start**, and then click **Printers and Faxes**.
2. Right-click the HP Deskjet icon, and then click **Set as Default Printer**.

Windows 2000 users

1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Right-click the HP Deskjet icon, and then click **Set as Default Printer**.

Set default print settings

The HP Deskjet uses default print settings for all documents unless you specify other settings.

To save time when printing, set the default print settings to options that you use often. That way, you do not have to specify the options every time you use the printer.

To change the default print settings

1. Double-click the HP Digital Imaging Monitor icon on the right side of the Windows taskbar.




1	HP Digital Imaging Monitor icon
---	---------------------------------

The HP Solution Center is displayed.

2. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Settings**.
3. Make changes to the print settings, and then click **OK**.

Printer Properties dialog box

The printer is controlled by software that is installed on your computer. Use the printer software, also known as the printer driver, to change the print settings for a document. To change the print settings, open the Printer Properties dialog box.

 **NOTE:** The Printer Properties dialog box is also referred to as the Printing Preferences dialog box.

To open the Printer Properties dialog box

1. Open the file that you want to print.
2. Click **File**, click **Print**, and then click **Properties** or **Preferences**.
The Printer Properties dialog box is displayed.



NOTE: The path to the Printer Properties dialog box can vary depending on the software program you are using.

What's This? help

Use the [What's This? help](#) to learn about the features that you see on the Printer Properties dialog box.

What's This? help

Use What's This? help to learn more about the available printing options.

To use What's This? help

1. Move the cursor over the feature that you want to learn more about.
2. Click the right mouse button.
The What's This box is displayed.
3. Move the cursor over the **What's This?** box, and then click the left mouse button.
An explanation of the feature is displayed.

Download printer software updates

Download the latest printer software update every few months to ensure you have the latest features and improvements.

To download a printer software update

1. Make sure you are connected to the Internet.
2. From the Windows **Start** menu, click **Programs** or **All Programs**, point to **HP**, and then click **HP Update**.
The HP Update window is displayed.
3. Click **Next**.
HP Update searches the HP Web site for printer software updates.
 - If the computer has the most recent version of the printer software installed, **No updates are available for your system at this time** is displayed in the HP Update window.
 - If the computer does not have the most recent version of the printer software installed, a list of options to download later versions of the software is displayed in the HP Update window.
4. If a software update is available, select the check box beside the update name.
5. Click **Install**.
6. Follow the onscreen instructions.

Download HP Photosmart Software

Installing the printer software update you download from the HP Web site does not update the HP Photosmart Software you might have installed on the computer. For information about updating the HP Photosmart Software, see the HP Photosmart Help.

9 Maintenance

- [Install print cartridges](#)
- [Align the print cartridges](#)
- [Automatically clean print cartridges](#)
- [View estimated ink levels](#)
- [Maintain the printer body](#)
- [Remove ink from your skin and clothing](#)
- [Manually clean print cartridges](#)
- [Maintain print cartridges](#)
- [Printer Toolbox](#)

Install print cartridges


When you need to replace print cartridges, make sure you have the correct print cartridges for your printer, and then install them in the print cartridge carriage.

- [Print cartridges](#)
- [Selection numbers](#)
- [Printing with one print cartridge](#)
- [Installation instructions](#)

Print cartridges

Always install the tri-color print cartridge in the left side of the print cartridge carriage.

Install the black print cartridge in the right side of the print cartridge carriage.

 **NOTE:** Your printer might be packaged with only a tri-color print cartridge. For better results, install a black print cartridge in addition to the tri-color print cartridge. You can print without a black print cartridge but doing so can cause the printer to print more slowly and printed colors to differ from those you would see if a black print cartridge and a tri-color print cartridge were installed.

To order print cartridges, go to www.hp.com. Choose your country/region, and then click **Buy** or **Online Shopping**.

Selection numbers

When buying replacement print cartridges, look for the print cartridge selection number.

You can find the selection number in three places:

- Selection number label: Look at the label on the print cartridge that you are replacing.



1	Selection number label
---	------------------------

- Printer documentation: For a list of print cartridge selection numbers, see the reference guide that came with the printer.
- **Print Cartridge Information** dialog box: For a list of print cartridge selection numbers, open the printer [Toolbox](#), click the **Estimated Ink Level** tab, and then click the **Print Cartridge Information** button.

Printing with one print cartridge

The printer can operate with only one print cartridge installed. For more information, see [Ink-backup mode](#).

Installation instructions

To install a print cartridge

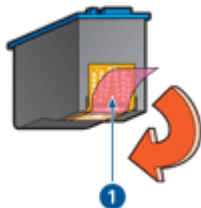
1. Press the **Power** button to turn on the printer.
2. Open the printer cover.
The print cartridge carriage moves to the center of the printer.
3. Push down on the print cartridge.

- 4. Slide the print cartridge out of the carriage.



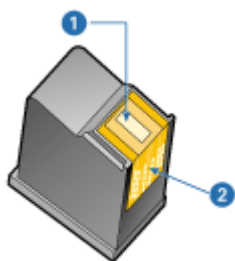
1	Press the Power button
2	Open the printer cover
3	Push down on the print cartridge
4	Slide the print cartridge out of the carriage

- 5. Remove the replacement print cartridge from its packaging and carefully remove the plastic tape. Hold the print cartridge so that the copper strip is on the bottom and facing toward the printer.



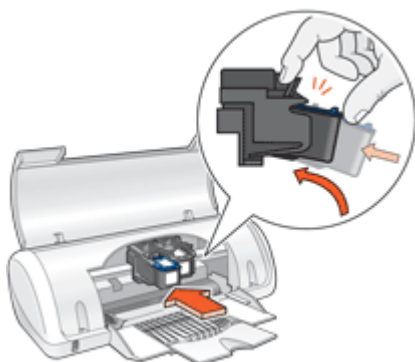
1	Remove plastic tape
---	---------------------

△ **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	Ink nozzles
2	Copper contacts

- Slide the print cartridge firmly into the carriage at a slight upward angle until you feel resistance.



- Push the cartridge into the carriage.
You hear a snap when the print cartridge is correctly positioned.
- Close the printer cover.
- [Align the print cartridges](#) for optimum print quality.

For information about storing print cartridges, see [Maintain print cartridges](#).

For information about recycling empty print cartridges, see [HP inkjet supplies recycling program](#).

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

Align the print cartridges

After installing a print cartridge, align the print cartridges to ensure the best print quality.

To align print cartridges

- Load Letter or A4 unused plain white paper in the paper tray.
- Open the printer [Toolbox](#).

3. Click **Align the Print Cartridges**.
4. Click **Align**, and then follow the onscreen instructions.
The HP Deskjet prints a test page, aligns the print cartridges, and calibrates the printer. Recycle or discard the test page.

Automatically clean print cartridges


If your printed pages are faded or if they contain ink streaks, the print cartridges might be low on ink or might need to be cleaned. For more information, see [View estimated ink levels](#).

If the print cartridges are not low on ink, clean the print cartridges automatically.

To clean the print cartridges


1. Open the printer [Toolbox](#).
2. Click **Clean the Print Cartridges**.
3. Click **Clean**, and then follow the onscreen instructions.

If your documents are still faded after cleaning, manually clean the print cartridge contacts. For more information, see [Manually clean print cartridges](#).

 **CAUTION:** Clean print cartridges only when necessary. Unnecessary cleaning wastes ink and shortens the life of the cartridge.


View estimated ink levels

Follow these instructions to view the estimated ink levels of the print cartridges that are installed in the printer:

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

To check the ink levels

1. Open the printer [Toolbox](#).
2. Click the **Estimated Ink Levels** tab.

 **NOTE:** If the print cartridges were used before being installed in the printer, or have been refilled, the estimated ink levels on the **Estimated Ink level** tab may be inaccurate or unavailable.

The Estimated Ink Levels tab also contains print cartridge ordering information. To view this information, click the **Print Cartridge Information** button.

Maintain the printer body

Because the HP Deskjet ejects ink onto the paper in a fine mist, ink smudges will eventually appear.

To remove smudges, stains, or dried ink from the exterior

1. Turn off the HP Deskjet, and then disconnect the power cord.
2. Wipe the outside of the HP Deskjet with a soft cloth that has been lightly moistened with water.

△ **CAUTION:** Do not use any type of cleaning solution. Household cleaners and detergents might damage the printer finish. Keep all fluids away from the interior. Do not lubricate the metal rod on which the print cartridge carriage slides. Noise is normal when the carriage moves back and forth.

Remove ink from your skin and clothing

Follow these instructions to remove ink from your skin and clothing:

Surface	Remedy
Skin	Wash the area with an abrasive soap.
White fabric	Wash the fabric in <i>cold</i> water and use chlorine bleach.
Color fabric	Wash the fabric in <i>cold</i> water and use sudsy ammonia.

