

HP Deskjet 9800



HP Deskjet 9800 Series

User's Guide



Copyright Information

© 2005 Copyright Hewlett-Packard Development Company, L.P.

Reproduction, adaptation or translation without prior written permission is prohibited, except as allowed under the copyright laws.

The information contained herein is subject to change without notice.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Edition 1.0, 2/2005

Acknowledgements

HP ColorSmart III and HP PhotoREt IV are trademarks of Hewlett-Packard Company.

Microsoft®, Windows®, Windows NT®, and MS-DOS® are U.S.-registered trademarks of Microsoft Corporation.

Pentium® is a U.S.-registered trademark of Intel Corporation.

TrueType™ is a U.S. trademark of Apple Computer, Inc.

UNIX® is a registered trademark of the Open Group.

Safety Information



Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

Read and understand all instructions in the documentation that comes with the printer.

Use only a grounded electrical outlet when connecting this product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.

Observe all warnings and instructions marked on the product.

Unplug this product from wall outlets before cleaning.

Do not install or use this product near water, or when you are wet.

Install the product securely on a stable surface.

Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.

If the product does not operate normally, see [Troubleshooting](#).

There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

Table of contents

1 Welcome

Special features	2
Using this guide	3
Finding other resources for the product	4

2 Getting started

Understanding the printer parts and functions	6
Front view (trays, cover, and print cartridge cradle)	6
Front view (input tray)	7
Printer lights	7
Back view	8
Optional automatic two-sided printing accessory (duplex unit)	9
Configuring the printer (Windows)	10
Direct connection	10
Installing printer software and sharing the printer	10
To install the software before connecting the printer	10
To connect the printer before installing the software	11
To share the printer on a locally shared network	11
Configuring the printer (Mac OS)	13
To install the software for a locally shared network or for a direct connection	13
To share the printer on a locally shared network	14
Connecting to a network	15
Installing printer software and sharing the printer (Windows)	15
Uninstalling the printer software	17
Customizing the printer software setup program	19
Installing other software	20

3 Using print cartridges and accessories

Installing the optional automatic two-sided printing accessory (duplex unit)	22
Using the print cartridges	23
Supported print cartridges	23
Using print cartridges	23
Installing or replacing the print cartridges	23
To install or replace a print cartridge	24
Aligning the print cartridges	26
Cleaning the print cartridges	27
To clean the print cartridges automatically	27
For Windows	27
For Macintosh	27

Maintaining the print cartridges	28
Storing the print cartridges	28
Printing with a single print cartridge	29
Calibrating the color	29

4 Printing and loading media

Selecting print media	32
Tips for selecting and using print media	32
Understanding specifications for supported media	32
Understanding supported media sizes	32
Understanding supported media types	38
Understanding supported media weights and capacities	39
Setting minimum margins	39
Loading media in the input tray	41
Using the automatic paper-type sensor	43
Changing print settings	44
Understanding smart software features	45
Printing a document	47
Printing with the front or rear manual feed slot	48
Changing the software settings	48
Loading the front manual feed slot	49
Loading the rear manual feed slot	50
Printing on various media types	51
Printing on custom-sized paper	52
Printing on envelopes	53
Printing on cards and smaller-sized media	55
Printing digital photographs	58
Printing with six-ink color	58
Guidelines for printing photographs	58
Understanding digital photography technologies	59
PhotoREt printing	59
4800 x 1200 optimized dpi	59
Printing Exif Print-enhanced photographs	60
HP photo imaging software	60
Printing borderless	61
Printing in grayscale	63
Printing on both sides (duplexing)	64
Guidelines for printing on both sides of the paper	64
Performing manual duplexing	65
Performing auto-duplexing	66
Advantages of using the duplex unit	66
Printing multiple pages on a single sheet of paper	68
Printing booklets	69
Performing manual booklet printing	69
Performing automatic booklet printing	69
Printing posters	71
Printing banners	72
Printing labels	73
Printing iron-on transfers	74
Printing panoramic photos	75

Cancelling a print job	77
5 Using the Toolbox	
Toolbox overview	80
Printer Status tab	81
Information tab	82
HP Instant Support	82
Security and privacy	83
To gain access to HP Instant Support	83
myPrintMileage	84
Printer Services tab	85
Using the HP Inkjet Toolbox (Macintosh)	86
Viewing the HP Inkjet Toolbox panels	86
6 Troubleshooting	
Troubleshooting tips and resources	88
General troubleshooting tips	89
Printing a demo page	90
Printing a diagnostics page	91
Resolving printing problems	92
Printer shuts down unexpectedly	92
Check power and power connections	92
Check printer vents	92
All printer lights are blinking	92
A non-recoverable error has occurred.	92
Printer is not responding (nothing prints)	92
Check printer setup	92
Check the print cartridge initialization	92
Check the printer software installation	92
Check cable connections	92
Check printer setup for network environment	93
Check any personal firewall software installed on the computer	93
Printer does not accept a print cartridge	93
Print cartridge does not fit the printer	93
Printer does not recognize the print cartridge	93
Clean the print cartridge contacts	93
The printer is rejecting the pen	94
Printer takes a long time to print	95
Check the system configuration	95
Verify the number of software programs running on the computer	95
Check the port setting	95
Check the printer software settings	95
A large file is printing	95
The printer may be in Ink-backup Printing Mode	96
Blank page printed	96
Check for empty print cartridges	96
The protective tape on the print cartridge nozzle has not been removed.	96
Check media settings	96
Check the parallel port on your computer	96
Something on the page is missing or incorrect	96

Check margin settings	96
The printer may be in Ink-backup Printing Mode	96
Verify the ink levels of the print cartridges	96
The print cartridges may need to be cleaned	97
Check color print settings	97
Check the print location and length of USB cable	97
Placement of the text or graphics is wrong	97
Check how the media is loaded	97
Check the media size	97
Check margin settings	97
Check the page-orientation setting	97
Check the printer location and length of USB cable	97
Poor print quality and unexpected printouts	99
Poor quality printouts	99
Check the print cartridges	99
The printer may be in Ink-backup Printing Mode	99
Verify the ink levels of the print cartridges	99
The print cartridges may need to be cleaned	99
Check the paper quality	99
Check the type of media loaded in the printer	100
Check rollers in the printer	100
Check the printer location and length of USB cable	100
Meaningless characters print	100
Check the cable connections	100
Check the document file	100
Ink is smearing	101
Check print settings	101
Check the media type	101
Check the margin settings	101
Ink is not filling the text or graphics completely	101
The printer may be in Ink-backup Printing Mode	101
Verify the ink levels of the print cartridges	101
The print cartridges may need to be cleaned	101
Check the media type	101
The print settings may need to be changed	102
Output is faded or dull colored	102
Check the print mode	102
You may not be using the best print cartridge for the project	102
Check the paper type setting	102
Check the print cartridges	102
Colors are printed as black and white	102
Check the print settings	102
The printer is printing in Ink-backup Printing Mode	102
Wrong colors are printing	102
Check the print settings	102
Check the print cartridges	102
Printout shows bleeding colors	103
Check the print settings	103
Check the print cartridges	103
Colors do not line up properly	103

Check the print cartridges	103
Check the graphics placement	103
Lines or dots are missing from text or graphics	103
The printer may be in Ink-backup Printing Mode	103
Verify the ink levels of the print cartridges	103
The print cartridges may need to be cleaned	103
Check the print cartridge contact pads	103
Resolving paper-feed problems	104
Another paper feed problem is occurring	104
Media is not supported for the printer or tray	104
Media is not picked up from input tray	104
Media is not coming out correctly	104
Pages are skewing	104
Multiple pages are being picked up	104
Troubleshooting installation issues	105
Problems printing an alignment page	105
Problems installing software	105
Verify the computer requirements	105
Verify installation preliminaries	105
Reinstall the printer software	105
Problems connecting to a network	105
General network troubleshooting	105
Problems connecting to a wired network	106
Clearing jams	107
Tips for avoiding paper jams	109
Resolving photo printing problems	110
Resolving borderless printing problems	111
Resolving banner printing problems	112
Resolving automatic two-sided printing problems	113
Resolving network printing problems	114

7 Printer lights reference

Understanding the printer lights	116
--	-----

8 HP supplies and accessories

Ordering printing supplies through the Toolbox	122
Accessories	123
Automatic two-sided printing accessory	123
Parallel cable	123
USB cable	123
Network interface	123
Supplies	124
Print cartridges	124
Inkjet papers	124
Photo papers	125
Transparency films	129
Specialty papers	130
Greeting cards	131
Brochure papers	132

9 Customer support and warranty

Obtaining electronic support	134
HP Instant Support	135
HP Telephone Support	136
Before you call	136
Telephone support numbers	136
Hewlett-Packard Limited Warranty Statement	141
Extent of Limited Warranty	141
Limitations of Warranty	142
Limitations of Liability	142
Local Law	142

10 Printer specifications and Declaration of Conformity

Printer specifications	144
Declaration of Conformity	148

11 Regulatory information

FCC statement	152
Shielded cables	152
Miscellaneous regulatory information	153
Power cord statement	153
LEDs classification	153
Environmental sustainability program	153
Reduction and elimination	153
Paper use	153
Ink use	153
Ozone-depleting chemicals	153
Power consumption	153
Hazardous materials	154
Material safety data sheets	154
Recycling	154
Printer packaging	154
HP products and supplies	154
End-of-life returns	154
EMI statement (Korea)	155
EMI statement (Japan)	155
Declaration of Conformity statement/Normes de sécurité (Canada)	155
Regulatory model number	155

Index	157
-------------	-----

1 Welcome

Thank you for buying this HP Deskjet printer.

This section contains the following information:

- [Special features](#)
- [Using this guide](#)
- [Finding other resources for the product](#)

Special features

This printer is equipped with several exciting features.

- **Wide-format printing** – Prints up to 330 x 483 mm (13 x 19 inches) or A3+ borderless.
- **Automatic two-sided printing (duplex unit)** – Print two-sided documents automatically. It comes standard with the HP Deskjet 9800d, 9803d, and 9808d. It may be purchased separately in some countries/regions (see [HP supplies and accessories](#)).
- **Borderless printing** – Use the entire page surface when printing photos and cards using the borderless printing feature. Prints up to 330 x 483 mm (13 x 19 inches) or A3+ borderless.
- **Ink backup mode** – Continue printing with one print cartridge when the other print cartridge runs out of ink.
- **Six-ink upgradeable printing** – Enhance photo printing with a photo print cartridge.
- **Color management** – The printer software translates the colors of your document from their current color space to the selected color space in the printer driver. See printer driver online help for more information.
- **Automatic paper-type sensor** – The printer automatically selects the print settings appropriate for the media in the printer, particularly when used with HP media.
- **Cancel button** – Cancel unwanted print jobs at the touch of a button.
- **Power-saving mode** – The printer goes into a low-power, energy-efficient mode after it has been idle for 30 minutes.
- **Toolbox** – Get status and maintenance information about your printer. It also provides access to the myPrintMileage website, documentation, and online help tools for solving printer problems.
- **Panoramic printing** – Print high-quality panoramic photographs with or without borders.
- **Digital photo printing** – Print high-quality, black-and-white photographs in shades of gray using a gray photo print cartridge, combined with the tri-color print cartridge.
- **Print multiple pages on a single sheet of paper** – Use the printer software to print up to 16 pages on a single sheet of paper.

Using this guide

This guide includes the following sections:

- **Getting started** – Describes the printer parts and explains how to connect using a USB or a parallel cable, how to install the printer software, how to connect to a network, and how to connect to an external print server.
- **Using print cartridges and accessories** – Explains how to use the print cartridges and how to install the duplex unit.
- **Printing and loading media** – Describes and illustrates how to load print media and explains how to print on various media types and sizes. Explains six-ink printing, which enhances the print quality of photographs, and how to use the borderless printing feature. Also describes the printer driver features.
- **Using the Toolbox** – Describes the features of the Toolbox (such as ink level information, print cartridge maintenance, and links to troubleshooting instructions), HP Instant Support, and the myPrintMileage website (which keeps track of printer usage information). Also explains how to order printing supplies directly through the Toolbox.
- **Troubleshooting** – Helps you solve common printer problems such as paper jams or software installation issues, and printing problems such as borderless or photo printing problems.
- **Printer lights reference** – Describes and illustrates printer light combinations, what they indicate, and what action to take if necessary.
- **HP supplies and accessories** – Lists part numbers of the accessories, media, and print cartridges that can be purchased and used with the printer.
- **Customer support and warranty** – Lists support services to obtain assistance for your printer.
- **Printer specifications and Declaration of Conformity** – Lists information such as print speeds, tray capacity, and system requirements. Also contains a Declaration of Conformity.
- **Regulatory information** – Contains an FCC statement and other regulatory information, such as EMI statements, LEDs classification, energy consumption, and the regulatory model number.

Finding other resources for the product

You can obtain product information and further troubleshooting resources that are not included in this guide from the following resources:

- **Setup poster** – Provides illustrated setup information. A printed version of this document is provided with the printer. Also, an electronic version is available as an Adobe® Acrobat® Portable Document Format (PDF) file on the Starter CD.
- **Getting started guide** – Provides instructions for setting up the printer and information about the warranty and safety issues. Included as a printed guide in the box with the printer.
- **Readme file and release notes** – Provides late-breaking information and troubleshooting tips. Included on the Starter CD.
- **Toolbox** – Provides information about print cartridge ink levels and access to printer maintenance services. See [Using the Toolbox](#) for more information. Available if you choose an installation option that includes the Toolbox.
- **Printer-driver onscreen help (Windows)** – Provides an explanation of the features in the printer driver. Available from the printer driver.
- **HP Inkjet Toolbox (Macintosh)** – Contains tools to calibrate the printer, clean the print cartridges, print a test page, and find website support information. See [Using the HP Inkjet Toolbox \(Macintosh\)](#) for more information.
- **HP Instant Support** – Helps you quickly identify, diagnose, and resolve printing problems. See HP Instant Support for more information. Available through any standard Web browser or through the Toolbox (Windows).
- **Starter CD** – Includes printer software, a utility that lets you create customized installation packages, an electronic copy of this user's guide, and ordering information. See [Troubleshooting](#)
- **Diagnostics page** – Provides information about the printer hardware, such as the firmware version and model number. See [Printing a diagnostics page](#).
- **HP websites** – Provides the latest printer software, product and support information. Go to <http://www.hp.com/support/dj9800>.
- **HP telephone support** – Lists information for contacting HP. During the warranty period, this support is often free of charge. See [HP Telephone Support](#).

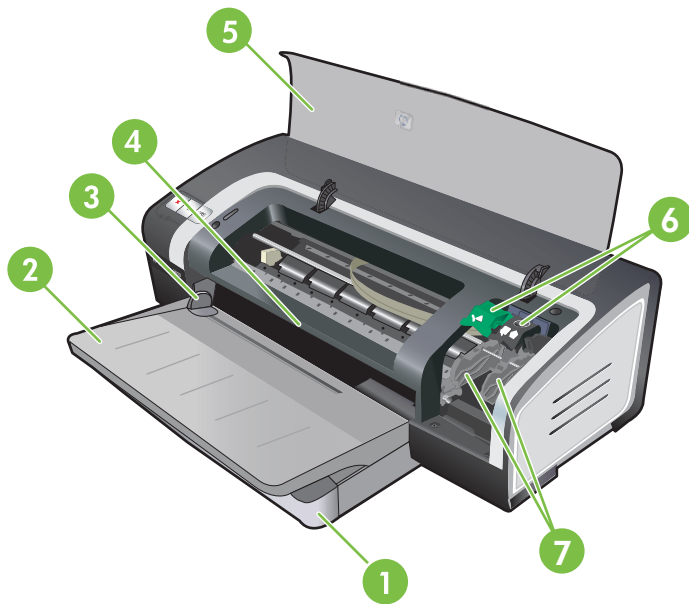
2 Getting started

This section contains the following information:

- [Understanding the printer parts and functions](#)
- [Configuring the printer \(Windows\)](#)
- [Configuring the printer \(Mac OS\)](#)
- [Connecting to a network](#)
- [Uninstalling the printer software](#)
- [Customizing the printer software setup program](#)
- [Installing other software](#)

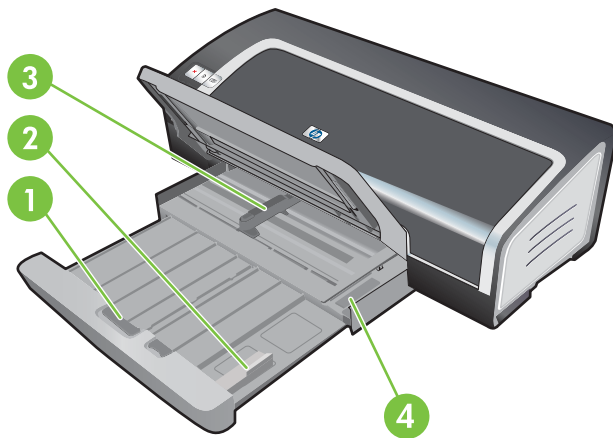
Understanding the printer parts and functions

Front view (trays, cover, and print cartridge cradle)



- 1 Extendable input tray
- 2 Extendable output tray
- 3 Front manual feed paper guide
- 4 Front manual feed slot
- 5 Top cover
- 6 Print cartridge latch
- 7 Print cartridge cradle

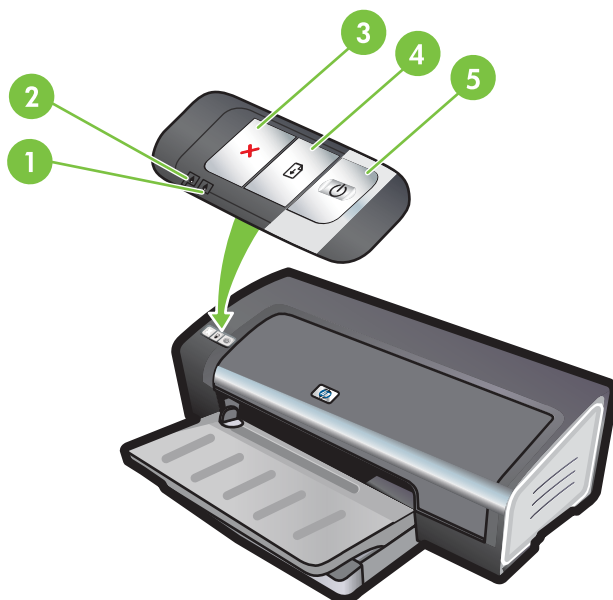
Front view (input tray)



- 1 Input tray lock
- 2 Small media guide
- 3 Paper width guide
- 4 Small media ejector

Printer lights

The printer lights provide visual cues about the status of the printer. For more information, see [Printer lights reference](#).

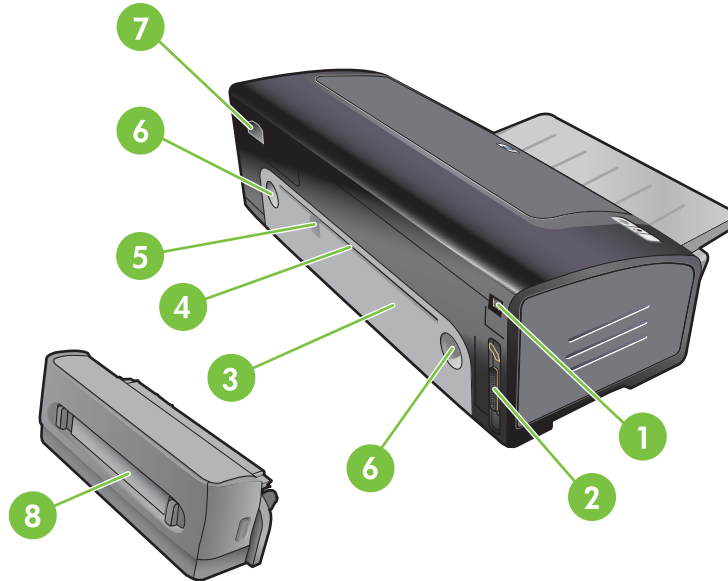


- 1 Right print cartridge light (black, photo, or gray print cartridge)
- 2 Left print cartridge light (tri-color print cartridge)
- 3 CANCEL button

4 **RESUME** button and light

5 **POWER** button and light

Back view



1 Universal serial bus (USB) port

2 Parallel port

3 Rear access panel

4 Rear manual feed slot

5 Rear manual feed paper guide

6 Rear access panel release buttons

7 Power input

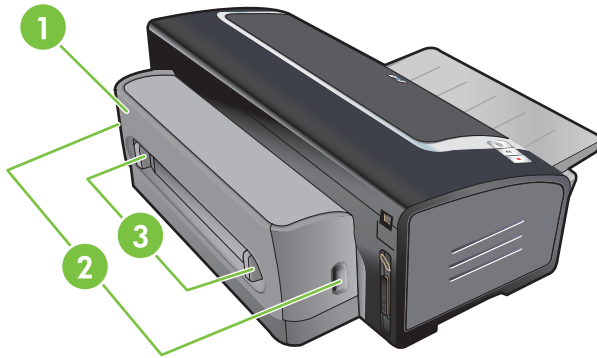
8 Optional automatic two-sided printing accessory (duplex unit)

Optional automatic two-sided printing accessory (duplex unit)

The printer can automatically print on both sides of a sheet of paper when the duplex unit is attached to the back of the printer. (See [Installing the optional automatic two-sided printing accessory \(duplex unit\)](#).)



NOTE The duplex unit is a standard part in the HP Deskjet 9800d, 9803d, and 9808d printers. It may be purchased separately in some countries/regions.



- 1 Rear cover
- 2 Release buttons for the duplex unit
- 3 Release buttons for the rear cover of the duplex unit to clear a paper jam

Configuring the printer (Windows)

You can connect the printer directly to a computer, or you can share the printer on a locally shared network.



