HP DeskJet Printer
User’s Guide for Windows

930C Series

English
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Thank You For Buying an HP DeskJet Printer!

Here’s what comes in the box. If something is missing, talk to your HP dealer or call HP Customer Care. (See page 47 for phone numbers.)

Special Features of Your HP DeskJet Printer

Your new HP DeskJet printer is equipped with these special features:

- Stunning photo quality through HP’s PhotoREt printing technology
- Uncompromising performance with print speeds of up to 9 pages per minute for black text and 7.5 pages per minute for text with color graphics
- Sleek design with space-saving Fold-Up paper tray

Note: You’ll need to buy a printer cable, such as the HP IEEE 1284-Compliant Parallel Interface Cable (bidirectional). If you are using Windows 98 and want to use a USB connection, purchase an HP USB-Compliant cable (see “Ordering Information” on page A-8 in the Electronic Appendix). Access the Electronic Appendix from the HP DeskJet Toolbox (see page 8).

If your computer does not have a CD-ROM drive and if diskettes were not included with your printer, see “Printer Software” on page 46 for information on how to get the printer software on diskettes.
Finding More Information

This User’s Guide shows you how to operate your printer. For more information:

• Use the Quick Start Poster for installation.
• Visit an HP web site for the latest product information, troubleshooting, and printer software updates (see page 45 for web site addresses).
• Consult the Electronic Appendix for information about supplies, accessories, and specifications. The Electronic Appendix is found in the electronic User’s Guide which you can access from the HP DeskJet Toolbox (see page 8), or go to Start ➤ Programs ➤ HP DeskJet 930C Series ➤ View User’s Guide. If you do not have Adobe® Acrobat® Reader on your computer, begin the printer software installation process, select View User’s Guide, then follow on-screen instructions to install Adobe Acrobat Reader. Begin the printer software installation again, and select View User’s Guide.
• Consult the Release Notes file in the HP DeskJet 930C Series program group for information about hardware and software compatibility. To access the Release Notes, click on Start ➤ Programs ➤ HP DeskJet 930C Series.
• If you are using DOS, information can be found in a text document (dosread.txt). This document is on the printer software CD in the \language code\djcp\ directory. For example, “enu” is the language code for English, so dosread.txt is located in the \enu\djcp directory. For a list of language codes, see page 52. If you have diskettes, the file is located on the HP DeskJet Control Panel for DOS diskette.
• If you are a Windows 2000 Professional user, visit HP’s web site at http://www.hp.com/cposupport/eschome.html for more information.

For Windows 3.1x Users

Windows 3.1x specific information is only found in the Electronic Appendix of the electronic User’s Guide.

• If you have Adobe Acrobat Reader on your computer, begin the printer software installation process and select View User’s Guide.
• If you do not have Adobe Acrobat Reader on your computer, begin the printer software installation process, select View User’s Guide, then follow on-screen instructions to install Adobe Acrobat Reader. Begin the printer software installation process again, and select View User’s Guide.

Whenever you want to view your electronic User’s Guide, insert your printer software CD or diskette, begin the software installation and select View User’s Guide.
Buttons and Lights

The HP DeskJet printer buttons (shown below) let you turn the printer on and off, cancel a print job, or resume printing. The lights give you visual cues about the state of your printer. The buttons and lights from left to right are:

- **Cancel Button** – Press this button to cancel the current print job.

- **Print Cartridge Status Light** – When lit, the light above this symbol indicates that you need to check the status of your print cartridges. See “Print Cartridge Status” on page 25 for more information.

- **Resume Button and Light** – When this light flashes an action is needed such as load paper or clear a paper jam. To continue printing, press the Resume Button. See “What do the flashing lights mean?” on page 40.

- **Power Button and Light** – Use the Power Button to turn the printer on and off. When the green light above the Power Button flashes, printing is in progress.

**Warning** Always use the Power Button on the front of the printer to turn the printer on and off. Using a power strip, surge protector, or a wall-mounted switch to turn the printer on and off may cause premature printer failure.
Printing Basics

Paper Trays

Fold-Up Tray

The Fold-Up tray, at the front of the printer, contains the IN and OUT trays. The Fold-Up tray must always be lowered to print or to access the ink cartridges.

IN Tray

To print, place paper or other media types in the IN tray. Lower the Fold-Up tray and pull out the IN tray. Be sure to slide the paper guides out of the way before loading the media print side down. Slide all media as far as it will go into the IN tray. Once you insert the media you want to use, slide the paper guides so they rest snugly against the media. When printing on small media, make sure the IN tray is pushed back in.

When printing on legal-sized paper, leave the IN tray pulled out.
OUT Tray

The printer sends finished pages to the OUT tray.

OUT Tray Flap Down – This is the typical position for most types of printing. The down position also allows single envelope printing and printing on media smaller than 100 x 148 mm or 4 x 5 5/8 inches. For information about printing on other media, see Chapter 2.

Out Tray Flap Up – The OUT Tray Flap must be in the up position to properly load banner paper. The OUT Tray Flap must remain in the up position to print banners.

Printer Maintenance Tips

Because the printer ejects ink onto the paper in a fine mist, ink smudges will eventually appear on the printer case. To remove smudges, stains, and/or dried ink from the exterior of the printer, use a soft cloth moistened with water.

When cleaning your printer, keep these tips in mind:

- **Do not** clean the interior of the printer. Keep all fluids away from the interior.
- **Do not** use household cleaners or detergent. In the event that a household cleaner or detergent is used on the printer, wipe the printer’s exterior surfaces with a soft cloth moistened with water.
- **Do not** lubricate the print cartridge support rod. Noise is normal when the print cartridge cradles slide back and forth.

For information on cleaning print cartridges and the print cartridge cradle, see page 30.
How to Print

The printer is controlled through a software program that you install on your computer. The software program provides a dialog box (like the one shown below) that you use to communicate with the printer. In the dialog box, you select settings such as paper size and type, orientation, and print quality.

**Note:** This information is for Windows 95, 98, and NT users. If you use Windows 3.1x, see “For Windows 3.1x Users” on page iv. If you use DOS, see “Finding More Information” on page iv.

**Finding the HP Printer Properties Dialog Box**

How you find the dialog box differs depending on the software program and operating system that you are using. Since each software program is different, the dialog box that appears on your screen may differ from those shown here. One of the following methods will surely get you to the HP Printer Properties dialog box.
From your software program, try this:

**Note:** When you see ➤, it means to find and click the word that follows.

1. Click **File ➤ Print**.

2. Your software program opens a **Print** dialog box, similar to the one above. From the **Print** dialog box, click whichever button you see—**Properties**, **Setup**, or **Printer**. The HP Printer Properties dialog box opens.

Or try this:

1. If you don’t see a **Print** option in the **File** menu, select **File ➤ Printer Setup** or **File ➤ Print Setup**.

2. From the **Printer Setup** or **Print Setup** dialog box, click **Setup** or **Options**.

**Note:** This information is for Windows 95, 98, and NT users. If you use Windows 3.1x, see “For Windows 3.1x Users” on page iv. If you use DOS, see “Finding More Information” on page iv.
Printing Basics

Printer Properties Dialog Box

There are three tabs located in the Printer Properties dialog box. Once you've opened this box, simply click a tab, then choose your settings.

**Note:** Right-click on any item shown on these screens to view helpful information.

Setup Tab

Choose the print quality.
- Click **Draft** to save time and ink.
- Click **Normal** for most types of printing.
- Click **Best** to produce the highest print quality with the richest colors.

Select the appropriate page settings.
- Choose from a wide range of paper types.
- Choose a paper size or enter a paper size of your own.

Click here to resize an image if it's too large to fit on the specified paper size.

Click here to print banners.

This option is only available when you select a photo paper as your Paper Type. **PhotoREt** provides the best results when printing photos. To access the highest resolution possible (2400 dpi), uncheck this box.

The standard buttons at the bottom of every Printer Properties dialog box are shown here.

- **Cancel** — Cancels your changes and closes the dialog box.
- **Factory Settings** — Returns all of the tab settings to the factory defaults.
- **Help** — Displays a message telling you to click your right mouse button for help.
- **OK** — Accepts your changes and closes the dialog box.
- **Apply** — Applies your changes.
Features Tab

Choose the best page orientation.
- Click **Portrait** for vertical page layout.
- Click **Landscape** for horizontal page layout.
- Click **Mirror Image** to reverse the printed image.

Check here to choose a Two-Sided printing method:
- **Book** — binding on the side.
- **Tablet** — binding on the top.

Check here to print multiple pages per sheet. Choose:
- Two or four pages per sheet
- Border around each page on the sheet.

Check here to print the last page of your document first.

Check here to see how your document will look before you print. HP Preview will allow you to print, cancel or create a graphic file of your document. You can change some print settings, visually see the effect, and print with the new settings.

Advanced Tab

Choose appropriate color options.
- Click here to print in shades of gray.
- Fax and photocopy optimization is only available when printing in grayscale.

Slide to adjust saturation, brightness, and color tone to meet your needs.

Slide to adjust the amount of ink on the page.

Slide to provide extra drying time.
Printing Basics

HP DeskJet Toolbox

Use the HP DeskJet Toolbox for cleaning and calibrating your printer, finding information, and printing a test page. To find the HP Toolbox, follow the instructions below.

For Windows 95, 98, and Windows NT 4.0

- Click Start ➔ Programs ➔ HP DeskJet 930C Series ➔ HP DeskJet 930C Series Toolbox.
- Click the HP Toolbox button that appears on the Taskbar at the bottom of the screen when the HP Toolbox is open.

The HP Toolbox has three tabs. The Printer Services tab is shown here. Simply click a tab, then choose your option.

Printer Services Tab

Enable Hardware ECP on the Configuration tab. When you check Attempt to Use Hardware ECP, photos may print more quickly.

Clicking on the Estimated Ink Level tab...
- Presents a visual display of the black and color cartridge ink level.
- Shows the print cartridge part numbers.

Click on an icon to...
- Open an electronic copy of the User’s Guide.
- Calibrate the printer anytime you change the print cartridges or when colored and black ink don’t line up on what you have printed.
- Clean the print cartridges when lines and dots are missing from what you have printed.
- Check for clarity after cleaning by printing a test page.
Beyond the Basics

Getting the Right Paper

Most plain photocopy paper works fine in your printer, particularly paper that is marked for use in inkjet printers. To get the best results, use one of the Hewlett-Packard papers, which were developed especially for HP inks and your printer.

Size. Paper width must be between 77 and 215 mm (3 and 8.5 inches). Paper length must be between 127 and 356 mm (5 and 14 inches).

Weight. Paper comes in a multitude of different weights. For most of your printing needs use 75–90 g/m² (16–24-pound) plain paper.

Brightness. Some papers are whiter than others and produce sharper, more vibrant colors. For photographs, you’ll want to use HP Premium Plus Photo Paper or HP Premium Photo Paper for the best results. For projects that use other colored images, HP Bright White Inkjet or HP Premium Inkjet paper work well.

For a complete list of available HP media, see “Supplies and Accessories” on page A-6 of the Electronic Appendix in the electronic User’s Guide.

Printing on Different Types of Paper and Media

Your HP DeskJet printer is designed to encompass so many different types of print media that you’re practically set up as a small print shop. This chapter explains how to use the different printing materials in tables that span both pages.
Beyond the Basics

10

I want to print...                     I should...

8.5 x 11 in. or A4 Photo Paper

1 Remove all paper from the IN tray.
2 Insert up to 30 sheets of photo paper (printable side down) into the IN tray.
3 Slide the paper guides snugly against the edges of the paper.
4 Choose the print settings that match the type and size of the photo paper.
5 Print the photos.

Small Media (larger than 100 x 148 mm (4 x 5 5/8 in.))

