



Windows

language 1

quick reference guide

hp deskjet 656c series

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terms and conventions

The following terms and conventions are used in the *quick reference guide*:

terms

The HP Deskjet 656c series printer may be referred to as **HP Deskjet 656c** or **HP Deskjet**.

symbols

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

Click **Start > Programs > hp deskjet 656c series > Release Notes** to view the release notes.

cautions

A **Caution** indicates possible damage to the HP Deskjet or to other equipment.

For example:

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

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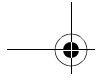
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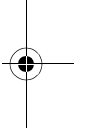
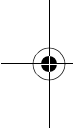
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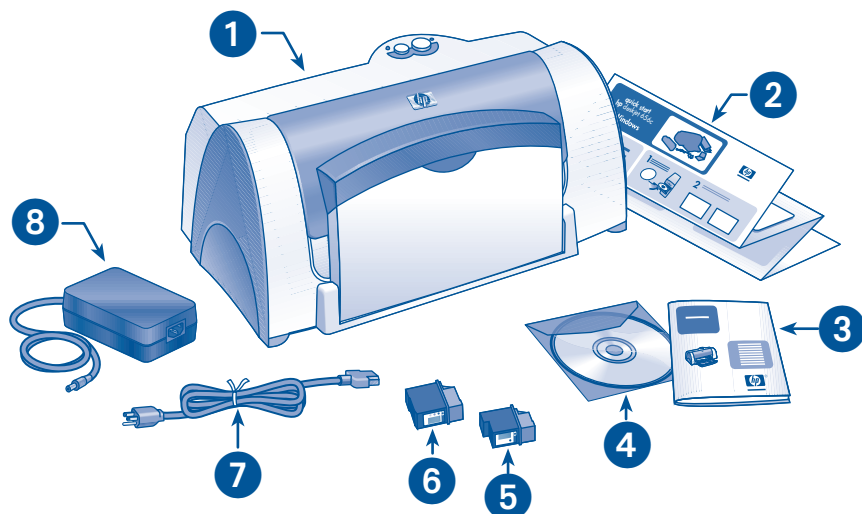
introducing the hp deskjet printer

what's in the box

Thank you for buying an HP Deskjet printer! Your printer box contains the following items:

- HP Deskjet 656c printer
- Power cord
- Power module
- Printer software CD
- *quick reference guide*
- *quick start* poster
- Black print cartridge
- Tri-Color print cartridge

If any of these items is missing from your box, talk to your HP dealer or contact HP Customer Care. See "contacting hp customer care" on page 6 for more information.



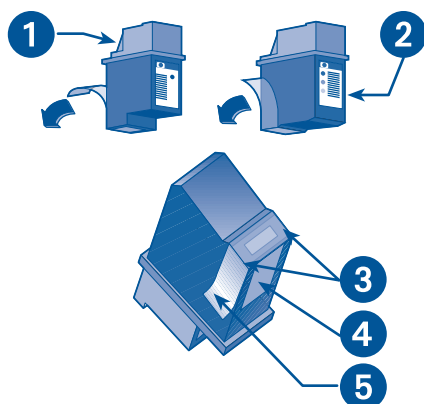
1. printer 2. *quick start* poster 3. *quick reference guide* 4. printer software 5. black print cartridge
6. tri-color print cartridge 7. power cord 8. power module

print cartridges

The HP Deskjet printer box includes two print cartridges. The print cartridge boxes and the electronic *quick help* manual contain installation instructions.

When you replace a print cartridge, verify that you have the correct part number:

- Black—HP 20 (HP C6614)
- Tri-Color—HP 49 (HP 51649)



1. black print cartridge 2. tri-color print cartridge 3. ink nozzles 4. copper contacts 5. protective plastic tape

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

printer cables

A printer cable is not included in the box. Purchase a USB-compliant interface cable which is used with Windows 98, Me, and 2000 systems.

software updates






Printer software, also called the printer driver, communicates your print requests to the printer. Use either of the following methods to obtain copies and updates of the printer software:

- Download the printer software from HP's Website.
- Phone HP Customer Care to request a CD containing the software update files.