NOTE You must have administrator privileges to install a printer driver in Windows 2000, Windows Server 2000, or Windows XP.

Direct connection

You can connect the printer directly to your computer using a USB cable or an IEEE 1284-compliant bidirectional parallel cable.



NOTE Windows NT 4.0 does not support USB.

Do not connect a USB and a parallel cable to the printer at the same time.

If you install the printer software and connect a printer to a computer running Windows, you can connect additional printers to the same computer with USB cables without reinstalling the printing software.

Installing printer software and sharing the printer

When setting up the printer, HP recommends that you connect the printer after you install the software because the installation program is designed to provide you with the easiest setup experience.

However, if you have connected the cable first, see [To connect the printer before installing the software](#).

To install the software before connecting the printer

It is recommended that you install the Toolbox, which provides status and maintenance information about your printer. It also provides access to documentation and online help tools for solving printer problems. If you do not install the Toolbox you will not see printer error messages on your computer screen and will not have access to the myPrintMileage website. See [Using the Toolbox](#).

- 1 Close any running applications.
- 2 Insert the Starter CD into the CD drive. The CD menu runs automatically.

If the CD menu does not start automatically, click **Start**, and then click **Run**. Browse to the CD-ROM drive for the computer, click **Autorun.exe**, and then click **Open**. In the **Run** dialog box, click **OK**.

- 3 On the CD menu, click **Install Printer Driver**.

- 4 Follow the instructions on the screen to complete the installation.
- 5 When prompted, connect the USB or parallel cable to the computer and the printer. The **Found New Hardware** wizard appears on the computer screen and the printer icon is created in the Printers folder.



NOTE You can also share the printer with other computers using a simple form of networking known as locally shared networking. See [To share the printer on a locally shared network](#).

To connect the printer before installing the software

If you connected the printer to the computer before installing the printer software, the **Found New Hardware** wizard appeared on the computer screen.



NOTE If you have turned on the printer, do not turn off the printer or unplug the cable from the printer while the installation program is running. If you do so, the installation program will not finish.

- 1 In the **Found New Hardware** dialog box that provides the option for selecting a method to locate the driver, select the **Advanced** option and click **Next**.



NOTE Do not allow the **Found New Hardware** wizard to perform an automatic search for the driver.

- 2 Select the check box for specifying the driver location, and ensure that the other check boxes are clear.
- 3 Insert the Starter CD into the CD-ROM drive. If the CD menu appears, close the CD menu.
- 4 Browse to locate the root directory on the Starter CD (for example, D), and then click **OK**.
- 5 Click **Next**, and then follow the instructions on the screen.
- 6 Click **Finish** to close the **Found New Hardware** wizard. The wizard automatically starts the installation program (this might take a short while). For Windows 98 and Windows Me, you must complete the installation program at this point if you wish to install a non-English driver.
- 7 Complete the installation process.



NOTE The setup program provides options to install non-driver components such as the Toolbox, which you are recommended to install. For instructions about installing these components, follow the steps outlined in [To install the software before connecting the printer](#).

You can also share the printer with other computers using a simple form of networking known as locally shared networking. See [To share the printer on a locally shared network](#).

To share the printer on a locally shared network

In a locally shared network, the printer is connected directly to the USB or parallel connector of a selected computer (known as the server) and is shared by other computers (clients).



NOTE When sharing a directly connected printer, use the computer with the newest operating system as the server. For example, if you have a computer running Windows 2000 and another computer running an older version of Windows, use the computer running Windows 2000 as the server.

Use this configuration only in small groups or when usage is low. The computer that is connected to the printer is slowed down when many users print to the printer.

- 1 From the Windows desktop, click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
- 2 Right-click the printer icon, click **Properties**, and then click the **Sharing** tab.
- 3 Click the option to share the printer, and give the printer a share name.
- 4 If you are sharing the printer with client computers that use other versions of Windows, you can click **Additional Drivers** to install their drivers as a convenience to them. This optional step requires you to have the Starter CD in your CD drive.

Configuring the printer (Mac OS)

You can use the printer with a single Macintosh computer using a USB cable, or you can share the printer among other users on a network.

To install the software for a locally shared network or for a direct connection

- 1 Connect the printer to the computer with the USB cable or to the network with a network cable.
- 2 Insert the Starter CD into the CD-ROM drive, double-click the CD icon on the desktop, and then double-click the Setup icon.

-or-

Locate the installer in the Installer folder of the Starter CD.

- 3 Click **Install Driver** and follow the instructions on the screen for your connection type.
- 4 Open the Print Center or Printer Setup Utility, which is located in the Applications\Utilities folder.
- 5 To add the printer, click **Add**.
- 6 For a direct connection, select USB from the menu.

-or-

For a network connection on an IP network, on the drop-down menu, select **Auto** or **Manual**.

- 7 If you select **Auto**, select the printer from the printer list.
If you select **Manual**, type the IP address for the printer and click **Connect**.
- 8 Click **Add**. A mark appears beside the printer name, indicating that this printer is now the default printer.
- 9 Close the Print Center or the Printer Setup Utility.
- 10 If necessary, share the printer with other Macintosh computer users.
 - **Direct connection:** Share the printer with the other Macintosh computer users. See [To share the printer on a locally shared network](#).
 - **Network connection:** Individual Macintosh computer users who want to use the network printer must install the printer software on their computers.

To share the printer on a locally shared network

When you connect the printer directly, you can still share the printer with other computers using a simple form of networking known as locally shared networking. Use this configuration only in small groups or when usage is low. The computer that is connected to the printer is slowed down when many users print to the printer.

Basic requirements for sharing in a Macintosh environment include the following items:

- The Macintosh computers must be communicating on the network using TCP/IP, and the Macintosh computers must have IP addresses. (AppleTalk is not supported.)
- The printer that is being shared must be connected to a built-in USB port on the host Macintosh computer.
- Both the host Macintosh computer and the client Macintosh computers that are using the shared printer must have printer-sharing software installed and the printer driver or PPD for the printer that is installed. (You can run the Installer program to install the printer sharing software and associated Help files.)
- The client Macintosh computers should have the appropriate HP printer drivers installed.
- The client Macintosh computers must be PowerMac computers.

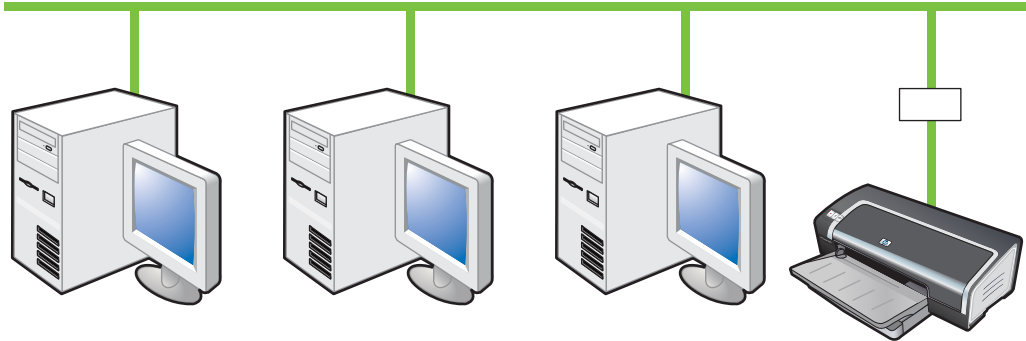
For more information about USB printer sharing, see the support information that is available on the Apple website <http://www.apple.com> or the Mac Help on the computer.

To share with other computers running Mac OS X (10.2 and later)

Use the following steps to share the printer among Macintosh computers that are running Mac OS X (10.2 and later):

- 1 Turn on printer sharing on the computer that is connected to the printer (the host).
- 2 Open **System Preferences**, click **Sharing**, click **Services**, and then select the **Printer Sharing** check box.
- 3 To print from the other Macintosh computers (the clients) on the network, preselect the printer in **Sharing**. Then, choose the neighborhood where the printer is shared and select the printer.

Connecting to a network



Your printer can be shared in a network environment by connecting it directly to a network via an optional HP Jetdirect external print server. This configuration provides better performance than printing through a computer, flexibility in preparing a location for the printer, and the ability to share the printer with both Windows and Macintosh users.

For information about setting up HP Jetdirect external print servers, see your HP Jetdirect hardware and software installation guides. For more information on purchasing HP Jetdirect external print servers, see [HP supplies and accessories](#).

Installing printer software and sharing the printer (Windows)

Choose the installation option for the type of network you have:

- **Client/server network:** If your network has a computer acting as a dedicated print server, install the printer software on the server (see [Connecting to a network](#)), and then install the printer software on the client computers (see [Installing printer software and sharing the printer](#)).
- **Peer-to-peer network:** If you have a peer-to-peer network (a network without a dedicated print server), install the software on the computers that will be using the printer (see [Connecting to a network](#)).

In addition, you can connect to a network printer in both types of networks using the Add Printer wizard in Windows.

To install the software on a network

Use the following steps to install the printer software in the following networking scenarios:

Your network has a computer acting as a dedicated print server.

You have a peer-to-peer network (a network without a dedicated print server).

- 1 Connect the printer to the network.
- 2 Close any programs that are open.
- 3 Insert the Starter CD into the CD-ROM drive. The CD menu starts automatically.

If the CD menu does not start automatically, click **Start**, and then click **Run**. Browse to the CD-ROM drive for the computer, click **Autorun.exe**, and then click **Open**. In the **Run** dialog box, click **OK**.

- 4 Click **Install Printer Driver** and follow the instructions on the screen to complete the installation.



NOTE If you are installing the software on a dedicated print server, select the option to share the printer when prompted, and then select to install drivers for Windows clients. The installation program installs the driver for the server and copies the client drivers to a location on the server for users (clients).

To share the printer with Windows client computers, see [Installing printer software and sharing the printer](#).

To install the printing software on client computers

After the drivers have been installed on the computer that is acting as the print server, the printing functionality can be shared. Individual Windows users who want to use the network printer must install the software on their computers (clients).

A client computer can connect to the printer in the following ways:

In the **Printers** folder, double-click the **Add Printer** icon and follow the instructions for a network installation.

-or-

On the network, browse to the printer and drag it to your **Printers** folder.

-or-

Add the printer and install the software from the INF file on your network.

On the Starter CD, the INF files are stored in folders that use the following format: <CD drive>:\Setup\Drivers\<operating system>\<language>.

For example, if your CD drive letter is D, then D:\Setup\Drivers\Win2k_XP\English would contain the English INF file for Windows 2000, Windows Server 2003, and Windows XP.

To install the printer driver using Add Printer

- 1 From the Windows desktop, click **Start**, point to **Settings**, and then click **Printers**. Or, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
- 2 Double-click **Add Printer**, and then click **Next**.
- 3 Select **Network Printer** or **Network Printer Server**.
- 4 Click **Next**.
- 5 Do one of the following:
 - Type in the network path or queue name of the shared printer and click **Next**. Click **Have Disk** when prompted to select the printer model.
 - Click **Next**, and then locate the printer in the **Shared printers** list.
- 6 Click **Next**, and then follow the instructions on the screen to complete the installation.

Uninstalling the printer software

To uninstall the software for Windows computers

If you are using Windows 2000, Windows Server 2003, or Windows XP, you must have administrator privileges to uninstall the printer software.

- 1 If the printer is connected directly to the computer using a USB or parallel cable, disconnect the printer.
- 2 Close any running applications.
- 3 From the **Start** menu, open the Control Panel.
- 4 Double-click **Add/Remove Programs**.
- 5 Select the printing software that you wish to remove.
- 6 Click the button for adding or removing software.
- 7 Follow the instructions on the screen to complete the removal of the printer software.



NOTE If the uninstallation process fails, restart the computer and complete the steps above to uninstall the software.

If the software was not successfully installed or the uninstaller could not be found, complete the following steps to run the scrubber utility. (The scrubber utility is not available for computers running Windows NT 4.0.)

- 8 **(To run the scrubber utility, complete the following steps.)** Disconnect the printer from the computer.
- 9 On the computer, restart Windows.
- 10 Insert the Starter CD in the CD drive. If the CD menu appears, exit the CD menu.
- 11 Locate the scrubber utility on the Starter CD and run the utility.
 - For Windows 98 and Windows Me, use the scrub9x.exe file located in the Utils\Scrubber\Win9x_Me folder.
 - For Windows 2000, Windows Server 2003, and Windows XP, use the scrub2k.exe file located in the Utils\Scrubber\Win2k_XP folder.
- 12 Double-click the **scrubber.exe** file.
- 13 Restart your computer, and re-install the printer driver.

To uninstall the software for Macintosh computers

- 1 If the printer is connected directly to the computer using a USB cable, disconnect the printer.
- 2 Restart the computer.



NOTE If you do not restart the computer before you uninstall the software, some files are not removed from your computer when you run the Uninstall option.

- 3 Insert the Starter CD into the CD drive.
- 4 Double-click the CD icon on the desktop.
- 5 Double-click the installer icon located in the Installer folder and follow the instructions on the screen.
- 6 When the **Main Installation** dialog box appears, select **Uninstall** from the drop-down list located in the upper-left part of the dialog box.
- 7 Follow the instructions on the screen to remove the printer software.

Customizing the printer software setup program

The Starter CD contains a utility that allows system administrators to create customized installation packages that can be launched silently. System administrators can then distribute a customized installation package by sharing it from a local or mapped network drive.

To access the utility, select **Customization Utility** from the CD menu. A software installation package with the selected language and selected printer components will be created.

To run the print driver from a customized installation package, open the folder that contains the package and double-click the **Install.bat** file.



NOTE The Customization Utility is available only for Windows.

Installing other software

- **HP photo imaging software** Lets you view and edit photos and image files in Windows. To install this software, insert the Starter CD, click the **HP Photo Imaging Software** button on the CD browser menu, and select it from the list of software shown. (See [HP photo imaging software](#)).
- **Linux driver** Visit www.linuxprinting.org to download the software. For information about using Linux with HP printers, visit hp.sourceforge.net.
- **IBM PCL printer driver for IBM OS/2** Visit www7.software.ibm.com/2bcprod.nsf to download the software and for information on using the driver.



NOTE If you are using Windows NT 4.0, Windows 2000, Windows Server 2003, or Windows XP, you must have administrator privileges to install a printer driver.

3 Using print cartridges and accessories

This section contains the following information:

- [Installing the optional automatic two-sided printing accessory \(duplex unit\)](#)
- [Using the print cartridges](#)

Installing the optional automatic two-sided printing accessory (duplex unit)

You can print on both sides of a sheet of paper automatically when the duplex unit is installed.



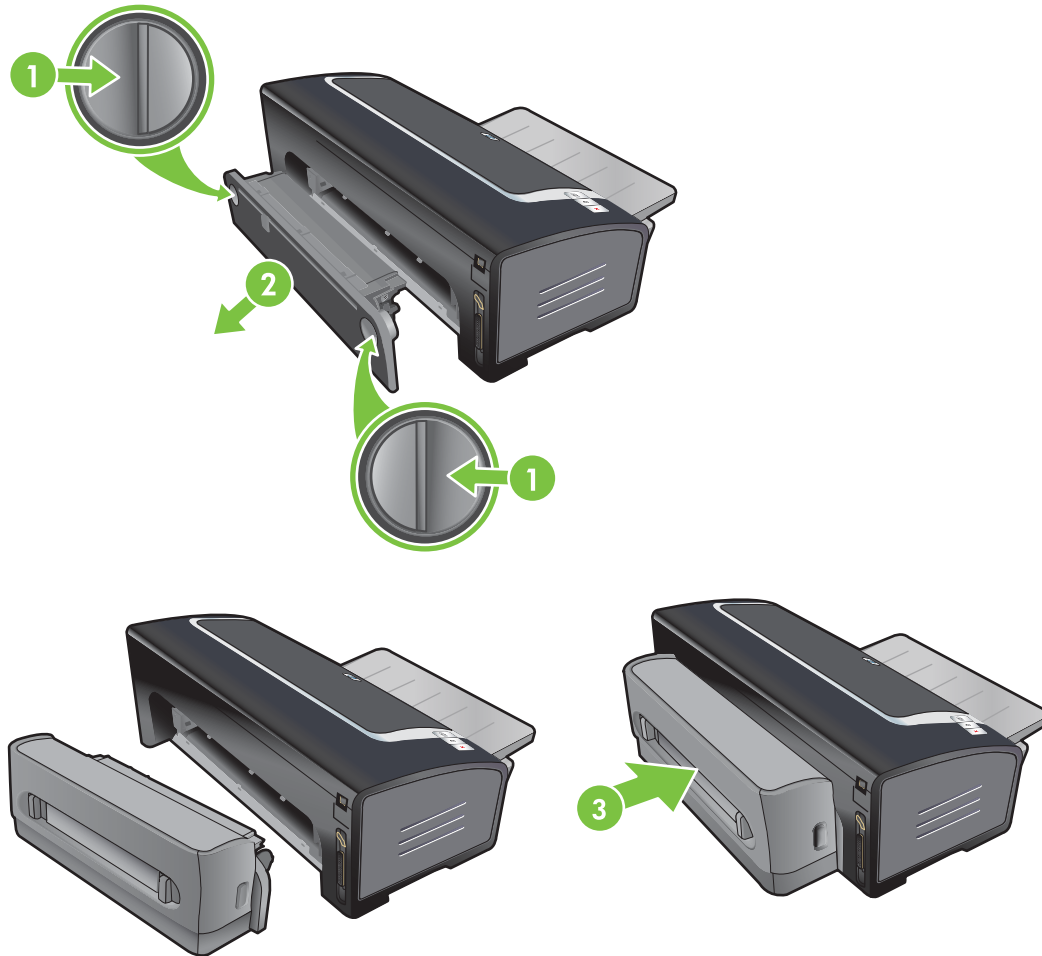
NOTE The duplex unit is a standard part in the HP Deskjet 9800d, 9803d, and 9808d printers. It may be purchased separately in some countries/regions (see [HP supplies and accessories](#).)

To install the duplex unit

- 1 Remove the rear access panel by pushing the release buttons toward each other.
- 2 Pull the rear access panel out of the printer.
- 3 Insert the duplex unit straight into the back of the printer until both sides snap into place.



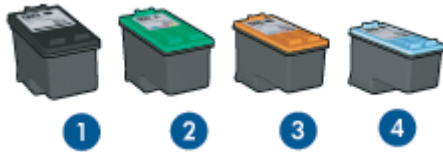
NOTE Do not press the buttons on either side of the duplex unit when installing it. Use these buttons only for removing the duplex unit from the printer.



Using the print cartridges

Supported print cartridges

Four print cartridges are available for use with the printer.



- 1 Black
- 2 Tri-color
- 3 Photo
- 4 Gray photo



NOTE The availability of print cartridges varies by country/region. The print cartridges may come in different sizes. To obtain a list of supported print cartridges for your printer, print the diagnostics page (see [Printing a diagnostics page](#)) and read the information in the Supported Print Cartridges category.

You can find the cartridge number in the following places:

- On the diagnostics page (see [Printing a diagnostics page](#)).
- On the label of the print cartridge you are replacing.
- **In Windows:** From the Toolbox if you have bidirectional communication, open the Toolbox. From the **Printer Status** tab, click **Ink Cartridge Information**.
- **In Mac OS:** From the HP Inkjet Toolbox, open the supplies panel.

Using print cartridges

Everyday printing – Use the black and tri-color print cartridges for everyday print jobs.

Quality color photos – For more vibrant colors when printing color photographs or other special documents, remove the black print cartridge and use a photo print cartridge in combination with the tri-color print cartridge. See [Printing digital photographs](#).

Quality black and white photos – For outstanding black and white photographs, remove the black print cartridge and use a gray photo print cartridge in combination with the tri-color cartridge. See [Printing in grayscale](#).

Installing or replacing the print cartridges

Use only the replacement cartridges that have the same cartridge number as the print cartridge you are replacing. See [Supported print cartridges](#).

For four-ink color printing, install the black and the tri-color print cartridges.

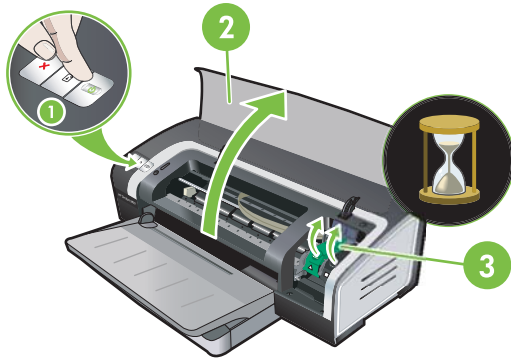
For six-ink color printing, install the photo and the tri-color print cartridges to enhance the print quality of photographs. See [Printing with six-ink color](#).

To install or replace a print cartridge

- 1 Turn on the printer, open the top cover, and lift the print latch.




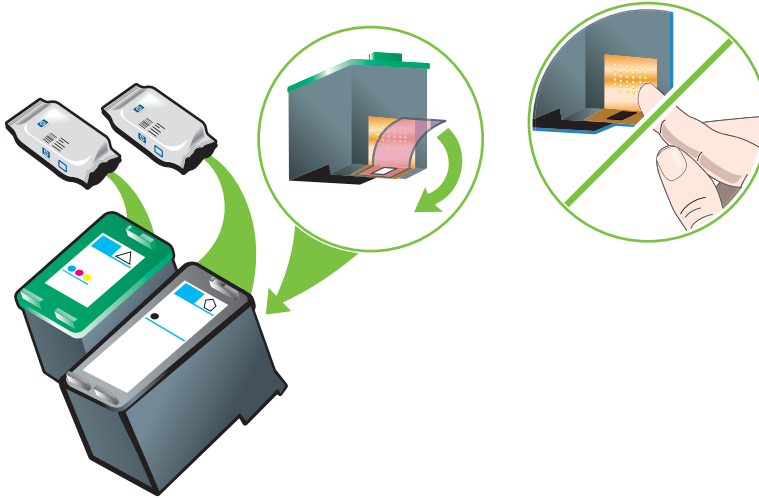
CAUTION The print cartridge carriage may be moving into its correct position. Be sure the print cartridge carriage is parked at the right-hand side of the printer before removing or installing print cartridges.