1 Make sure the IN tray is pushed in.
2 Raise the OUT Tray Flap to the up position.
3 Insert small media into the IN tray as far as they will go.
4 Slide the paper guides snugly against the edges of the media.
5 Lower the OUT Tray Flap.
6 Choose the print settings that match the type and size of the media.
7 Print.
### HP print settings to choose

**Setup Tab**
- **Paper Type**: Choose *HP Photo Paper*
- **Print Quality**: Choose *Best*
- **Paper Size**: Choose appropriate paper size

**Features Tab**
- **Orientation**: Choose appropriate orientation
- **Two-Sided Printing**: Unchecked

### Guidelines to remember

- For best results use *HP Photo Paper*.
- The photo needs to be in electronic (digital) form, before you can print it. Take a digital picture, scan a photo, or have your local camera shop provide an electronic file of your photo.
- After selecting your paper type, choose the appropriate paper size from the pull-down menu.
- You may be able to increase photo printing speed by enabling Hardware ECP. Open the HP DeskJet Toolbox. Click the **Configuration** tab and check **Attempt to Use Hardware ECP.** Apply your changes and print your photo.

---

**Setup Tab**
- **Paper Type**: Choose appropriate paper type
- **Print Quality**: Choose *Normal* or *Best*
- **Paper Size**: Choose appropriate card size

**Features Tab**
- **Orientation**: Choose appropriate orientation
- **Two-Sided Printing**: Unchecked

- Align the card edges before inserting the cards.
- If you get an “out of paper” message, make sure that the photo paper or other small media is positioned properly in the IN tray. Place the media on the right side and towards the printer. The IN tray should be pushed in so that the paper length guide can hold the media in place.
- If your media is smaller than 100 x 148 mm (4 x 5 5/8 inches), use the single envelope slot to load your media one sheet at a time.
I want to print...

**Single envelope and small media**

<table>
<thead>
<tr>
<th>I should...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Slide the envelope, with its flap side on the left and flap facing up, or other small media into the single envelope slot. Push the media in until it stops.</td>
</tr>
<tr>
<td>2 Choose the print settings that match the type and size of the envelope.</td>
</tr>
<tr>
<td>3 Print the media.</td>
</tr>
</tbody>
</table>

**Stack of envelopes**

<table>
<thead>
<tr>
<th>I should...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Slide out both of the paper guides, and remove all paper from the IN tray.</td>
</tr>
<tr>
<td>2 Slide up to 15 envelopes, with their flap side on the left and flap facing up, into the IN tray as far as they will go.</td>
</tr>
<tr>
<td>3 Slide the paper guides snugly against the edges of the envelopes.</td>
</tr>
<tr>
<td>4 Choose the print settings that match the type and size of the envelopes.</td>
</tr>
<tr>
<td>5 Print the envelopes.</td>
</tr>
</tbody>
</table>
## Setup Tab

- **Paper Type**: Choose Plain Paper
- **Print Quality**: Choose Normal
- **Paper Size**: Choose appropriate envelope size

## Features Tab

- **Orientation**: Choose appropriate orientation
- **Two-Sided Printing**: Unchecked

## Guidelines to Remember

- Make sure the OUT Tray Flap is in the down position.
- Avoid envelopes that have clasps or windows.
- Avoid envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged.
- If your software program includes an envelope-printing feature, follow those instructions instead of the procedure here.

- Never load more than 15 envelopes at one time.
- Align the envelope edges before inserting them.
- Avoid envelopes that have clasps or windows.
- Avoid envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged.
- If your software program includes an envelope-printing feature, follow those instructions instead of the procedure here.
## Beyond the Basics

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
</table>
| **Greeting Cards** | 1. Slide out both of the paper guides, and remove all paper from the IN tray.  
2. Insert up to 5 cards into the IN tray as far as they will go.  
3. Slide the paper guides snugly against the edges of the cards.  
4. Choose the print settings that match the type and size of the cards.  
5. Print the cards. |
| **Labels**         | 1. Slide out both of the paper guides, and remove all paper from the IN tray.  
2. Fan the edges of the label sheets to separate them, then align the label edges. Insert up to 20 label sheets (label side down).  
3. Slide the paper guides snugly against the sheets.  
4. Choose the print settings that match the type and size of labels.  
5. Print the labels. |
### Beyond the Basics

#### Setup Tab

**HP print settings to choose**
- **Paper Type:** Choose *HP Premium Inkjet Paper*
- **Print Quality:** Choose *Normal* or *Best*
- **Paper Size:** Choose appropriate card size

**Features Tab**
- **Orientation:** Choose appropriate orientation

#### Guidelines to remember
- For best results use HP Greeting Card Paper.
- If you have pre-folded greeting cards, unfold the cards, then load the cards into the IN tray.
- Align the card edges before inserting the cards.
- For ease of loading small cards, pull out the IN tray and raise the OUT Tray Flap. After you have inserted the cards, push back the IN tray and lower the OUT Tray Flap.

#### Setup Tab

**Paper Type:** Choose *Plain Paper*
- **Print Quality:** Choose *Normal*
- **Paper Size:** Choose *A4* or *Letter (8.5x11 in.)*

**Features Tab**
- **Orientation:** Choose appropriate orientation
- **Two-Sided Printing:** Unchecked

#### Guidelines to remember
- Use only paper labels that are designed specifically for use with inkjet printers.
- Never load more than 20 sheets at one time.
- Use only full sheets of labels.
- Make sure the sheets are not sticky, wrinkled, or pulling away from their protective backing.
- **Do not** use plastic or clear labels. The ink will not dry when used with plastic or clear labels.
## Beyond the Basics

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
</table>
| **Iron-on Transfers** | 1 Slide out both of the paper guides, and remove all paper from the IN tray.  
2 Load the transfer paper transparent (or glossy) side down.  
3 Slide the paper guides snugly against the sheets.  
4 Choose the print settings that match the type and size of your iron-on transfers.  
5 Print your transfer. |
| **Posters** | 1 Load paper in the IN tray.  
2 Slide the paper guides snugly against the sheets.  
3 Choose the print settings that match the type and size of your poster.  
4 Print your poster. |
Beyond the Basics

**Setup Tab**

*Paper Type:* Choose HP Iron-On T-Shirt Transfers
*Print Quality:* Choose Normal or Best
*Paper Size:* Choose appropriate size

**Features Tab**

*Orientation:* Choose Mirror Image
*Two-Sided Printing:* Unchecked

**Guidelines to remember**

- When you print a mirror-imaged document, the text and pictures are flipped horizontally from what you see on your computer screen.
- For best results, use HP Iron-On T-Shirt Transfers.

**Setup Tab**

*Paper Type:* Choose Plain Paper
*Print Quality:* Choose Normal
*Paper Size:* Choose appropriate size

**Features Tab**

*Orientation:* Choose appropriate orientation
*Two-Sided Printing:* Unchecked
*Poster Printing:* Check this box and choose size 2x2, 3x3, or 4x4

- After printing, trim the edges on each sheet and tape the sheets together.
## Beyond the Basics

### Transparencies

1. Slide out both of the paper guides, and remove all paper from the IN tray.
2. Fan the edges of the transparency sheets to separate them, then align the edges.
3. Insert a stack of up to 25 transparency sheets, rough side down and the adhesive strip towards the printer.
4. Slide the paper guides snugly against the transparencies.
5. Choose the print settings that match the type and size of the transparencies.
6. Print the transparencies.
7. The printer waits for transparencies to dry before releasing them automatically. Press the **Resume Button** to continue printing.

### Legal (8.5 x 14 in.) Paper

1. Raise the OUT Tray Flap and pull out the IN tray.
2. Slide out both of the paper guides.
3. Insert a stack of legal-sized paper into the IN tray, printable side down.
   Make sure you slide the paper as far as it will go into the IN tray, leaving the remainder of the paper resting over the edge of the IN tray.
4. Slide the paper width guide snugly against the stack.
5. Lower the OUT Tray Flap.
6. Choose the appropriate print settings.
7. Print your document.

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
</table>
| **Transparencies** | 1. Slide out both of the paper guides, and remove all paper from the IN tray.  
2. Fan the edges of the transparency sheets to separate them, then align the edges.  
3. Insert a stack of up to 25 transparency sheets, rough side down and the adhesive strip towards the printer.  
4. Slide the paper guides snugly against the transparencies.  
5. Choose the print settings that match the type and size of the transparencies.  
6. Print the transparencies.  
7. The printer waits for transparencies to dry before releasing them automatically. Press the **Resume Button** to continue printing. |
| **Legal (8.5 x 14 in.) Paper** | 1. Raise the OUT Tray Flap and pull out the IN tray.  
2. Slide out both of the paper guides.  
3. Insert a stack of legal-sized paper into the IN tray, printable side down.  
   Make sure you slide the paper as far as it will go into the IN tray, leaving the remainder of the paper resting over the edge of the IN tray.  
4. Slide the paper width guide snugly against the stack.  
5. Lower the OUT Tray Flap.  
6. Choose the appropriate print settings.  
7. Print your document. |
### Setup Tab

- **Paper Type**: Choose transparency type
- **Print Quality**: Choose **Best** or **Normal**
- **Paper Size**: Choose appropriate size

### Features Tab

- **Orientation**: Choose appropriate orientation
- **Two-Sided Printing**: Unchecked

### Guidelines to remember

- For best results, use HP Premium Inkjet Transparency Film or HP Premium Inkjet Rapid-dry Transparencies. The film coating on HP Premium Inkjet Rapid-Dry Transparencies is especially developed to work with HP inks, giving you crisp images and text and the fastest drying times. In addition, they won’t jam your printer.

### Setup Tab

- **Paper Type**: Choose **Plain Paper**
- **Print Quality**: Choose **Best** or **Normal**
- **Paper Size**: Choose **Legal (8.5 x 14 in.)**

### Features Tab

- **Orientation**: Choose appropriate orientation
- **Two-Sided Printing**: Unchecked

- Leave IN tray out when printing on **Legal (8.5 x 14 in.)** paper.
- Legal paper will extend over edge of IN tray.
## Beyond the Basics

I want to print... | I should...
---|---
**Banners**<br>![Banner Image](image)
1. Tear off the number of sheets (up to 20) you need.<br>2. Tear off and discard the perforated strips, if any.<br>3. Slide out the paper guides, and remove all paper from the IN tray.<br>4. Raise the OUT Tray Flap and leave it in the up position to print your banners.<br>5. Put the banner paper in the IN tray so that the unattached edge of the banner paper stack is toward the printer.<br>6. Slide the paper guides snugly against the sheets.<br>7. Check **Banner Printing** in the **Setup** tab and choose the appropriate paper type and size.<br>8. Print the banner.
**Setup Tab**
- Banner Printing: Check this box
- Paper Type: Choose **HP Banner Paper** or **Plain Paper**
- Print Quality: Choose **Normal**
- Paper Size: Choose **A4** or **Letter (8.5x11 in.)**

**Features Tab**
- Orientation: Choose appropriate orientation
- Two-Sided Printing: Unchecked

<table>
<thead>
<tr>
<th>HP print settings to choose</th>
<th>Guidelines to remember</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Setup Tab</strong></td>
<td>• When printing banners, be sure that the OUT Tray Flap is placed in the up position.</td>
</tr>
<tr>
<td>- Banner Printing: Check this box</td>
<td>• For best results, use HP Banner Paper.</td>
</tr>
<tr>
<td>- Paper Type: Choose <strong>HP Banner Paper</strong> or <strong>Plain Paper</strong></td>
<td>• If you are having problems printing a banner, see &quot;Banners aren't printing correctly.&quot; on page 43.</td>
</tr>
<tr>
<td>- Print Quality: Choose <strong>Normal</strong></td>
<td></td>
</tr>
<tr>
<td>- Paper Size: Choose <strong>A4</strong> or <strong>Letter (8.5x11 in.)</strong></td>
<td></td>
</tr>
</tbody>
</table>
## Beyond the Basics

<table>
<thead>
<tr>
<th>I want to print...</th>
<th>I should...</th>
</tr>
</thead>
</table>
| **Manual Two-Sided Printing**  
Book Binding | 1. Load paper into the IN tray. Make sure there’s no paper in the OUT Tray Flap.  
2. Slide the paper guides snugly against the sheets.  
3. Choose the print settings that match the type and size of your paper.  
4. In the **Features** tab, click **Two-Sided Printing**, then select **Book** or **Tablet**.  
5. Begin printing.  
6. Carefully follow the reloading instructions displayed on your computer screen.  
7. When the paper is properly reloaded, click **Continue** in the message box on your computer screen. |

| Tablet Binding | |

---

OUT Tray Flap down  
Paper width guide  
IN tray pushed in  
Single envelope and small media slot

OUT Tray Flap up  
IN tray pulled out  
Paper width guide  
Paper length guide
Beyond the Basics

Setup Tab

- **Paper Type**: Choose appropriate type
- **Print Quality**: Choose Normal
- **Paper Size**: Choose appropriate size

Features Tab

- **Orientation**: Choose appropriate orientation
- **Two-Sided Printing**: Check this box, then choose Book (for binding on the side) or Tablet (for binding at the top).