△ **CAUTION:** Always use cold water to remove ink from fabric. Warm or hot water can set the ink into the fabric.

Manually clean print cartridges

△ **WARNING!** Do not clean the print cartridge contacts unless you are having a problem with print quality and other measures have not been successful. For more information, see [Print quality is poor](#).

If the HP Deskjet is used in a dusty environment, a small amount of debris can accumulate on the print cartridge contacts. This debris can cause ink streaks on printed pages. The problem can be corrected by manually cleaning the print cartridge contacts.

You need the following items to clean the print cartridges:

- Distilled water (tap water can contain contaminants that can damage the print cartridge)
- Cotton swabs or other soft, lint-free material that will not stick to the print cartridge

Be careful not to get [ink on your hands or clothing](#) as you clean.

To prepare to clean

1. Open the HP Deskjet cover.
2. Wait until the print cartridge carriage moves to the center of the HP Deskjet and is idle and quiet.
3. Remove the print cartridges and place them on a piece of paper, with the copper strips facing up.

△ **CAUTION:** Do not leave the print cartridges outside the HP Deskjet for more than 30 minutes.

To manually clean print cartridge contacts

1. Lightly moisten a cotton swab with distilled water and squeeze any excess water from the swab.
2. Gently wipe the print cartridge copper contacts with the cotton swab.

△ **CAUTION:** Do not touch the print cartridge ink nozzles. Touching the ink nozzles will result in clogs, ink failure, and bad electrical connections.



1	Ink nozzles (do not touch)
2	Copper contacts

3. Repeat this process until no ink residue or dust appears on the swab.
4. Insert the print cartridges in the HP Deskjet, and then close the cover. For more information, see [Installation instructions](#).

Maintain print cartridges

Follow these guidelines to maintain and store HP print cartridges and to ensure consistent print quality.

- When you remove a print cartridge from the printer, store it in an airtight plastic container to protect your print cartridge and to prevent the ink from drying out.
 - Keep all unused print cartridges in their original sealed packages until they are needed. Store print cartridges at room temperature (15° to 35° C or 59° to 95° F).
 - Do not remove the plastic tape covering the ink nozzles until you are ready to install the print cartridge in the printer. If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape damages the print cartridge.
-
- △ **CAUTION:** Always turn the printer off with the Power button before you unplug the power cord or turn off a power strip. This allows the printer to store the print cartridges properly. When you store the printer, always leave the active print cartridges inside the printer.
-

Printer Toolbox

The printer Toolbox contains a number of useful tools to enhance the performance of the printer.

Use the printer Toolbox to perform the following tasks:

- [Align the print cartridges](#)
- [Automatically clean print cartridges](#)
- [Print a test page](#)
- [View estimated ink levels](#)


To open the printer Toolbox

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab, and then click the **Printer services** button.
The Toolbox is displayed.

10 Shop for ink supplies

To find the print cartridge reorder number, see the printed documentation that came with the HP Deskjet. You can also use the software that came with the HP Deskjet to find out the reorder number for the print cartridge. You can order print cartridges online from the HP Web site. Additionally, you can contact a local HP reseller to find out the correct print cartridge reorder number for your device and purchase print cartridges.

To order HP papers and other supplies, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

 **NOTE:** At this time, some portions of the HP Web site are available in English only.

NOTE: Ordering print cartridges online is not supported in all countries/regions. If it is not supported in your country/region, contact a local HP reseller for information about purchasing print cartridges.


To order print cartridges from your desktop

- ▲ Click the **Shop for HP Supplies** icon on your desktop to connect to HP SureSupply . You will see a list of original HP printing supplies that are compatible with your device, as well as options to conveniently purchase the supplies you need (options vary by country/region).

If you deleted this icon from your desktop, click the **Start** menu, point to the **HP** folder, then click **Shop for Supplies**.

To order HP printing supplies through the HP Solution Center

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.

 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

2. Click the **Estimated Ink Levels** tab.
3. Click **Ink Cartridge Ordering Information**.
The ink cartridge reorder numbers appear.
4. Click **Order Online**.

HP sends detailed printer information, including model number, serial number, and ink supply levels, to an authorized online reseller. The supplies you need are preselected; you can change quantities, add or remove items, and then check out.

11 Troubleshooting

- [Error messages](#)
- [Installation problems](#)
- [Power light is on or flashing](#)
- [Printer does not print](#)
- [Document prints slowly](#)
- [Print cartridge problems](#)
- [Paper problems](#)
- [Photos do not print correctly](#)
- [Problems with borderless documents](#)
- [Print quality is poor](#)
- [Document is misprinted](#)
- [If you continue to have problems](#)

Error messages

If an error message displays on the computer screen, check the following topics for a solution:

- [Print cartridge error messages](#)
- ["Paper Mismatch" or "Paper Size" message](#)
- [Out of paper](#)
- [There was an error writing to USB port](#)
- [Two-way communication cannot be established or Printer not responding](#)

Print cartridge error messages

If you receive a print cartridge error message, see one of the following topics:

- [Incorrect print cartridge or print cartridge missing](#)
- [Print cartridge problem message](#)
- [Print cartridge carriage is stuck](#)
- [Print cartridge is in the wrong slot](#)
- [Non-HP print cartridges](#)
- [Incompatible print cartridges](#)
- [Previously used genuine HP cartridge](#)
- [Original HP ink depleted](#)
- [Low on ink](#)
- [Printing in ink-backup mode](#)

Incorrect print cartridge or print cartridge missing

The printer can only print when the correct print cartridges are installed. If you receive a print cartridge error message, one or both of the print cartridges cannot be used in the printer.

To resolve the problem, follow the instructions in [Resolving print cartridge error messages](#).

Print cartridge problem message

The printer cannot print if the print cartridges are faulty, or if they are not installed properly.

If you receive a message stating there is a problem with a print cartridge, follow the instructions in [Resolving print cartridge error messages](#) to resolve the problem.

Print cartridge carriage is stuck

If the printer stalls while you are printing a document, follow the instructions in [Print cartridge carriage is stalled](#).

Print cartridge is in the wrong slot

Solution: Always install the tri-color print cartridge in the left print cartridge carriage compartment.


Install the black print cartridge in the right print cartridge carriage compartment.

Cause: If you received this error message, the print cartridge was installed in the wrong side of the print cartridge carriage.

Non-HP print cartridges

Solution: Follow the prompts on the computer screen to continue or replace the indicated print cartridges. For more information, see [Replace print cartridges](#).

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

www.hp.com/go/anticounterfeit

Cause: The product detected that a non-HP print cartridge was installed.

Incompatible print cartridges

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Make sure you are using the correct print cartridges](#)
- [Solution 2: Contact HP customer support](#)

Solution 1: Make sure you are using the correct print cartridges

Solution: Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.

If you are using print cartridges that are not compatible with the product, replace the indicated print cartridges with print cartridges that are compatible.

If it appears that you are using the correct print cartridges, proceed to the next solution.

For more information, see:

- [Shop for ink supplies](#)
- [Replace print cartridges](#)

Cause: The indicated print cartridges were not compatible with the product.

Solution 2: Contact HP customer support

Solution: To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The print cartridges were not intended for use in this product.

Previously used genuine HP cartridge

Solution: Check the print quality of the current print job. If it is satisfactory, follow the prompts on the computer screen to continue.

Ink levels might not be available for the indicated print cartridges. Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.


Cause: A genuine HP print cartridge was previously used in another printer.

Original HP ink depleted

Solution: Follow the prompts on the computer screen to continue or replace the indicated print cartridges. For more information, see [Replace print cartridges](#).

Ink levels might not be available for the indicated print cartridges. Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

www.hp.com/go/anticounterfeit

Cause: The original HP ink in the indicated print cartridges has been depleted.

Low on ink

Solution: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable. If you have installed a refilled or remanufactured print cartridge, or a cartridge that has been used in another printer, the ink level indicator may be inaccurate or unavailable.

For more information on replacing print cartridges, see [Replace print cartridges](#).

Cause: At least one of the print cartridges is estimated to be low on ink and may need to be replaced soon.

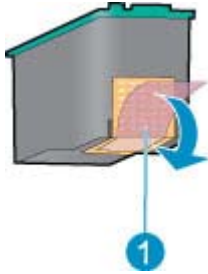
Printing in ink-backup mode

Solution: If you receive the ink-backup mode message and two print cartridges are installed in the printer, verify that the protective piece of plastic tape has been

removed from each print cartridge. When plastic tape covers the print cartridge contacts, the printer cannot detect that the print cartridge is installed.

To remove plastic tape from a print cartridge

- ▲ Hold the print cartridge so that the copper strips are on the bottom and facing toward the printer, and then carefully remove the plastic tape.