- 2 **If you are replacing a print cartridge**, grasp the installed print cartridge and slide it out of its cradle. To ensure you are placing the new print cartridge into the correct position, verify the symbols on the latch match the symbols on the new cartridge.

- 3 **If you are installing a new print cartridge**, remove the print cartridge from its package, and then remove the clear nozzle protective tape by pulling on the pink pull-tab.

 **CAUTION** To prevent clogs, ink failure, and bad electrical connections, do not touch the print cartridge ink nozzles or copper contacts, and do not remove the copper contacts.



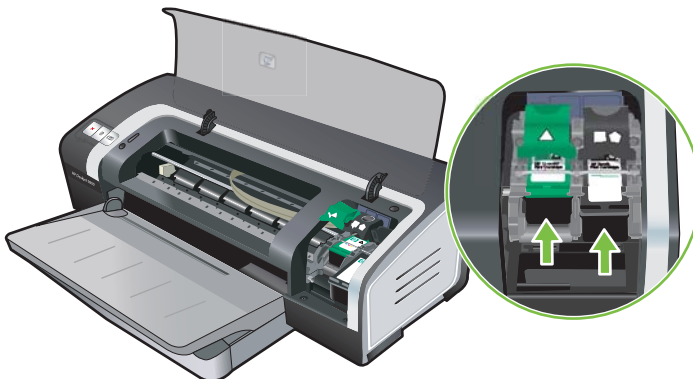
NOTE If you are installing a new print cartridge, the printer will automatically align the print cartridges and use one sheet of paper to print an alignment page. If you have higher-quality photo media loaded in the input tray, you may want to load a sheet of plain paper before installing the new print cartridge.

- 4 Hold the print cartridge with the copper contacts facing the printer, and then slide the print cartridge into the cradle.

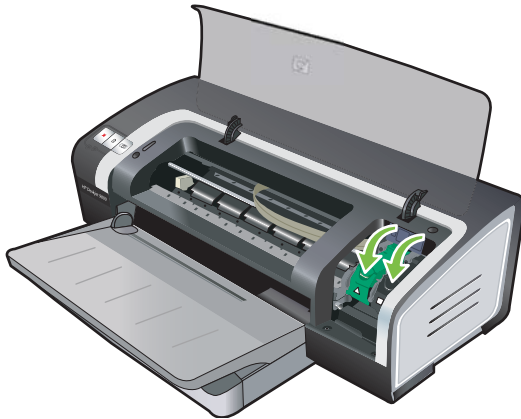


NOTE Depending on the cartridge size, they may not align with each other.

If you have trouble inserting the print cartridge after lifting the carriage latch, verify the printer is on and wait a few seconds for the carriage to disengage before inserting the print cartridge.



- 5 Push down on the print cartridge latch until it snaps closed. Make sure the latch does not spring back open.



- 6 Close the top cover.



NOTE If you installed a new print cartridge, the printer aligns the print cartridges and prints an alignment page. If no alignment page prints, make sure there is paper in the input tray.

Do not open the top cover when the printer is aligning the print cartridges.

Aligning the print cartridges

The printer automatically aligns print cartridges whenever a new print cartridge is installed. However, if your printout is grainy, has stray dots, or jagged edges, you can realign the print cartridges.

For Windows

You can align the print cartridges from the Toolbox or the printer driver.

- 1 Load plain paper into the input tray (see [Loading media in the input tray.](#))
- 2 Open the Toolbox: Click **Start**, point to **Programs, HP Deskjet 9800 series**, and then click **HP Deskjet 9800 series Toolbox**.

-or-

Open the printer driver (see [Changing print settings.](#))

- 3 Click the **Printer Services** tab (Toolbox) or **Services** tab (printer driver).
- 4 Click **Align Print Cartridges** and follow the onscreen instructions.

For Macintosh

- 1 Load plain paper into the input tray (see [Loading media in the input tray.](#))
- 2 Open the HP Inkjet Toolbox.
- 3 Open the **Calibrate** panel.
- 4 Click **Align**.

Cleaning the print cartridges

This section contains a procedure for cleaning the print cartridges automatically. For information about cleaning the cartridges manually, see [The printer is rejecting the pen.](#)

To clean the print cartridges automatically

The print cartridges have microscopic nozzles that can clog when exposed to air for too long. In addition, if a print cartridge is not used for long periods of time it can also clog, resulting in a noticeable decrease in print quality. Cleaning the print cartridges unclogs the nozzles.

Clean the print cartridges if the printed characters are incomplete, or if dots or lines are missing from the printed text or graphics.



NOTE Cleaning the print cartridges when it is not necessary wastes ink and reduces the life of the print cartridges.

If print quality has degraded, it could be that the cartridge is out of ink. Check the ink level before proceeding to clean the cartridges. If the cartridge is out of ink, replace it.

For Windows

You can clean the print cartridges from the Toolbox or the printer driver.

- 1 Load plain paper into the input tray (see [Loading media in the input tray.](#))
- 2 Open the Toolbox: Click **Start**, point to **Programs**, **HP Deskjet 9800 series**, and then click **HP Deskjet 9800 series Toolbox**.

-or-

Open the printer driver (see [Changing print settings.](#))

- 3 Click the **Printer Services** tab (Toolbox) or **Services** tab (printer driver).
- 4 Click **Clean Print Cartridges** and follow the onscreen instructions.
- 5 If you still find a problem in the printout, repeat this cleaning process.
- 6 If there is still a problem in the printout, either the print cartridge is out of ink and should be replaced or the cartridge has a problem. Replace the cartridge if it is out of warranty or contact HP customer service.

For Macintosh

- 1 Load plain paper into the input tray (see [Loading media in the input tray.](#))
- 2 Open the HP Inkjet Toolbox.
- 3 Open the **Clean** panel.
- 4 Click **Clean**.
- 5 If you still find a problem in the printout, repeat this cleaning process.
- 6 If there is still a problem in the printout, either the print cartridge is out of ink and should be replaced or the cartridge has a problem. Replace the cartridge if it is out of warranty or contact HP customer service.

Maintaining the print cartridges

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

- Keep all print cartridges in their sealed packages until they are needed. Print cartridges should be stored at room temperatures between 15° to 35°C (59° to 95°F).
- Do not remove the plastic tape covering the ink nozzles until you are ready to install the print cartridge in the printer. If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape damages the print cartridge.



CAUTION Do not drop the print cartridge. Dropping the print cartridge may damage it.

Storing the print cartridges

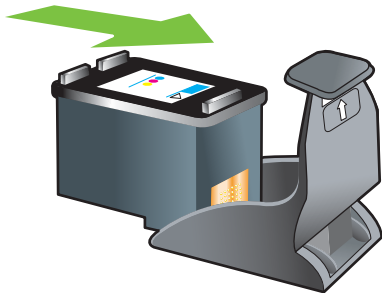
When the black or photo print cartridge is removed from the printer, store it in an airtight plastic container or in the Print Cartridge Protector. A Print Cartridge Protector is shipped with the photo print cartridges.



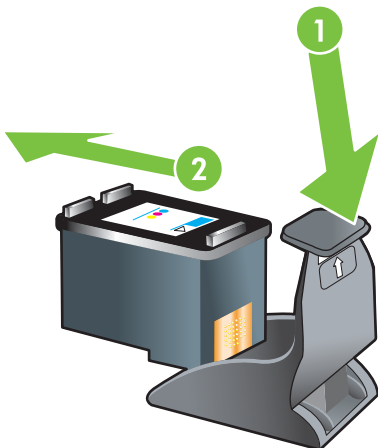
NOTE If you store the print cartridge in an airtight plastic container, make sure that the tri-color, photo, and gray photo ink nozzles face down and that the black print cartridges are stored with the ink nozzles face up.

To store the print cartridge in the Print Cartridge Protector

- 1 Insert the print cartridge into the protector and snap it securely in place.



- 2 To remove the print cartridge from the protector, press down and back on the tab inside the protector to release the print cartridge, and then remove the print cartridge.



Printing with a single print cartridge



NOTE To place the printer in **Ink-backup Printing Mode**, remove the empty cartridge.

If one of the print cartridges runs out of ink before you can replace it, you can still print with a single print cartridge.

Cartridge used	Output
Black	Grayscale
Photo	Grayscale for color segments and black for black segments
Gray photo	Grayscale
Tri-color	Color and very dark purple (not true black)



NOTE Printing from one print cartridge, rather than two, may be slower and the print quality may be affected. It is recommended to print with both print cartridges.

If using only the Photo print cartridge, colors may not print correctly.

For borderless printing, the tri-color print cartridge must be installed.

Calibrating the color

Whenever you replace a print cartridge, the printer automatically calibrates the colors to ensure the best printing quality. If you are not satisfied with the appearance of the colors, you can calibrate colors manually, as described below.

- Toolbox or printer driver (Windows): Click the **Printer Services** or **Services** tab. Then, click **Calibrate Color** and follow the onscreen instructions.
- HP Inkjet Toolbox (Macintosh): Click **Calibrate Color** and follow the onscreen instructions.



NOTE To calibrate color, both tri-color and photo print cartridges must be installed.

4 Printing and loading media

This section contains the following information:

- [Selecting print media](#)
- [Loading media in the input tray](#)
- [Using the automatic paper-type sensor](#)
- [Changing print settings](#)
- [Understanding smart software features](#)
- [Printing a document](#)
- [Printing with the front or rear manual feed slot](#)
- [Printing on various media types](#)
- [Printing on custom-sized paper](#)
- [Printing on envelopes](#)
- [Printing on cards and smaller-sized media](#)
- [Printing digital photographs](#)
- [Printing borderless](#)
- [Printing in grayscale](#)
- [Printing on both sides \(duplexing\)](#)
- [Printing multiple pages on a single sheet of paper](#)
- [Printing booklets](#)
- [Printing posters](#)
- [Printing banners](#)
- [Printing labels](#)
- [Printing iron-on transfers](#)
- [Printing panoramic photos](#)
- [Cancelling a print job](#)

Selecting print media

Your printer is designed to print on a variety of media types (such as plain paper, photo paper, envelopes, and transparencies) and sizes. The printer works well with most office paper types, and provides the best results on paper that accepts ink well. Always use media that conforms with the types, sizes, and weights listed in [Understanding specifications for supported media](#).

It is best to test a variety of media types before buying large quantities. Find a media type that works well.



NOTE Use HP media for optimum print quality. These print media types are specifically designed to work well with the printer. For ordering information and part numbers, see [HP supplies and accessories](#).

Tips for selecting and using print media

- Paper that is too thin, has a slick texture, or stretches easily can feed improperly through the printer's paper path.
- Paper that is heavily textured or does not accept ink well can cause poorly filled graphics or text.
- To ensure that media feeds properly, load only one type of media at a time in the input tray or the manual feed slots.
- Do not use media that is damaged, curled, or wrinkled. It is recommended not to use paper with cutouts or perforations or paper that is heavily textured or embossed.
- Try to use a paper type that has previously worked well with your printer.
- If you are printing more than one page on transparencies, photo paper, or other special paper, the printing pauses and the **RESUME** light blinks after each page is printed. This allows the printed page to dry before printing the next page. You can press the **RESUME** button if you do not want to wait for the printed page to dry before printing the following page; however, it is recommended to allow each page to dry.

See the following sections for more information:

- [Understanding specifications for supported media](#)
- [Setting minimum margins](#)

Understanding specifications for supported media

This section provides information regarding the sizes, types, and weights of media that the printer supports.

- [Understanding supported media sizes](#)
- [Understanding supported media types](#)
- [Understanding supported media weights and capacities](#)

Understanding supported media sizes

The following table lists the sizes of media you can use with each paper path.

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Automatic two-sided printing accessory (duplex unit)
A3 297 x 420 mm (11.7 x 16.5 inches)	✓	✓	✓	✓
A3+ 330 x 483 mm (13 x 19 inches)	✓	✓	✓	✓
A4 210 x 297 mm (8.27 x 11.69 inches)	✓	✓	✓	✓
A5 148 x 210 mm (5.83 x 8.27 inches)	✓	✓	✓	✓
A6 105 x 148 mm (4.13 x 5.83 inches)	✓			
B4 257 x 364 mm (10.1 x 14.3 inches)	✓	✓	✓	✓
B5 (JIS) 182 x 257 mm (7.17 x 10.2 inches)	✓	✓	✓	✓
Banner A3 297 x 420 mm (11.7 x 16.5 inches)	✓	✓	✓	
Banner A4 210 x 297.4 mm (8.27 x 11.69 inches)	✓	✓	✓	
Banner Letter 215.9 x 279.4 mm (8.5 x 11 inches)	✓	✓	✓	
Banner Tabloid 279 x 432 mm (11 x 17 inches)	✓	✓	✓	
Envelope #10 104.9 x 241.3 mm (4.13 x 9.5 inches)	✓	✓		
Envelope A2	✓			

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Automatic two-sided printing accessory (duplex unit)
111 x 146 mm (4.37 x 5.75 inches)				
Envelope C5	✓	✓		
162 x 229 mm (6.38 x 9.02 inches)				
Envelope C6	✓			
114 x 162 mm (4.49 x 6.38 inches)				
Envelope DL	✓	✓		
110 x 220 mm (4.33 x 8.66 inches)				
Envelope Monarch	✓	✓		
98.5 x 190.5 mm (3.88 x 7.5 inches)				
Executive	✓	✓	✓	✓
184.15 x 266.7 mm (7.25 x 10.5 inches)				
HP Greeting Card Envelope	✓			
111.25 x 152.4 mm (4.38 x 6 inches)				
Index card	✓			
76.2 x 127 mm (3 x 5 inches)				
Index card	✓			
101.6 x 152.4 mm (4 x 6 inches)				
Index card	✓	✓		
127 x 203.2 mm (5 x 8 inches)				
Panorama A4	✓	✓	✓	
210 x 594 mm (8.27 x 23.39 inches)				
Panorama	✓	✓		
101.6 x 254 mm (4 x 10 inches)				
Panorama	✓	✓		

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Automatic two-sided printing accessory (duplex unit)
101.6 x 279.4 mm (4 x 11 inches)				
Panorama	✓	✓		
101.6 x 304.8 mm (4 x 12 inches)				
Photo	✓			
76.2 x 127 mm (3 x 5 inches)				
Photo	✓			
101.6 x 152.4 mm (4 x 6 inches)				
Photo with tab	✓			
101.6 x 152.4 mm (4 x 6 inches)				
Photo	✓	✓		
127 x 177.8 mm (5 x 7 inches)				
Photo	✓	✓	✓	
203.2 x 254 mm (8 x 10 inches)				
Photo	✓	✓	✓	
279.4 x 355.6 mm (11 x 14 inches)				
Photo	✓	✓	✓	
304.8 x 304.8 mm (12 x 12 inches)				
Photo 10 x 15 cm	✓			
100 x 150 mm (4 x 6 inches)				
Photo 10 x 15 cm with tab	✓			
100 x 150 mm (4 x 6 inches)				
Legal	✓	✓	✓	✓
215.9 x 355.6 mm (8.5 x 14 inches)				
Letter	✓	✓	✓	✓
215.9 x 279.4 mm (8.5 x 11 inches)				

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Automatic two-sided printing accessory (duplex unit)
Statement 129.7 x 215.9 mm (5.5 x 8.5 inches)	✓	✓		
Super B 330 x 483 mm (13 x 19 inches)	✓	✓	✓	✓
Tabloid 279.4 x 431.8 mm (11 x 17 inches)	✓	✓	✓	✓
Borderless Photo Panorama A4 210 x 594 mm (8.27 x 23.39 inches)	✓	✓	✓	
Borderless Photo Panorama 101.6 x 254 mm (4 x 10 inches)	✓	✓		
Borderless Photo Panorama 101.6 x 279.4 mm (4 x 11 inches)	✓	✓		
Borderless Photo Panorama 101.6 x 304.8 mm (4 x 12 inches)	✓	✓		
Borderless Photo 101.6 x 152.4 mm (4 x 6 inches)	✓			
Borderless Photo with tab 101.6 x 152.4 mm (4 x 6 inches)	✓			
Borderless Photo 127 x 177.8 mm (5 x 7 inches)	✓	✓		
Borderless Photo 203.2 x 254 mm (8 x 10 inches)	✓	✓	✓	
Borderless Photo	✓	✓	✓	

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Automatic two-sided printing accessory (duplex unit)
215.9 x 279.4 mm (8.5 x 11 inches)				
Borderless Photo	✓	✓	✓	
279.4 x 355.6 mm (11 x 14 inches)				
Borderless Photo	✓	✓	✓	
304.8 x 304.8 mm (12 x 12 inches)				
Borderless Photo 10 x 15 cm	✓			
100 x 150 mm (3.93 x 5.9 inches)				
Borderless Photo 10 x 15 cm with tab	✓			
100 x 150 mm (3.93 x 5.9 inches)				
Borderless Photo A3	✓	✓	✓	
297 x 420 mm (11.7 x 16.5 inches)				
Borderless Photo A4	✓	✓	✓	
210 x 297 mm (8.27 x 11.69 inches)				
Borderless Photo A5	✓	✓	✓	
148 x 210 mm (5.83 x 8.27 inches)				
Borderless Photo A6	✓	✓		
105 x 148 mm (4.13 x 5.83 inches)				
Borderless Photo B5	✓	✓	✓	
182 x 257 mm (7.17 x 10.12 inches)				
Borderless Super B	✓	✓	✓	
330 x 483 mm (13 x 19 inches)				
Borderless Photo Tabloid	✓	✓	✓	
279 x 432 mm (11 x 17 inches)				
Custom	✓	✓	✓	

Understanding supported media types

All media support up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

The following table lists the types of media you can use.

Media type	Input tray and front and rear manual feed slots	Manual duplex	Auto duplex	Borderless printing
Standard paper				
Plain paper	✓	✓	✓	
Thick plain paper	✓	✓		✓
HP Bright White Paper	✓	✓	✓	✓
HP Premium Paper	✓	✓	✓	✓
HP Premium Presentation Paper	✓	✓	✓	✓
HP Photo and Project Paper	✓	✓	✓	✓
				✓
Other inkjet papers	✓	✓	✓	✓
Photo papers				
HP Photo Paper	✓			✓
Other photo papers	✓			✓
Transparencies				
HP transparencies	✓			
Other transparency films	✓			
Specialty papers				
HP Banner Paper	✓			
HP iron-on transfers	✓			
HP labels	✓			✓
HP note cards	✓	✓	✓	
HP holiday photo cards	✓			✓
Other specialty papers	✓	✓		
Greeting cards				
HP greeting cards	✓	✓		
HP photo greeting cards	✓	✓		✓

Media type	Input tray and front and rear manual feed slots	Manual duplex	Auto duplex	Borderless printing
Other greeting cards	✓	✓		
Brochure papers				
HP brochure papers	✓	✓	✓	✓
Other brochure papers	✓	✓	✓	✓

Understanding supported media weights and capacities

The following table provides information about the media weights and capacity that the paper paths can support.

Tray	Type	Weight	Capacity
Input tray	Paper, envelopes, cards	60 to 135 g/m ² (16 to 36 lb bond)	Up to 19 mm (0.75 inches) or up to 150 sheets plain paper; up to 15 envelopes; up to 60 cards
	Transparencies or labels		Up to 30
Front manual feed slot	Paper, envelopes, cards	65 to 135 g/m ² (17 to 36 lb bond)	Up to 10 sheets plain paper; up to 5 envelopes or cards
	Transparencies or labels		Up to 8
Rear manual feed slot	Paper, envelopes, cards	Up to 280 g/m ² (74 lb bond)	One at a time; thick media (up to 0.3 mm)
	Transparencies or labels		One at a time
Automatic two-sided printing accessory (duplex unit)	Paper (Does not support banners, index cards, or envelopes.)	Up to 135 g/m ² (36 lb bond)	
Output tray			Up to 75 sheets

Setting minimum margins

The document margins must match (or exceed) these minimum margin settings in portrait orientation.

Media	Left and right margins	Top margin	Bottom margin
Letter, Tabloid, A3, A3+, A4, A5, A6, B4, B5, Super B, Statement, Executive, Legal	3.2 mm (0.13 inch)	1.8 mm (0.07 inch)	14.2 mm (0.56 inch)
Cards	3.2 mm (0.13 inch)	1.8 mm (0.07 inch)	14.2 mm (0.56 inch)
Envelopes	3.2 mm (0.13 inch)	14.2 mm (0.56 inch)	14.2 mm (0.56 inch)
Photos	3.2 mm (0.13 inch)	3.2 mm (0.13 inch)	3.1 mm (0.12 inch)

Media	Left and right margins	Top margin	Bottom margin
Photo with tab 10 x 15 cm (4 x 6 inches)	3.2 mm (0.13 inch)	3.2 mm (0.13 inch)	3.2 mm (0.13 inch)
Panorama media	3.2 mm (0.13 inch)	1.8 mm (0.07 inch)	14.2 mm (0.56 inch)
Banner	3.2 mm (0.13 inch)	0 mm (0 inch)	0 mm (0 inch)
Custom-sized media	3.2 mm (0.13 inch)	1.8 mm (0.07 inch)	14.2 mm (0.56 inch)

Loading media in the input tray

This section explains how to load plain paper and standard media sizes and types into the input tray. Following are general guidelines for loading media into trays:

- If you are printing on thick or photo paper, you can use the rear manual feed slot. See [Printing with the front or rear manual feed slot](#).
- If you are printing cards or envelopes, see [Printing on cards and smaller-sized media](#) and [Printing on envelopes](#).
- If you are printing one or just a few envelopes or sheets of paper, you can use the front manual feed slot and leave your regular media in the input tray. See [Printing with the front or rear manual feed slot](#).