---

### HP print settings to choose

### Guidelines to remember

- The printer prints one side of the paper first. Then, a message on your computer screen tells you how to reload the paper and resume printing. The reverse side of the paper is then printed.
- If you want to do two-sided printing automatically, you can purchase a Two-Sided Printing Module. This accessory may not be available in all countries (see “Supplies and Accessories” on page A-6 for ordering information).
3 Using and Caring for Your Print Cartridges

Print Cartridge Status

The Print Cartridge Status Light flashes when one or both of your print cartridges are low on ink, improperly installed, or malfunctioning. It will also flash if you are trying to use the wrong print cartridge type. If the problem is low ink, the light will stop flashing when you open the top cover. For any other print cartridge-related problem, the Print Cartridge Status Light will continue to flash.

To check the status of your print cartridges, open the printer’s top cover. The yellow arrow on the print cartridge cradle aligns with one of five Print Cartridge Status icons.
# Using and Caring for Your Print Cartridges

When the Print Cartridge Status Light flashes, open the printer’s top cover and follow the instructions below. For more information on replacing print cartridges see page 27.

<table>
<thead>
<tr>
<th>If the arrow points to...</th>
<th>It means...</th>
<th>To solve the problem...</th>
</tr>
</thead>
</table>
| **Problem with color print cartridge** | The print cartridge is either:  
• missing  
• improperly installed  
• the wrong print cartridge for the printer  
• defective | 1 Insert a print cartridge if it is missing.  
2 Remove and reinset the existing print cartridge.  
3 If there is still a problem, verify that the cartridge is an HP C6578 Series cartridge.  
4 If the problem persists, replace the cartridge. |
| **Problem with black print cartridge** | The print cartridge is either:  
• missing  
• improperly installed  
• the wrong print cartridge for the printer  
• defective | 1 Insert a print cartridge if it is missing.  
2 Remove and reinset the existing print cartridge.  
3 If there is still a problem, verify that the cartridge is an HP 51645 Series cartridge.  
4 If the problem persists, replace the cartridge. |
| **Color print cartridge low on ink** | Color print cartridge is running low on ink. | Consider replacing the color cartridge with an HP C6578 Series cartridge. |
| **Black print cartridge low on ink** | Black print cartridge is running low on ink. | Consider replacing the black cartridge with an HP 51645 Series cartridge. |
| **Print cartridges OK** | Print cartridges are operational. | No problems. |
Replacing Print Cartridges

To replace a print cartridge:

1. To access the print cartridge cradle, lower the Fold-Up tray, and then press the Power Button to turn on the printer.

2. Open the top cover. The cradle moves to an accessible position.

3. Raise the cradle latch.

4. Lift the print cartridge out and discard it.

Note: When buying replacement print cartridges, check the part numbers carefully. The print cartridge numbers for your printer are:

- Black HP 51645 Series
- Tri-Color HP C6578 Series

Note: When a print cartridge runs out of ink, leave the empty cartridge in the cradle until you can replace it. The printer does not print with only one print cartridge in the cradle.

Warning: Keep print cartridges out of the reach of children.
Using and Caring for Your Print Cartridges

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

Warning Do NOT touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections. Also, do NOT remove the copper strips; these are required electrical contacts.

6 Push the print cartridge firmly, straight down into the print cartridge cradle.

7 Close the cradle latch. When the latch is fully closed, you will hear a click.

8 Load plain white paper in the IN tray.

9 Close the top cover, then a calibration page will print.

Note: Any time you install a new print cartridge, the printer software prints a calibration page to ensure your print quality. If you are in the middle of printing and stop to change a print cartridge, the software will wait until your printing has completed before it executes the calibration test.

10 If the Print Cartridge Status Light continues to blink after you install the new print cartridge, check the part number on the print cartridge to ensure you installed the correct one.
Storing Print Cartridges

To maintain excellent print quality from your print cartridges:

- Keep all print cartridges in their sealed packages, at room temperature (60-78°F or 15.6-26.6°C), until you are ready to use them.
- Once installed, leave the print cartridges in their cradle at all times to keep them from drying out or becoming clogged.
- Store unsealed print cartridges in an airtight plastic container.
- Do not unplug the printer until printing is complete and the print cartridge cradles have returned to their home position on the right side of the printer. The print cartridges will dry out if not stored in their home position.

**Warning**

Only use the Power Button on the front of the printer to turn the printer on and off. Using a power strip, surge protector, or a wall-mounted outlet switch to turn the printer on and off may cause premature failure.
3 Using and Caring for Your Print Cartridges

Cleaning Print Cartridges

When Do You Need to Clean?

Clean the print cartridges if your printed page is missing lines or dots, or if it contains ink streaks.

If You See Missing Lines or Dots...

Clean the print cartridges from the HP DeskJet Toolbox by doing the following:

1. Open the HP DeskJet Toolbox. See page 8 for instructions on how to find it.
2. Click Clean the Print Cartridges and follow the on-screen directions.

   Note: Unnecessary cleaning wastes ink and shortens the life of the print cartridge.

If You See Ink Streaks...

Clean the print cartridges and the print cartridge cradle by following the instructions below.

1. Open the HP DeskJet Toolbox. See page 8 for instructions on how to find it.
2. Click Clean the Print Cartridges and follow the on-screen directions. If this does not prevent streaks, follow the instructions for "Manually Cleaning the Print Cartridges" on the next page.

   Caution: Be careful not to get ink on your hands or clothing.
Using and Caring for Your Print Cartridges

Manually Cleaning the Print Cartridges and Print Cartridge Cradle

In order to properly clean the print cartridges and cradle, you will need distilled or bottled water and cotton swabs or a similar lint-free absorbent material that will not stick to the cartridges.

Manually Cleaning the Print Cartridges

1. Lower the Fold-Up tray and press the Power Button to turn the printer on. Then lift the top cover.

2. After the print cartridges move into an accessible position, unplug the power cord from the back of the printer.

**Warning**

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

3. Remove the print cartridges and set them on a piece of paper with the ink nozzle plate facing up.

**Caution**

Do NOT touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connection. Also, do NOT remove the copper strips; these are required electrical contacts.

4. Dip a clean cotton swab into distilled water and squeeze any excess water from the swab.

5. Clean the face and edges of the print cartridge as shown. Do NOT wipe the nozzle plate.

6. Inspect the cartridge for fibers on the face and edges. If fibers are still present, repeat the cleaning process.

7. Repeat the cleaning process for the other print cartridge.

**Caution**

Once you’ve removed the print cartridges, make sure that they are not outside of the print cartridge cradle longer than 30 minutes.
Using and Caring for Your Print Cartridges

Manually Cleaning the Print Cartridge Cradle

1. Using clean, moistened swabs, wipe the underside of each wall of the cradle.

2. Repeat until no ink residue is seen on a clean swab.

3. Reinsert the print cartridges, then close the printer’s top cover.

4. Load paper into the IN tray.

5. Reinsert the electrical power cord into the back of the printer.

6. Print a test page. From the HP Toolbox, click Print a Test Page.

(Note: If streaking still appears, repeat the procedure until the test printout is clean. You will find additional maintenance tips at: http://www.hp.com/support/home_products)

Damage Resulting from Refilling the Print Cartridges

To get the best performance from your printer, Hewlett-Packard recommends using only genuine HP supplies for HP DeskJet printers, including genuine factory-filled HP print cartridges.

Damage resulting from the modification or refilling of HP print cartridges is specifically excluded from the coverage of HP printer warranties.

(Note: When buying replacement print cartridges, check the part numbers carefully. The print cartridge numbers for your printer are:

- Black HP 51645 Series
- Tri-Color HP C6578 Series)
4 Getting Help When Things Go Wrong

Troubleshooting Tips

It's frustrating when things go wrong, but the following pages contain tips that can help you determine what the problem is and how to fix it.

Be sure cable connections are secure. Make sure that you are using the right cable for your operating system. Check if your question is similar to those listed below and then follow the instructions found in that section:

🔍 The printer software won't install, what's wrong? See pages 33–35.


💡 What do the flashing lights mean? See page 40.

🔍 Is there a problem with your printout? See pages 41–44.

🔍 The printer software won't install, what's wrong?

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
</table>
| I inserted a CD, but the computer couldn't read it. | • The CD wasn't properly inserted.  
OR  
• The CD player may be damaged.  
OR  
• The CD may be damaged. | 1 Reinsert the CD and try again. If this doesn't solve your problem...  
2 Try inserting a CD that you know works. If that CD doesn't work, you may need to replace your CD player.  
3 If other CD's work but the printer software CD doesn't, you may have a damaged CD. You can download the printer software from an HP web site (see page 45 for web site addresses).  
4 If you don't have Web access, contact HP Customer Care. See page 47, to locate the phone number nearest you. |
## Getting Help When Things Go Wrong

### The printer software won’t install, what’s wrong? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem…</th>
</tr>
</thead>
</table>
| The software did not install correctly. | - There may be a conflict with your virus protection program.  <br> OR  
- There may be a conflict with another software program.  <br> OR  
- Your printer software didn’t install properly. | 1 Uninstall your printer software.  
*For Windows 95, 98, or NT 4.0*  
a Make sure the printer software CD is inserted into the CD-ROM drive.  
b Select Start ➔ Run.  
c Click Browse, then go to the CD icon.  
d Click Open, then click OK.  
e When the opening screen for the software installation appears, select Remove HP DeskJet 930C Series software.  
*If you are running Windows 3.x:*  
a In the Program Manager, select File ➔ Run.  
b Type the letter of the computer’s CD-ROM drive, followed by setup.exe (for example, if the install CD is in drive D, type D:\setup.exe), then click OK.  
c When the opening screen for the printer software installation screen appears, select Remove HP DeskJet 930C Series software.  
2 Close any virus protection programs that are active. To close (exit) the program, choose either Step a or b:  
a Right-click on the virus protection program icon and select Disable.  
b Click the X in the upper right corner of the program’s operating window.  
3 Exit all of your software programs. (See 2b above.)  
4 Reinstall the printer software. See the “Install Printer Software” step on the Quick Start Poster or see page 49 in this User’s Guide.  
If you are still having problems with the software installation, call an HP authorized dealer or HP Customer Care. For the phone number of the HP Customer Care Center nearest you, see page 47. |
## Getting Help When Things Go Wrong