1	Remove plastic 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.
-

Cause: When the printer detects that only one print cartridge is installed, ink-backup mode is initiated. This printing mode lets you print with a single print cartridge, but it slows the printer and affects the quality of printouts.

"Paper Mismatch" or "Paper Size" message


Solution: In Microsoft Word, prior to printing envelopes, set the paper size to #10 envelope on the **Features** tab of the Printer Preferences dialog box.

- 📄 **NOTE:** Do not set the paper size from the Printers folder or from the printer icon located in the lower-right hand corner of the screen next to the clock, because this will affect all applications. Only set the paper size in Microsoft Word.
-

To set the paper size in Microsoft Word

1. In Microsoft Word, click **File**, and then click **Print**.
2. Make sure that the appropriate printer is selected, and then click **Properties**.
3. Click the **Features** tab.
4. In the **Size** drop-down list, select **Envelope #10**.
5. Click **OK** on the Printer Properties dialog box.

6. Click **Cancel** on the Print dialog box.
7. Print the envelope using the Envelopes and Labels feature in Microsoft Word. The envelope should print without any errors.

 **NOTE:** When you are finished printing envelopes, set the paper size back to the default print settings.

Out of paper

If you receive an out of paper message, follow the guidelines in [Out of paper](#).

There was an error writing to USB port

The printer might not be receiving correct data from another USB device or USB hub. Connect the printer directly to the USB port on the computer.

Two-way communication cannot be established or Printer not responding

The printer might not be able to communicate with the computer if the USB cable is too long.

If you receive this error message, make sure that the USB cable is not greater than 3 meters (approximately 9.8 feet) in length.

 **NOTE:** For best printing performance, use a USB 2.0 compatible cable.

Installation problems

If the software installation program stops or fails, check the following topics for more information:

- [Installation program stops](#)
- ["Unknown Device" message displays](#)
- [Printer name does not appear](#)

If you continue to have problems, visit HP Technical Support at www.hp.com/support.

Installation program stops

Cause: If the installation program stops when it looks for new hardware, one of the following issues is causing a communication problem:

- The USB cable is old or defective.
- Software, such as an antivirus program, is running.
- Another device, such as a scanner, is connected to the computer.

Solution:

To resolve the problem

1. Make sure that no USB devices other than the printer, the keyboard, and the mouse are connected to the computer.
2. Disconnect and reconnect the USB cable.
3. Make sure that the printer is connected directly to a USB port on the computer (instead of through a USB hub).
4. If the installation program still does not locate the printer, replace the USB cable, and then continue to the next step.
5. Click **Cancel**, and then restart the computer.
6. Turn the printer off, and then disconnect the USB cable and power cord.
7. Quit any antivirus programs or other software programs that are running on the computer.



NOTE: To quit an antivirus program, follow the manufacturer's instructions.

8. Reinstall the printer software:
 - a. Insert the printer software CD into the drive.
 - b. Follow the onscreen instructions. When the installation program prompts you, connect the USB cable and the power cord to the printer, and then make sure that the printer is on.



NOTE: Do not connect the USB cable until you are told to do so.

- c. Follow the onscreen instructions to finish the installation.
9. Restart the antivirus program.
-

"Unknown Device" message displays

Cause: During installation, an "Unknown Device" message might be displayed when you connect a USB cable between the printer and the computer. A possible cause might be a defective USB cable.

Solution:



NOTE: This is not a problem if you are using Windows 2000. If you are using Windows 2000 and this message is displayed, you can continue with the software installation.

To resolve the problem


1. Disconnect the USB cable from the printer.
 2. Disconnect the power cord from the printer.
 3. Wait approximately 30 seconds.
 4. Reconnect the power cord to the printer.
 5. Reconnect the USB cable to the printer.
 6. If the "Unknown Device" message is still displayed, replace the USB cable.
-

Printer name does not appear


Solution: If the printer software seems to install correctly, but the printer name does not appear in the list of printers when you click **Print** on the **File** menu or in the Printers folder in Control Panel, try reinstalling the printer software.

To reinstall the printer software

1. Quit any antivirus programs or other software programs that are running on the computer.

 **NOTE:** To quit an antivirus program, follow the manufacturer's instructions.

2. Uninstall the printer software:
 - a. Insert the printer software CD into the drive, and then follow the onscreen instructions.

 **NOTE:** If the installation program does not start automatically, click your CD drive letter in Windows Explorer, then double-click the setup.exe file. For example, double-click D:\setup.exe.

- b. When prompted, click **Remove All**.
 3. Reinstall the printer software:
 - a. Insert the printer software CD into the drive.
 - b. Follow the onscreen instructions to finish the installation.
 4. Restart the antivirus program.
-

Power light is on or flashing



1	Power light
---	-------------

If the Power light is **on**, the printer is either printing or ready to print.

If the Power light is **off**, the printer is off.

If the Power light is **flashing**, see the following information:

- [What the flashing light means](#)
- [If an error message appears](#)
- [If no error message appears](#)

What the flashing light means

The Power light can flash for several reasons:

- The printer cover is open.
- The printer is out of paper.
- A problem exists with the printer, such as a paper jam or a problem with a print cartridge.

For information about clearing a paper jam, see [Paper jam](#).

If an error message appears

Read the error message that explains the problem and its solution.

If no error message appears

Check the status of the printer by using the printer tools. To gain access to the tools, open the [Printer Properties dialog box](#), click the **Features** tab, and then click the **Printer services** button.

Use the printer tools to perform the following tasks:

- View estimated ink levels.
- Clean the print cartridges.
- Calibrate the printer.
- Print a test page.
- Perform other functions as needed.

Printer does not print

- [Verify the following](#)
- [Unable to print](#)
- [If the printer still does not print](#)

Verify the following

Verify the following conditions if the printer is not printing:

- The printer is connected to the power source.
- The cable connections are secure.
- The printer is turned on.
- The print cartridges are the correct print cartridges for the printer and are properly installed.

For more information, see [Print cartridges](#) and [Installation instructions](#).

- The paper or other media is correctly loaded in the paper tray.
- The printer cover is closed.
- The rear access door is attached.

Unable to print

Try the following solutions:

- [Solution 1: Make sure the printer is turned on](#)
- [Solution 2: Print a test page](#)
- [Solution 3: Clear the print queue](#)
- [Solution 4: Check the printer cable connection](#)
- [Solution 5: Verify the printer driver configuration](#)
- [Solution 6: Check if the printer is paused or offline](#)
- [Solution 7: Clear the print queue manually](#)
- [Solution 8: Restart the print spooler](#)
- [Solution 9: Verify whether the software application is causing the problem](#)

Solution 1: Make sure the printer is turned on

Solution: Look at the Power light located on the front of the printer. If it is not lit, the printer is turned off. Make sure the power cord is firmly connected to the printer and plugged into a power outlet. Press the **Power** button to turn on the printer.

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 2: Print a test page

Solution: Print a test page to see if the product can print and is communicating with the computer.

To print a test page

1. Load Letter or A4 unused plain white paper in the paper tray.
2. Open the printer [Toolbox](#).
3. On the Device Services tab, click the **Print a Test Page** button.
The Print a Test Page dialog box is displayed.
4. Click the **Print Page** button.
Recycle or discard the test page.

If the test page fails to print, make sure you set up the product properly. See the Setup Guide that came with the product for information about setting it up.

Cause: The product was not set up properly.

If this did not solve the issue, try the next solution.

Solution 3: Clear the print queue

Solution: Restart your computer to clear the print queue.

To clear the print queue

1. Restart your computer.
2. After the computer has restarted, check the print queue.
 - a. Depending upon your operating system, do one of the following:
 - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
 - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
 - Windows 2000: On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
 - b. Double-click the icon for your product to open the print queue.
If there are no print jobs pending, the issue might have been resolved.
3. Try to print again.

Cause: The computer needed to be restarted to clear the print queue.

If this did not solve the issue, try the next solution.

Solution 4: Check the printer cable connection


Solution: Disconnect the USB cable from the computer and product, and then reconnect it.

To disconnect and reconnect the USB cable

1. Disconnect the USB cable from the product.
2. Disconnect the USB cable from the computer.
3. Leave the USB cable disconnect for 5-6 seconds.
4. Reconnect the USB cable to the product and the computer.



After reconnecting the USB cable, the product should start printing the jobs in queue.

 **NOTE:** If you are connecting the product through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.

5. If the product does not start printing automatically, start another print job.

Cause: The USB cable needed to be disconnected.

If this did not solve the issue, try the next solution.

Solution 5: Verify the printer driver configuration

Solution: Check to make sure the product is set as the default printer and that it is using the correct printer driver.

To verify that the product is set as the default printer

1. Depending upon your operating system, do one of the following:
 - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
 - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
 - Windows 2000: On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Make sure the correct product is set as the default printer.
The default printer has a check mark in a black circle next to it.
3. If the wrong product is set as the default printer, right-click the correct product and select **Set as Default**.