See "contacting hp customer care" on page 6 for support telephone numbers and Website addresses.

finding information

Several documents are included with the HP Deskjet. They provide instructions on how to install the printer software, operate the printer, and find help when you need it. The following chart lists where to find specific types of information.

for information about...	see...	platform
Setting up the printer and installing the printer software	 <i>quick start poster</i>	Windows
Printer features, specifications, maintenance, print cartridges, how to print, and printer problem solving	 <i>quick help</i> (See "viewing quick help" for information)	Windows
Printer box contents, HP Customer Care, warranty information, and installation problem solving	 <i>quick reference guide</i>	Windows
Hardware and software compatibility with the printer	 HP Deskjet <i>release notes</i> Click Start > Programs > hp deskjet series > release notes	Windows
Onscreen options in the printer software	 <i>What's This?</i> help Click the right mouse button in the relevant screen.	Windows
HP's empty inkjet cartridge return and recycle program	Visit HP's Website at http://www.hp.com/go/recycle or call 1-888-447-0145 (in the U.S. only)	All platforms

viewing quick help

The electronic manual, *quick help*, offers instructions for using the HP Deskjet. Information is also provided to help you solve printer problems that may occur.

Windows 98, Me, and 2000 users

Open *quick help* through the HP Printer Assistant, a tool that also provides:

- Support through HP Customer Care
- Printing ideas
- Shopping links to other HP products
- Links to printer software updates

The **hp printer assistant** icon is displayed on the Windows desktop after you install the printer software.

accessing *quick help*

To view *quick help*:

1. Double-click the **hp printer assistant** icon on your computer desktop.
The HP Printer Assistant appears.
2. Click the **quick help** button to display the manual's topics.

You can also open *quick help* from the Start menu by clicking **Start > Programs > hp deskjet 656c series > quick help**.

Adobe Acrobat versions of *quick help*

The *quick help* manual is also available in the following languages:

- Arabic
- Bahasa Indonesia
- Bulgarian
- Croatian
- Estonian
- Greek
- Hebrew
- Kazak
- Lithuanian
- Romanian
- Slovak
- Slovene
- Turkish
- Latvian

If you want to view the manual in one of these languages:

1. Double-click the **hp printer assistant** icon on your computer desktop.
2. Click the **quick help** button on the hp printer assistant screen.
3. Select **quick help is available in other languages** at the bottom of the *quick help* screen.
4. Insert the printer software CD into the computer's CD-ROM drive.
5. Select your language from the list that appears.
 - If Acrobat Reader is installed on your computer, *quick help* is displayed.
 - If Acrobat Reader is not installed on your computer, it is installed automatically, then *quick help* is displayed.

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contacting hp customer care

HP Customer Care provides expert advice on using your HP Deskjet or solving problems with your printer.

support process

The HP support process works most effectively if you look for help in the following order:

1. Use *quick help*.
2. Access HP e-support.

Use your Internet connection any time to:

- Check HP's Web support pages for product help
- Read the HP user community forum messages or post a question
- Send HP an email

For more information, see "hp e-support" on page 6.

3. Contact HP support by phone during hours of operation.

For more information see "hp support by phone" on page 7.

Support options and availability vary by product, country/region, and language.

hp e-support

HP e-support offers online support as long as you own your HP Deskjet. Get instant access to support information, helpful printing tips, and the latest updates for your printer software (also referred to as the printer driver)—24 hours a day, seven days a week, at no cost to you.

hp support Websites

If you have access to the Internet, you can obtain a wide variety of information about your printer.

Visit our Website for the latest printer software and support information at:

www.hp.com/go/support.

If English is not your primary language, visit the following Website and select your language: **www.hp.com/cposupport/loc/regional.html**.

hp support email

One-to-one email gives direct answers to your questions from an HP service technician. Email support is a great way to ask technical questions or obtain an answer that is tailored to your specific need.