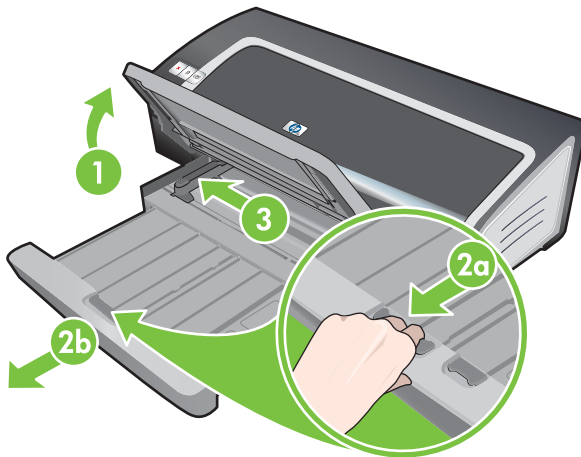
To load media in the input tray

- 1 Raise the output tray. If the output tray is extended, close the tray.
- 2 Press the input tray lock and extend the input tray.



NOTE If the small media guide is in its open position, close it by moving it 90° counterclockwise.

- 3 Press the button on top of the paper width guide and slide the guide to the left to its outermost position.



- 4 Insert up to 150 sheets of paper or a stack of media that does not exceed the height of the paper width guide, print-side down along the right side of the input tray until it stops.

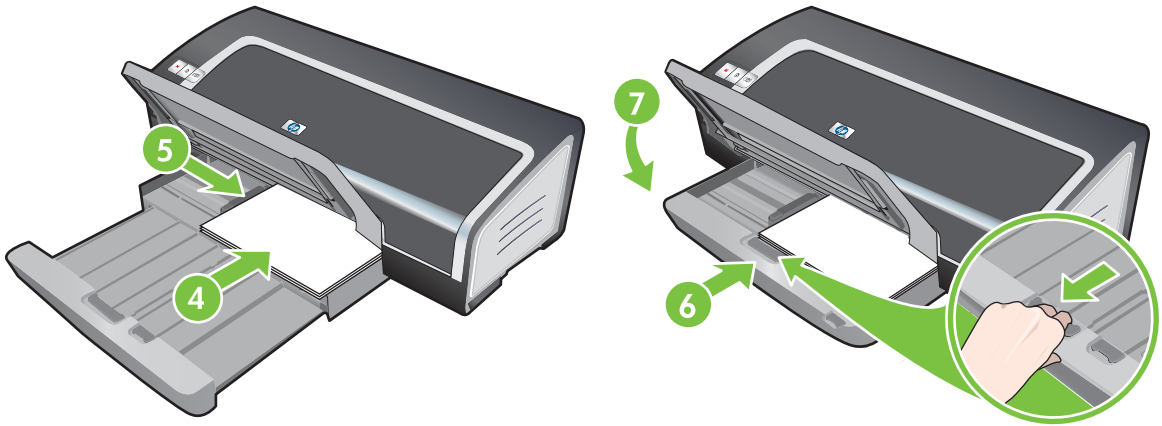
Transparencies: Insert up to 30 transparencies, rough-side down and the adhesive strip pointing forward, along the right side of the input tray until it stops.

- 5 Press the button on top of the paper width guide and slide the guide to the right until it stops at the edge of the media.
- 6 Press the input tray lock and retract the tray until it stops at the edge of the media.



NOTE When 215.9 x 279.4 mm (8.5 x 11 inch) paper is loaded in the input tray, the tray extension will close to the edge of the paper and leave a slight gap between the extension and the tray. The tray extends further to accommodate larger-sized media.

- 7 Lower the output tray to its horizontal position.



- 8 Extend the output tray if necessary.

Using the automatic paper-type sensor

The automatic paper-type sensor automatically selects the print settings appropriate for the media in the printer, particularly when used with HP media.

The sensor scans the first page of the loaded media, determines the media type, and selects the most suitable settings for your document, and then prints the document.



NOTE If you know the media type, you can select the media in the **Paper Type** drop-down list.

Following are guidelines for using the automatic paper-type sensor:

- When printing with higher-quality media, it is recommended that you select the specific paper type in the printer driver.
- Do not place the printer in direct sunlight. Direct sunlight can interfere with the automatic paper-type sensor.
- If you want to set the automatic paper-type sensor as your default setting, see [Changing print settings](#).

For Windows

- 1 Open the printer driver (see [Printing a document](#)).
- 2 Click the **Paper/Quality** tab.
- 3 Select **Automatic** from the **Type is** drop-down list.
- 4 Change any other desired print settings and click **OK**.

For Macintosh

- 1 Click **File**, and then click **Print**.
- 2 Open the **Paper Type/Quality** panel.
- 3 Click the **Paper** tab.
- 4 Select **Automatic** from the **Paper type** drop-down list.
- 5 Change any other desired print settings and click **Print**.

Changing print settings

You can change print settings (such as media size or type) from an application or the printer driver. Changes made from an application take precedence over changes made from the printer driver. However, after the application is closed, the settings return to the defaults configured in the printer driver.



NOTE To set print settings for all print jobs, make the changes in the printer driver. For more information about printer driver features in Windows, see the printer driver online help. For more information about printing from a specific application, see the documentation for that application.

You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

To change settings from an application for current jobs (Windows)

- 1 Open the document you want to print.
- 2 On the **File** menu, click **Print**, and then click **Setup** or **Properties**.
Specific options may vary depending on the application you are using.
- 3 Change any other desired settings and click **OK**, **Print**, or a similar command.

To change default settings for all future jobs (Windows)

- 1 Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
- 2 Right-click the printer icon, and then choose **Properties**, **Document Defaults**, or **Printing Preferences**.
- 3 Change any other desired settings and click **OK**.

To change settings (Macintosh)

- 1 On the **File** menu, click **Page Setup**.
- 2 Change any desired settings and click **OK**.
- 3 On the **File** menu, click **Print**.
- 4 Change any desired settings and click **Print**.

Understanding smart software features

The printer driver provides the following smart software features. To access the printer driver, see [Printing a document](#).



NOTE Some features are only available in Windows. To find more information on a specific feature in the Windows printer driver, right-click the feature and select **What's This?**

You can access some of these features from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

- **Borderless Printing:** Use the entire page surface when printing photos and cards using the borderless printing feature. See [Printing borderless](#).
- **Resizing Options:** Enlarge or reduce the size of your documents with virtually no loss in print quality or resolution. On the **Effects** tab, select the **Print Document On** check box, and then select the desired document size, followed by the **Scale to Fit** check box. You can also select **Center On Page** to center your document on the printed page.

Alternatively, you can use the **% of Normal Size** scroll bar to adjust the document size. You can zoom from 25 to 400% of the original document size, but page content may get truncated at times.
- **Print on Both Sides:** Print on both sides of the paper to create professional looking brochures and catalogs. See [Printing on both sides \(duplexing\)](#).
- **Minimize Margins:** Print closer to the bottom edge of the page. On the **Paper/Quality** tab, select the **Minimize Margins** check box, and then reduce the document margins by adjusting the page setup settings in the application being used.
- **HP Digital Photography:** Use a variety of settings to improve the quality of your printed photographs. The HP Digital Photography features should be used for high-resolution images (600 dpi or higher) printed on photo-quality paper. On the **Paper/Quality** tab, click **HP Digital Photography** after you have selected a photo media.
- **Booklet Layout:** Produce booklets without worrying about pagination. All you need to do is fold the pages and bind them into a booklet. You can choose to bind the booklet on the left or right side by selecting left or right edge binding. See [Printing booklets](#).
- **Pages per Sheet:** Arrange up to 16 pages on a single sheet of paper to reduce printing costs. You can arrange the order of the layout. See [Printing multiple pages on a single sheet of paper](#).
- **Tiling or poster printing:** Take a one-page document and enlarge it up to five times (5 x 5) for documents up to A3+ (13 x 19 inch) size. The enlarged document can be printed on several sheets and assembled to form a large billboard. See [Printing posters](#).
- **Mirror Image:** Flip a page horizontally. This lets you write on the underside of a transparency film, leaving the top side available for annotations with marker pens.

For Windows, on the **Basics** tab select the **Mirror Image** check box. For Windows 2000, Windows Server 2003, and Windows XP, **Mirror Image** is located in the **Advanced** tab.
- **Banner printing:** Print large images and bold, oversized fonts on continuous feeds of paper. See [Printing banners](#).

- **Print in Sepia:** Print images in a brownish tone to give them an antique look. On the **Color** tab, select the **Print in Sepia** check box.
- **Print in black and white:** Both black and white and color documents can be converted to grayscale. For Windows, on the **Color** tab, select the **Print in Grayscale** check box. For Macintosh, on the **Paper** tab and under the **Color** drop-down list, select **Grayscale**.
- **Print All Text as Black:** Print all text characters as black while retaining colored graphics. On the **Color** tab, select the **Print All Text as Black** check box.
- **Watermarks:** Display short text such as CONFIDENTIAL as the background for your document's main text. You can customize and rotate the watermark according to your preference. This feature is found on the **Effects** tab.

Printing a document

The steps to print a document vary depending on the software program. In general, follow this procedure to print a document.



NOTE You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

- 1 Open the file you wish to print.
- 2 Click **File**, and then click **Print**.
- 3 To print with the printer's default print settings, click **OK** or **Print**.

-or-

To change the print settings for the document, open the printer driver:

For Windows: Click **Properties** or **Setup**.

For Macintosh: Click **Print** or **Page Setup**.

The path to the printer driver will vary depending on the software program.

- 4 Change any desired print settings and click **OK** or **Print**.

To find more specific printing instructions, see other sections in this section. Following are two additional references for printing documents:

- For descriptions of the printer driver features, see [Understanding smart software features](#).
- To make print settings apply to all documents printed by the printer, see [Changing print settings](#).

Printing with the front or rear manual feed slot

If you are printing one or just a few photos, envelopes, or sheets of paper, you can use the front manual feed slot and leave your regular media in the input tray.

The rear manual feed slot uses a straight paper path and is designed for printing single sheets on thick paper (up to 280 g/m²) like cardstock and photo paper.

For information on media types and sizes supported by the manual feed slots, see [Understanding specifications for supported media](#).

Printing from the manual feed slots is performed in two stages: 1) changing the software settings, and 2) loading the media. The following sections contain procedures for performing each stage.



NOTE If the duplex unit is installed and you want to print using the rear manual feed slot, replace the duplex unit with the rear access panel.

Changing the software settings

For Windows:

- 1 Open the printer driver (see [Printing a document](#)).
- 2 Click the **Paper/Quality** tab.
- 3 Select the manual feed option from the **Source is** drop-down list.
- 4 Change any other desired print settings and click **OK**.
- 5 Print your document.

For Macintosh:

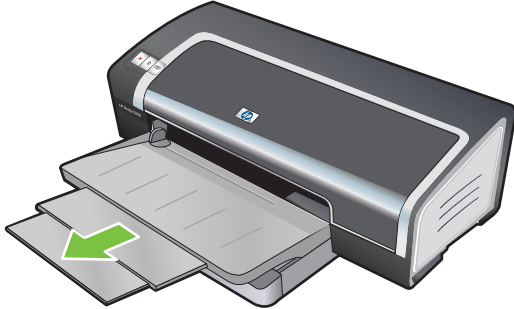
- 1 Click **File**, and then click **Page Setup**.
- 2 Select the media size and click **OK**.
- 3 Click **File**, and then click **Print**.
- 4 Open the **Paper Type/Quality** panel.
- 5 Click the **Paper** tab and select the media type and source.
- 6 Change any other desired print settings and click **Print**.

Loading the front manual feed slot

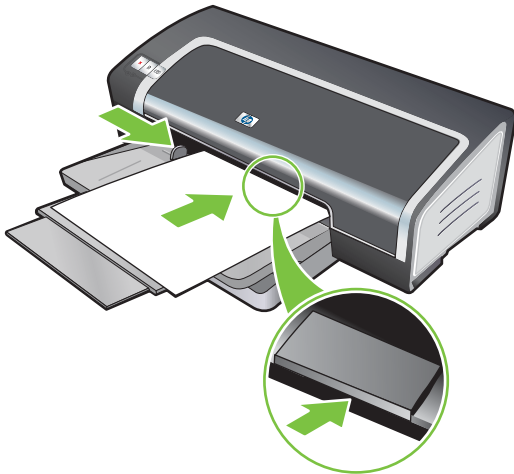


NOTE If there are any printouts on the output tray, remove them before using the front manual feed slot.

- 1 Extend the output tray.



- 2 Slide the paper guide to the left to its outermost position.
- 3 Lift the clear plastic flap and insert the media into the narrow opening between the output tray and the plastic flap. Insert up to 10 sheets of paper or 5 cards or envelopes, *print-side down* into the right side of the slot until the media stops. Insert envelopes with the flaps facing up and to the right.
- 4 Slide the paper guide to the right until it stops at the edge of the paper.

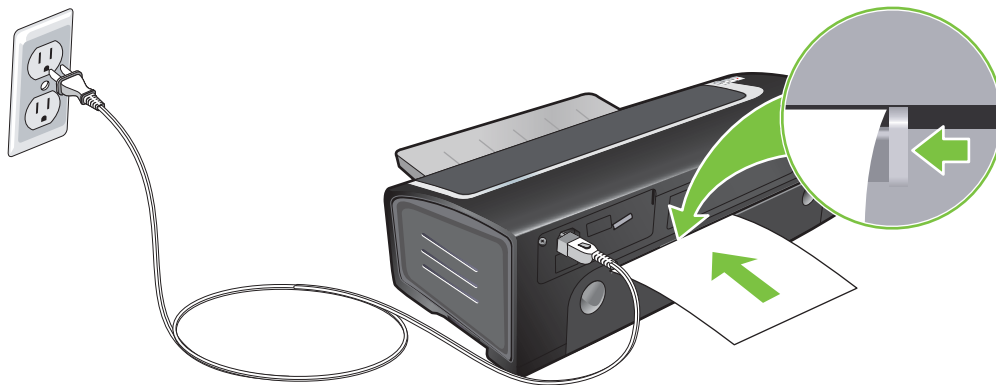


- 5 Press the **RESUME** button to proceed with printing.

To resume printing from the input tray, remove the paper from the front manual feed slot.

Loading the rear manual feed slot

- 1 Before you load the paper, adjust the paper guide to the size of paper you are printing by aligning it with the appropriate icon below the rear manual feed slot.
- 2 Insert a single sheet of paper **print-side up** into the left side of the rear manual feed slot. The printer grips the paper.



- 3 Press the **RESUME** button to proceed with printing. If you are printing more than one page, press the **RESUME** button after inserting each sheet of paper.

Printing on various media types



NOTE Use HP media for optimum print quality. These media types are specifically designed to work with your printer. See [HP supplies and accessories](#) for part numbers and ordering information.

If you are printing transparencies, HP recommends removing each transparency as it prints and setting it aside to dry.

For Windows

- 1 Load the print media (see [Loading media in the input tray](#)).
- 2 Open the printer driver (see [Printing a document](#)).
- 3 Click the **Paper/Quality** tab.
- 4 Select the media type from the **Type is** drop-down list.
- 5 Select the media size from the **Size is** drop-down list.
- 6 Select the paper source from the **Source is** drop-down list.
- 7 Change any other desired print settings and click **OK**.
- 8 Print your document.

For Macintosh

- 1 Load the print media (see [Loading media in the input tray](#)).
- 2 Click **File**, and then click **Page Setup**.
- 3 Select the media size and click **OK**.
- 4 Click **File**, and then click **Print**.
- 5 Open the **Paper Type/Quality** panel.
- 6 Click the **Paper** tab and select the media type and source.
- 7 Change any other desired print settings and click **Print**.

Printing on custom-sized paper



NOTE The paper width must be between 76.2 and 330.2 mm (3 and 13 inches); the paper length must be between 127 and 1,270 mm (5 and 50 inches)

You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

For Windows

- 1 Load the print media (see [Loading media in the input tray](#)).
- 2 Open the printer driver (see [Printing a document](#)).
- 3 Click the **Paper/Quality** tab.
- 4 Click the **Custom** button under the **Size is** drop-down list.

If you are using Windows 2000, Windows NT 4.0, or Windows Server 2003, type a name and click **Save**.

- 5 In the custom paper size dialog box, type values for the width and length.
- 6 Choose any of the predefined names from the **Name** drop-down list and click **Save** to save the custom settings.
- 7 Click **OK**.
- 8 Select the name of the custom paper size just created from the **Size is** drop-down list.
- 9 Select the paper source from the **Source is** drop-down list.
- 10 Change any other desired print settings and click **OK**.
- 11 Print your document.

For Macintosh

- 1 Load the print media (see [Loading media in the input tray](#)).
- 2 Click **File**, and then click **Page Setup**.
- 3 Select the **Custom Paper Size** from the **Settings** drop-down list.
- 4 Click **New**, and then type values for the width, height, and margins.
- 5 Click **OK** and click **Save**.
- 6 Click **File**, and then click **Page Setup**.
- 7 Select the custom paper size just created and click **OK**.
- 8 Click **File** and click **Print**.
- 9 Change any other desired print settings and click **Print**.

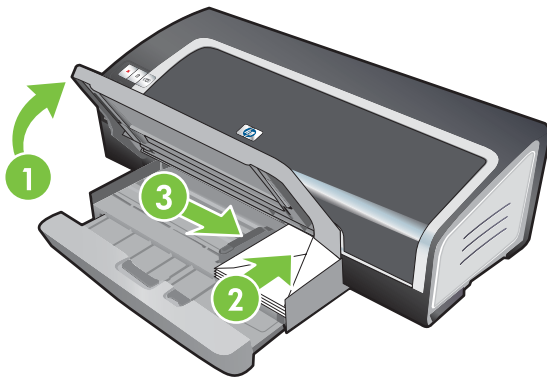
Printing on envelopes



NOTE If you are printing one or just a few envelopes, you can use the front manual feed slot. See [Printing with the front or rear manual feed slot](#).

Avoid using envelopes that have clasps or windows; have thick, irregular, or curled edges; are shiny or embossed; or are wrinkled, torn, or otherwise damaged.

- 1 Raise the output tray and remove any media from the input tray.
- 2 Insert up to 15 envelopes along the right side of the input tray, with the flaps facing up and to the right, until they stop.
- 3 Press the button on top of the paper width guide and slide the guide to the right until it stops at the edge of the envelopes.



- 4 Press the input tray lock and retract the tray until it stops at the edge of the envelopes.
- 5 Lower the output tray.
- 6 **For Windows:**
 - a Open the printer driver (see [Printing a document](#)).
 - b Click the **Paper/Quality** tab.
 - c Select the envelope size from the **Size is** drop-down list.
 - d Change any other desired print settings and click **OK**.
 - e Print your file.

For Macintosh:

- a Click **File**, and then click **Page Setup**.
- b Select the envelope size and click **OK**.

- c** Click **File** and then click **Print**.
 - d** Change any other desired print settings and click **Print**.
- 7 When you have finished printing, remove the remaining media:**
- a** Raise the output tray. Press the input tray lock and extend the tray.
 - b** Remove the media and reload the desired media into the input tray (see [Loading media in the input tray](#)).

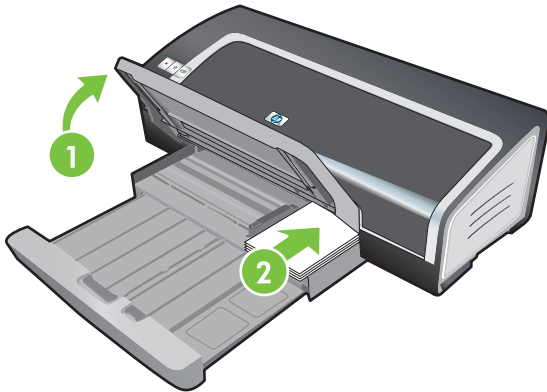
Printing on cards and smaller-sized media



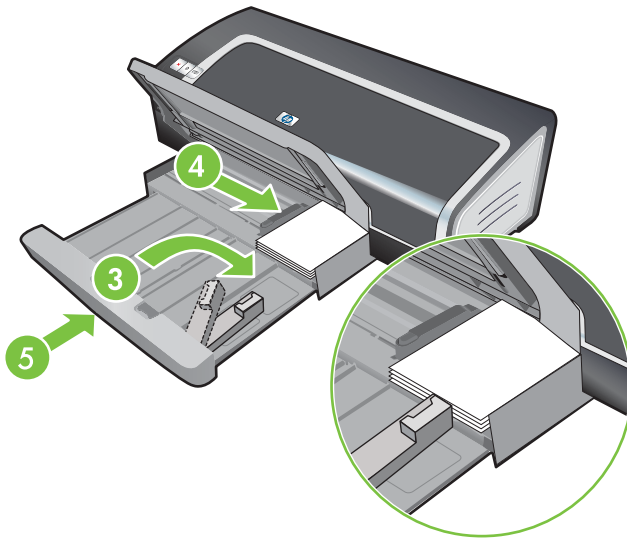
NOTE If you are printing on thick paper (such as cardstock), you can use the rear manual feed slot. See [Printing with the front or rear manual feed slot](#).

If you wish to print to the edge of the cards, see [Printing borderless](#).

- 1 Raise the output tray and remove any media from the input tray.
- 2 Insert up to 60 cards, or a stack of media that does not exceed the height of the paper width guide, print-side down along the right side of the input tray until it stops.