To verify the print driver

1. Depending upon your operating system, do one of the following:
 - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
 - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
 - Windows 2000: On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Right-click the icon next to the product, and select **Properties**.
3. Click the **Ports** tab to verify that the product is using the correct port.
The port that the product is using is highlighted and has a check mark next to it. The product should be set to use a DOT4 or the USB00X (where X is replaced by a number) port.
4. If the product is using the wrong port, click the correct port to select it.
The port that the product is now using is highlighted and has a check mark next to it.
5. Click the **Advanced** tab.
6. Check the driver listed in the **Driver** drop-down menu to verify that the product is using the correct driver.
The name of your product should be listed as the driver.
7. If the wrong driver is selected, select the correct driver from the **Driver** drop-down menu.
8. Click **OK** to save your changes.

Cause: If there was more than one product configured on the same computer, the product in use was not be set as the default printer, or the wrong driver might have been configured.

If this did not solve the issue, try the next solution.

Solution 6: Check if the printer is paused or offline

Solution: Check to make sure the product is not paused or offline.

To check if the printer is paused or offline

1. Depending upon your operating system, do one of the following:
 - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
 - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
 - Windows 2000: On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**. If a check mark is present on either option, click the menu option to remove it. If the menu has the **Use Printer Online** option, select that option to put a check mark next to it.
4. If you made any changes, try to print again.

Cause: The product was paused or offline.

If this did not solve the issue, try the next solution.

Solution 7: Clear the print queue manually

Solution: Manually clear the print queue.

To clear the print queue manually

1. Depending upon your operating system, do one of the following:
 - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
 - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
 - Windows 2000: On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, click **Cancel all documents** or **Purge Print Document**, and then click **Yes** to confirm.
4. If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.
5. Check the print queue again to make sure it is clear, and then try to print again. If the print queue is not clear, or if it is clear but jobs are still failing to print, proceed to the next solution.

Cause: The print queue needed to be manually cleared.

If this did not solve the issue, try the next solution.

Solution 8: Restart the print spooler

Solution: Restart the print spooler.

To stop and restart the print spooler

1. Depending upon your operating system, do one of the following:
 - Windows XP and Windows Vista: On the Windows taskbar, click **Start**, and then click **Control Panel**.
 - Windows 2000: On the Windows taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.
2. Double-click **Administrative Tools**, and then double-click **Services**.
3. Scroll down the list and click **Print Spooler**, and then click **Stop** to stop the service.
4. Click **Start** to restart the service, and then click **OK**.
5. Restart the computer and try printing again after the computer has restarted.

Cause: The print spooler needed to be restarted.

If this did not solve the issue, try the next solution.

Solution 9: Verify whether the software application is causing the problem

Solution: Verify whether the software application is the problem.

To verify the software application

1. Close the software application and reopen it.
2. Try to print again from the software application.



NOTE: The printer might not support printing from a DOS application. Determine if the software application is Windows-based or DOS-based by checking the system requirements of the application.

3. Try printing from Notepad to see if the issue is the software application or the driver.

To print from Notepad

- a. On the Windows taskbar, click **Start**, and then click **Programs** or **All Programs**.
- b. Click **Accessories**, and then click **Notepad**.
- c. Type a few characters of text into Notepad.
- d. Click **File**, and then click **Print**.
4. If printing is successful from Notepad but not the software application, contact the manufacturer of that application for support.

Cause: The software application was failing or could not interface with the print driver correctly.

If the printer still does not print

1. Select the topic below that best describes the problem:
 - [Paper jam](#)
 - [Out of paper](#)
 - [Print cartridge carriage is stalled](#)
2. If the printer still does not print, shut down, and then restart your computer.

Document prints slowly

Multiple software programs are open

The computer resources are insufficient for the printer to print at its optimum speed. To increase printer speed, close all unnecessary software programs when printing.

Complex documents, graphics, or photos are printing

Documents containing graphics or photos print more slowly than text documents.

Best or Maximum dpi print mode is selected

The printer prints more slowly when **Best** or **Maximum dpi** is selected as the print quality. To increase the printer speed, select a different print quality mode.

Printer is in ink-backup mode

The printer might print more slowly if it is in ink-backup mode. For more information, see [Ink-backup mode](#).

To increase the print speed, use two print cartridges in the printer.

Printer software is outdated

Outdated printer software might be installed.

For information about updating the printer software, see [Download printer software updates](#).

Computer does not meet system requirements

If your computer does not have enough RAM or a large amount of free space on the hard drive, the printer processing time will be longer.

1. Verify that the computer hard disk space, RAM, and processor speed meet the system requirements.

The system requirements are listed in the Readme file that came with the printer.
2. Make space available on the hard drive by deleting unwanted files.

Print cartridge problems

- [Resolving print cartridge error messages](#)
- [Print cartridge carriage is stalled](#)

Resolving print cartridge error messages

After you install a print cartridge, the Power light begins to blink. The printer will not print. One of the following messages may appear on your computer screen:


Print Cartridge Problem

Incorrect Print Cartridge(s)

Incorrectly Installed Cartridge(s)

Print Cartridge(s) Missing

Work through the following sections in order. When the Power light stops blinking, you have solved the problem.

 **NOTE:** In the procedures below, the "problem" cartridge is identified by the blinking Power light. The Power light blinks when either one or both cartridges are causing the problem.

- [Solution 1: Remove and reinstall the print cartridges](#)
- [Solution 2: Clean the print cartridge contacts](#)
- [Solution 3: Print in ink-backup mode](#)

Solution 1: Remove and reinstall the print cartridges

Solution: The print cartridge may not have full electrical contact with the printer. Removing and reinstalling the cartridge may help.

 **NOTE:** HP cannot guarantee the quality of remanufactured or refilled cartridges.

To verify and install the correct print cartridges

1. Make sure the printer is on. Press the **Power** button if it is not lit.
2. Open the printer cover, and then wait until the print cartridge carriage is idle and silent.
3. Press down lightly on the end of the problem cartridge to release it.
4. Slide the cartridge out and inspect it:

△ **CAUTION:** Do not touch the copper electrical contacts or the ink nozzles.



1	Ink nozzles (do not touch)
2	Copper contacts

- Check the electrical contacts for debris.
- Make sure all the clear nozzle protective tape has been removed.

△ **CAUTION:** Do not attempt to remove the copper electrical strip!

5. Read the selection number on the print cartridge label and make sure it is compatible with your printer. Compatible print cartridges are listed in the reference guide that came with your printer.



1	Selection number
---	------------------

6. If the print cartridge has the wrong selection number, install a new print cartridge. For more information, see [Installation instructions](#).
7. Close the printer cover.
8. If the problem is not solved, repeat these steps.

If this did not solve the issue, try the next solution.

Solution 2: Clean the print cartridge contacts

Solution: If the print cartridge selection number is correct and the previous solution did not resolve the problem, try cleaning the print cartridge. For more information, see [Manually clean print cartridges](#).

If the Power light continues to flash after cleaning the print cartridge, replace the print cartridge. For more information, see [Replace print cartridges](#).

If this did not solve the issue, try the next solution.

Solution 3: Print in ink-backup mode

Solution: If you do not have a replacement print cartridge, you can still print in ink backup mode. Remove the problem cartridge and print with the remaining cartridge.

For more information, see [Ink-backup mode](#).

Print cartridge carriage is stalled

The print cartridge cradle (carriage) may get stuck on either side or in the middle of the printer. This is called a carriage stall. When this happens, the error message **Print Cartridge Cradle is Stuck** may appear.

Try the following solutions:

- [Solution 1: Turn the power off and on](#)
- [Solution 2: Clear any paper jams](#)
- [Solution 3: Move the printer carriage](#)
- [Solution 4: Verify the power source](#)
- [Solution 5: Remove and reinstall the print cartridges](#)


Solution 1: Turn the power off and on

Solution: Turn the power off and then back on.

△ **CAUTION:** Check for any loose or broken parts in the printer. If you find loose or broken parts, go to www.hp.com/support.

To turn off the printer

1. Turn off the printer by pressing and releasing the **Power** button. If it will not turn off, proceed to the next solution.
2. After the printer turns off, press the **Power** button to turn the printer back on.

 **NOTE:** The printer may go through a warm-up period of up to two minutes. Lights may flash, and the carriage may move. Wait until this warm-up period is complete before continuing to the next step.

3. If the Power light is on and does not blink, print a self-test page. For more information, see [Print a test page](#).

If this did not solve the issue, try the next solution.

Solution 2: Clear any paper jams

Solution: Clear the printer of any jammed paper. For more information, see [Paper jam](#).