### The printer software won’t install, what’s wrong? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
</table>
| ![Message] When I connect a USB cable between the printer and my computer, an “Unknown device” message appears. | • Static electricity has built up in the cable between your computer and printer.  
• You may have a defective USB cable. | 1 Disconnect the USB cable from your printer.  
2 Unplug the printer from its power cable.  
3 Wait approximately 30 seconds.  
4 Plug the power back into the printer.  
5 Plug the USB cable back into the printer.  
6 If “Unknown device” continues to appear in the “New hardware found” dialog, replace the USB cable or use a parallel cable. |
| ![Message] When I connect a USB cable between the printer and my computer, the “New Hardware Wizard” message did not appear. | You may not be using Windows 98.                                                  | Make sure Windows 98 is running and your computer is connected using a USB cable. If you do not have Windows 98, you need to use a parallel cable. |
| ![Message] When I connect a USB cable between the printer and my computer, the “New Hardware Wizard” message did not appear. | You may not have USB enabled.                                                     | 1 In Windows 98, click **Start ➔ Settings ➔ Control Panel**.  
2 Double-click the **System** icon.  
3 Click the **Device Manager** tab.  
4 Click the plus (+) icon next to the Universal Serial Bus Controller option. If you see a USB host controller and a USB root hub listed, USB is probably enabled. If you do not see these devices listed, refer to your computer’s documentation or contact the manufacturer for more information on enabling and setting up USB.  
5 If you cannot enable USB, you can always use a parallel cable to connect your printer to your computer. |
| ![Message] When I connect a USB cable between the printer and my computer, the “New Hardware Wizard” message did not appear. | Your USB cable may not be connected properly.                                    | 1 Disconnect and then reconnect the USB cable from your printer.  
2 Make sure that it is securely attached. |
### Getting Help When Things Go Wrong

#### Why won’t it print?

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>No page came out of the printer.</td>
<td>Power may be off or there may be a loose connection.</td>
<td>1. Make sure the power is on. 2. Make sure that all cable connections are secure.</td>
</tr>
<tr>
<td>You may not have any paper in the IN tray.</td>
<td>Double-check that the media is placed in the IN tray correctly.</td>
<td></td>
</tr>
<tr>
<td>The printer’s top cover may be open.</td>
<td>Close the printer’s top cover.</td>
<td></td>
</tr>
<tr>
<td>A problem may exist with one of the print cartridges.</td>
<td>If the Print Cartridge Status Light is blinking, lift the printer’s cover, check the Print Cartridge Status. Verify that the print cartridges are installed properly. See page 27.</td>
<td></td>
</tr>
<tr>
<td>The printer may be slow.</td>
<td>If the Power Light is blinking, the printer is in the process of printing. Be patient.</td>
<td></td>
</tr>
<tr>
<td>The printer is waiting for you to press the Resume Button.</td>
<td>If the Resume Light is flashing, press the Resume Button.</td>
<td></td>
</tr>
<tr>
<td>There may be a paper jam.</td>
<td>1. Pull the paper out of either the IN tray or the OUT tray. 2. Press the Resume Button on the front of the printer. 3. If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer. 4. If the paper jam has cleared, print your document again. 5. If the paper jam hasn’t cleared, open the Rear Access Door by turning the knob (counter-clockwise) and removing the door. 6. Pull the jammed paper out of the printer, then replace the Rear Access Door.</td>
<td></td>
</tr>
<tr>
<td>The Fold-Up tray may not be down.</td>
<td>1. Lower the Fold-Up tray. 2. Slide out both of the paper guides and pull out the IN tray. 3. Load paper and print your document again.</td>
<td></td>
</tr>
<tr>
<td>The Rear Access Door may be missing.</td>
<td>1. Insert the Rear Access Door. 2. Print your document again.</td>
<td></td>
</tr>
</tbody>
</table>
## Why won’t it print? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
</table>
| A blank page came out of the printer. | You may be out of ink.                              | 1. Lift the printer cover and check the Print Cartridge status icons to make sure you are not out of ink. See “Print Cartridge Status” on page 25.  
2. If you are out of ink, replace the print cartridge. See “Replacing Print Cartridges” on page 27.  
3. Print your document again.        |
|                                      | You may have forgotten to remove the vinyl tape from the print cartridge. | Make sure you have removed the protective piece of vinyl tape on each of the print cartridges. See “Replacing Print Cartridges” on page 27. |
|                                      | You may be trying to print a fax.                   | 1. Save the fax in a graphic format, such as TIFF.  
2. Place it in a word processing document and print it from there. |
### Why won’t it print? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
</table>
| ![USB cable](image) I have a USB cable, and when I try to print I get a message saying “There was an error writing to LPT1.” | You may not have plugged your USB cable in before installing the software. | 1. Disconnect the USB cable from your printer.  
2. Insert the printer software CD (or Disk 1 if you have diskettes) into your computer.  
3. Click **Start** ➤ **Run**.  
4. Browse the CD, select **Setup**, then click **Open**.  
5. The setup.exe file will appear in the dialog box. Click **OK**.  
6. Select the Remove HP DeskJet 930C Series software option to remove the software.  
7. Connect the USB cable to your printer again. The USB installation screen should appear again.  
8. Repeat the “Install USB software” step. See your Quick Start Poster or page 50 in this User’s Guide. |
| ![USB connection](image) My printer is connected with a USB cable through another USB device or a hub and when I try to print I get a message saying “There was an error writing to <name of USB port>.” | Your printer may not be getting good data from the other device or hub. | Connect the printer directly to the USB port on the computer. |
## Why won’t it print? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
</table>
| The printer is really slow.                  | Your computer may have less than minimum system requirements.                 | 1. Check the amount of RAM and processor speed in your computer. See “System Requirements” on page 5.  
2. Free up some space on your hard drive. Having less than 100MB of free space on your computer’s hard drive can mean longer processing times. |
|                                              | Too many software programs may be running at the same time.                    | Close all unnecessary software programs.                                               |
|                                              | You may be using outdated printer software.                                   | Check the printer driver you are using. Be sure to check HP’s web site for the most recent software updates (see page 45 for web site addresses). |
|                                              | You may be printing a complex document containing graphics or photographs.    | Be patient.                                                                            |
|                                              | You may have chosen 2400 dpi by disabling PhotoREt.                           | 1. If you meant to disable PhotoREt, be patient.  
2. If you didn’t mean to disable PhotoREt, go to the Setup tab and click PhotoREt. See “Setup Tab” on page 6. |
| ![USB] You may be using a USB cable and other USB devices are in use. | 1. Attach the printer’s USB cable directly to the computer, rather than at the end of a daisy chain.  
2. Avoid using other devices in the daisy chain while printing. |
|                                              | You may be trying to print a photo.                                          | Enable Hardware ECP to speed photo printing.  
1. Open the HP DeskJet Toolbox (see page 8).  
2. Click on the Configuration tab.  
3. Check Attempt to Use Hardware ECP.  
4. Apply your changes and try printing your photo again. |
## Getting Help When Things Go Wrong

### What do the flashing lights mean?

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Power Light ‡ is flashing.</td>
<td>Your printer may be receiving data.</td>
<td>Be patient.</td>
</tr>
<tr>
<td>The Resume Light ‡ is flashing.</td>
<td>You may be out of paper.</td>
<td>1 Insert paper.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 Press the Resume Button ‡.</td>
</tr>
<tr>
<td>You may have a paper jam.</td>
<td></td>
<td>1 Pull the paper out of either the IN tray or the OUT tray.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 Press the Resume Button ‡ on the front of the printer.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4 If the paper jam has cleared, print your document again.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 If the paper jam hasn’t cleared, open the Rear Access Door by turning the knob (counter clockwise) and removing the door.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6 Pull the jammed paper out of the printer, then replace the Rear Access Door.</td>
</tr>
<tr>
<td>You may be printing a two-sided document by hand and the first side has finished printing.</td>
<td></td>
<td>1 Follow the on-screen directions for how to insert the paper.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 Press the Resume Button ‡.</td>
</tr>
<tr>
<td>The Print Cartridge Status Light ‡ is flashing.</td>
<td>The top cover may be open.</td>
<td>Close the top cover.</td>
</tr>
<tr>
<td>There may be a problem with one of the print cartridges.</td>
<td>See “Print Cartridge Status” on page 25.</td>
<td></td>
</tr>
<tr>
<td>All of the lights are flashing.</td>
<td>The printer may need to be reset.</td>
<td>1 Press the Power Button ‡ to turn the printer off.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 If that doesn’t solve the problem, press the Power button to turn the printer off.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 Unplug the printer.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4 Plug the printer back in.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 Press the Power Button ‡ to turn the printer on.</td>
</tr>
</tbody>
</table>
### Getting Help When Things Go Wrong

**Is there a problem with your printout?**

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parts of the document are missing or are in the wrong place.</td>
<td>Paper may not be loaded correctly.</td>
<td>1  Make sure the media is correctly oriented in the IN tray.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2  Make sure the paper guides fit snugly against the media.</td>
</tr>
<tr>
<td></td>
<td>You may have selected the wrong paper orientation.</td>
<td>Make sure you have selected the correct orientation (portrait or landscape) on the Features tab. See “Features Tab” on page 7</td>
</tr>
<tr>
<td></td>
<td>You may have selected the wrong paper size.</td>
<td>Make sure you have selected the correct paper size in the Setup tab. See “Setup Tab” on page 6.</td>
</tr>
<tr>
<td></td>
<td>You may have selected the wrong margins.</td>
<td>Make sure the margins are within the printable area. See “Minimum Printing Margins” on page 5.</td>
</tr>
<tr>
<td></td>
<td>You may have accidentally left Poster Printing on.</td>
<td>Uncheck Poster Printing in the Features tab. See “Features Tab” on page 7.</td>
</tr>
</tbody>
</table>
## Getting Help When Things Go Wrong

### Is there a problem with your printout? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print quality is poor.</td>
<td>You may not be using the best media.</td>
<td>• Make sure that you are using media intended for HP DeskJet printers.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Print quality is dramatically improved if you print on paper specifically designed for a certain output (photographs, for example), rather than using plain paper.</td>
</tr>
<tr>
<td></td>
<td>You may be printing on the wrong side of the media.</td>
<td>Make sure that the media is loaded print side down.</td>
</tr>
<tr>
<td></td>
<td>You may not have selected the correct paper type in the printer software.</td>
<td>Make sure that you have selected the correct paper type in the Setup tab. See “Setup Tab” on page 6.</td>
</tr>
<tr>
<td></td>
<td>You may be printing in Draft mode.</td>
<td>Click Normal or Best instead of Draft on the Setup tab. See “Setup Tab” on page 6.</td>
</tr>
<tr>
<td></td>
<td>If you have smearing, you may be using too much ink.</td>
<td>1 Click Normal or Draft instead of Best on the Setup tab. See “Setup Tab” on page 6.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 Reduce the amount of ink by going to the Advanced tab and using the Ink Volume slider. See “Advanced Tab” on page 7.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 Increase the dry time by going to the Advanced tab and using the Dry Time slider. See “Advanced Tab” on page 7.</td>
</tr>
<tr>
<td></td>
<td>You may be printing in grayscale.</td>
<td>Uncheck Print in Grayscale on the Advanced tab. See “Advanced Tab” on page 7.</td>
</tr>
<tr>
<td></td>
<td>You may be running out of ink.</td>
<td>1 Check the print cartridges status. See “Print Cartridge Status” on page 25.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 If you are running out of ink, replace the print cartridge. See “Replacing Print Cartridges” on page 27.</td>
</tr>
<tr>
<td></td>
<td>You may need to clean the print cartridges.</td>
<td>See “Cleaning Print Cartridges” on page 30.</td>
</tr>
</tbody>
</table>
## Getting Help When Things Go Wrong