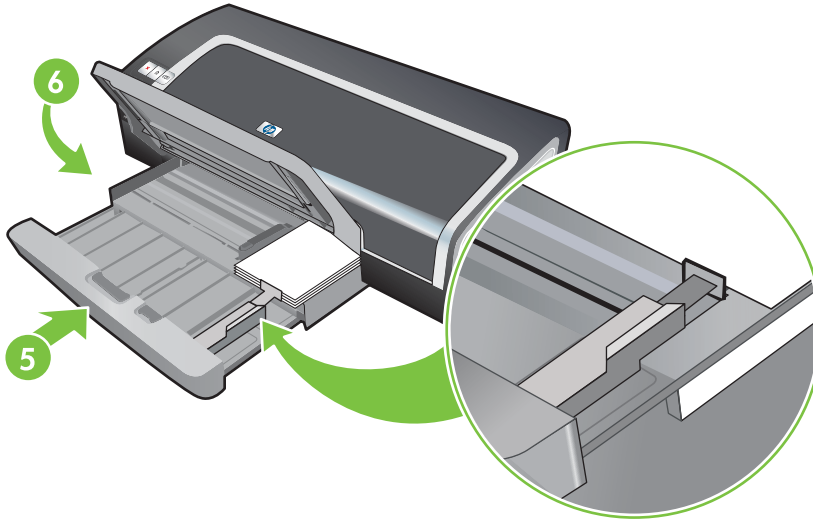


- 3 Open the small media guide by moving it 90° clockwise from start to end position.
- 4 Press the button on top of the paper width guide and slide the guide to the right until it stops at the edge of the cards.



- 5 Press the input tray lock and retract the tray until the small media guide stops at the edge of the cards. As you retract the tray, the small media guide extends until it touches the edge of the media.

- 6 Lower the output tray.



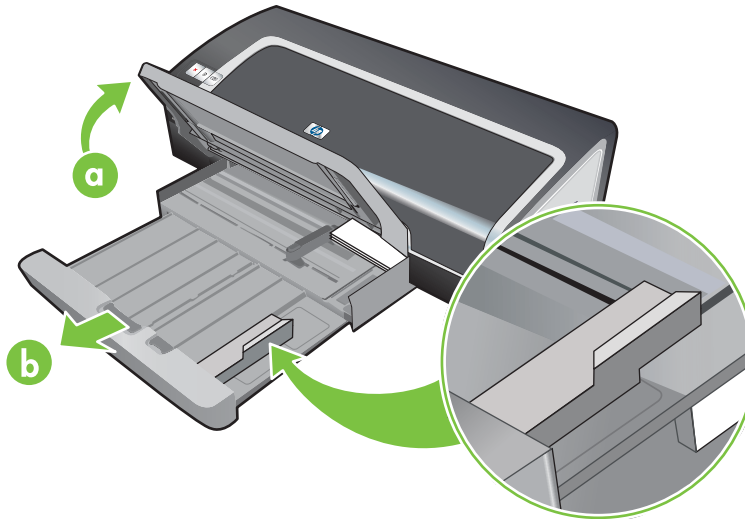
- 7 **For Windows:**

- a Open the printer driver (see [Printing a document](#)).
- b Click the **Paper/Quality** tab.
- c Select the size of the cards from the **Size is** drop-down list.
For instructions on printing custom-sized cards, see [Printing on custom-sized paper](#).
- d Select the paper type from the **Type is** drop-down list.
- e Change any other desired print settings and click **OK**.
- f Print your file.

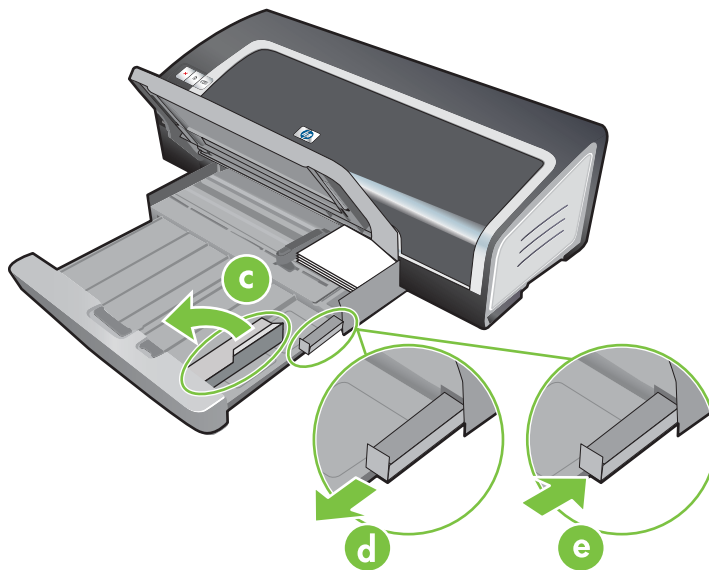
For Macintosh:

- a Click **File**, and then click **Page Setup**.
- b Select the size of the cards and click **OK**.
For instructions on printing custom-sized cards, see [Printing on custom-sized paper](#).
- c Click **File**, and then click **Print**.
- d Open the **Paper Type/Quality** panel.
- e Click the **Paper** tab and select the media type from the **Paper type** drop-down list.
- f Change any other desired print settings and click **Print**.

- 8 When you have finished printing, remove the remaining media:
- a Raise the output tray.
 - b Press the input tray lock and extend the tray.



- c Close the small media guide by moving it 90° counter-clockwise.
- d Eject the media by pulling out the small media ejector.
- e After removing the media, push the small media ejector back to the original position.



- f Reload the desired media into the output tray (see [Loading media in the input tray](#)).

Printing digital photographs

Printing with six-ink color

Your printer can print with six-ink color to enhance the quality of printed photographs. Print high-quality grayscale photographs by using a black print cartridge and a tri-color print cartridge, or by using a photogray print cartridge and a tri-color print cartridge. To perform six-ink color printing, a photo and a tri-color print cartridge must be installed together. To obtain a list of supported print cartridges for your printer, see [Supported print cartridges](#).



NOTE You can print high-quality black-and-white photographs using a gray photo print cartridge, combined with the tri-color print cartridge.

To replace the black print cartridge with the photo print cartridge, see [Installing or replacing the print cartridges](#)



NOTE After you install a new print cartridge, the printer will automatically align the print cartridges and use one sheet of paper to print an alignment page. If you have higher-quality photo media loaded in the input tray, you may want to load a sheet of plain paper before installing the new print cartridge.

Guidelines for printing photographs

- For the best results when printing photographs and images, choose **Best** mode and select an HP photo paper in the printer driver. Best mode uses HP's unique PhotoREt IV color-layering technology and ColorSmart III color optimization technology to create realistic photo images, vivid color output, and extremely sharp text. With PhotoREt IV, a greater range of colors, lighter tones, and smoother gradations between tones can be achieved, ensuring the best photo and image print quality.

Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi* for optimum print quality. See [4800 x 1200 optimized dpi](#).

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

- To print borderless photographs, see [Printing borderless](#).
- It is recommended to remove each sheet of paper as it prints and set it aside to dry.
- If the printed colors visibly shift towards yellow, cyan or magenta, or there is a tinge of color in the gray shades, you need to calibrate the color. See [Calibrating the color](#).
- If you install photo print cartridges, align the print cartridges for best possible print quality. You do not need to align the print cartridges every time you install a photo print cartridge, only when necessary. See [Aligning the print cartridges](#).
- To store a print cartridge, see [Storing the print cartridges](#).
- Always hold photo paper by the edges. Fingerprints on photo paper reduce print quality.
- Photo paper should be flat before printing. If the corners of the photo paper curl more than 10 mm or (3/8 inch), flatten the paper by putting it in the resealable storage bag, then rolling the bag on a table edge until the paper is flat.

To print digital photographs

- 1 Load the photo paper:
 - If you are loading a stack of photo paper, see [Loading media in the input tray](#).
 - If you are printing one or just a few sheets, you can use the front manual feed slot. If you are printing on thick paper and desire a straight paper path, you can use the rear manual feed slot. If you are using either manual feed slot, load paper in a later step.
 - If you are printing 4 x 6 inch photos, you can use the input tray or rear manual feed slot.
- 2 Print your photographs. See [Printing a document](#).
Also see [Guidelines for printing photographs](#).
- 3 If you are using the front or rear manual feed slot, see [Printing with the front or rear manual feed slot](#) for media loading instructions.

Understanding digital photography technologies

In addition to six-ink color printing, the printer software offers several features for printing digital photographs.



NOTE You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

- [PhotoREt printing](#)
- [4800 x 1200 optimized dpi](#)
- [Printing Exif Print-enhanced photographs](#)

PhotoREt printing

PhotoREt offers the best combination of print speed and quality for your image.

To print with PhotoREt technology, select **Best** as the print quality on the **Paper/Quality** tab in the printer driver. See [Printing a document](#) for instructions on changing settings in the printer driver.

4800 x 1200 optimized dpi

4800 x 1200 optimized dpi* is the highest-quality resolution for this printer. When **Maximum dpi** is selected as the print quality, the tri-color print cartridge prints in the 4800 x 1200 optimized dpi mode.

To print with 4800 x 1200 optimized dpi, select **Maximum dpi** as the print quality on the **Paper/Quality** tab in the printer driver. See [Printing a document](#) for instructions on changing settings in the printer driver.

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

Printing Exif Print-enhanced photographs

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

Printing Exif Print-enhanced photos requires:

- A digital camera that supports Exif Print
- Exif Print-enabled photo software

To print Exif Print-enhanced photographs:

- 1 Open the file you wish to print using Exif Print-enabled photo software.
- 2 See [Printing with six-ink color](#) for printing instructions.

HP photo imaging software

HP photo imaging software is a Windows software application for viewing and editing image files. You can print images, send images by e-mail or fax, upload images to a website, or use images in printing projects with the HP Photo View Center. To install it, insert the Starter CD, click the **HP Photo Imaging Software** button on the CD browser menu, and select it from the list of software shown.

When you save photos to your computer, the HP photo imaging software opens automatically and displays thumbnails (small versions) of your images. If you want to open the HP photo imaging software at a later time, open the **HP Director** and click the **View Images** icon, which is located in the middle of the Director window.

Printing borderless

Borderless printing lets you print to the edges of certain paper types and a range of standard paper sizes from 101.6 x 152.4 mm (4 x 6 inches) to 330 x 482.6 mm (13 x 19 inches), or A6 to A3+.

If you are printing photos, you can enhance them by printing in six-ink color printing mode. See [Printing with six-ink color](#).



NOTE Open the file in a software application and assign the image size. Make sure the size corresponds to the paper size on which you are printing the image.

You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

For Windows

- 1 Load the appropriate paper:
 - If you are printing one or just a few sheets, you can use the front or rear manual feed slot. If so, continue with the steps below and load the paper in a later step.
 - If you are using the input tray, see [Loading media in the input tray](#).
- 2 Open the file you wish to print.
- 3 Open the printer driver (see [Printing a document](#)).
- 4 Click the **Paper/Quality** tab.
- 5 Select the paper size from the **Size is** drop-down list.
- 6 Select the **Borderless Printing** check box.
- 7 Select the paper source from the **Source is** drop-down list. If you are printing on thick or photo paper, select the **Manual Feed** option.
- 8 Select the paper type from the **Type is** drop-down list. Do not select **Automatic**.
- 9 Select the **Borderless Auto Fit** check box to automatically resize the image to print without a border.
- 10 If you are printing photos, select **Best** from the **Print Quality** drop-down list. Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi* for optimum print quality.

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.
- 11 Change any other desired print settings and click **OK**.
- 12 Print your document.
- 13 If you are using the front or rear manual feed slot, see [Printing with the front or rear manual feed slot](#).
- 14 If you printed on photo paper with a tear-off tab, remove the tab to make the document completely borderless.

For Macintosh

- 1 Load the appropriate paper:
 - If you are printing one or just a few sheets, you can use the front or rear manual feed slot. If so, continue with the steps below and load the paper in a later step.
 - If you are using the input tray, see [Loading media in the input tray](#).
- 2 Open the file you wish to print.
- 3 Click **File**, and then click **Page Setup**.
- 4 Select the borderless paper size and click **OK**.
- 5 Click **File**, and then click **Print**.
- 6 Open the **Paper Type/Quality** panel.
- 7 Click the **Paper** tab and select the media type from the **Paper type** drop-down list.
- 8 If you are printing photos, under the **Quality** drop-down list, select **Best**. Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi*.

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.
- 9 Select the paper source. If you are printing on thick or photo paper, select the manual feed option.
- 10 Change any other desired print settings and click **Print**.
- 11 If you are printing on thick or photo paper, insert paper into the rear manual feed slot at the back of the printer. (For instructions on feeding paper manually, see [Printing with the front or rear manual feed slot](#).)
- 12 If you printed on photo paper with a tear-off tab, remove the tab to make the document completely borderless.

Printing in grayscale

The grayscale printing feature allows you to print high-quality, black-and-white photographs in shades of gray using a gray photo print cartridge.

For Windows

- 1 Load the print media (see [Loading media in the input tray](#)).
- 2 Open the **Printer Properties** dialog box.
- 3 Click the **Printing Shortcuts** tab, and then click either **Presentation printing** or **Fast/economical printing**.
- 4 In the **Print in grayscale** drop-down list, click one of the following:
 - **High quality**: Use this option for high-quality printouts.
 - **Black only**: Use this option for fast, economical printing.
- 5 Select any other print settings that you want, and then click **OK**.

For Macintosh

- 1 Click **File** and then click **Print**.
- 2 Open the **Paper Type/Quality** panel.
- 3 Click the **Paper** tab and under the **Color** drop-down list, select **Grayscale**.
- 4 Change any other desired print settings and click **Print**.

Printing on both sides (duplexing)

This section contains guidelines and procedures for printing on both sides of the media.

Guidelines for printing on both sides of the paper

- Always use media that conforms to the printer specifications. See [Understanding specifications for supported media](#) for sizes and types of media supported by the duplex unit. For unsupported media types, print on both sides manually.

- Increasing the dry time may prevent ink smudges when printing on both sides.

For Windows, adjust the ink dry time in the Advanced tab or by selecting **Advanced Features** from the **Basics** tab in the printer driver.

For Macintosh, adjust the ink dry time by selecting the **Ink** tab in the **Paper Type/Quality** panel.

- For best results, do not print on paper heavier than 135 g/m² (36 lb bond), on both sides of labels or transparencies, or on both sides of pages that are covered densely with ink. Jams may occur when using these types of media for printing on both sides, and damage to the printer may occur when printing on both sides of labels.
- Specify duplex options in your application or in the printer driver.
- Do not print on both sides of transparencies, banner media, envelopes, photo paper, glossy media, or paper lighter than 16 lb bond (60 g/m²) or heavier than 24 lb bond (90 g/m²). Jams might occur with these media types.
- Several kinds of media require a specific orientation when you print on both sides of a page, such as letterhead, preprinted paper, and paper with watermarks and prepunched holes. When you print from a computer running Windows, the printer prints the first side of the media first. When you print from a computer using the Macintosh, the printer prints the second side first. Load the media with the front side facing down.
- When printing finishes on one side of the media, the printer holds the media and pauses while the ink dries. Once the ink dries, the media is pulled back into the printer and the second side is printed. When printing is complete, the media is dropped onto the output tray. Do not grab it before printing is complete.
- You can print on both sides of supported custom-sized media by using the printer's manual duplex capabilities. (For a list of supported custom-sized media, see [Understanding specifications for supported media](#).)



NOTE You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

See the following sections for printing instructions:

- [Performing manual duplexing](#)
- [Performing auto-duplexing](#)

Performing manual duplexing

You can print on both sides of a sheet of paper by manually turning the paper over and feeding it into the printer again.

For Windows

- 1 Load the appropriate paper (see [Loading media in the input tray](#)).
- 2 Open the printer driver (see [Printing a document](#)).
- 3 Click the **Finishing** tab.
- 4 Select the **Print on Both Sides** check box.
- 5 Select **Flip Pages Up** to change the page orientation, if desired.
- 6 Choose a booklet layout from the **Booklet Layout is** drop-down list, if desired.
- 7 If you are using the manual feed slot, select **Manual Feed** from the **Source is:** drop-down list. Change any other desired print settings and click **OK**.
- 8 Print your document.

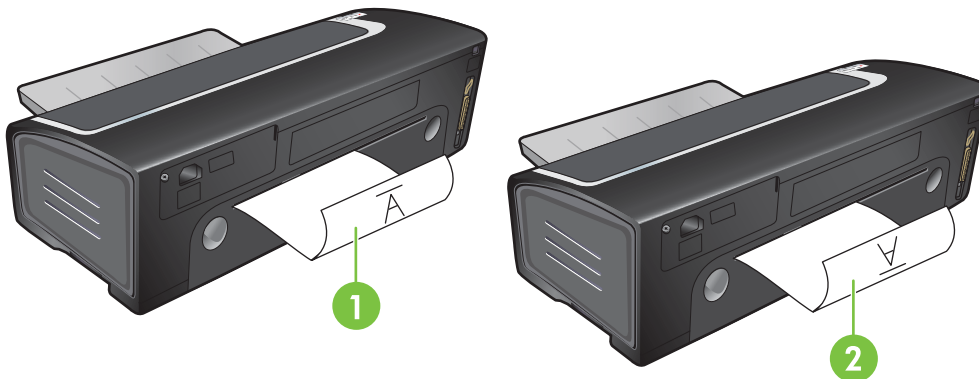


NOTE If you are printing from Windows NT 4.0, read the onscreen instruction on how to reinsert the printed pages, and select OK to start the print job.

- 9 After one side of the page is printed, follow the onscreen instruction to reload the printed pages to print on the other side of the paper. If you are printing from the rear manual feed slot, ignore the onscreen instruction and go to step 10.
- 10 If you are printing from the rear manual feed slot, maintaining the order of the printed pages, reinsert the pages one at a time, last printed page first, with the printed side facing down, and press the **Resume** button.



NOTE The direction to reload the printed pages depends on whether you have selected the **Flip Pages Up** option.



- 1 If you have *not* selected **Flip Pages Up**, reinsert one page at a time, with the blank side facing up.
- 2 If you have selected **Flip Pages Up**, reinsert one page at a time, with the blank side facing up.

Performing auto-duplexing

You can print on both sides of a sheet of paper automatically when the duplex unit is installed on the printer (see [Installing the optional automatic two-sided printing accessory \(duplex unit\)](#)).



NOTE The duplex unit is a standard part in the HP Deskjet 9800d, 9803d, and 9808d printers. It may be purchased separately in some countries/regions (see [HP supplies and accessories](#).)

To make automatically printing on both sides the default setting for your printer, see [Changing print settings](#).

You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

For Windows 2000 and Windows XP, verify that the duplex unit is installed and that the auto-duplex feature is enabled. Open the print driver, select **Properties**, and then select **Device Settings**. Be sure **Allow Manual Duplexing** is disabled.

Advantages of using the duplex unit

- Print on both sides of a page without manually reloading the page.
- Print long documents quickly and efficiently.
- Use less paper by printing on both sides of paper.
- Create professional-looking brochures, reports, newsletters, and other special items.



NOTE After the first side of the page is printed, the printer pauses while the ink dries. Once the ink is dry, the paper is pulled back into the duplex unit and the reverse side of the page is printed.

For Windows

- 1 Load the appropriate paper (see [Loading media in the input tray](#)).
- 2 Open the printer driver (see [Printing a document](#)).
- 3 Click the **Finishing** tab.
- 4 Select the **Print on Both Sides** check box, and ensure that **Use Auto-Duplex Unit** is selected.
- 5 To automatically resize each page to match the document's onscreen layout, select **Preserve Layout**. Clearing this option may result in unwanted page breaks.
- 6 Select **Flip Pages Up** to change the page orientation, if desired.
- 7 Choose a booklet layout from the **Booklet Layout is** drop-down list, if desired.
- 8 Change any other desired print settings and click **OK**.
- 9 Print your document.

For Macintosh

- 1 Load the appropriate paper (see [Loading media in the input tray](#)).
- 2 Click **File**, and then click **Print**.
- 3 Open the **Two-Sided Printing** panel.
- 4 Select **Print Both Sides**.
- 5 Select the desired binding orientation by clicking the appropriate icon.
- 6 Change any other desired print settings and click **Print**.

Printing multiple pages on a single sheet of paper

You can print multiple pages of a document on a single sheet of paper. The printer software automatically resizes the document text and images to fit on the printed page.

For Windows

- 1 Load the appropriate paper (see [Loading media in the input tray](#)).
- 2 Open the printer driver (see [Printing a document](#)).
- 3 Click the **Finishing** tab.
- 4 Select the number of pages you want to appear on each sheet of paper from the **Pages Per Sheet** drop-down list.
- 5 If you want a border to appear around each page image printed on the sheet of paper, select the **Print Page Borders** check box.
- 6 Select a layout for each sheet of paper from the **Page Order is** drop-down list.
- 7 Change any other desired print settings and click **OK**.
- 8 Print your document.

For Macintosh

- 1 Load the appropriate paper (see [Loading media in the input tray](#)).
- 2 Click **File**, and then click **Print**.
- 3 Open the **Layout** panel.
- 4 Select the number of pages you wish to appear on each sheet of paper from the **Pages per Sheet** drop-down list.
- 5 If you want a border to appear around each page image printed on the sheet of paper, select the required border from the **Border** drop-down list.
- 6 Change any other desired print settings and click **Print**.

Printing booklets

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

Performing manual booklet printing

For Windows

- 1 Load the appropriate paper (see [Loading media in the input tray](#)).
- 2 Open the printer driver (see [Printing a document](#)).
- 3 Click the **Finishing** tab.
- 4 Select the **Print on Both Sides** check box.
- 5 Select **Flip Pages Up** to change the page orientation, if desired.
- 6 Choose a booklet layout from the **Booklet Layout is** drop-down list.
- 7 See [Performing manual duplexing](#), steps 7 through 10.