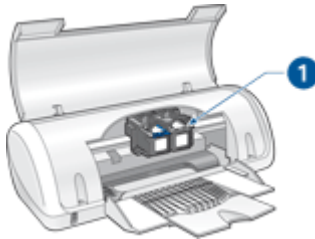
If this did not solve the issue, try the next solution.

Solution 3: Move the printer carriage

Solution: If the printer carriage is still stuck, try moving it as described in the following procedure.

To move the printer carriage

1. Press the **Power** button to turn off the printer, and then disconnect the power cord from the printer.
2. Open the printer cover and try to move the print carriage from side to side by hand.



1	Print carriage in the access door
---	-----------------------------------

If the print carriage does not move, then your printer needs to be serviced. If the print carriage does move, then proceed to the next step.

3. Verify that the print cartridges are locked into the printer carriage and have not come loose. Also, verify that there are no obstructions under or around the printer carriage to prevent it from moving.
4. Verify that the printer carriage can move freely across the width of the printer by gently pushing the carriage to the left, and then to the right. Clear any obstructions.
5. Close the print cartridge access door and reconnect the power cord.
6. Press the **Power** button to turn on the printer.
7. Try the print job again to see if this procedure resolved the issue.


If this did not solve the issue, try the next solution.

Solution 4: Verify the power source

Solution: Verify that the printer is properly connected to a suitable power source.

To verify the power source

1. Verify that the computer and the printer have a two-prong power plug.
2. Remove the printer cable from any power strips or surge suppressors, and then plug it directly into a grounded (three-prong) wall outlet.
3. Try the print job again to see if this procedure resolved the issue.

 **NOTE:** If the printer prints when plugged directly into a wall outlet, the power strip or surge suppressor may not be allowing sufficient voltage to reach the product.

If this did not solve the issue, try the next solution.

Solution 5: Remove and reinstall the print cartridges

Solution: Improper placement or installation of the print cartridges can cause the printer carriage to stall. Remove and reinstall the print cartridges. For more information, see [Installation instructions](#).

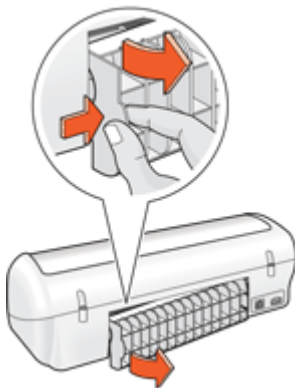
Paper problems

- [Paper jam](#)
- [Printer does not feed paper](#)
- [Out of paper](#)
- [Printer prints on multiple sheets at once](#)

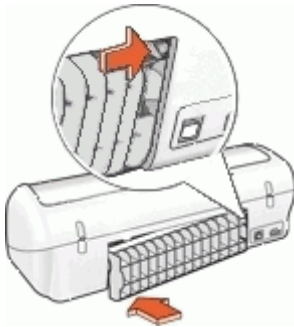
Paper jam

To clear a paper jam

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




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



6. If the paper jam cannot be removed from the back of the printer, raise the printer cover, remove the paper jam from the front of the printer, and then lower the cover.

△ **CAUTION:** Remove the paper jam carefully as it is possible to damage the printer when removing paper from the front.

7. Reload paper in the paper tray.
8. Turn on the printer.
9. Reprint the document.

 **NOTE:** If paper jams occur frequently, try using a heavier paper. See [Printer specifications](#) for paper weight specifications.

Printer does not feed paper

Solution: Try one or more of the following solutions:

- Reduce the number of sheets in the paper tray.
- Remove the paper from the paper tray, and then reload it.
- Use a different type of paper.
- Do not mix paper types in the input tray

Out of paper

Try the following solutions:

- [Solution 1: Make sure the paper tray is not empty](#)
- [Solution 2: Check the rear door of the printer](#)
- [Solution 3: Check the paper](#)
- [Solution 4: Use the HP Paper Feed Cleaning Kit](#)
- [Solution 5: Clean the rollers](#)
- [Solution 6: Contact HP support for service](#)

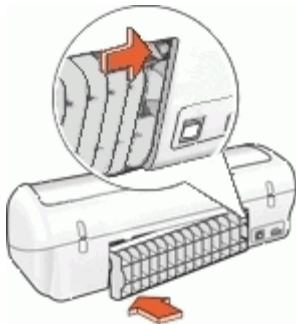
Solution 1: Make sure the paper tray is not empty

Solution: If the paper tray is empty, add more paper.

Cause: The paper tray was empty.

Solution 2: Check the rear door of the printer

Solution: If you removed the rear door to clear a paper jam, replace it. Gently push the door forward until it snaps into place.



Cause: The rear door was removed from the product.


If this did not solve the issue, try the next solution.

Solution 3: Check the paper

Solution: Check the paper loaded in the paper tray and the print settings.


To check the paper in the paper tray

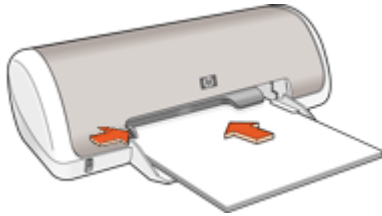
1. While the product is on, remove the power cord from the back of the product.
2. Wait 30 seconds, and then plug the power cord into the back of the product.
3. If the product is not already on, turn it on by pressing the Power button.
4. Remove the stack of paper from the paper tray and verify that all the paper in the paper tray is the same size and type.
5. Replace any paper that is ripped, dusty, wrinkled, or bent.
If the paper is curled, uncurl the paper by gently bending it in the opposite direction of the curl or replace the paper.

 **NOTE:** Use plain paper in the product until the issue is resolved.

6. Tap the stack of paper on a flat surface to align the edges.
7. Verify that the stack of paper contains between 10 and 25 sheets of paper.
8. Insert the stack of paper into the paper tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.

- Slide the paper-width and paper-length guides inward until they stop at the edges of the paper.

 **NOTE:** Do not overload in the paper tray. Make sure the stack of paper fits within the paper tray.



- Make sure the print settings, paper size and type, match the paper loaded in the paper tray.
See the following tasks for information about checking and changing these settings.
- Try to print again.

To set the paper size

- Make sure you have paper loaded in the input tray.
- On the **File** menu in your software application, click **Print**.
- Make sure you have selected the correct printer.
- Click the button that opens the **Printer Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
- Click the **Features** tab.
- In the **Resizing Options** area, click the appropriate paper size from the **Size** list.
The following table lists the suggested paper size settings for the different types of paper you can load in the input tray. Make sure to look at the long list of choices in the **Size** list to see if a defined paper size already exists for the type of paper you are using.

Paper type	Suggested paper size settings
Copier, multi-purpose, or plain papers	Letter or A4
Envelopes	Appropriate listed envelope size
Greeting-card papers	Letter or A4
Index cards	Appropriate listed card size (if listed sizes are not appropriate, you can specify a custom paper size)
Inkjet papers	Letter or A4
Iron-on T-shirt transfers	Letter or A
Labels	Letter or A4

Paper type	Suggested paper size settings
Letterhead	Letter or A4
Panorama photo paper	Appropriate listed panorama size (if listed sizes are not appropriate, you can specify a custom paper size)
Photo papers	10 x 15 cm. (with tab), 4 x 6 in. (with tab), letter, A4, or appropriate listed size
Transparency films	Letter or A4
Custom-size papers	Custom paper size

To select a specific paper type

1. Open the [Printer Properties dialog box](#).
2. Click the **Features** tab.
3. Click **More** in the **Paper Type** drop-down list, and then select the paper type that you want to use.
4. Click **OK**.
5. Select any other print settings that you want, and then click **OK**.

Cause: There was a problem with the paper loaded in the paper tray, or the print settings did not match.

If this did not solve the issue, try the next solution.

Solution 4: Use the HP Paper Feed Cleaning Kit

Solution: Some Deskjet products require a special kit, called the HP Paper Feed Cleaning Kit, to clean the paper feed rollers and resolve this issue. To see if this affects your product, go to: www.hp.com/support.

Search for "HP Paper Feed Cleaning Kit" for more information about this kit and to check whether it is required for your product.

Cause: The paper feed rollers were dirty and needed to be cleaned with the HP Paper Feed Cleaning Kit.

If this did not solve the issue, try the next solution.

Solution 5: Clean the rollers

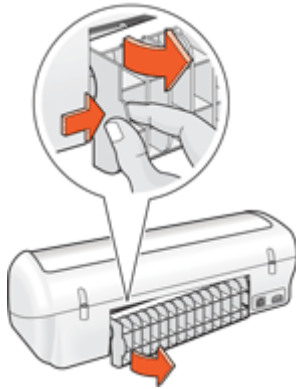
Solution: Clean the rollers.

Make sure you have the following materials available:

- Lint-free cloth, or any soft material that will not come apart or leave fibers.
- Distilled, filtered, or bottled water.