Enter your question on a Web form and receive an email reply. Responses are normally provided within 48 hours, excluding holidays.

hp support by phone

HP provides telephone support free of charge during the printer's phone support period. Standard phone company charges do apply.

free phone support period

The list below shows the phone support period for your region. Standard phone company charges apply.

region	phone support
North America	90 days
Asia Pacific— Including Japan	1 year
Europe, Middle East, Africa	See below*
Latin America— including Mexico	1 year

* Europe, Middle East, and Africa

For phone support in Europe, please consult the following Website to check the details and conditions of phone support in your country:

<http://www.hp.com/go/support>.

Alternatively, you can ask your dealer or call HP at the phone number listed for your country. See "support phone numbers" on page 8.

As a part of our constant efforts to improve our phone support services, we advise you to check our Website on a regular basis for new information regarding service features and delivery.

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before placing a call

Before placing a call for help, try these other free support options:

- *quick help*
- *quick start* setup poster
- HP e-support

If you cannot solve the problem using these resources, call an HP service technician while you are in front of your computer and printer. For faster service, please be prepared to provide information about the steps you have taken to solve the problem.

HP needs the following information to assist you:

- The printer's model number (the label is on the front of the printer).
- The printer's serial number (the label is on the bottom of the printer).
- The computer's operating system.
- The version of the printer driver (also referred to as the printer software).
- Messages displayed at the time the situation occurred.
- Answers to these questions:

Has this situation happened before?
Can you re-create it?

When did this happen?

Did you add any new hardware or software around the time this situation began?

support phone numbers

If you need help solving a problem, contact HP support using one of the phone numbers in the table below. If the phone number for your region is not listed, please refer to HP's Website: <http://www.hp.com/cpso-support/guide/psd/expectations.html>.

for this region...	use this phone number...
Africa/Middle East	41 22 780 71 11
Argentina (Buenos Aires)	11 4778 8380
Argentina (Outside Buenos Aires)	0810 555 5520
Australia	03 8877 8000
Austria	0660 6386
Belgium (Dutch)	02 626 8806
Belgium (French)	02 626 8807
Brazil, inside Greater Sao Paulo	11 3747 7799 11 4197 4998
Brazil, outside Greater Sao Paulo	0800 15 7751 0800 13 0999
Canada	905 206 4663
Chile	800 36 0999
China	010 6564 5959
Colombia	9 800 91 9477
Czech Republic	02 471 7327
Denmark	39 29 4099
Finland	0203 47 288
France	01 43 62 34 34
Germany	0180 52 58 143 (24 PF/min)

for this region...	use this phone number...
Greece	01 6189890
Hong Kong	3002 8555
Hungary	36 1 252 4505
India	11 682 6035
Indonesia	21 350 3408
Ireland	01 662 5525
Israel	09 952 4848
Italy	02 264 10350
Japan	0570 000511
Korea (Seoul)	02 3270 0700
Korea, (outside Seoul)	080 999 0700
Malaysia	03 295 2566
Mexico (Mexico City)	5258 9922
Mexico (Outside Mexico City)	01 800 472 6684
Netherlands	0 20 606 8751
New Zealand	09 356 6640
Norway	22 11 6299
Peru	0 800 10111
Philippines	2 867 3551
Poland	22 37 5065
Portugal	1 441 7 199
Russia, Moscow	095 923 50 01
Singapore	272 5300
Spain	902 321 123
Sweden	08 619 2170

for this region...	use this phone number...
Switzerland	0 848 80 11 11
Taiwan	2 2717 0055
Thailand	2 6614000
Turkey	1 216 579 71 71
United Kingdom	0207 512 5202
U.S.	1 (208) 323 2551
Venezuela (Caracas)	207 8488
Venezuela (Outside Caracas)	800 10 111
Vietnam	08 823 4530

after the free phone support period

After the free phone support period, contact your HP dealer or call the support phone number for your country to discover the available support options. See "support phone numbers" on page 8.