Performing automatic booklet printing

You can print booklets automatically when the duplex unit is installed on the printer (see [Installing the optional automatic two-sided printing accessory \(duplex unit\)](#)).



NOTE The duplex unit is a standard part in the HP Deskjet 9800d, 9803d, and 9808d printers. It may be purchased separately in some countries/regions (see [HP supplies and accessories](#)).

For Windows 2000 and Windows XP, verify that the duplex unit is installed and that the auto-duplex feature is enabled. Open the print driver, select **Properties**, and then select **Device Settings**. Be sure **Allow Manual Duplexing** is disabled.

You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

For Windows

- 1 Load the appropriate paper (see [Loading media in the input tray](#)).
- 2 Open the printer driver (see [Printing a document](#)).
- 3 Click the **Finishing** tab.
- 4 Select the **Print on Both Sides** check box, and ensure that **Use Auto-Duplex Unit** is selected.
- 5 Select **Preserve Layout**.
- 6 Select a binding option in the **Booklet Layout is** drop-down list.
- 7 Change any other desired print settings and click **OK**.
- 8 Print your document.

For Macintosh

- 1 Load the appropriate paper (see [Loading media in the input tray](#)).
- 2 Click **File**, and then click **Print**.
- 3 Open the **Two-Sided Printing** panel.
- 4 Select **Print Both Sides**.
- 5 Select the desired binding orientation by clicking the appropriate icon.
- 6 Change any other desired print settings and click **Print**.

Printing posters

You can enlarge your document from a single page to multiple tiles that can be pasted together into a poster. You can use this feature to enlarge a single-page document to many tiles depending on the size of your document.



NOTE You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

For Windows

- 1 Load the appropriate media into the input tray (see [Loading media in the input tray](#)).
- 2 Open the printer driver (see [Printing a document](#)).
- 3 Click the **Finishing** tab.
- 4 Select the number of sheets for your poster.

If you are using Windows 98 or Windows NT4, select from the **Tiling** drop-down list.

If you are using Windows 2000, Windows XP, or Windows Server 2003, select from the **Pages per Sheet** or **Poster** drop-down list.

- 5 To print specific tiles in the poster, click **Select Tiles**.
- 6 Change any other desired print settings and click **OK**.
- 7 Print your document.

After the sections of a poster have been printed, trim the edges of the sheets, then tape the sheets together.

Printing banners

You can print large images and bold, oversized fonts on continuous feeds of paper. Following are some guidelines for printing banners:

- Use HP banner paper for great results.
- Remove any perforated strips from the banner paper before loading it in the input tray.
- Input tray capacity: up to 20 continuous sheets.

For Windows

- 1 Load the appropriate media (see [Loading media in the input tray](#)).

Make sure the unattached edge is on top of the paper stack pointing towards the printer.

- 2 If your software program includes a banner-printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.
- 3 Open the printer driver (see [Printing a document](#)).
- 4 Click the **Paper/Quality** tab.
- 5 Select the required banner size.
- 6 Select **HP Banner Paper** from the **Type is** drop-down list.
- 7 Change any other desired print settings and click **OK**.
- 8 Print your document.

For Macintosh

- 1 Load the appropriate media (see [Loading media in the input tray](#)).

Make sure the unattached edge is on top of the paper stack pointing towards the printer.

- 2 If your software program includes a banner-printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.
- 3 Click **File**, and then click **Page Setup**.
- 4 Select the correct banner paper size and click **OK**.
- 5 Click **File**, and then click **Print**.
- 6 Change any other desired print settings and click **Print** to print your document.

Printing labels

Following are guidelines for printing labels:

- Use only paper labels that are designed specifically for your printer.
- Use only full sheets of labels.
- Verify that the labels are not sticky, wrinkled, or pulling away from the protective backing.
- Do not use plastic or clear labels. The ink will not dry on these labels.
- Input tray capacity: up to 20 continuous sheets.

For Windows

- 1 Fan the edges of the label sheets to separate them, and then align the label edges.
- 2 Load up to 20 label sheets, label side down, in the input tray (see [Loading media in the input tray](#)).
- 3 Open the printer driver (see [Printing a document](#)).
- 4 Select A4 or US Letter paper size.
- 5 Select **HP Labels, Glossy**, or **HP Labels, Matte**.
- 6 Ensure the option to print on both sides is cleared.
- 7 Change any other desired print settings and click **OK**.
- 8 Print your document.

For Macintosh

- 1 Fan the edges of the label sheets to separate them, and then align the label edges.
- 2 Load up to 20 label sheets, label side down, in the input tray (see [Loading media in the input tray](#)).
- 3 Click **File**, and then click **Page Setup**.
- 4 Select A4 or US Letter paper size and click **OK**.
- 5 Click **File**, and then click **Print**.
- 6 Open the **Paper Type/Quality** panel.
- 7 Select **Automatic** or the appropriate paper type.
- 8 Change any other desired print settings and click **Print**.

Printing iron-on transfers

Following are guidelines for printing iron-on transfers:

- Use HP iron-on t-shirt transfer paper for great results.
- When printing a mirror image, the text and pictures are horizontally reversed from what appears on the computer screen.
- Input tray capacity: up to 20 sheets.
- Iron-on transfers are available in Windows only.

To print iron-on transfers

- 1 Load iron-on transfer paper in the input tray print-side down (see [Loading media in the input tray](#)).
- 2 If your software program includes an iron-on transfer feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.
- 3 Open the printer driver (see [Printing a document](#)).
- 4 Click the **Paper/Quality** tab.
- 5 Select **HP Iron-On Transfer** from the **Type is** drop-down list.
- 6 Click the **Basics** tab or the **Advanced** tab.
- 7 Select **Mirror Image**.
- 8 Change any other desired print settings and click **OK**.
- 9 Print your document.

Printing panoramic photos

This section contains information about printing panoramic photos that contain borders and photos that are borderless. Following are guidelines for printing panoramic photos:

- For high-quality results, use a photo print cartridge in combination with the tri-color print cartridge.
- For maximum fade resistance, use HP Premium Plus Photo Paper and install photo print cartridges in the printer.
- To learn how to use the photo printing features, see [Printing digital photographs](#).
- Use HP Everyday Photo Paper, Semi-gloss to save money and ink when printing photos.
- Verify that the photo paper that you are using is flat. If the photo paper is not flat, put the paper in the resealable storage bag, and roll the bag on a table edge until the paper is flat.
- Do not exceed the input tray capacity: up to 25 sheets.

To set up the printer

- 1 Verify that the printer is turned on.
- 2 Raise the output tray, and then remove all of the paper from the input tray.
- 3 Slide the paper-width guide all the way to the left, and then either push the tray in or use the small media guide.
- 4 Verify that the photo paper is flat.
- 5 Place the photo paper in the input tray with the side to be printed on facing down.
- 6 Slide the paper guides firmly against the paper.



NOTE Some panoramic paper sizes may extend beyond the edge of the tray. When printing on such papers, be sure to slide the paper width-guide firmly against the edge of the paper.

- 7 Lower the output tray.

To set up the software



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

- 1 Open the **Printer Properties** dialog box.
- 2 On the **Printing Shortcuts** tab, click **Photo printing-with white borders** as the type of document, and then select the following options:
 - **Print quality:** Normal, Best, or Max dpi
 - **Paper size:** The appropriate photo paper size
 - **Paper type:** The appropriate photo paper type
 - **Orientation:** Portrait or Landscape
- 3 Set the following options as appropriate:
 - HP digital photography options
 - Advanced color settings
 - Color management
 - Grayscale quality
- 4 Select any other desired print settings, and then click **OK**.

Cancelling a print job

You can cancel a print job using one of the following methods:

- **Control panel:** Press the **CANCEL** button. This will clear the job that the printer is currently processing. It does not affect jobs waiting to be processed.
- **Windows:** Double-click the printer icon that appears in the lower right corner of the computer screen. Select the print job, and then press the **Delete** key on the keyboard.
- **Macintosh:** Click the **Print Center** or the **Printer Setup Utility** icon, and then double-click the printer icon. Select the print job and click **Delete**.

5 Using the Toolbox

This section contains the following information:

- [Toolbox overview](#)
- [Printer Status tab](#)
- [Information tab](#)
- [Printer Services tab](#)
- [Using the HP Inkjet Toolbox \(Macintosh\)](#)

Toolbox overview

The Toolbox provides status and maintenance information about your printer. It also provides access to documentation and online help tools for solving printer problems.



NOTE The Toolbox is available for Windows only. For Macintosh, see [Using the HP Inkjet Toolbox \(Macintosh\)](#).

After installing the printer software, you can open the Toolbox by clicking **Start**, pointing to **Programs, HP Deskjet 9800 series**, and then clicking **HP Deskjet 9800 series Toolbox**. Or, in the status area of the Windows taskbar (near the clock), click the **Toolbox** icon.

Printer Status tab

The **Printer Status** tab displays ink level information for each print cartridge and also printer status.

The printer selection drop-down list lets you select the printer you wish to use with the Toolbox utilities. It lists printers that are compatible with the Toolbox. The status window displays messages related to current printer status, such as *Printing job*, *Top cover open*, and *Print cartridge empty*.

Click this button...	To...
Ink Cartridge Information	Display the order numbers for the print cartridges compatible with the printer.
Supplies Information	View information on HP supplies, as well as ordering information.
Preferences	Open a dialog box where you can select the types of printer error or warning messages that will appear on your computer screen when problems occur. You can choose to be notified by an audio alert when this happens. You can also choose to enable myPrintMileage AutoSend, which will provide you with a closer forecast of your printer usage in the myPrintMileage website.

Information tab

The **Information** tab lets you register the printer and display printer hardware information. It also provides access to online troubleshooting through HP Instant Support, as well as information about your printer usage, using the printer, troubleshooting, and contacting HP.

Click this button...	To...
myPrintMileage	Access the myPrintMileage website and your printer usage information. You must have Internet access to perform this operation.
Printer Hardware	Display the printer model and firmware version number.
HP Instant Support	Access the HP Instant Support website for support services and troubleshooting tips. You must have Internet access to perform this operation.
Register Your Printer	Register your printer online. You must have Internet access to perform this operation.
How Do I...	Display help for performing common printer tasks.
Troubleshooting	View help for solutions to common printer problems such as paper jams or software installation issues, and printing problems such as borderless or photo printing problems.
Contact HP	Obtain information on how to contact HP.

HP Instant Support

HP Instant Support is a suite of Web-based troubleshooting tools. HP Instant Support helps you quickly identify, diagnose, and resolve printing problems.

HP Instant Support provides the following information about your device:

- Easy access to troubleshooting tips
 - Provides tips that are customized for your device.
- Resolution of specific device errors
 - Provides immediate access to information that can help you resolve error messages specific to your device.
 - To see a description of the problem, as well as recommendations for solving or preventing the problem, click the link within the message. To see a list of past device errors, click **Alerts** on the left side of the HP Instant Support page.
- Notification of device driver and firmware updates
 - Alerts you when there is a firmware or driver update, a message appears on the HP Instant Support homepage. Click the link within the message to go directly to the download section of the HP website.
- Obtaining support services
 - Provides a list of the support services that are available for your device.

- Managing ink and media usage (myPrintMileage)

Helps you manage and forecast printer supplies usage.

- Self diagnostic testing for your device

Runs a diagnostic test of your device. Select **Printer** on the **Self Help** menu on the Instant Support page to start diagnosing the devices. HP Instant Support checks the computer, and a list of configured devices appears. When you select the device that you want to diagnose, HP Instant Support can help you with such tasks as making sure that you have the latest device driver available and gaining access to reports about the device status and detailed device-diagnostic information.

If any errors are detected during this process, you are given the option to perform updates to the device drivers or to perform detailed diagnostic tests on the device.

- HP expert help online (Active Chat)

Provides personalized help from an HP support expert over the Web at any time. Simply submit a question or a description of your problem. Your recent device history, system configuration, and any actions that you have attempted are automatically forwarded to HP (upon your approval) so that you will not need to describe the problem again. An HP support expert will respond online to solve your problem through a real-time Web chat.

- Knowledge database

Use the HP knowledge database to quickly find answers to your questions.

Security and privacy

When you use HP Instant Support, detailed device information, such as the serial number, error conditions, and status, is sent to HP. HP respects your privacy and manages this information according to the guidelines that are outlined in the HP Online Privacy Statement (<http://www.hp.com/country/us/eng/privacy.htm>).



NOTE To view all of the data that is sent to HP, select **Source** (for Internet Explorer) or **Page Source** (for Netscape) from the **View** menu in your Web browser.

To gain access to HP Instant Support

Use the Toolbox (Windows) to access HP Instant Support. In Toolbox, click the **Information** tab, and then click **HP Instant Support**.



NOTE Do not bookmark the Web pages that are used to open HP Instant Support. If you bookmark the site and connect to it by using the bookmark, the pages will not contain the current information.

myPrintMileage

myPrintMileage is a service that HP provides to help you keep track of your device usage to help you forecast device usage and plan the purchase of supplies. It consists of two parts:

- myPrintMileage website
- myPrintMileage AutoSend, a utility that periodically updates the device usage information on the myPrintMileage website

To use myPrintMileage, you must have the following:

- Toolbox (Windows) installed
- Internet connection
- Device connected



NOTE HP recommends that you enable myPrintMileage to send data for three to six months to allow a meaningful amount of data to accumulate on the myPrintMileage website.

To use the Print accounting features, you must register for the service through the myPrintMileage site.

On the myPrintMileage website, you can see the following items:

- Print analysis, such as the amount of ink you have used, whether you use more black or color ink, and the estimated number of pages you can print with the remaining amount of ink.
- Print accounting, which allows you to generate reports showing usage data, cost per page, or cost per job for a specific time period; export this data as Microsoft Excel spreadsheet files; and configure the e-mail alerts and notifications to receive print accounting reports.

To gain access to myPrintMileage

From the Toolbox (Windows): On the **Information** tab, click **myPrintMileage**, and then follow the onscreen instructions.

-or-

From the Windows taskbar: Right-click the **Toolbox** icon, click **myPrintMileage**, and then select **View my print usage**.

Printer Services tab

The **Printer Services** tab provides utilities that help you maintain and test your printer. You can align and clean your print cartridges, or print a demo page.

Click this button...	To...
Align Print Cartridges	Align the print cartridges. See Aligning the print cartridges for more information.
Clean Print Cartridges	Clean the print cartridges. See Cleaning the print cartridges for more information.
Calibrate Color	Balance color tints on printed pages. See Calibrating the color for more information.
Print a Demo Page	Send a demo page to the printer to verify that the printer is connected to the computer correctly and is working properly.

Using the HP Inkjet Toolbox (Macintosh)

The HP Inkjet Toolbox contains tools to calibrate the printer, clean the print cartridges, print a test page, print a configuration page for the printer, and find website support information.

Displaying the HP Inkjet Toolbox

- 1 Double-click the **Macintosh HD** icon on the desktop.
- 2 Select **Applications**, **Utilities**, and then **HP Printer Selector**.

Viewing the HP Inkjet Toolbox panels

The following options are available on the HP Inkjet Toolbox Panel menu:

- **WOW!:** Prints a sample page to view the print output quality.
- **Ink Level:** Displays print cartridge ink levels.
- **Test:** Prints a test page or a configuration page.
- **Clean:** Cleans the print cartridges.
- **Calibrate:** Aligns the print cartridges.
- **Calibrate Color:** Adjusts color to correct problems with tint. Color calibration only occurs when the color and photo print cartridges are installed.
- **Supplies:** Display print cartridge replacement information.
- **Support:** Provides access to the HP website where you can find support for the printer and information about HP products and supplies.
- **Register:** Accesses the HP website to register the printer.

6 Troubleshooting

This section contains the following information:

- [Troubleshooting tips and resources](#)
- [General troubleshooting tips](#)
- [Printing a demo page](#)
- [Printing a diagnostics page](#)
- [Resolving printing problems](#)
- [Poor print quality and unexpected printouts](#)
- [Resolving paper-feed problems](#)
- [Troubleshooting installation issues](#)
- [Clearing jams](#)
- [Resolving photo printing problems](#)
- [Resolving borderless printing problems](#)
- [Resolving banner printing problems](#)
- [Resolving automatic two-sided printing problems](#)
- [Resolving network printing problems](#)

Troubleshooting tips and resources

- For a paper jam problem, see [Clearing jams](#).
- For paper-feed problems, such as the paper skew, see [Resolving paper-feed problems](#).

Some printer problems can be resolved by resetting the printer.

To reset the printer

- 1 Press the **POWER** button to turn off the printer.
- 2 Disconnect the power cord from the printer.
- 3 Wait about 20 seconds, and then reconnect the power cord.
- 4 Press the **POWER** button to turn on the printer.

General troubleshooting tips

Ensure the following:

- Power light is on and not blinking. When the printer is first turned on, it takes approximately 45 seconds to warm up.
- Make sure the printer is in the Ready state. If lights are on or blinking, see [Printer lights reference](#).
- No error messages appear on the computer screen.
- Power cord and other cables are working and firmly connected to the printer. Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet and is turned on. See [Printer specifications and Declaration of Conformity](#) for voltage requirements.
- Media is loaded correctly in the tray and is not jammed in the printer.
- Print cartridges are properly installed in their correct color-coded slots. Press down firmly on each one to ensure proper contact. Ensure you have removed the tape from each print cartridge.
- Print cartridge cradle latches and all covers are closed. See [Installing or replacing the print cartridges](#).
- Rear access panel or duplex unit is locked into place.
- All packing tapes and materials are removed from the printer.
- Printer can print a diagnostics page. See [Printing a diagnostics page](#).
- Printer is set as the current or default printer. For Windows, set the printer as the default in the Printers folder. For Mac OS, set the printer as the default in the Chooser or the Print Center. See your computer's documentation for more information.
- **Pause Printing** is not selected if you are using a computer running Windows.
- You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.

Printing a demo page

Printing a demo page without being connected to a computer verifies whether the printer is set up correctly.

- 1 Make sure the printer is turned on.
- 2 Press and hold the **RESUME** button for a few seconds.

The printer prints a demo page.

Printing a diagnostics page

This page is useful to HP Technical Support if you have a printer problem.

- 1 Make sure the printer is turned on.
- 2 Press and hold the **POWER** button, press the **RESUME** button four times, and then release the **POWER** button.

The printer prints a diagnostic page.



NOTE You can also print a diagnostics page using the printer driver. Right-click the printer icon. Select **Printing Preferences**. In the **Services** tab, click **Configuration Page**.

Resolving printing problems

Printer shuts down unexpectedly

Check power and power connections

Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet. See [Printer specifications and Declaration of Conformity](#) for voltage requirements.

Check printer vents

The printer vents are located on the sides of the printer. If the vents are covered and the printer overheats, the printer automatically turns off. Make sure the vents are not covered and the printer is in a cool, dry location. See [Printer specifications and Declaration of Conformity](#) for the required operating environment for the printer.

All printer lights are blinking

A non-recoverable error has occurred.

Reset the printer. See [To reset the printer](#).

If the problem persists, contact HP. See [Customer support and warranty](#).

Printer is not responding (nothing prints)

Check printer setup

See [Troubleshooting tips and resources](#).

Check the print cartridge initialization

When print cartridges are installed or replaced, the printer automatically prints an alignment page to align the print cartridges. This process takes about seven minutes. Until this process is complete, only the automatic alignment page can be printed.

Check the printer software installation

Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet and is turned on. See [Printer specifications and Declaration of Conformity](#) for voltage requirements.

Check cable connections

Make sure both ends of the cable (USB, parallel, or network) are secure.

If the printer is connected to a network, check the following:

- Make sure you are not using a phone cord to connect the printer.
- The network hub, switch, or router is on and working properly.

Check printer setup for network environment

Ensure the correct printer driver and printer driver port are being used. For more information about network connections, see [Configuring the printer \(Windows\)](#), [Configuring the printer \(Mac OS\)](#), or the documentation provided by your network vendors.

Check any personal firewall software installed on the computer

The personal software firewall is a security program that protects a computer from intrusion. However, the firewall might block communication between the computer and the printer. If there is a problem communicating with the printer, try temporarily disabling the firewall. If the problem persists, the firewall is not the source of the communication problem. Re-enable the firewall.

If disabling the firewall allows you to communicate with the printer, you might want to assign the printer a static IP address and re-enable the firewall. See [Connecting to a network](#).

Printer does not accept a print cartridge

Print cartridge does not fit the printer

Verify that the print cartridge is in the correct print cartridge cradle. The symbol on the print cartridge and the print cartridge latch should match.

Printer does not recognize the print cartridge

Verify that the nozzle protective tape has been removed from the cartridge and that the cartridge is properly installed with the latch closed. See [Installing or replacing the print cartridges](#).

Clean the print cartridge contacts

Complete the print cartridge cleaning procedure. See [Cleaning the print cartridges](#).

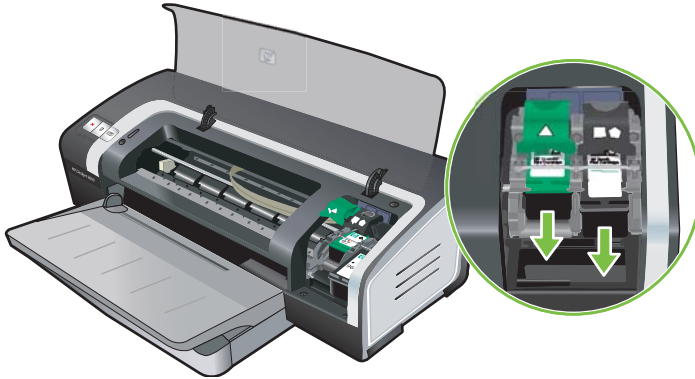
Remove the print cartridge and ensure the print cartridge latch is closed. Turn off the printer without the print cartridge installed. Restart the printer and reinsert the print cartridge (see [Installing or replacing the print cartridges](#)).