To clean the rollers

1. Turn off the product and remove the power cord.
2. Remove the rear door to access the rollers.



3. Dip the lint-free cloth into the purified or distilled water, and squeeze any excess water from it.
4. Clean the rubber rollers to remove any dust or dirt buildup.
5. Replace the rear door. Gently push the door forward until it snaps into place.
6. Plug the power cord back in, and turn on the product.
7. Try to print again.

Cause: The rollers were dirty and needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 6: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: Your product needs servicing.

Printer prints on multiple sheets at once

If the printer prints on multiple sheets at once, check the following:

- [Paper weight](#)
- [Paper might be loaded improperly](#)

Paper weight

The printer might print on multiple sheets of paper at once if the paper is under the recommended paper weight. Use paper that is within the recommended specifications. For more information, see [Paper weights](#).

Paper might be loaded improperly

The printer might print on multiple sheets of paper at once if the paper is loaded too far toward the back of the printer or if the paper guide is not positioned firmly against the paper. Reload the paper into the paper tray, pushing the paper until you feel resistance, and then slide the paper guide firmly against the edge of the paper stack.

The printer also might print on multiple sheets if different paper types are loaded in the printer. For example, photo paper might be mixed with plain paper. Empty the paper tray and load only the paper type that is appropriate for the document that you are printing.

Photos do not print correctly

- [Check the paper tray](#)
- [Check the printer properties](#)

Check the paper tray

1. Verify that the photo paper is placed in the paper tray with the side to be printed on facing down.
2. Slide the paper forward until it stops.
3. Slide the paper guide firmly against the edge of the paper.
Do not press the guide so firmly against the paper that the paper bends or curls.

For more information, see:

- [Print documents](#)
- [Print photos](#)

Check the printer properties

Open the [Printer Properties dialog box](#) and verify the following options:

Tab	Setting
Features	<p>Size: An appropriate paper size</p> <p>Paper Type: An appropriate photo paper</p> <p>Print Quality: Best or Maximum dpi</p> <hr/> <p>NOTE: For more information on enabling the maximum dpi mode, see Maximum dpi.</p>

Problems with borderless documents

- [Borderless printing guidelines](#)
- [Image is printed at an angle](#)

- [Streaks appear in a light portion of a photo](#)
- [Fading occurs on the edges of a photo](#)
- [Photo has an unwanted border](#)

Borderless printing guidelines

When printing borderless photos or brochures, follow these guidelines:

- Verify that the paper size that is specified in the **Paper Size** drop-down list on the **Printing Shortcuts** tab matches the size of the paper that is loaded in the paper tray.
- Select the appropriate paper type in the **Paper Type** drop-down list on the **Printing Shortcuts** tab.
- If printing in grayscale, select **High Quality** under **Print in Grayscale** on the **Color** tab.
- Do not print borderless documents in ink-backup mode. Always have two print cartridges installed in the printer when printing borderless documents.
For more information, see [ink-backup mode](#).

Image is printed at an angle



Verify that no problem exists with the source image. For example, if you are printing a scanned image, verify that the image was not crooked when it was scanned.

If the problem is not caused by the source image, follow these steps:

1. Remove all paper from the paper tray.
2. Load the photo paper correctly in the paper tray.
3. Verify that the paper guide fits firmly against the edge of the paper.
4. Follow loading instructions for the paper type.

Streaks appear in a light portion of a photo



If streaks appear in a light portion of a photo, approximately 63 mm (2.5 inches) from one of the long edges of the photo, try using maximum dpi mode to print the photo. For more information, see [Maximum dpi](#).

Fading occurs on the edges of a photo



Verify that the photo paper is not curled. If the photo paper is curled, place the paper in a plastic bag and gently bend it in the opposite direction of the curl until the paper lies flat. If the problem persists, then use photo paper that is not curled.

For instructions about preventing photo paper from curling, see [Store and handle photo paper](#).

Photo has an unwanted border

- [For small photo paper](#)
- [For small photo paper with a tear-off tab](#)

For small photo paper

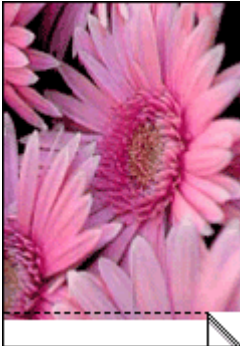


If the printout has an unwanted border, try the following solutions:

- [Align the print cartridges.](#)
- Open the [Printer Properties dialog box](#), click the **Features** tab, and verify that the selected paper size matches both the paper size that the photo is formatted for and the size of the paper that is loaded in the printer.
- Verify that no problem exists with the source image. For example, if you are printing a scanned image, verify that the image was not crooked when it was scanned.
- Verify that the software application you are using supports borderless printing.

For small photo paper with a tear-off tab

If the border appears below the tear-off tab, then remove the tab.



If the border appears above the tear-off tab, then [Align the print cartridges.](#)



Print quality is poor

If you are having problems with print quality, try the solutions in this section and observe the following guidelines:

- Replace refilled or empty cartridges.
- Check the device settings to make sure that the print mode and paper selection is correct for the paper and the task.

For more information, see [Select a paper type](#).

- Print and evaluate a self-test.

For more information, see [Print a test page](#).

If the self-test shows a defect, try the following:

- Clean the print cartridges automatically. For more information, see [Automatically clean print cartridges](#).
- If there are ink streaks in your prints, clean the electrical contacts. For more information, see [Manually clean print cartridges](#).
- Replace the print cartridge. For more information, see [Replace print cartridges](#).
- If the self-test does not show a problem, investigate other causes, such as the image file or software program.

For additional print cartridge troubleshooting, visit the HP Web site at www.hp.com/support.

This section contains the following topics:

- [Wrong, inaccurate, or bleeding colors](#)
- [Ink is not filling the text or graphics completely](#)
- [The printout has a horizontal band of distortion near the bottom of a borderless print](#)
- [Printouts have horizontal streaks or lines](#)
- [Printouts are faded or have dull colors](#)
- [Printouts seem blurry or fuzzy](#)
- [Printouts have vertical streaks](#)
- [Printouts are slanted or skewed](#)
- [Ink streaks on the back of the paper](#)
- [Paper is not picked up from the input tray](#)
- [The text edges are jagged](#)

Wrong, inaccurate, or bleeding colors


If your printout has one of the following print quality problems, try the solutions in this section for help.

- Colors look slightly different than what you expected.
For example, the colors in your graphic or photo look one way on your computer screen, but print out differently.
- You expected to see one color in the printout, and a completely different color appeared.
For example, magenta was replaced with cyan in your printout.
- Colors run into each other, or look like they have been smeared on the page. The edges might have a feathering appearance instead of being sharp and defined.
- [Solution 1: HP recommends using genuine HP print cartridges](#)
- [Solution 2: Check the paper loaded in the input tray](#)
- [Solution 3: Check the paper type](#)
- [Solution 4: Check to see if the product is in ink-backup mode](#)
- [Solution 5: Check the print settings](#)
- [Solution 6: Clean the print cartridges](#)

Solution 1: HP recommends using genuine HP print cartridges

Solution: Check to see if your print cartridges are genuine HP print cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

www.hp.com/go/anticounterfeit

Cause: Non-HP ink was being used.

If this did not solve the issue, try the next solution.

Solution 2: Check the paper loaded in the input tray

Solution: Make sure the paper is loaded correctly and that it is not wrinkled or too thick.

- Load paper with the side you want to print on facing down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.
- If the paper is too close to the print cartridge during printing, the ink might be smeared. This can happen if the paper is raised, wrinkled, or very thick, such as a mailing envelope. Make sure the paper lays flat in the input tray and is not wrinkled.

For more information, see:

- [Print other documents](#)
- [Store and handle photo paper](#)

Cause: The paper was loaded incorrectly, or it was wrinkled or too thick.

If this did not solve the issue, try the next solution.

Solution 3: Check the paper type

Solution: HP recommends that you use HP Premium Papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Premium Plus Photo Paper.

For more information, see:

[Store and handle photo paper](#)

Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 4: Check to see if the product is in ink-backup mode

Solution: Check to see if the the product is printing in ink-backup mode, with only one print cartridge installed.

If the product is in ink-backup mode, text and photo quality will differ from those printed when using all print cartridges.

If you are satisfied with the print quality, continue printing in ink-backup mode. Or, replace the missing print cartridge.

For more information, see:

- [Ink-backup mode](#)
- [Replace print cartridges](#)

Cause: A print cartridge was missing, and the product was printing in ink-backup mode.


If this did not solve the issue, try the next solution.

Solution 5: Check the print settings

Solution: Check the print settings.

- Check the print settings to see if the color settings are incorrect. For example, check to see if the document is set to print in grayscale.
- Check the print quality setting and make sure it matches the type of paper loaded in the product.