### Is there a problem with your printout? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem...</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="#" alt="Print quality" /> Print quality is poor. (continued)</td>
<td>You may have forgotten to remove the vinyl tape from the print cartridge.</td>
<td>Make sure that you have removed the protective piece of vinyl tape on each of the print cartridges. See “Replacing Print Cartridges” on page 27.</td>
</tr>
<tr>
<td><img src="#" alt="Banners" /> Banners aren’t printing correctly.</td>
<td>Your print cartridges may be out of alignment.</td>
<td>If the color and black ink aren’t lining up on the printed page, go to the HP Toolbox and click Calibrate the Printer. See “Printer Services Tab” on page 8.</td>
</tr>
<tr>
<td><img src="#" alt="Banners" /> Banners aren’t printing correctly.</td>
<td>You may have forgotten to raise the OUT Tray Flap.</td>
<td>Make sure that the OUT Tray Flap is up.</td>
</tr>
<tr>
<td><img src="#" alt="Banners" /> Banners aren’t printing correctly.</td>
<td>You may have forgotten to select Banner in the printer software.</td>
<td>Make sure that you have selected Banner on the Setup tab. See “Setup Tab” on page 6.</td>
</tr>
</tbody>
</table>
| ![Banners](#) Banners aren’t printing correctly. | You may have problems with the paper. | • If several sheets feed into the printer together, unfold and refold the paper.  
• If paper doesn’t feed into the printer correctly, be sure that the unattached edge of the banner paper stack is toward the printer (see page 20).  
• If the paper creases going through the printer, the paper might be unsuitable for banner printing. |
| ![Banners](#) Banners aren’t printing correctly. | You may have problems with your banner software. | For Windows 95, 98, and NT 4.0  
• If gaps in the printing appear at the ends of the sheets, the problem might be with your software program. See Release Notes by clicking Start ➔ Programs ➔ HP DeskJet 930C Series.  
For Windows 3.1x  
• If gaps in the printing appear at the ends of the sheets, the problem might be with your software program. See the Release Notes in the HP DeskJet 930C Series Program Group. |
### Is there a problem with your printout? continued

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>Possible cause</th>
<th>To solve the problem…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photos aren’t printing correctly.</td>
<td>You may not have inserted the photo paper correctly.</td>
<td>Insert the photo media <em>glossy side down.</em></td>
</tr>
<tr>
<td></td>
<td>The photo paper may not be fully engaged.</td>
<td>1 Review the printing instructions on page 10. 2 Make sure that the paper length guides are snug up against the photo paper.</td>
</tr>
<tr>
<td></td>
<td>You may not have selected the appropriate Paper Type or Paper Size.</td>
<td>1 Go to the Setup tab in the printer software. See “Setup Tab” on page 6. 2 Select an HP Photo Paper as the Paper Type. 3 Select the appropriate sized photo paper as the Paper Size. 4 Click Apply, and then OK. 5 Print your document.</td>
</tr>
<tr>
<td></td>
<td>You may not have selected Best print quality.</td>
<td>1 Go to the Setup tab in the printer software. See “Setup Tab” on page 6. 2 Select Best print quality.</td>
</tr>
</tbody>
</table>
Getting Help When Things Go Wrong

HP Customer Care

HP DeskJet printers set the standard for quality and reliability, so you have made an excellent choice. Should you need help, however, HP Customer Care’s award-winning service and support is nearby to provide expert advice on using your HP printer or to answer specific questions about a problem you are having. Whether online or by phone, you’ll find the support you need—and you’ll find it fast.

HP Customer Care Online

Click your way to a quick solution! HP Customer Care Online is a great place to go for answers to questions about your HP products. You’ll get instant access to everything from helpful printing tips to the latest product and software updates—24 hours a day, seven days a week, all at no charge to you.

If you have a modem connected to your computer and subscribe to an online service or have direct access to the Internet, you can obtain a wide variety of information about your printer at the following web sites:

English:  
http://www.hp.com/support/home_products

French:  
http://www.hp.com/cposupport/fr

German:  
http://www.hp.com/cposupport/de

Japanese:  
http://www.jpn.hp.com/CPO_TC/eschome.htm

Korean:  
http://www.hp.co.kr/go/support

Portuguese:  
http://www.hp.com/cposupport/pt

Spanish:  
http://www.hp.com/cposupport/es

Simplified Chinese:  
http://www.hp.com.cn/go/support

Traditional Chinese:  
http://support.hp.com.tw/psd

From HP Customer Care Online you can link to HP Customer Care User Forums and HP Customer Care Email.

HP Customer Care User Forums

They’re friendly. They’re informative. Check out our online user forums. Simply review existing messages left by other HP users to find the answers you’re looking for. You can also post your questions, then check back later for ideas and suggestions from knowledgeable users and system operators.

HP Customer Care by Email

Connect with HP via email and receive a personal reply from an HP Customer Care service technician. Responses are normally provided within 24 hours of receipt (excluding holidays). A great option for those non-urgent questions.
Getting Help When Things Go Wrong

Printer Software

Printer software (also referred to as a printer driver) allows your printer to talk with your computer. HP provides printer software and software updates for Windows operating systems. For MS-DOS printer software, contact the manufacturer of your software program. You have several options for getting printer software:

- Download the printer software by accessing the HP Customer Care Online web site. See “HP Customer Care Online” on page 45 for the addresses of the HP web sites.

- If you need diskettes rather than a CD, you can copy the printer software to diskettes by taking your printer software CD to your HP dealer or a friend that has a CD-ROM drive. Be sure to take along at least 6 blank diskettes. To create the diskettes, begin the printer software installation. When the opening screen appears, select Make diskettes of your printer software and follow the on-screen instructions.

- If you are in the U.S., setting up your printer for the first time, and do not have a CD-ROM drive or access to HP Customer Care Online, you can order the printer software on 3.5-inch diskettes by calling (661) 257-5565 (nominal shipping and handling charge may apply). Diskettes are delivered to you at no extra charge. Bonus software that may be provided on the CD will not be provided on disks.

- If you are outside the U.S. and cannot download the driver from HP Customer Care Online (see page 45), call the HP Customer Care Center (see page 47) nearest you.

HP Customer Care Repair

If your HP printer is ever in need of repair, simply call the HP Customer Care Center. A trained service technician will diagnose the problem and coordinate the repair process for you. This service is free during your printer’s standard warranty. Beyond the warranty period, repairs are charged on a time and materials basis.
Getting Help When Things Go Wrong

HP Customer Care by Phone

Within 90 days from the time of your purchase, telephone support is provided to you free of charge. However, if you are calling long distance, long-distance charges may apply. Before placing a call for help, please make sure that:

1. You have checked your Quick Start Poster and this User's Guide for installation and troubleshooting tips.

2. You have checked HP Customer Care Online (see page 45) for product help.

3. If you cannot solve your problem using the above, then call an HP service technician while you're in front of your computer and printer. Before you call, be sure you have the following information:
   - Your printer's serial number (the label is on the printer's bottom).
   - Your printer's model number (the label is on the front of the printer).
   - The model of the computer.
   - The version of the printer software and software program (if applicable). To find your printer software version, go to the HP DeskJet toolbox, click on the printer icon in the title bar, then select About from the drop-down menu.

Then we can help you with your questions immediately!

See the list below for your region's HP Customer Care Center phone number:

Africa/Middle East 41 22/780 41 11
Argentina (541) 778-8380
Australia +61 3 8877 8000
Austria 43 (0) 660 6386
Belgium (Dutch) 32 (0)2 62688 06
Belgium (French) 32 (0)2 62688 07
Brazil 55 11 011 829-6612
Canada (905) 206-4663
Chile 800 36 0999
China 8610-65645959
Czech Republic 42 (2) 471 7321
Denmark 45 (0) 39 294099
Finland 358 (9) 2034 7288
France 33 (0) 143623434
Germany 49 (0) 180 532 6222
Greece 30 1 689 64 11
Hong Kong (800) 96 7729
Hungary 36 (1) 252 4505
India 91 11 682 60 35
Indonesia 6221 350 3408
Ireland 353 (0) 1662 5525
Israel 972-9-9524848
Italy 39 (0) 2 264 10350
Japan, Osaka 81 6 6838 1155
Japan, Tokyo 81 3 3335-8333
Korea 02 3270 0700
Malaysia 03 2952566
Mexico D.F. 258 9922
Mexico, Guadalajara 01 800 472 6684
Middle East/Africa 41 22/780 41 11
Netherlands 31 (0) 20 606 8751
New Zealand (09) 356-6640
Norway 47 (0) 22 116299
### Getting Help When Things Go Wrong

<table>
<thead>
<tr>
<th>Country</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Philippines</td>
<td>65 272 5300</td>
</tr>
<tr>
<td>Poland</td>
<td>(+48) 22 519 06 00</td>
</tr>
<tr>
<td>Portugal</td>
<td>351 (0) 1 318 00 65</td>
</tr>
<tr>
<td>Russia</td>
<td>7095 923 50 01</td>
</tr>
<tr>
<td>Singapore</td>
<td>65 272 5300</td>
</tr>
<tr>
<td>Spain</td>
<td>34 (9) 02321 123</td>
</tr>
<tr>
<td>Sweden</td>
<td>46 (0) 8 6192170</td>
</tr>
<tr>
<td>Switzerland</td>
<td>41 (0) 84 8801111</td>
</tr>
<tr>
<td>Taiwan</td>
<td>886 2-2717-0055</td>
</tr>
<tr>
<td>Thailand</td>
<td>(66-2) 661 4011</td>
</tr>
<tr>
<td>Turkey</td>
<td>90 1 224 59 25</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>44 (0) 171 512 5202</td>
</tr>
<tr>
<td>U.S.</td>
<td>(208) 344-4131</td>
</tr>
<tr>
<td>Venezuela</td>
<td>800 47 888</td>
</tr>
<tr>
<td>Venezuela, Caracas</td>
<td>207 8488</td>
</tr>
</tbody>
</table>

**Extended Warranty Options**

If you would like to extend your printer coverage beyond the one year factory warranty, you have the following options:

- Consult your reseller to get extended coverage.

- If your reseller does not offer service contracts, please call HP directly and ask about our HP Service Agreements. In the U.S., call (800) 446-0522; in Canada, call (800) 268-1221. For HP Service Agreements outside the U.S. and Canada, contact your local HP Sales Office.

**After the Free Phone Support Period**

You can still get help from HP for a fee. Prices are subject to change without notice. HP Customer Care Online help (see page 45) on the internet is still available for free!

- For quick questions in the United States only, call (900) 555-1500. The charges are $2.50 per minute and begin when you connect with a service technician.

- For calls from Canada, or for calls in the U.S. that you anticipate might be longer than ten minutes in length, call (800) 999-1148. The fee is US $25 per call, charged to your Visa or MasterCard.