After removing the print cartridge, turn the printer off, and then turn on the printer without the print cartridge installed. After the printer has restarted, reinsert the print cartridge.

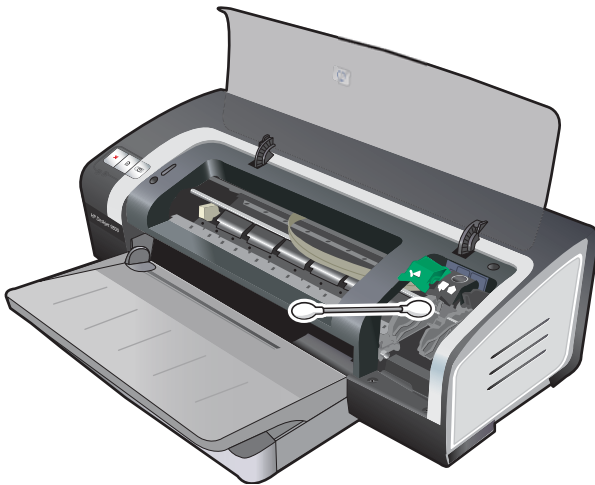
The printer is rejecting the pen

Poor contact between the print cartridges and print cartridge cradles may cause the pen to be rejected. When this occurs, try cleaning the electrical contacts on the print cartridges and print cartridge cradles:

- 1 Remove the print cartridge from the printer (see [Installing or replacing the print cartridges](#)).



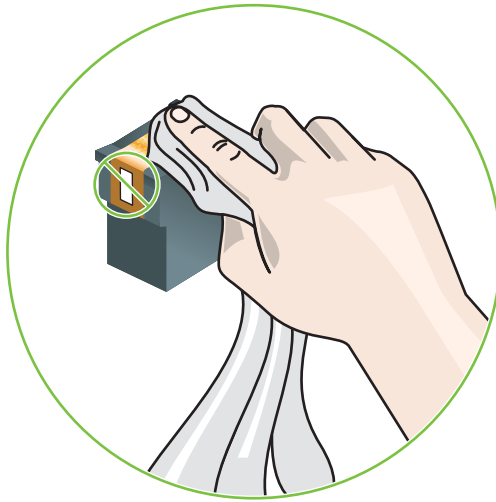
- 2 Clean the electrical contacts on the print cartridge cradle with a dry cotton swab.



- Carefully clean the electrical contacts on the print cartridge with a soft, dry, lint-free cloth.



CAUTION To prevent damage to the electrical contacts, you should wipe the contacts only once. Do not wipe the ink nozzles on the print cartridge.



- Reinstall the print cartridge.

Printer takes a long time to print

Check the system configuration

Make sure the computer meets the minimum system requirements for the printer. See [Printer specifications and Declaration of Conformity](#).

Verify the number of software programs running on the computer

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

Check the port setting

The port setting configuration in your system might not be set to ECP.

See the documentation that came with the computer for information on how to change the port setting, or contact the computer manufacturer.

Check the printer software settings

The printer prints more slowly when Best or Maximum dpi is selected as the print quality. To increase the print speed, select different print settings in the printer driver. See [Changing print settings](#).

A large file is printing

It is normal for a large file to take a long time to print.

The printer may be in Ink-backup Printing Mode

The printer enters **Ink-backup Printing Mode** when one of the print cartridges is removed. Replace the missing print cartridge with a new one. See [Changing print settings](#).

Blank page printed

Check for empty print cartridges

If you are printing black text and a blank page prints, the black print cartridge might be empty. See [Installing or replacing the print cartridges](#).

If the Toolbox is installed, check the ink levels of the print cartridges from the **Estimated Ink Level** tab.

You may be printing in **Ink-backup Printing Mode**. The printer enters **Ink-backup Printing Mode** when one of the print cartridges is empty or removed. Replace the missing print cartridge with a new one.

The protective tape on the print cartridge nozzle has not been removed.

Verify the clear protective tape is removed from the print cartridge nozzle (see [Installing or replacing the print cartridges](#)).

Check media settings

- Make sure you select the correct print quality settings in the printer driver for the media loaded in the tray. For example, Maximum dpi is only available for photo paper and cannot be used with other media types.
- Make sure the page settings in the printer driver matches the width of media loaded in the tray. See [Changing print settings](#).

Check the parallel port on your computer

Make sure the page settings in the printer driver matches the width of media loaded in the tray. See [Changing print settings](#).

Something on the page is missing or incorrect

Check margin settings

Make sure the margin settings for the document do not exceed the printable area of the printer. See [Setting minimum margins](#).

The printer may be in Ink-backup Printing Mode

The printer enters **Ink-backup Printing Mode** when one of the print cartridges is removed. Replace the missing print cartridge with a new one (see [Installing or replacing the print cartridges](#)).

Verify the ink levels of the print cartridges

One of the print cartridges may be low on ink. To view the ink levels, print a diagnostics page (see [Printing a diagnostics page](#)). (For Windows, if the Toolbox is installed, you can find ink-level

information by clicking the **Estimated Ink Level** tab.) If the print cartridge is low on ink, replace it (see [Installing or replacing the print cartridges](#)).

The print cartridges may need to be cleaned

Perform the auto-clean procedure (see [Cleaning the print cartridges](#)).

Check color print settings

Make sure **Print in Grayscale** is not selected in the printer driver.

Check the print location and length of USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes slightly distort printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Placement of the text or graphics is wrong

Check how the media is loaded

Make sure the media width and length guides fit snugly against the edges of the stack of media, and make sure the tray is not overloaded. See [Loading media in the input tray](#).

Check the media size

- Content on a page might be cut off if the document size is larger than the media that you are using.
- Make sure the media size selected in the printer driver matches the size of media loaded in the tray. See [Changing print settings](#).
- If you are using a computer running Windows, select **Emulate LaserJet Margins** in the printer driver to scale the document to fit the media size currently selected. See [Changing print settings](#).

Check margin settings

If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer. See [Setting minimum margins](#).

Check the page-orientation setting

Make sure the media size and page orientation selected in the application match the settings in the printer driver. See [Changing print settings](#).

Check the printer location and length of USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes slightly distort printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

If the above solutions do not work, the problem may be caused by the inability of the application to interpret print settings properly. See the release notes for known software conflicts; or refer to the application's documentation, or contact the software manufacturer for specific help.

Poor print quality and unexpected printouts

This section provides solutions to print quality problems.

- [Poor quality printouts](#)
- [Meaningless characters print](#)
- [Ink is smearing](#)
- [Ink is not filling the text or graphics completely](#)
- [The print settings may need to be changed](#)
- [Output is faded or dull colored](#)
- [Colors are printed as black and white](#)
- [Wrong colors are printing](#)
- [Printout shows bleeding colors](#)
- [Colors do not line up properly](#)
- [Lines or dots are missing from text or graphics](#)

Poor quality printouts

Check the print cartridges

Replace any clogged print cartridges (see [Using the print cartridges](#)), and try to print again.

The printer may be in Ink-backup Printing Mode

The printer enters **Ink-backup Printing Mode** when one of the print cartridges is empty or removed. Replace the missing print cartridge with a new one (see [Installing or replacing the print cartridges](#)).

Verify the ink levels of the print cartridges

One of the print cartridges may be low on ink. To view the ink levels, print a diagnostics page (see [Printing a diagnostics page](#)). (For Windows, if the Toolbox is installed, you can find ink-level information by clicking the **Estimated Ink Level** tab. For Macintosh, open the ink level panel from HP Inkjet Toolbox.) If the print cartridge is low on ink, replace it (see [Installing or replacing the print cartridges](#)).

The print cartridges may need to be cleaned

Perform the auto-clean procedure (see [Cleaning the print cartridges](#)).

Check the paper quality

The paper might be too moist or too rough. Make sure the media used meets HP specifications (see [Selecting print media](#)), and try to print again.

Check the type of media loaded in the printer

- Make sure the tray supports the type of media you have loaded. See [Understanding specifications for supported media](#).
- Make sure you have selected the tray in the printer driver that contains the media you want to use. See [Changing print settings](#).

Check rollers in the printer

The rollers in the printer might be dirty, causing lines or smudges to appear on your printout. Turn off the printer, disconnect the power cord, clean the rollers in the printer with isopropyl alcohol on a lint-free cloth, and try to print again.

Check the printer location and length of USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes slightly distort printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Meaningless characters print

If an interruption occurs to a job that is printing, the printer might not recognize the rest of the job.

Cancel the print job and wait for the printer to return to the ready state. If the printer does not return to the ready state, cancel all jobs, and wait again. When the printer is ready, resend the job. If prompted by the computer to retry the job, click **Cancel**.

Check the cable connections

If the printer and computer are connected with a USB or parallel cable, the problem may be due to a poor cable connection.

Make sure the cable connections at both ends are secure. If the problem persists, turn off the printer, disconnect the cable from the printer, turn on the printer without connecting the cable, and delete any remaining jobs from the print spooler. When the Power light is on and not flashing, reconnect the cable.

Check the document file

The document file may be damaged. If you can print other documents from the same application, try printing a backup copy of your document, if available.

Ink is smearing

Check print settings

- When you print documents that use much ink, allow more time to dry before handling the printouts. This is especially true for transparencies. In the printer driver, select the **Best** print quality.
- Color documents that have rich, blended colors can wrinkle or smear when printed using the **Best** print quality. Try using the other print mode such as **Draft** to reduce ink, or use HP Premium Paper designed for printing vivid color documents. See [Changing print settings](#).

Check the media type

Some types of media do not accept ink well. Ink will dry more slowly and smearing may occur. See [Selecting print media](#).

Check the margin settings

- If you are using a computer running Windows, make sure the **Minimize Margins** option is not selected. See [Changing print settings](#).



NOTE You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

- Increase the margins in your document. For more information, see the documentation included with your software application.

Ink is not filling the text or graphics completely

The printer may be in Ink-backup Printing Mode

The printer enters **Ink-backup Printing Mode** when one of the print cartridges is empty or removed. Replace the missing print cartridge with a new one (see [Installing or replacing the print cartridges](#)).

Verify the ink levels of the print cartridges

One of the print cartridges may be low on ink. To view the ink levels, print a diagnostics page (see [Printing a diagnostics page](#)). If the Toolbox is installed, you can find ink-level information by clicking the **Estimated Ink Level** tab. If the print cartridge is low on ink, replace it (see [Installing or replacing the print cartridges](#)).

The print cartridges may need to be cleaned

Perform the auto-clean procedure (see [Cleaning the print cartridges](#)).

Check the media type

Some types of media do not accept ink well. Ink will dry more slowly and smearing may occur. See [Selecting print media](#).

The print settings may need to be changed

Increase the print settings to a higher quality mode (for example, **Draft** to **Normal**, or **Normal** to **Best**).

Output is faded or dull colored

Check the print mode

The **FastNormal** and **Draft** modes in the printer driver allow you to print at a faster rate. They are good for printing drafts. To get better results, select **Normal** or **Best**. See [Changing print settings](#).

You may not be using the best print cartridge for the project

For best results, use the HP black print cartridge to print text documents and use the HP photo or photo gray print cartridges to print color or back and white photos.

Check the paper type setting

When printing on transparencies or other special media, select the corresponding media type in the printer driver. See [Printing on custom-sized paper](#).

Check the print cartridges

If lines in the text or image are broken or do not print properly, one or more of the ink cartridges may have run out of ink or are defective. Print a diagnostics page to review the performance of the print cartridges (see [Printing a diagnostics page](#)). If necessary, clean the print cartridges (see [Cleaning the print cartridges](#)), or replace the cartridges with new ones (see [Installing or replacing the print cartridges](#)).

Colors are printed as black and white

Check the print settings

Make sure **Print in Grayscale** is not selected in the printer driver.

The printer is printing in Ink-backup Printing Mode

If the printer is printing in Ink-backup Printing Mode using a black, photo, or gray photo cartridge, colors will print as black and white. Verify the correct print cartridges are installed.

Wrong colors are printing

Check the print settings

Make sure **Print in Grayscale** is not selected in the printer driver.

Check the print cartridges

Whenever print quality noticeably decreases, you may need to clean the print cartridge. See [Using the print cartridges](#).

If a print cartridge is out of ink, the wrong color may print. See [Installing or replacing the print cartridges](#).

Printout shows bleeding colors

Check the print settings

Some media type settings (such as Transparency Films and Photo Papers) and print quality settings (such as Best) require more ink than others. Choose different print settings in the printer driver, making sure you select the correct media type. See [Changing print settings](#).

Check the print cartridges

Make sure print cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer. HP does not guarantee or support refilled print cartridges. For ordering information, see [HP supplies and accessories](#).

Colors do not line up properly

Check the print cartridges

The print cartridges are automatically aligned when a cartridge is replaced. However, you might notice improvement in the print quality by performing the alignment procedure yourself. See [Using the print cartridges](#).

Check the graphics placement

Use the zoom or print preview feature of your software to check for gaps in the placement of graphics on the page.

Lines or dots are missing from text or graphics

The printer may be in Ink-backup Printing Mode

The printer enters **Ink-backup Printing Mode** when one of the print cartridges is empty or removed. Replace the missing print cartridge with a new one (see [Installing or replacing the print cartridges](#)).

Verify the ink levels of the print cartridges

One of the print cartridges may be low on ink. To view the ink levels, print a diagnostics page (see [Printing a diagnostics page](#)). For Windows, if the Toolbox is installed, you can find ink-level information by clicking the **Estimated Ink Level** tab. If the print cartridge is low on ink, replace it (see [Installing or replacing the print cartridges](#)).

The print cartridges may need to be cleaned

Perform the auto-clean procedure (see [Cleaning the print cartridges](#)).

Check the print cartridge contact pads

The print cartridge contact pads might need cleaning. See [Using the print cartridges](#).

Resolving paper-feed problems

This section provides solutions to common paper-feed problems.

- [Another paper feed problem is occurring](#)

For information on resolving jams, see [Clearing jams](#).

Another paper feed problem is occurring

Media is not supported for the printer or tray

Use only media that is supported for the printer and the tray being used. See [Understanding specifications for supported media](#).

Media is not picked up from input tray

- Make sure the media guides are set to the correct markings in the trays for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure media in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
- Make sure the tray is inserted properly.

Media is not coming out correctly

- Make sure the output tray extension is extended, otherwise, printed pages may fall off the printer.
- Remove excess media from the output tray. There is a limit to the number of sheets the tray can hold.
- If the duplex unit is not installed properly during a duplex job, media may exit through the rear of the printer. Reinstall the duplex unit or close its cover.

Pages are skewing

Make sure that media loaded in the input tray is aligned to the right and front guides.

Multiple pages are being picked up

- Make sure the media guides are set to the correct markings in the trays for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure that the tray is not overloaded with paper.
- When you load paper, avoid fanning the stack. Fanning paper can cause static electricity to build up and intensify multiple-pick problems.
- When reinserting a tray into the printer, do so gently. Forceful insertion with a full stack of paper may cause sheets to slide up within the printer, causing the printer to jam or pick multiple sheets at one time.

Troubleshooting installation issues

This section provides solutions to common installation problems.

- [Problems printing an alignment page](#)
- [Problems installing software](#)
- [Problems connecting to a network](#)

Problems printing an alignment page

When print cartridges are installed or replaced, the printer automatically prints an alignment page to align the cartridges. This process takes about seven minutes, and once complete, the alignment page may be discarded after it is printed. If the printer does not print the page, see [Troubleshooting tips and resources](#).

Problems installing software

Verify the computer requirements

Make sure the computer meets the system requirements. See [Printer specifications and Declaration of Conformity](#).

Verify installation preliminaries

- Before installing software on a Windows computer, ensure all other programs are closed.
- If the computer does not recognize the path to the CD drive that you type, ensure you are specifying the correct drive letter.
- If the computer cannot recognize the Starter CD in the CD drive, inspect the CD for damage. You can download the printer driver from <http://www.hp.com/support/dj9800>.

Reinstall the printer software

If you are using Windows and the computer cannot detect the printer, run the Scrubber utility (located in the Utils\Scrubber folder on the Starter CD) to perform a clean printer driver uninstallation. Restart your computer, and re-install the printer driver. See [Uninstalling the printer software](#).

Problems connecting to a network



NOTE After correcting any of the following, run the setup program again.

General network troubleshooting

If you are unable to install the printer software, verify that:

- All cable connections to the computer and the printer are secure.
- The network is operational and the network hub is turned on.
- All applications, including virus protection programs and personal firewalls, are closed or disabled.

- Make sure the printer is installed on the same subnet as the computers that will be using the printer.
- If the installation program cannot discover the printer, print the diagnostics page and enter the IP address manually in the installation program. See [Printing a diagnostics page](#).
- Ping the printer using the IP address from an MS-DOS prompt. For example, if the IP address is 123.123.123.123, type the following at the MS-DOS prompt:

```
C:\Ping 123.123.123.123
```

If a reply appears, the IP address is correct.

- If you are using a computer running Windows, make sure that the network ports created in the printer driver match the printer IP address:
 - 1 Print a diagnostics page. For instructions, see [Printing a diagnostics page](#).
 - 2 From the Windows desktop, click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
 - 3 Right-click the printer icon, click **Properties**, and then click the **Ports** tab.
 - 4 Select the TCP/IP port for the printer, and then click **Configure Port**.
 - 5 Compare the IP address listed in the dialog box and make sure it matches the IP address listed on the diagnostics page. If the IP addresses are different, change the IP address in the dialog box to match the address on the diagnostics page.
 - 6 Click **OK** twice to save the settings and close the dialog boxes.

Problems connecting to a wired network

- If the Link light on the network connector does not turn on, make sure that all of the general troubleshooting tips conditions are met.
- Though it is not recommended that you assign the printer with a static IP address, you might resolve some installation problems (such as a conflict with a personal firewall) by assigning the printer with a static IP address. For more information, see [Connecting to a network](#).

Clearing jams

Use the following methods to locate and clear a paper jam. For information on how to avoid jams, see [Tips for avoiding paper jams](#).

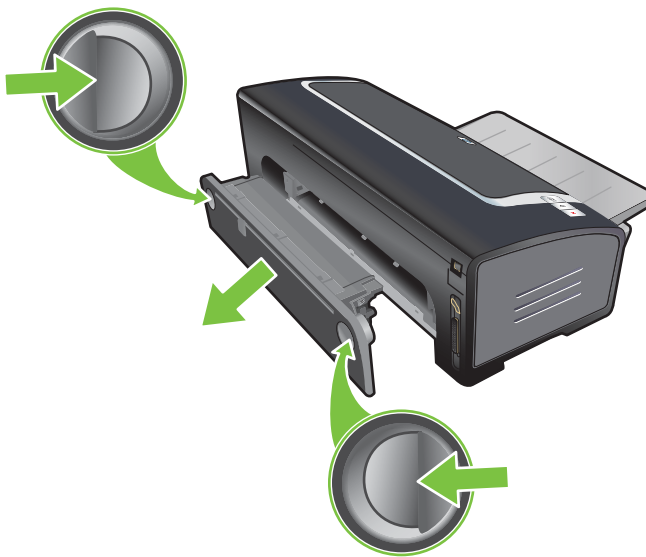


NOTE To prevent jammed paper from tearing off inside the printer, try to grasp jammed paper with both hands and exert even pressure on both sides while pulling the paper towards you.

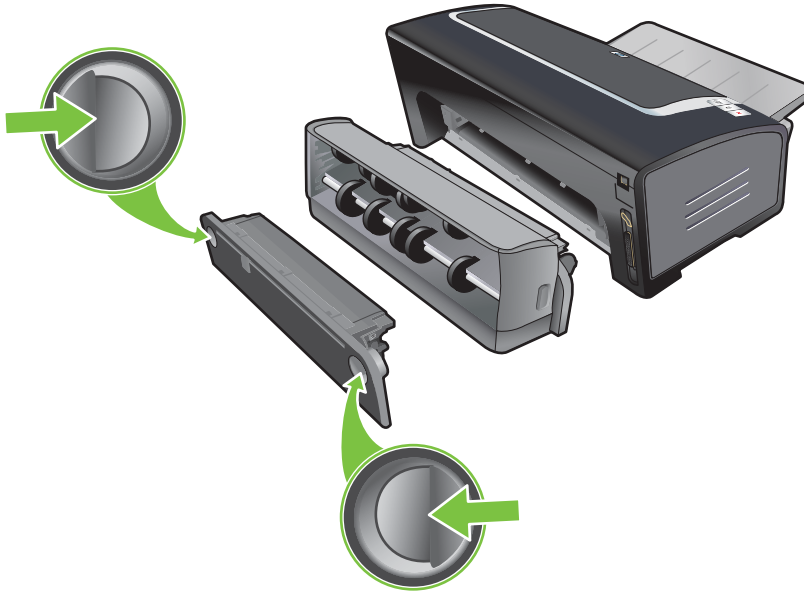


WARNING! Be sure to turn off the printer and unplug it before performing this procedure. Clearing a paper jam while printer parts are moving could cause injury.

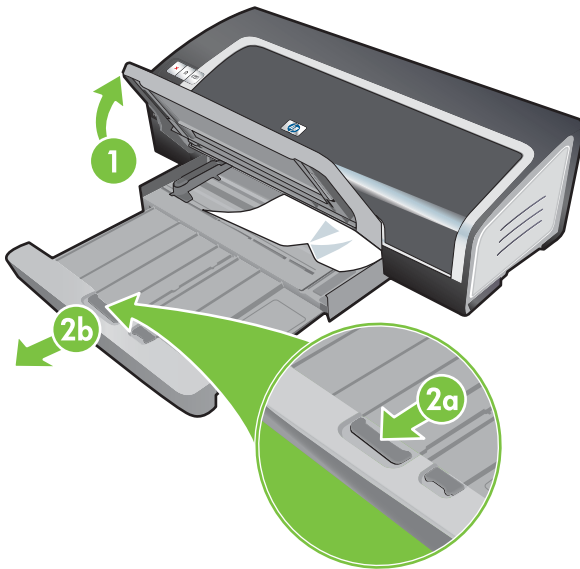
- 1 Turn off the printer and then unplug it.
- 2 Remove the rear access panel, pull out any jammed paper, and then reinsert the rear access panel.