You might need to choose a lower print quality setting, if colors are running into each other. Or, choose a higher setting if you are printing a high-quality photo, and then make sure photo paper such as HP Premium Photo Papers, is loaded in the input tray.

 **NOTE:** On some computer screens, colors might appear differently than they do when printed on paper. In this case, there is nothing wrong with the product, print settings, or print cartridges. No further troubleshooting is required.

For more information, see:

[Change the print speed or quality](#)

Cause: The print settings were set incorrectly.

If this did not solve the issue, try the next solution.

Solution 6: Clean the print cartridges

Solution: Print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

Cause: The print cartridges need to be cleaned.

Ink is not filling the text or graphics completely


Try the following solutions if the ink is not filling the text or image completely so that it appears that parts are missing or blank.

- [Solution 1: HP recommends using genuine HP print cartridges](#)
- [Solution 2: Check the print settings](#)
- [Solution 3: Check the paper type](#)
- [Solution 4: Clean the print cartridges](#)

Solution 1: HP recommends using genuine HP print cartridges

Solution: Check to see if your print cartridges are genuine HP print cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

www.hp.com/go/anticounterfeit

Cause: Non-HP ink was being used.

If this did not solve the issue, try the next solution.

Solution 2: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [Select a paper type](#)
- [Change the print speed or quality](#)
- [Maximum dpi](#)

Cause: The paper type or print quality settings were incorrectly.

If this did not solve the issue, try the next solution.

Solution 3: Check the paper type

Solution: HP recommends that you use HP Premium Papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Premium Plus Photo Paper.

For more information, see:

[Store and handle photo paper](#)

Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.


Solution 4: Clean the print cartridges

Solution: Print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

Cause: The print cartridges need to be cleaned.

The printout has a horizontal band of distortion near the bottom of a borderless print

Try the following solutions if your borderless print has a blurry band or line on the bottom of it.

 **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the print cartridges is not necessary.

- [Solution 1: Check the paper type](#)
- [Solution 2: Check the print quality setting](#)
- [Solution 3: Rotate the image](#)

Solution 1: Check the paper type

Solution: HP recommends that you use HP Premium Papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Premium Plus Photo Paper.

For more information, see:

[Store and handle photo paper](#)

Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 2: Check the print quality setting

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [Change the print speed or quality](#)
- [Maximum dpi](#)

Cause: The print quality setting was set to low.

If this did not solve the issue, try the next solution.

Solution 3: Rotate the image

Solution: If the problem persists, use the software you installed with the product or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page.

Cause: The photo image had light blue, gray, or brown hues that print near the bottom of the page.

Printouts have horizontal streaks or lines

Try the following solutions if your printout has a lines, streaks, or marks on it that run side-to-side across the width of the page.

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Check the print quality setting](#)
- [Solution 3: If the print cartridge was dropped, wait for it to recover](#)
- [Solution 4: Clean the print cartridge nozzles](#)
- [Solution 5: Clean the print cartridges](#)

Solution 1: Make sure the paper is loaded correctly

Solution: Make sure the paper is loaded correctly.

For more information, see:

- [Print documents](#)
- [Print photos](#)

Cause: The paper was not feeding properly or was not loaded correctly.

If this did not solve the issue, try the next solution.

Solution 2: Check the print quality setting

Solution: Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [Change the print speed or quality](#)
- [Maximum dpi](#)

Cause: The print quality setting was set too low.

If this did not solve the issue, try the next solution.

Solution 3: If the print cartridge was dropped, wait for it to recover

Solution: Allow half an hour for the print cartridge to recover.

Cause: A print cartridge was jarred or handled roughly during installation.

If this did not solve the issue, try the next solution.

Solution 4: Clean the print cartridge nozzles

Solution: Check the print cartridges. If it looks as though there are fibers or dust around the ink nozzles, clean the ink nozzle area of the print cartridge.

For more information, see:


[Manually clean print cartridges](#)

Cause: The print cartridge nozzles needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 5: Clean the print cartridges

Solution: Check the estimated ink levels remaining in the print cartridges.

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see [Print a test page](#).

Cause: The print cartridges needed to be cleaned or there was insufficient ink.

Printouts are faded or have dull colors

Try the following solutions if the colors in your printout are not as bright and intense as you expected.

- [Solution 1: Check the print settings](#)
- [Solution 2: Check the paper type](#)
- [Solution 3: Clean the print cartridges](#)

Solution 1: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [Select a paper type](#)
- [Change the print speed or quality](#)
- [Maximum dpi](#)

Cause: The paper type or print quality settings were incorrectly.

If this did not solve the issue, try the next solution.

Solution 2: Check the paper type

Solution: HP recommends that you use HP Premium Papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Premium Plus Photo Paper.

For more information, see:

[Store and handle photo paper](#)

Cause: The wrong kind of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 3: Clean the print cartridges

Solution: Check the estimated ink levels remaining in the print cartridges.



NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see [Print a test page](#).

Cause: The print cartridges needed to be cleaned or there was insufficient ink.

Printouts seem blurry or fuzzy

Try the following solutions if your printout is smudged or unclear.



TIP: After reviewing the solutions in this section, you can go to HP's support Web site to see if there is additional troubleshooting help. For more information, go to: www.hp.com/support.

- [Solution 1: Check the print settings](#)
- [Solution 2: Check the resolution of the image](#)

Solution 1: Check the print settings

Solution: Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

- [Select a paper type](#)
- [Change the print speed or quality](#)
- [Maximum dpi](#)

Cause: The paper type or print quality settings were incorrect.

If this did not solve the issue, try the next solution.

Solution 2: Check the resolution of the image


Solution: Check the resolution of the image. If you are printing a photo or graphic, and the resolution is too low, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

Cause: The resolution of the image was low.

Printouts have vertical streaks

Refer to this section if your printout has lines, streaks, or marks on it that run up-and-down or lengthwise down the page.

 **NOTE:** For this issue, there is not a problem with your ink supplies. Therefore, replacing the print cartridges is not necessary.

Solution: HP recommends that you use HP Premium Papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Premium Plus Photo Paper.

For more information, see:

[Store and handle photo paper](#)

Cause: The wrong kind of paper was loaded in the input tray.

Printouts are slanted or skewed

Try the following solutions if your printout does not appear straight on the page.

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Make sure only one type of paper is loaded](#)
- [Solution 3: Check the rear door](#)

Solution 1: Make sure the paper is loaded correctly

Solution: Make sure the paper is loaded correctly.

For more information, see:

- [Print documents](#)
- [Print photos](#)

Cause: The paper was not feeding properly or was not loaded correctly.

If this did not solve the issue, try the next solution.

Solution 2: Make sure only one type of paper is loaded

Solution: Load only one type of paper at a time.

Cause: More than one type of paper was loaded in the input tray.

If this did not solve the issue, try the next solution.

Solution 3: Check the rear door

Solution: Make sure the rear door is securely installed.

Cause: The rear door was not securely installed.

Ink streaks on the back of the paper

Try the following solutions if there is smeared ink on the back of your printout.

- [Solution 1: Print on a page of plain paper](#)
- [Solution 2: Wait while the ink dries](#)

Solution 1: Print on a page of plain paper

Solution: Print one or several pages of plain paper to soak up any excess ink in the product.

To remove excess ink using plain paper

1. Load several sheets of plain paper in the paper tray.
2. Wait five minutes.
3. Print a document with little or no text.
4. Check the back of the paper for ink. If there is still ink on the back of the paper, try printing on another page of plain paper.

Cause: Ink accumulated inside the product, where the back of the paper rests during printing.

If this did not solve the issue, try the next solution.

Solution 2: Wait while the ink dries

Solution: Wait at least thirty minutes for the ink inside the product to dry, then try the print job again.

Cause: The excess ink in the product needed to dry out.

Paper is not picked up from the input tray

Solution:

Do one of the following:

- If the product is out of paper or there are only a few sheets remaining, load more paper in the input tray.
- If there is paper in the input tray:
 - Remove the stack of paper from the input tray and verify that all the paper in the input tray is the same size and type.
 - Replace any paper that is ripped, dusty, wrinkled, or bent.
If the paper is curled, uncurl the paper by gently bending it in the opposite direction of the curl or replace the paper.
 - Tap the stack of paper on a flat surface to align the edges.
 - Verify that the stack of paper contains between 10 and 25 sheets of paper.
 - Reload the paper into the input tray.

Follow the prompts on the display to continue.

Cause: There was not enough paper in the input tray.

The text edges are jagged

Try the following solutions if the text in your printouts is not sharp and the edges are rough.

Solution: Use TrueType or OpenType fonts to ensure that the product is able to print smooth fonts. When selecting a font, look for the TrueType or OpenType icon.

Some software applications offer custom fonts that have jagged edges when enlarged or printed. Also, if you want to print bitmapped text, it might have jagged edges when enlarged or printed.