- If, during your phone call, it is determined that your printer requires repair and you are within your printer’s Limited Warranty period (see page 54, Printer), you will not be charged for the phone support service. However, for countries where the above toll-free phone numbers are not available, the regular long-distance charges may apply.
5 More About Your Printer

Setup Instructions

Using a Parallel Cable

1 Connect the parallel cable.
   A parallel cable, such as the HP IEEE 1284-Compliant Parallel Interface Cable (part number C2950A), must be purchased separately.
2 Plug in electrical power cord.
3 Load white paper, printable side down.
4 Insert print cartridges.
   a Press Power Button to turn on printer.
   b Remove vinyl tape from print cartridges. **Do NOT** touch or remove copper strip on print cartridges.
   c Open top cover, then insert print cartridges.
   d Close cartridge cradle latches, then close the printer’s top cover. Printer will print a calibration page.
5 Install printer software.
   Windows 95, 98, and NT 4.0:
      a Turn on your computer and wait for Windows to start.
      b Insert the HP Printer Software CD into your CD-ROM drive.
      If a New Hardware Found dialog box appears, click Cancel.
      c Select Start ➔ Run.
      d Click Browse.
   Windows 3.1x:
      a Turn on your computer and wait for Windows to start.
      b In Program Manager, select File ➔ Run.
      c Type the letter of the computer’s CD-ROM drive, followed by setup.exe (for example, if you are installing from your CD in drive D, type D:\setup.exe) then click OK.
      d Follow on-screen instructions to install your printer software.
5 More About Your Printer

Using a USB Cable (Requires Windows 98)

1 Plug in electrical power cord.
   Do NOT plug in the USB cable yet.
2 Load white paper, printable side down.
3 Insert print cartridges.
   a Press Power Button to turn on printer.
   b Remove vinyl tape from print cartridges.
      Do NOT touch or remove copper strip on print cartridges.
   c Open the printer's top cover, then insert print cartridges.
   d Close cartridge cradle latches, then close the printer's top cover. Printer will print a calibration page.
4 Insert printer software CD.
   a Turn on your computer and wait for Windows 98 to start.
   b Insert the HP Printer Software CD into your CD-ROM drive.
      Note: Your printer software will not start until after you have connected the USB cable.
5 Connect USB cable.
   • You can connect to any USB port.
   • If the New Hardware Found Wizard dialog box does not appear after you plug in the USB cable, see page 35 for more information.
   • A USB cable, such as an HP USB-Compliant Interface Cable (part number C6518A), should be purchased separately.
6 Install USB software.
   a Click Next.
   b Click Next.
   c Check Specify a Location, then click Browse.
   d Double-click on the CD icon, then click on the win98usb folder, then click OK.
   e Click Next.
      Note: The drive letter may be different on your system.
   f Click Next.
   g Click Finish.
7 Install printer software.
   a Click Next.
   b Follow on-screen instructions to install your printer software.
      Note: If you have problems installing, see pages 33–35 in this User's Guide.
Specifications

DeskJet 930C model no. C6427A
DeskJet 932C model no. C6427B
DeskJet 935C model no. C6427C

Print Technology
Drop-on-demand thermal inkjet printing

Black Text Print Speed *
Draft: 9 pages per min.

Mixed Text with Color Graphics Print Speed *
Draft: 7.5 pages per min.

Black TrueType™ Text Resolution (depends on paper type)
Draft: 300 x 600 dpi
Normal: 600 x 600 dpi
Best: 600 x 600 dpi

Color Resolution (depends on paper type)
Draft: 300 x 600 dpi
Normal: PhotoREt
Best: PhotoREt **

Software Compatibility
MS Windows compatible
MS-DOS software programs

Duty Cycle
2,000 pages per month

Memory
4MB built-in RAM

Buttons/Lights
Cancel Button
Print Cartridge Status Light
Resume Button and Light
Power Button and Light

I/O Interface
Centronics Parallel, IEEE 1284-Compliant with
1284-B receptacle
Universal Serial Bus

Weight
5.72 kg (12.6 lb) without print cartridges

Dimensions
440 mm wide x 196 mm high x 400 mm deep (tray down with paper) or 250 mm deep (tray up)
17.34 in wide x 7.72 in high x 15.76 in deep (tray down with paper) or 9.85 in deep (tray up)

Operating Environment
Maximum operating temperature: 41 to 104˚F, 5 to 40˚C
Humidity: 5 to 80% RH noncondensing
Recommended operating conditions for best print quality:
59 to 95˚F or 15 to 35˚C
20 to 80% RH noncondensing
Storage temperature: -40 to 140˚F, -40 to 60˚C

Power Consumption
2 watts maximum when off
4 watts average non-printing
25 watts average when printing

Power Requirements
Input Voltage: 100 to 240 VAC (+10%)
Input Frequency: 50/60 Hz (+3 Hz)

Automatically accommodates the world-wide range of AC line voltages and frequencies.

Declared noise emissions in accordance with ISO 9296
Sound power level, LWAd (1B=10dB):
5.9 B in normal mode.
Sound pressure level, LpAm (bystander positions):
46 dB in normal mode.

Alignment
Vertical: +/- .058 mm (.002 in.) in normal mode
Skew: +/- .152 mm (.006 in.) on plain paper
 +/- .254 mm (.010 in.) on HP transparency films

Media Weight
Paper:
- U.S. Letter: 60 to 90 g/m² (16 to 24 lb)
- Legal: 75 to 90 g/m² (20 to 24 lb)
- Envelopes: 75 to 90 g/m² (20 to 24 lb)
- Cards: 110 to 200 g/m² (110 lb index max)
- Banner Paper: 60 to 90 g/m² (16 to 24 lb)

* Approximate figures. Exact speed will vary depending on the system configuration, software program, and document complexity.
** A High Resolution Mode of 2400 x 1200 dpi is also available by unchecking PhotoREt when a photo paper type is selected.
More About Your Printer

Media Handling
Sheets: up to 100
Banners: up to 20 sheets
Envelopes: up to 15
Cards: up to 30 cards
Greeting cards: up to 5 cards
Transparencies: up to 25
Labels: up to 20 sheets of labels (use only U.S. letter- or A4-sized sheets)
OUT tray capacity: up to 50 sheets

Media Size
Paper:
- U.S. Letter: 216 x 279 mm (8.5 x 11 in.)
- Legal: 216 x 356 mm (8.5 x 14 in.)
- Executive: 184 x 279 mm (7.25 x 10.5 in.)
- A4: 210 x 297 mm
- A5: 148 x 210 mm
- B5-JIS: 182 x 257 mm
User Defined:
- Width: 77 to 216 mm (3.0 to 8.5 in.)
- Length: 127 to 356 mm (5.0 to 14 in.)
Banner:
- U.S. Letter: 216 x 279 mm (8.5 x 11 in.)
- A4: 210 x 297 mm
Envelopes:
- U.S. No. 10: 105 x 241 mm (4.3 x 9.5 in.)
- Invitation A2: 111 x 146 mm (4.37 x 5.75 in.)
- DL: 220 x 110 mm
- C6: 114 x 162 mm
Index/Greeting Cards:
- A6: 105 x 148.5 mm
- Hagaki: 100 x 148 mm
Labels:
- U.S. Letter: 216 x 279 mm (8.5 x 11 in.)
- A4: 210 x 297 mm
Transparencies:
- U.S. Letter: 216 x 279 mm (8.5 x 11 in.)
- A4: 210 x 297 mm
Photo (with tear-off tab): 102 x 152 mm (4 x 6 in.)

Language codes

The language codes for locating the dosread.txt file on the printer software CD are listed below. This text file is in the \language\djcp\ directory on the CD.

<table>
<thead>
<tr>
<th>Language</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese, Simplified</td>
<td>chs</td>
</tr>
<tr>
<td>Chinese, Traditional</td>
<td>cht</td>
</tr>
<tr>
<td>Czech</td>
<td>csi</td>
</tr>
<tr>
<td>Danish</td>
<td>dan</td>
</tr>
<tr>
<td>German</td>
<td>deu</td>
</tr>
<tr>
<td>English</td>
<td>enu</td>
</tr>
<tr>
<td>Spanish</td>
<td>esm</td>
</tr>
<tr>
<td>Finnish</td>
<td>fin</td>
</tr>
<tr>
<td>French</td>
<td>fra</td>
</tr>
<tr>
<td>Hungarian</td>
<td>hun</td>
</tr>
<tr>
<td>Italian</td>
<td>ita</td>
</tr>
<tr>
<td>Korean</td>
<td>kor</td>
</tr>
<tr>
<td>Dutch</td>
<td>nld</td>
</tr>
<tr>
<td>Norwegian</td>
<td>non</td>
</tr>
<tr>
<td>Polish</td>
<td>plk</td>
</tr>
<tr>
<td>Portuguese</td>
<td>ptb</td>
</tr>
<tr>
<td>Russian</td>
<td>rus</td>
</tr>
<tr>
<td>Swedish</td>
<td>svc</td>
</tr>
<tr>
<td>Thai</td>
<td>tha</td>
</tr>
</tbody>
</table>
Legal Information

Regulatory Notices

Hewlett-Packard Company

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.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Hewlett-Packard Company may cause harmful interference, and void your authority to operate this equipment. Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

For further information, contact:
Hewlett-Packard Company
Manager of Corporate Product Regulations
3000 Hanover Street
Palo Alto, Ca 94304
(415) 857-1501

NOTE: 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, can 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 or relocate 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.

LED Indicator Statement

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

 Cette装置は、情報処理装置等電波障害自主規制協議会（V C C I）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。

取扱説明書に従って正しい取り扱いをして下さい。

이 기기는 업무용으로 전자파장해결점을 만든 기기아니라, 만약 잘못 구성된 설계에 gọn히는 구입한 곳에서 비업무용으로 교환해주시기 바랍니다.

사용자 안내문 (문자 기가)

이 기기는 빌업무용으로 전자파장해결점을 만든 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

사용자 안내문 (문자 기가)
Limited Warranty Statement

1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.

2. For software products, HP's limited warranty applies only to a failure to execute programming instructions, HP does not warrant that the operation of any product will be uninterrupted or error free.

3. HP's limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:
   a. Improper or inadequate maintenance or modification;
   b. Software, interfacing, media, parts, or supplies not provided or supported by HP; or
   c. Operation outside the product's specifications.

4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.

5. If HP receives, during the applicable warranty period, notice of a defect in any software, media, or ink cartridge product which is covered by HP's warranty, HP shall replace the defective product. If HP receives, during the applicable warranty period, notice of a defect in any hardware product which is covered by HP's warranty, HP shall either repair or replace the defective product, at HP's option.

6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.

7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.

8. HP's limited warranty is valid in any country where the product is distributed by HP except for the Middle-East, Africa, Argentina, Brazil, Mexico, Venezuela, and France's “Departements D'Outre-Mer”; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility where the product is distributed by HP or by an authorized importer.

B. Limitations of Warranty

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

C. Limitations of Liability

1. TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES PROVIDED IN THIS WARRANTY STATEMENT ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES.

2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local Law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under some local laws, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
   a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
   b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
   c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF HP PRODUCTS TO SUCH CUSTOMERS.

HP Year 2000 Warranty

Subject to all of the terms and limitations of the HP Limited Warranty Statement stated above, HP warrants that this HP product will be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000, including leap year calculations, when used in accordance with the Product documentation provided by HP (including any instructions for installing patches or upgrades), provided that all other products (e.g., hardware, software, firmware) used in combination with such HP Products properly exchange date data with it. The duration of the Year 2000 warranty extends through January 31, 2001.
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Appendix

Printing in Windows 3.1x

Use your printer software to control how and what you print. Print quality, paper size and type, and two-sided printing are just a few of the options available to you in the HP DeskJet 930C Printer Properties dialog box.

**Note:** Not all features available to Windows 95, 98, and NT users are available to the 3.1x user.

Windows 3.1x HP DeskJet 930C Printer Properties Dialog Box

1. Click **File ➔ Print** from the software program you are using. Your software program opens a Print dialog box.

2. From the **Print** dialog box, click whichever button you see—**Properties**, **Setup**, or **Printer**. The HP DeskJet 930C Series Printer Properties dialog box opens.

The four tabs located in the HP DeskJet 930C Series dialog box are:

- **Setup** (see page A-2)
- **Features** (see page A-2)
- **Color** (see page A-3)
- **Services** (see page A-3)

Simply click a tab, then choose your options.