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obtaining hp repair

If your HP Deskjet needs to be repaired, call HP phone support. A trained HP service technician will diagnose the problem and coordinate the repair process.

For a list of HP support phone numbers, see "support phone numbers" on page 8.

HP support will direct you to the best solution, whether it is an authorized service provider or an HP facility. This service is free during your HP Deskjet's limited warranty period. After the warranty period, you will be quoted a repair cost.

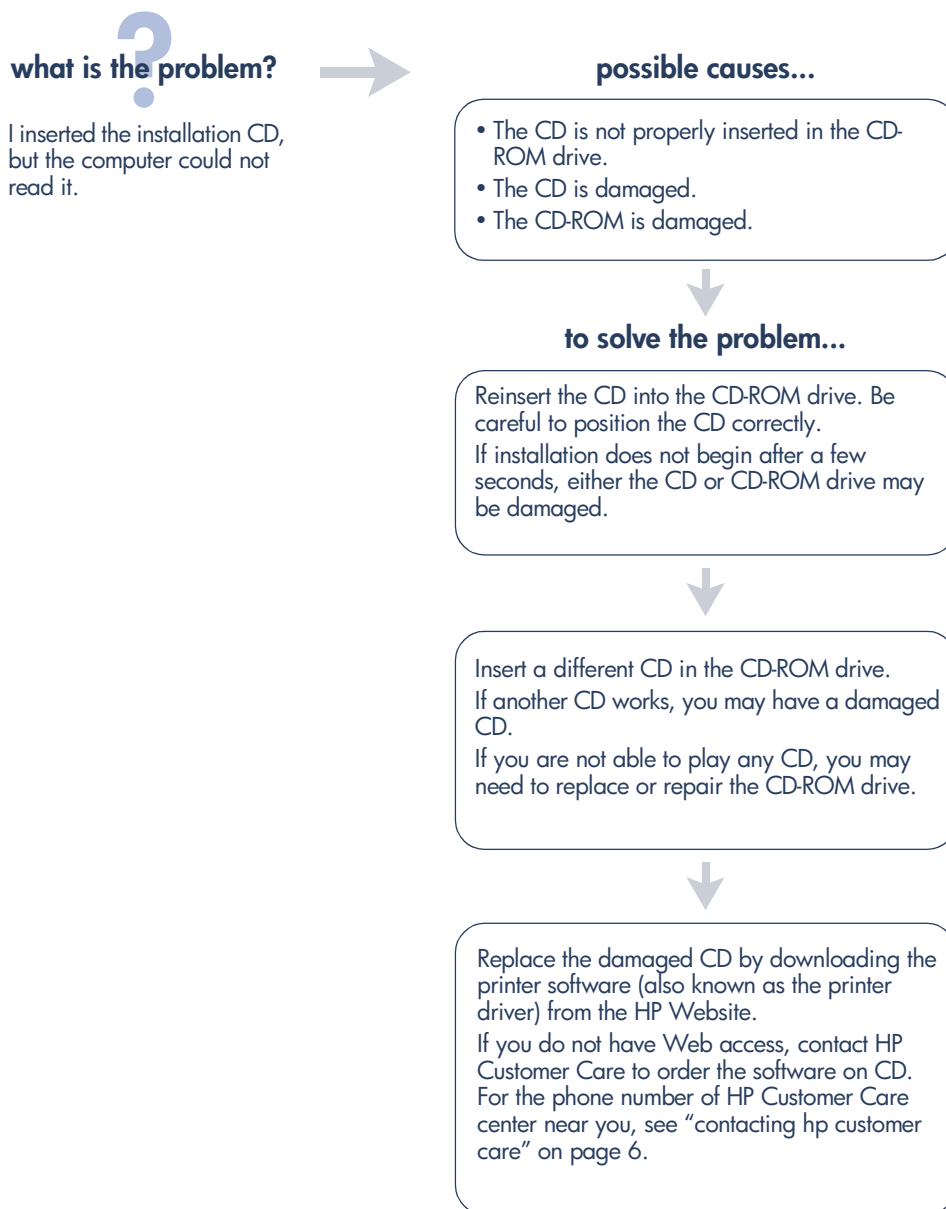
obtaining a warranty extension

If you would like to extend the warranty coverage beyond the limited warranty period, use one of the following options:

- Consult your reseller to get extended coverage. To find HP resellers in the U.S., visit HP's service locator at www.hp.com/service_locator.
- If your reseller does not offer service contracts, 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 of the U.S. and Canada, contact your local HP sales office.

solving Windows installation problems

View the information in this section if you have problems setting up your HP Deskjet. If you need help after the printer is set up, see the *quick help* electronic manual.



language 1**?
what is the problem?**

The printer software did not install correctly.

possible causes...

- There may be a conflict with your virus protection program.
- There may be a conflict with another software program.
- There may be a conflict with a peripheral device connected to your printer.

to solve the problem...

Uninstall your printer software.

For Windows 98, Me, and 2000:

1. Click **Start > Programs > hp deskjet 656c series > hp deskjet 656c series uninstall**.
2. Follow the directions that appear on your computer screen.

- Close any software programs (including virus protection programs) that are running.
- Disconnect any peripheral devices that use a parallel printer cable (such as a scanner or tape backup system).

Reinstall the printer software. See the *quick start* poster.

If you are still having problems with the software installation, contact HP Customer Care. See "contacting hp customer care" on page 6.

what is the problem?

When I connect a USB cable between the printer and my computer, the New Hardware Wizard does not appear.



possible causes...

You may not be using Windows 98, Me, or 2000.



Verify Windows 98, Me, or 2000 is running.

Your USB cable may not be connected properly.



1. Disconnect and then reconnect the USB cable from your printer.
2. Make sure that the cable is securely attached.

Your computer may not be USB enabled.



In Windows 98, Me, or 2000:

1. Click **Start > Settings > Control Panel**.
2. Double-click the **System** icon.
3. Select 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 the computer's documentation or contact the computer's manufacturer for more information on enabling and setting up USB.
5. Use a parallel cable to connect your printer to the computer if you cannot enable USB.

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? what is the problem?

When I connect a USB cable between the printer and my computer, an "Unknown Device" message appears.

possible causes...

- Static electricity has built up in the cable between the printer and your computer.
- You may have a defective USB cable.

to solve the problem...

1. Disconnect the USB cable from the printer.
2. Unplug the printer from its power cord.
3. Wait approximately 30 seconds.
4. Plug the printer cord into the printer.
5. Plug the USB cable into the printer.
6. Replace the USB cable or use a parallel cable if "Unknown Device" continues to appear in the New Hardware Found dialog box.

limited warranty statement

region	software	print cartridges	printer
North America (including Canada)	90 days	Please see package insert inside print cartridge box for warranty information.	90 days
Asia Pacific (including Japan)	90 days	Please see package insert inside print cartridge box for warranty information.	1 year
Europe	90 days	Please see package insert inside print cartridge box for warranty information.	1 year
Latin America (including Mexico)	90 days	Please see package insert inside print cartridge box for warranty information.	1 year

A. extent of limited warranty

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 covered by HP's warranty, HP shall replace the defective product. If HP receives notice of a defect in any hardware product covered by HP's warranty during the applicable warranty period, 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 covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price of the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP's limited warranty is valid in any country where the covered HP 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 WILL 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 such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
 - 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.
4. 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.

environmental statement

Hewlett-Packard continuously improves the design processes of its 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 its 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.

Recycled paper: All paper documentation for this printer is printed on 100% recycled paper.

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 HP Deskjet printer, HP provides the following:

- **Extended warranty:** See the "contacting hp customer care" on page 6 section of this manual.
- **Replacement parts and consumables** are available for five (5) years after production has stopped.
- **Product take-back:** To return this product and print cartridges to HP at the end of its useful life, call your local HP Sales or Service Office for instructions.

energy consumption

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: 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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regulatory notices

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This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- 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
(650) 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.

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