Cause: The font was a custom size.

Document is misprinted

- [Text and images are misaligned](#)
- [Document is printed off-center or at an angle](#)
- [Parts of the document are missing or printed in the wrong place](#)
- [Envelope is printed at an angle](#)
- [Document does not reflect the new print settings](#)

Text and images are misaligned

If the text and images on your printouts are misaligned, then align the print cartridges. For more information on aligning print cartridges, see [Align the print cartridges](#).

Document is printed off-center or at an angle

1. Verify that only one type of paper is placed in the paper tray, and that the paper has been placed in the tray correctly.
2. Verify that the paper guide fits firmly against the edge of paper.
3. Reprint the document.

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

Open the [Printer Properties dialog box](#) and confirm the following options:

Tab	Setting
Features	Portrait or Landscape: Verify the appropriate orientation.
	Size: Verify the appropriate paper size.
	Scale to paper size: Select this option to scale text and graphics to the paper size specified in the corresponding drop-down list.

If parts of the document are still missing, the printer settings might be overridden by the software program print settings. Select the appropriate print settings from within the software program.

Envelope is printed at an angle

1. Slide the flap inside the envelope before loading it in the printer.
2. Confirm that the paper guide fits firmly against the edge of the envelope.
3. Reprint the envelope.

Document does not reflect the new print settings

The printer settings might differ from the software program print settings. Select the appropriate print settings within the software program.

If you continue to have problems

If you continue to have problems after investigating the troubleshooting topics, shut down your computer and then restart it.

If you still have questions after restarting your computer, visit HP Technical Support at www.hp.com/support.

For information about the support process, see [HP support](#).

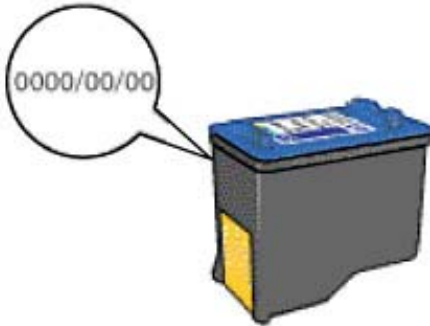
A HP support

- [Ink cartridge warranty information](#)
- [Support process](#)
- [HP support by phone](#)

Ink cartridge warranty information

The HP cartridge(s) warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the product as indicated:



For a copy of the HP Limited Warranty Statement, see the Reference Guide that came with the printer.

Support process

If you have a problem, follow these steps

1. Check the documentation that came with the HP Deskjet.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
 - Fast access to qualified online support specialists
 - Software and driver updates for your HP Deskjet
 - Valuable HP Deskjet and troubleshooting information for common problems
 - Proactive device updates, support alerts, and HP newsgrams that are available when you register your device
3. For Europe only: Contact your local point of purchase. If your device has a hardware failure, you will be asked to bring it back to your local point of purchase. (Service is provided at no charge during the device limited warranty period. After the warranty period, you will be quoted a service charge.)
4. Call HP support. Support options and availability vary by device, country/region, and language.

HP support by phone

- [Phone support period](#)
- [Placing a call](#)
- [After the phone support period](#)

Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

Placing a call

Call HP support while you are in front of the computer and the HP Deskjet. Be prepared to provide the following information:

- Device model number (located on the label on the front of the device)
- Device serial number (located on the back or bottom of the device)
- Messages that appear when the situation occurs
- Answers to these questions:
 - Has this situation happened before?
 - Can you re-create it?
 - Did you add any new hardware or software to your computer at about the time that this situation began?
 - Did anything else occur prior to this situation (such as a thunderstorm, device was moved, etc.)?

After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: www.hp.com/support. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

B Technical information

- [Printer specifications](#)
- [Notice to Windows 2000 users](#)
- [Environmental product stewardship program](#)
- [Regulatory notices](#)

Printer specifications

The HP Deskjet has the following specifications and requirements.

Physical specifications

Printer dimension (with the tray extended): 140 mm high x 422 mm wide x 315.76 mm deep (5.5 inches high x 16.6 inches wide x 12.43 inches deep)

Printer weight (without print cartridges): 2.04 kg (4.5 lbs)

Memory

384 KB integrated memory

Minimum system requirements

Software and system requirements are located in the Readme file.



NOTE: For best printing performance, use a USB 2.0 compatible cable.

Paper tray capacity

Plain paper sheets: Up to 80

Paper size

For a complete list of supported media sizes, see the printer software.

Paper weights

Letter Paper: 65 to 90 g/m² (16 to 24 lb)

Legal Paper: 70 to 90 g/m² (20 to 24 lb)

Envelopes: 70 to 90 g/m² (20 to 24 lb)

Cards: Up to 200 g/m² (110-lb index maximum)

Photo Paper: Up to 280 g/m² (75-lb index maximum)

Print cartridge yield

Visit www.hp.com/pageyield for more information on estimated cartridge yields.

Notice to Windows 2000 users

This product provides limited functionality for Windows 2000, including but not limited to the following:

- The HP Photosmart Software is not available.
- The onscreen Help is not installed, but it is available as a Web download at www.hp.com/support.

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and

remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP's Commitment to the Environment Web site at:

www.hp.com/hpinfo/globalcitizenship/environment/index.html

This section contains the following topics:

- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Energy Star® notice](#)
- [Disposal of waste equipment by users in private households in the European Union](#)

Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

www.hp.com/go/msds

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

For more information regarding recycling of HP products, please visit:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

Energy Star® notice

This product is designed to reduce power consumption and save natural resources without compromising product performance. It has been designed to reduce total energy consumption both during operation and when the device is not active. This product qualifies for ENERGY STAR® which is a voluntary program established to encourage the development of energy-efficient office products.



ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency. For more information on ENERGY STAR guidelines, go to the following Web site:
www.energystar.gov

Regulatory notices

- [FCC statement](#)
- [LED indicator statement](#)
- [Notice to users in Korea](#)
- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Notice to users in Japan about the power cord](#)
- [Toxic and hazardous substance table](#)
- [HP Deskjet D1500 Printer series declaration of conformity](#)

FCC statement

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, contact:
Manager of Corporate Product Regulations
Hewlett-Packard Company
3000 Hanover Street
Palo Alto, Ca 94304
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

LED indicator statement

LED indicator statement

The display LEDs meet the requirements of EN 60825-1.

Notice to users in Korea

사용자 안내문(B급 기기)

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

VCCI (Class B) compliance statement for users in Japan

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。

同梱された電源コードは、他の製品では使用出来ません。

Toxic and hazardous substance table

零件描述	有毒有害物質表					
	根据中国《电子信息产品污染控制管理办法》					
	有毒有害物質和元素					
	铅	汞	镉	六价铬	多溴联苯	多溴联苯醚
外壳和托架*	0	0	0	0	0	0
电线*	0	0	0	0	0	0
印刷电路板*	X	0	0	0	0	0
打印系统*	X	0	0	0	0	0
显示器*	X	0	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0	0
驱动光盘*	X	0	0	0	0	0
扫描仪*	X	X	0	0	0	0
两德配件*	X	0	0	0	0	0
电池板*	X	0	0	0	0	0
自动双面打印系统*	0	0	0	0	0	0
外部电源*	X	0	0	0	0	0

0: 指此部件的所有均一材质中包含的这种有毒有害物質, 含量低于SJ/T11363-2006 的限制
 X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物質, 含量高于SJ/T11363-2006 的限制
 注: 环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件
 *以上只适用于使用这些部件的产品

HP Deskjet D1500 Printer series declaration of conformity



DECLARATION OF CONFORMITY

according to ISO/IEC 17050-1 and EN 17050-1

Supplier's Name: Hewlett-Packard Company
Supplier's Address: 60 Alexandra Terrace, #07-01 The Comtech, Singapore 118502
declares, that

Regulatory Model Number:¹⁾ VCVRA-0702
AC Power Adapter: 0957-2231
Product Options: All

conforms to the following Product Specifications and Regulations:

EMC: Class B
CISPR 22:1997 + A1:2000 + A2:2002
EN 55022:1998 + A1:2000 + A2:2003
EN 55024:1998 + A1:2001 + A2:2003
EN 61000-3-2:2000 + A2:2005
EN 61000-3-3:1995 + A1:2001
FCC CFR 47 Part 15
CISPR 24:1997 + A1:2001 + A2:2002

Safety:
EN 60950-1:2001
EN 60825-1:1994 + A1:2002 + A2:2001
IEC 60950-1:2001
IEC 60825-1:1993 + A1:1997 + A2:2001

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC and the EMC Directive 2004/108/EC and carries the CE-marking accordingly.

Additional Information:

- 1) This product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.

Local contact for regulatory topics only:

EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany www.hp.com/go/certificates
U.S.: Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

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