The standard buttons at the bottom of the HP DeskJet 930C Series dialog box are:

- **Default** — Returns all of the tab settings to the factory defaults.
- **OK** — Accepts your changes and closes the dialog box.
- **Cancel** — Cancels your changes and closes the dialog box.
- **Help** — Displays help information.
Windows 3.1x Setup Tab

Print Quality
- **EconoFast** - Quick printing
- **Normal** - Every day printing
- **Best** - Highest quality printing

Click **Cut Sheet** for separated pieces of paper or **Banner** for connected pages.

Windows 3.1x Features Tab

Check here and choose:
- **None** for single-sided printing (default)
- **Book** for binding on the side
- **Tablet** for binding on the top

Choose the best page orientation.
- **Click Portrait**
- **Click Landscape**
- **Click Flip Horizontal** to reverse the printed image.

Check here to print the last page of your document first, or leave unchecked to print the first page first.

Click here to choose:
- Number of pages printed per sheet.
- Border on each page on the sheet.

Choose the size of your poster by selecting the number of pages across and down.

Choose the number of copies to print.
Windows 3.1x Color Tab

Choose **Automatic** to use the system's default ColorSmart II settings.

Check here to print in shades of gray.

Choose **Manual**, then **Options** to adjust color intensity.

Windows 3.1x Services Tab

Click the button related to the maintenance task you want to do.

Use the **Services** tab to perform routine printer maintenance.
Windows 3.1x HP DeskJet 930C Toolbox

Use the HP DeskJet 930C Toolbox for finding information and maintaining your printer. The HP DeskJet Toolbox is installed in the HP DeskJet Utilities group in the Program Manager. The Toolbox has two tabs: How Do I? and Printer Services. The How Do I? tab is shown below. The Printer Services tab can be accessed from the HP DeskJet 930C Toolbox by double-clicking the HP Toolbox icon in the HP DeskJet Utilities group in the Program Manager.

You can also access Printer Services from the HP DeskJet 930C Series Printer Properties dialog box (see page A-3). Simply click a tab, then choose an option.

How Do I?

Click a button to read instructions on:
- Replacing the print cartridges
- Loading paper
- Changing print settings
**Minimum Printing Margins**

The printer cannot print outside a certain area of the page, so you must make sure the contents of your document fall within the printable area.

When you use nonstandard paper sizes and select the **User Defined Paper Size** setting from the **Setup** tab on the HP Printer Properties dialog box, the paper width must be between 77 and 215 mm (3 and 8.5 inches) and the paper length must be between 127 and 356 mm (5 and 14 inches).

**Letter, Legal, and Executive Paper**

<p>| | | | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Left:</td>
<td>6.4 mm (0.25 in.)</td>
<td>Right:</td>
<td>6.4 mm (0.25 in.)</td>
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<tr>
<td>Top:</td>
<td>1.8 mm (0.07 in.)</td>
<td>Bottom:</td>
<td>11.7 mm (0.46 in.)</td>
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**A4 Paper**

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<tr>
<td>Left:</td>
<td>3.4 mm (0.134 in.)</td>
<td>Right:</td>
<td>3.4 mm (0.134 in.)</td>
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<tr>
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<td>1.8 mm (0.07 in.)</td>
<td>Bottom:</td>
<td>11.7 mm (0.46 in.)</td>
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**A5, B5, and User Defined Paper Size**

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<td>Left:</td>
<td>3.2 mm (0.125 in.)</td>
<td>Right:</td>
<td>3.2 mm (0.125 in.)</td>
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<tr>
<td>Top:</td>
<td>1.8 mm (0.07 in.)</td>
<td>Bottom:</td>
<td>11.7 mm (0.46 in.)</td>
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</table>

**Cards (3 x 5, 4 x 6, 5 x 8, and A6)**

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<td>1.8 mm (0.07 in.)</td>
<td>Bottom:</td>
<td>11.7 mm (0.46 in.)</td>
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</table>

**Hagaki Postcards**

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<td>1.8 mm (0.07 in.)</td>
<td>Bottom:</td>
<td>11.7 mm (0.46 in.)</td>
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**Envelopes**

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<td>1.8 mm (0.07 in.)</td>
<td>Bottom:</td>
<td>11.7 mm (0.46 in.)</td>
</tr>
</tbody>
</table>

**Banners, A4 (210 x 297 mm, 8.27 x 11.7 in.)**

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<tbody>
<tr>
<td>Left:</td>
<td>3.4 mm (0.134 in.)</td>
<td>Right:</td>
<td>3.4 mm (0.134 in.)</td>
</tr>
<tr>
<td>Top:</td>
<td>0.0 mm (0.00 in.)</td>
<td>Bottom:</td>
<td>0.0 mm (0.00 in.)</td>
</tr>
</tbody>
</table>

**Banners, Letter (8.5 x 11 in.)**

<p>| | | | |</p>
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Left:</td>
<td>6.4 mm (0.25 in.)</td>
<td>Right:</td>
<td>6.4 mm (0.25 in.)</td>
</tr>
<tr>
<td>Top:</td>
<td>0.0 mm (0.00 in.)</td>
<td>Bottom:</td>
<td>0.0 mm (0.00 in.)</td>
</tr>
</tbody>
</table>

**Photo with tear-off tab 112 x 152 mm (4 x 6.5 in.)**

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<thead>
<tr>
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</thead>
<tbody>
<tr>
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<td>Right:</td>
<td>3.2 mm (0.125 in.)</td>
</tr>
<tr>
<td>Top:</td>
<td>3.2 mm (0.125 in.)</td>
<td>Bottom:</td>
<td>3.2 mm (0.125 in.)</td>
</tr>
</tbody>
</table>

DOS margins can vary. See the manual for your specific DOS program for more information.

**System Requirements**

Be sure your computer meets the following system requirements:

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Minimum Processor Speed</th>
<th>Required RAM</th>
<th>Required Free Hard Disk Space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Windows NT 4.0</td>
<td>Pentium 66 MHz</td>
<td>32 MB</td>
<td>40 MB</td>
</tr>
<tr>
<td>Microsoft Windows 95 or 98</td>
<td>Pentium 66 MHz</td>
<td>16 MB</td>
<td>40 MB</td>
</tr>
<tr>
<td>Microsoft Windows 3.1x, Enhanced mode only</td>
<td>Pentium 66 MHz</td>
<td>8 MB</td>
<td>40 MB</td>
</tr>
<tr>
<td>MS-DOS Version 3.3 or greater</td>
<td>486</td>
<td>4 MB</td>
<td>5 MB</td>
</tr>
</tbody>
</table>

*If you are printing at 2400 x 1200 dpi, you will need at least 400 MB of free hard disk space.*
## Supplies and Accessories

For ordering information see page A-8.

<table>
<thead>
<tr>
<th>Part Name</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Interface Cables</strong></td>
<td></td>
</tr>
<tr>
<td>HP IEEE 1284-Compliant Parallel Interface Cable (with one 1284-A connector for the computer port and one 1284-B connector for the printer port)</td>
<td></td>
</tr>
<tr>
<td>2-meter length</td>
<td>C2950A</td>
</tr>
<tr>
<td>3-meter length</td>
<td>C2951A</td>
</tr>
<tr>
<td>HP USB-Compliant Interface Cable</td>
<td>C6518A</td>
</tr>
<tr>
<td><strong>Print Cartridges</strong></td>
<td></td>
</tr>
<tr>
<td>Black</td>
<td>HP 51645 Series</td>
</tr>
<tr>
<td>Tri-color</td>
<td>HP 6578 Series</td>
</tr>
<tr>
<td><strong>Power Cords</strong></td>
<td></td>
</tr>
<tr>
<td>U.S., Canada, Brazil, Latin America, Saudi Arabia</td>
<td>8120-8900</td>
</tr>
<tr>
<td>Japan</td>
<td>8121-0021</td>
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<tr>
<td>Singapore, Malaysia, Hong Kong</td>
<td>8121-0026</td>
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<tr>
<td>South Africa</td>
<td>8121-0020</td>
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<tr>
<td>India</td>
<td>8121-0025</td>
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<td>Argentina</td>
<td>8121-0019</td>
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<tr>
<td>Australia</td>
<td>8121-0018</td>
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<tr>
<td>China, Taiwan, Philippines</td>
<td>8121-0024</td>
</tr>
<tr>
<td>Korea</td>
<td>8121-0017</td>
</tr>
<tr>
<td>Europe, Jordan, Lebanon, North Africa, Israel, Russia, Baltic countries, Thailand, Indonesia, Caribbean, Latin America</td>
<td>8121-0023</td>
</tr>
<tr>
<td>U.K., Middle East</td>
<td>8121-0022</td>
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<tr>
<td><strong>Other Replaceable Parts</strong></td>
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</tr>
<tr>
<td>DJ930C Series Printer Cleanout Access Door Assembly</td>
<td>C6426-60038</td>
</tr>
<tr>
<td><strong>Accessories</strong></td>
<td></td>
</tr>
<tr>
<td>Two-Sided Printing Module (not available in all countries)</td>
<td>C6463A</td>
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</tbody>
</table>

## Printer Quick Start Posters and User’s Guides


<table>
<thead>
<tr>
<th>Language</th>
<th>Quick Start Poster</th>
<th>User’s Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>C6427-90004</td>
<td>C6427-90034</td>
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<td>Croatian</td>
<td>C6427-90005</td>
<td>C6427-90035</td>
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## Paper and Other Media

Availability of special media varies by country.

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<thead>
<tr>
<th>Paper Type/Description</th>
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<tbody>
<tr>
<td>HP Bright White InkJet Paper</td>
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<tr>
<td>A4 (210 x 297 mm), 200 sheets</td>
<td>C5977A</td>
</tr>
<tr>
<td>A4 (210 x 297 mm), 500 sheets</td>
<td>C1825A</td>
</tr>
<tr>
<td>U.S. letter, 200 sheets</td>
<td>C5976A</td>
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<tr>
<td>U.S. letter, 500 sheets</td>
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<tr>
<td>HP Premium InkJet Paper</td>
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<td>A4 (210 x 297 mm), 200 sheets</td>
<td>C51634Z</td>
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<td>HP Premium InkJet Heavyweight Paper</td>
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<td>A4 (210 x 297 mm), 100 sheets</td>
<td>C6819A</td>
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<tr>
<td>U.S. letter, 50 sheets</td>
<td>C6818A</td>
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<tr>
<td>HP Professional Brochure &amp; Flyer Paper, Matte</td>
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</tr>
<tr>
<td>U.S. letter, 50 sheets</td>
<td>C6955A</td>
</tr>
<tr>
<td>HP Professional Brochure &amp; Flyer Paper, Glossy</td>
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<tr>
<td>Asian A4 (210 x 297 mm), 50 sheets</td>
<td>C6819A</td>
</tr>
<tr>
<td>European A4 (210 x 297 mm), 50 sheets</td>
<td>C6818A</td>
</tr>
<tr>
<td>U.S. letter, 50 sheets</td>
<td>C6817A</td>
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<tr>
<td>HP Photo Paper, Two-Sided, Satin/Glossy</td>
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<td>Asian A4 (210 x 297 mm), 20 sheets</td>
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<tr>
<td>European A4 (210 x 297 mm), 20 sheets</td>
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<td>HP Premium Photo Paper, Glossy</td>
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<td>Asian A4 (210 x 297 mm), 15 sheets</td>
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<td>European A4 (210 x 297 mm), 15 sheets</td>
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<td>U.S. letter, 15 sheets</td>
<td>C6039A</td>
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<tr>
<td>HP Premium Plus Photo Paper, Glossy</td>
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<tr>
<td>European A4 (210 x 297 mm), 20 sheets</td>
<td>C6832A</td>
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<tr>
<td>U.S. letter, 20 sheets</td>
<td>C6831A</td>
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<tr>
<td>HP Premium Plus Photo Paper, Matte</td>
<td></td>
</tr>
<tr>
<td>European A4 (210 x 297 mm), 20 sheets</td>
<td>C6951A</td>
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<tr>
<td>U.S. letter, 20 sheets</td>
<td>C6950A</td>
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<tr>
<td>HP Premium Plus Photo Paper, Glossy</td>
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<tr>
<td>European A4 (102 x 152 mm finished size), 20 sheets</td>
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<tr>
<td>U.S. (4 x 6 in. finished size), 20 sheets</td>
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<th>Paper Type/Description</th>
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<tr>
<td>A4 (210 x 297 mm), 50 sheets</td>
<td>C3835A</td>
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<tr>
<td>U.S. letter, 20 sheets</td>
<td>C3828A</td>
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<tr>
<td>U.S. letter, 50 sheets</td>
<td>C3834A</td>
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<tr>
<td>HP Premium Rapid-dry Transparencies</td>
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<td>A4 (210 x 297 mm), 50 sheets</td>
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<td>U.S. letter, 50 sheets</td>
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<tr>
<td>HP Banner Paper</td>
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<td>A4 (210 x 297 mm), 100 sheets</td>
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<tr>
<td>U.S. letter, 100 sheets</td>
<td>C1820A</td>
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<tr>
<td>HP Matte Greeting Cards, White/Quarter-fold</td>
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<tr>
<td>A4 (210 x 297 mm), 20 sheets, 20 envelopes</td>
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</tr>
<tr>
<td>U.S. letter, 20 sheets, 20 envelopes</td>
<td>C1812A</td>
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<tr>
<td>HP Matte Greeting Cards, Ivory/Half-fold</td>
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<td>U.S. letter, 20 sheets, 20 envelopes</td>
<td>C6828A</td>
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<tr>
<td>HP Glossy Greeting Cards, White/Half-fold</td>
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<tr>
<td>A4 (210 x 297 mm), 10 sheets, 10 envelopes</td>
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</tr>
<tr>
<td>U.S. letter, 20 sheets, 20 envelopes</td>
<td>C6044A</td>
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<tr>
<td>HP Iron-on T-Shirt Transfers</td>
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<td>Asian A4, (210 x 297 mm), 10 sheets</td>
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<td>European A4 (210 x 297 mm), 10 sheets</td>
<td>C6050A</td>
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<tr>
<td>U.S. letter, 10 sheets</td>
<td>C6049A</td>
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<tr>
<td>HP Restickables, Large Round Inkjet Stickers</td>
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<td>U.S. letter, 10 sheets (90 stickers)</td>
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<td>HP Restickables, Large Square Inkjet Stickers</td>
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<tr>
<td>U.S. letter, 10 sheets (90 stickers)</td>
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**Note:** To find out which recycled papers are recommended for your printer, contact your local HP Sales Office and ask for the HP InkJet Printer Family Paper Specifications Guide, HP part number 5961-0920.
Ordering Information

To order printer supplies or accessories, call your nearest HP dealer or call HP DIRECT at the following numbers for fast shipping service.

In the U.S., you can buy supplies and accessories directly from HP at www.hpshopping.com, or call the HP Shopping Village at 1-888-999-4747.

- Argentina: (54 1) 787-7100
  Fax: (54 1) 787-7213
  Hewlett-Packard Argentina,
  Montañeses 2150 1428
  Buenos Aires, Argentina
- Australia/New Zealand: (03) 895-2895
  China Resources Bldg.
  26 Harbour Road
  Wanchai, Hong Kong
- Austria-South-East Area: (43-0222) 25 000, ext. 755
  Fax: (43-0222) 25 000, ext. 610
  Hewlett-Packard Ges.m.b.H.
  Ersatzteilverkauf Lieblg. 1
  A-1222 Wien
- Belgium: 02/778 3092 (or 3090, 3091)
  Fax: 02/778 3076
  Hewlett-Packard Belgium SA/NV
  100 bd. de la Woluwe/Woluweval
  1200 BRUXELLES
- Brazil: Centro de Informacoes HP
  Grande São Paulo: 822-5565
  Demais Localidades: 0800-157751
  Fax: (011) 829-7116
  Centro de Informacoes HP
  Hewlett Packard Brasil S.A.
  Caixa Postal 134, Rua Clodomiro Amazonas, 258
  CEP 04534-011, São Paulo - SP
- Canada: (800) 387-3154, (905) 206-4725
  Fax: (905) 206-3485/-3739
  Hewlett-Packard (Canada) Ltd.
  5150 Spectrum Way
  Mississauga, Ontario L4W 5G1
  Toronto: (416) 671-8383
- Chile: (56 2) 203-3233
  Fax: (56 2) 203-3234
  Hewlett-Packard de Chile SA
  Av. Andres Bello 2777, Oficina 1302
  Los Condes, Santiago, Chile
- Denmark: 45 99 14 29
  Fax: 42 81 58 10
  Hewlett-Packard A/S
  Kongevejen 25, 3460 BIRKEROD
- Finland: (90) 8872 2397
  Fax: (90) 8872 2620
  Hewlett-Packard Oy
  Varaosamuynti, Piispankalliontie 17
  02200 ESPOO
- France: (1) 40 85 71 12
  Fax: (1) 47 98 26 08
  EuroParts
  77 101 avenue du Vieux Chemin de Saint-Denis
  92625 GENNEVILLIERS
- Germany: 07031-145444
  Fax: 07031-14395
  Hewlett-Packard GmbH, HP Express Support
  Ersatzteil-Verkauf, Herrenberger Str. 130
  71034 BÖBLINGEN
- International Sales Branch: (41) 22 780 4111
  Fax: (41) 22 780-4770
  Hewlett-Packard S. A., ISB
  39, rue de Veyrot 1217 MEYRIN 1
  GENEVE - SUISSE
- Italy: 02/9212.2336/2475
  Fax: 02/92101757
  Hewlett-Packard Italiana S. P. A.
  Ufficio Parti di ricambio
  Via G. Di Vittorio, 9
  20063 Cernusco s/N (MI)
- Japan: (03) 3335-8333
  Hewlett-Packard Japan Ltd.
  29-21 Takaido-Higashi 3-chone, sugninami-ku
  Tokyo 168-8585
- Latin America Headquarters: (305) 267-4220
  Fax: (305) 267-4247
  5200 Blue Lagoon Drive, Suite 930
  Miami, FL 33126
- Mexico: (52 5) 258-4600
  Fax: (54 1) 258-4362
  Hewlett-Packard de México, S.A. de C.V
  Prolongación Reforma #470
  Colonia Lomas de Santa Fe, C.P. 01210 México, D.F.
• Netherlands: 0 33 450 1808
  Fax: 0 33 456 0891
  Hewlett-Packard Nederland B. V.
  Parts Direct Service
  Basicweg 10
  3821 BR AMERSFOORT

• Norway: 22735926
  Fax: 22735611
  Hewlett-Packard Norge A/S, Express Support
  Drammensveien 169-171
  0212 Oslo

• Spain: 1 6 31 14 81
  Fax: 1 6 31 12 74
  Hewlett-Packard Espanola S.A.
  Departamento de Venta de Piezas
  Ctra N-VI, Km. 16,500
  28230 LAS ROZAS, Madrid

• Sweden: 8-4442239
  Fax: 8-4442116
  Hewlett-Packard Sverige AB
  Skalholtsqatan 9, Box 19
  164 93 KISTA

• Switzerland: 056/279 286
  Fax: 056/279 280
  Elbatex Datentechnik AG
  Schwimmbadstrasse 45, 5430 WETTINGEN

• United Kingdom:
  +44 1765 690061
  Fax: +44 1765 690731
  Express Terminals, 47 Allhallowgate
  Ripon, North Yorkshire

  +44 181 568 7100
  Fax: +44 181 568 7044
  Parts First, Riverside Works
  Isleworth, Middlesex, TW7 7BY

  +44 1734 521587
  Fax: +44 1734 521712
  Westcoast, 28-30 Richfield Avenue
  Reading, Berkshire, RG1 8BJ

• United States: (800) 227-8164

• Venezuela: (58 2) 239-4244/4133
  Fax: (58 2) 207-8014
  Hewlett-Packard de Venezuela C.A.
  Tercera Transversal de Los Ruices Norte
  Edificio Segre, Caracas 1071, Venezuela
  Apartado Postal 50933, Caracas 1050

Elsewhere in the world
• Hewlett-Packard Company
  Intercontinental Headquarters,
  3495 Deer Creek Road,
  Palo Alto, CA 94304, U.S.A.
HP Customer Care

Thank you for buying an HP DeskJet printer. Because HP wants owning your printer to be a trouble-free experience, we back your purchase with HP Customer Care—an award-winning service and support that includes:

HP Customer Care Online

Click your way to a quick solution! HP Customer Care Online is a great place to start for answers to questions about your HP DeskJet printer—24 hours a day, seven days a week.

If you have a modem connected to your computer and subscribe to an online service, or have direct access to the Internet, you can obtain a wide variety of information about your printer at the following web sites:

English:  http://www.hp.com/support/home_products
German:  http://www.hp.com/cposupport/de
Korean:   http://www.hp.co.kr/go/support
Portuguese: http://www.hp.com/cposupport/pt
Simplified Chinese: http://www.hp.com.cn/go/support
Spanish:  http://www.hp.com/cposupport/es
Traditional Chinese: http://support.hp.com.tw/psd

From HP Customer Care Online you can link to HP Customer Care User Forums and HP Customer Care Email.

HP Customer Care by Phone

Call us direct and connect with a service technician who specializes in your product and who can typically answer your questions in one phone call. (See page 47 in this User’s Guide for phone numbers.)

HP Customer Care Audio Tips (U.S. Only)

For fast and simple solutions to commonly asked HP DeskJet printer questions, call our toll-free automated support line at (877) 283-4684.

Environmental Statement

Hewlett-Packard continuously improves the design processes of HP DeskJet printers to minimize the negative impact on the office environment and on the communities where printers are manufactured, shipped, and used. Hewlett-Packard has also developed processes to minimize the negative impact of the disposal of the printer at the end of printing life.

Reduction and Elimination

Paper Use: The printer’s automatic/manual two-sided printing capability reduces paper usage and the resulting demands on natural resources. This printer is suited for the use of recycled papers according to DIN 19 309.

Ozone: Ozone-depleting chemicals such as CFCs have been eliminated from Hewlett-Packard manufacturing processes.

Recycling

Design for recycling has been incorporated into this printer. 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. Plastic parts have been primarily designed in no more than two colors to enhance recycling options. A few small parts are colored specifically to highlight customer access points.

Printer Packaging: The packaging materials for this printer have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the HP DeskJet printer assists in minimizing both packaging materials and damage rates. Plastic parts: All major plastics and plastic parts are marked according to international standards. All plastic parts used in the printer housing and chassis are technically recyclable and all use a single polymer.

Product Longevity: To ensure the longevity of your DeskJet Printer, HP provides the following:

- Extended Warranty - HP SupportPack provides coverage for the HP hardware and product and all HP supplied internal components. HP SupportPack must be purchased by the customer within 30 days of purchase. Contact the nearest HP dealer about this service.
- Spare Parts and Consumables are available for five years after production has stopped.
- Product Take-back - To return this product and ink cartridges to HP at the end of its useful life, call your local HP Sales or Service Office for instructions.

Energy Consumption

This printer was designed with energy conservation in mind. This printer averages 4 watts in stand-by mode. Not only does this save natural resources, but it also saves money without affecting the high performance of this printer. This product qualifies for the ENERGY STAR Program (U.S. and Japan). ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products. ENERGY STAR is a US registered service mark of the US EPA. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.

Energy consumption in off-mode: When the printer is off, a minimal amount of energy is still being consumed. Energy consumption can be prevented by turning the printer power off, then disconnecting the end of the printer power cord from the electrical source.

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