- 3 Remove the rear cover from the duplex unit (if installed), remove any paper, and replace the rear cover. If the paper jam is not visible by removing the rear cover, remove the duplex unit to locate the jam.



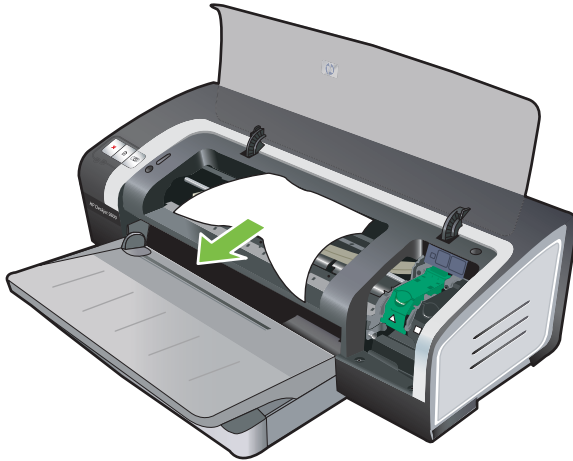
- 4 Lift up the output tray and remove any jammed paper from the input tray.



- 5 Open the top cover. The print cartridge carriage should return to the right side of the printer. If the carriage does not return to the right side, turn off the printer, and then move the carriage to the right. Pull any jammed paper towards you.



CAUTION Do not reach into the printer when the printer is on and the print cartridge carriage is stuck.



After you clear the jam, close all covers, turn on the printer (if you turned it off), and press the **RESUME** button. The printer will continue the print job on the next page. You will need to resend any pages that were jammed in the printer.

Tips for avoiding paper jams

- Make sure nothing blocks the paper path.
- Do not use media that is damaged, curled, or wrinkled. It is recommended not to use paper with cutouts or perforations or paper that is heavily textured or embossed.
- To ensure that media feeds properly, load only one type of media at a time in the input tray or the manual feed slots.
- Make sure media is loaded correctly. See [Loading media in the input tray](#).
- For the input tray and front manual feed slot, load the media print-side down with the right edge of the media aligned against the right edge of the tray or slot. Make sure the paper width guide and tray extension fit against the edges of the media. For the rear manual feed slot, load the media print-side up.
- Do not load more than 150 sheets of paper, or 15 envelopes, or a stack of media that exceeds the height of the paper width guide into the input tray. Do not load more than 10 sheets of paper into the front manual feed slot. Load only one sheet of paper at a time into the rear manual feed slot.
- Always use media that conforms with the types, sizes, and weights listed in [Selecting print media](#). This section also lists tips and guidelines on recommended media.

Resolving photo printing problems

Also see [Poor print quality and unexpected printouts](#) for additional troubleshooting information.

■ Make sure you are printing on the correct side of the media

- Load media print-side down in the input tray and front manual feed slot.
- Load media print-side up in the rear manual feed slot.

■ Check the print settings

1 Open the printer driver (see [Printing a document](#)).

2 From the **Paper/Quality** tab (Windows) or the **Paper Type/Quality** panel (Macintosh), check the following settings:

- Select the appropriate photo paper type.
- Select the highest resolution option such as **Best** or **Maximum dpi** on the print quality drop-down list.

■ Colors are tinted or incorrect

If colors in photographs appear tinted or incorrect, follow these steps:

1 Calibrate the color (see [Calibrating the color](#)). Photo print cartridges must be installed for color calibration.

2 Reprint the photograph.

3 If colors are still tinted or incorrect, try the following steps:

- *Windows*: Open the printer driver (see [Printing a document](#)) and click the **Color** tab, and then click **Advanced Color Settings**.
- *Macintosh*: Click **File**, and then click **Print**. Open the **Paper Type/Quality** panel and click the **Color Options** tab.

4 Adjust the color tone sliders: If the colors are too yellow, move the color tone slider towards **Cooler**. If the colors are too blue, move the color tone slider towards **Warmer**.

5 Reprint the photograph.

Resolving borderless printing problems

- **Check the print settings**

- 1 Open the printer driver (see [Printing a document](#)).
- 2 From the **Paper/Quality** tab (Windows) or the **Paper Type/Quality** panel (Macintosh), check the following settings:
 - Verify that the paper size specified in the driver matches the size of the paper loaded in the input tray.
 - Select the appropriate paper type.

- **Streaks appear in a light portion of a printout**

If streaks appear in a light portion approximately 63.6 mm (2.5 inches) from one of the long edges of a photograph, try the following:

- Install a photo print cartridge (see [Installing or replacing the print cartridges](#)).
- Clean the print cartridges (see [Cleaning the print cartridges](#)).

- **Image is printed at an angle**

- If paper is twisting as it feeds or margins appear crooked, make sure the paper width guide and tray extension fit against the edges of the paper.
- **Printing with a single print cartridge**

To do borderless printing with a single print cartridge, the tri-color print cartridge must be installed. See [Printing with a single print cartridge](#).

Resolving banner printing problems

- **Make sure the paper is loaded correctly**

- Unfold and refold the paper when several sheets feed into the printer at once.
- Make sure the unattached edge of the banner paper stack is on top and facing the printer.
- Verify that the correct paper for banner printing is used.

- **Check the print settings**

1 Open the printer driver (see [Printing a document](#)).

2 From the **Paper/Quality** tab (Windows) or the **Paper Type/Quality** panel (Macintosh), check the following settings:

- Make sure **hp banner paper** is selected as the paper type.
- Make sure the appropriate banner size is selected.

- **Check the software**

- Verify that the software application you are using prints banners. Not all software applications print banners.
- If gaps appear at the ends of the sheets, verify that the printer software is operating correctly.

Resolving automatic two-sided printing problems



NOTE You can print on both sides manually for unsupported media types. See [Performing manual duplexing](#).

■ Paper jam occurs inside the duplex unit

See [Clearing jams](#) for instructions.

■ Option for printing on both sides cannot be selected

- Make sure the duplex unit is installed on the printer. Right-click the printer icon. Select **Properties**. From the **Device Settings** tab, select **Duplex Unit**. Verify that the duplex unit is installed.
- Make sure the duplex unit is enabled in the printer driver. See [Performing auto-duplexing](#).
- Make sure the media type and size selected in the printer driver are supported by the duplex unit. See [Understanding specifications for supported media](#).

■ Only one side of the page prints when the print on both sides option is selected

- Make sure the correct print options are set in both the printer driver and the application you are using. See [Performing auto-duplexing](#).
- Make sure the photo paper is not curled. Photo paper should be flat before printing. See guidelines under [Printing digital photographs](#).
- Make sure the media type and size selected in the printer driver are supported by the duplex unit. See [Understanding specifications for supported media](#).

■ Binding margin is in the wrong place

1 Open the printer driver (see [Printing a document](#)).

2 Do one of the following:

- *Windows*: Select the **Finishing** tab.
- *Macintosh*: Open the **Two-Sided Printing Panel**.

3 Do one of the following:

- *Windows*: Select **Flip Pages Up** for binding along the top (tablet binding). Choose a booklet layout from the **Booklet Layout is** drop-down list for binding along the side (book binding).
- *Macintosh*: Select the binding orientation you desire (select the appropriate icon).

See [Printing on both sides \(duplexing\)](#) for more information.

■ Paper size changes when the print on both sides option is selected

Make sure the paper size is supported by the duplex unit, and make sure the media type and size selected in the printer driver are supported by the duplex unit. See [Understanding specifications for supported media](#).

Resolving network printing problems

If you are using an HP Jetdirect external print server, print its diagnostics page to check the operation of the print server and to verify network diagnostics settings. Please refer to the *Jetdirect Administrator's Guide* that comes with the print server.

If you are having difficulties printing to a shared printer, try the following suggestions.

- If the **RESUME** button is blinking, press it and wait a few seconds for printing to start.
- If printing does not resume, open the printer's top cover and check for a paper jam. See [Clearing jams](#).
- Make sure the printer is turned on and the top cover is closed.
- Make sure the rear access panel or duplex unit is correctly installed and locked into place.
- Make sure the print cartridges are properly installed (see [Installing or replacing the print cartridges](#)) and that media is properly loaded in the printer (see [Loading media in the input tray](#)).
- Make sure the network cable and the printer cable connections are firmly in place.
- Try printing a demo page to see if the printer is set up correctly. Make sure the printer is turned on, press and hold the **POWER** button, press the **RESUME** button once, and then release the **POWER** button. The printer prints a demo page.



NOTE Sharing the printer in mixed Macintosh and PC networking environments is not recommended.

After checking the printer, try to print a document from another client over the network.

If the document was sent from another client and printed successfully, your system settings are probably not configured properly to use this printer. Check with your system administrator to solve the problem.

If the document did not print successfully from another client, print a demo page.

- 1 Connect the printer to a PC that is running Windows.
- 2 Install the printer software if it is not already installed on this PC.
- 3 Open the Toolbox (see [Using the Toolbox](#)).
- 4 From the **Printer Services** tab, click **Print a Demo Page**.

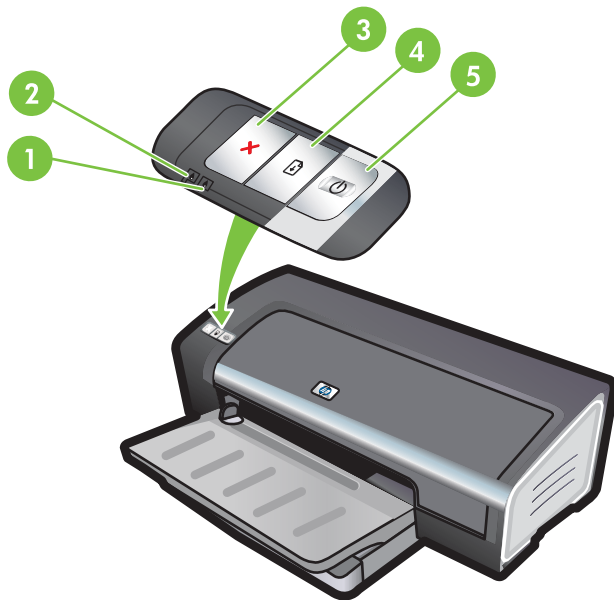
If the demo page printed, your printer is working, but your network settings may be configured incorrectly. Check with your system administrator for more information.

If the demo page did not print, this problem is likely caused by a failure in the printer or computer system. Call the HP Customer Care Center for help (see [Customer support and warranty](#)).

Before calling, record your serial number and printer model, along with any information about your computer system that is available.

7 Printer lights reference

The printer lights indicate printer status and are useful for diagnosing printing problems. This section contains information about the printer lights, what they indicate, and what action to take if necessary.



- 1 Right print cartridge light (black, photo, or gray print cartridge)
- 2 Left print cartridge light (tri-color print cartridge)
- 3 **CANCEL** button
- 4 **RESUME** button and light
- 5 **POWER** button and light

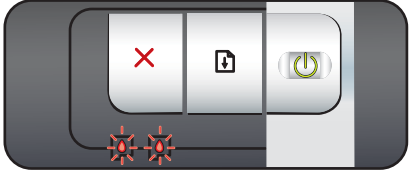
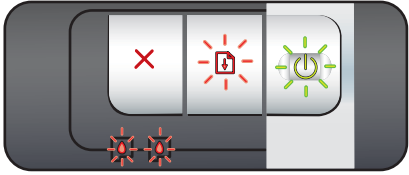

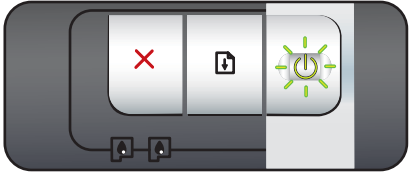
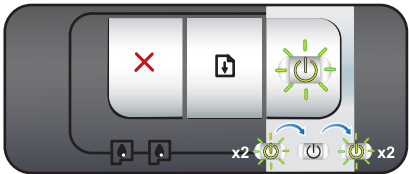


NOTE You can also find printer light descriptions in the following locations:

Printer driver: Right-click the printer icon. Select **Printing Preferences**. From the **Services** tab, select **Help with Printer lights**.

Diagnostics page: See [Printing a diagnostics page](#).

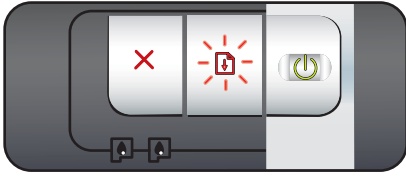
Understanding the printer lights

Printer light indication	Explanation and recommended action
<p>Left and right print cartridge lights.</p> 	<p>The left print cartridge light indicates tri-color print cartridge status; the right print cartridge light indicates black or photo print cartridge status.</p> <p>The print cartridge lights can be on or blinking in combination with the Power light and Resume light behaviors listed in this table.</p> <ul style="list-style-type: none"> ■ On: Print cartridge is low on ink or out of ink. Replace the print cartridge soon. See Installing or replacing the print cartridges. ■ Blinking: Print cartridge is damaged, missing, or incompatible. Reinstall or replace the print cartridge. See Installing or replacing the print cartridges. If printing with a single print cartridge, ignore this light.
<p>Printer lights cycle.</p> 	<p>The printer lights cycle when the printer is reinitializing.</p> <ul style="list-style-type: none"> ■ No action required.
<p>Power light on.</p> 	<p>Printer is turned on and idle.</p> <ul style="list-style-type: none"> ■ No action required.
<p>Power light blinks.</p> 	<p>Printer is printing or processing a print job.</p> <ul style="list-style-type: none"> ■ No action required.
<p>Power light blinks twice, stays off, then repeats the pattern.</p> 	<p>Printer is cancelling a print job.</p> <ul style="list-style-type: none"> ■ No action required.

Printer light indication

Explanation and recommended action

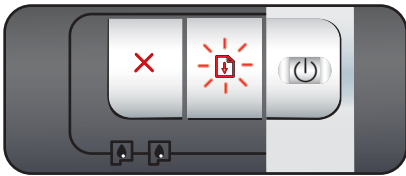
Power light on, Resume light blinks.



Check for one of the following conditions:

- Printer is waiting for special media to dry. Press the **RESUME** button if you do not want to wait. You can change the dry time in the printer driver. See [Ink is smearing](#).
- Printer is out of paper. Load paper and press the **RESUME** button to continue the print job.
- There is a media/banner size mismatch. Make sure the media/banner size selected in the printer driver matches the media/banner size loaded in the printer. To eject the media/banner, press the **RESUME** button.
- I/O stall. Make sure your system is running properly and the printer is properly connected to your system. Turn off the printer, and then turn it on again. Then resend the print job. To check the system, see the guidelines in [Troubleshooting](#).

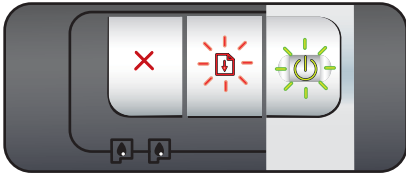
Power light off, Resume light blinks.



Paper motor stall.

- Clear the jammed paper. See [Clearing jams](#). After clearing the jam, press the **RESUME** button to continue the print job.
- If no paper jam exists, press the **RESUME** button. If this does not work, turn off the printer, and then turn it on again. Then resend the print job.

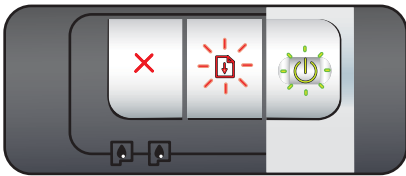
Power and Resume lights blink together at same time.



Carriage stall.

- If there is a paper jam, clear the jammed paper. See [Clearing jams](#). After clearing the jam, press the **RESUME** button to continue the print job.
- If no paper jam exists, press the **RESUME** button. If this does not work, turn off the printer, and then turn it on again. Then resend the print job.

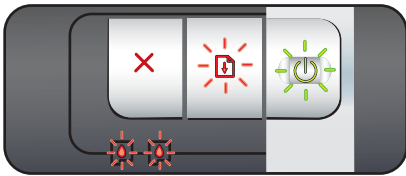
Power and Resume lights blink, Left and right print cartridge lights on.



Service station stall.

- Open the top cover and unplug the power cord. Wait for the Resume and Power lights to go off. Close the top cover and plug in the power cord. Wait for the printer to reinitialize and resend the print job.

All printer lights blink together.



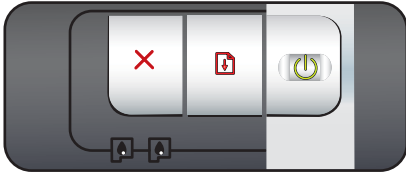
Hardware error.

- Make sure there is no paper jam in the printer. See [Clearing jams](#).
- If you cannot resume the print job, cancel the print job. Turn off the printer, turn it back on, and then try to print again. If the problem persists, turn off the printer and disconnect the cable from the printer. Reconnect the cable, turn on the printer, and then try to print again.

Printer light indication

Explanation and recommended action

Power and Resume lights on.



Check for one of the following conditions:

- Make sure the top cover is closed.
- Make sure the rear access panel or duplex unit is correctly installed and locked into place.

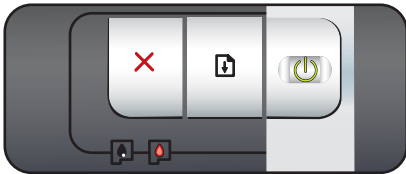
Left print cartridge light on, Power light on.



Tri-color print cartridge is low on ink or out of ink.

- Reinstall or replace the print cartridge. See [Installing or replacing the print cartridges](#).
- You can still print with one print cartridge. See [Printing with a single print cartridge](#).

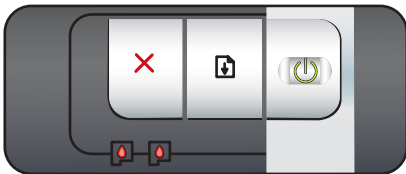
Right print cartridge light on, Power light on.



Black or photo print cartridge is low on ink or out of ink.

- Reinstall or replace the print cartridge. See [Installing or replacing the print cartridges](#).
- You can still print with one print cartridge. See [Printing with a single print cartridge](#).

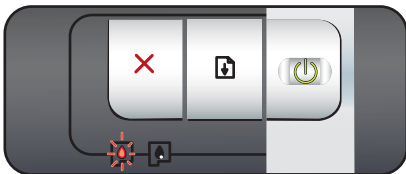
Left and right print cartridge lights on, Power light on.



The left (tri-color) and right (black or photo) print cartridges are both low on ink or out of ink.

- Reinstall or replace the print cartridges. See [Installing or replacing the print cartridges](#).

Left print cartridge light blinks, Power light on.

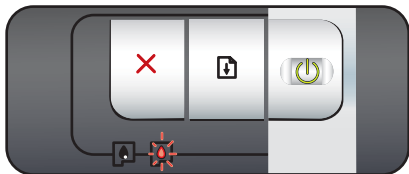


Tri-color print cartridge is damaged or missing.

- Reinstall the print cartridge. If the error persists, replace the print cartridge. See [Installing or replacing the print cartridges](#).
- You can still print with one print cartridge. See [Printing with a single print cartridge](#).

Printer light indication**Explanation and recommended action**

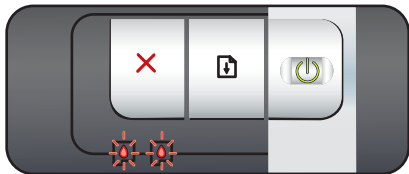
Right print cartridge light blinks, Power light on.



Black or photo print cartridge is damaged or missing.

- Reinstall the print cartridge. If the error persists, replace the print cartridge. See [Installing or replacing the print cartridges](#).
- You can still print with one print cartridge. See [Printing with a single print cartridge](#).

Left and right print cartridge lights blink, Power light on.



The left (tri-color) and right (black or photo) print cartridges are both damaged or missing.

- Reinstall the print cartridge. If the error persists, replace the print cartridge. See [Installing or replacing the print cartridges](#).
-

8 HP supplies and accessories

You can order HP supplies and accessories from the HP World Wide Web. Visit www.hpshopping.com for more information. You can also order printing supplies using the Toolbox. This section contains the following information:

- [Ordering printing supplies through the Toolbox](#)
- [Accessories](#)
- [Supplies](#)

Ordering printing supplies through the Toolbox

The Toolbox lets you order print cartridges directly from your computer. There are three requirements to use this feature:

- The Toolbox must be installed on your computer (supported on Windows only).
- The printer must be connected to your computer using either a USB cable, a parallel cable, or a network connection.
- You must have Internet access.

To order directly through the Toolbox:

- 1 Click **Start**, point to **Programs**, **HP Deskjet 9800 series**, and then click **HP Deskjet 9800 series Toolbox**.

-or-

In the status area of the Windows taskbar (near the clock), click the **Toolbox** icon.

- 2 On the **Printer Status** tab, click **Order Supplies**. The default browser opens and displays a website from which you can purchase printing supplies.
- 3 Follow the instructions on the website to select and order printing supplies.

Accessories

Following is a list of printer accessories and part numbers.

Automatic two-sided printing accessory

HP automatic two-sided printing accessory C8258A

Parallel cable

HP IEEE-1284 A-B parallel cable (2 m) C2950A

HP IEEE-1284 A-B parallel cable (3 m) C2951A

USB cable

HP USB A-B (2 m) C6518A

HP USB A-B (3 m) C6520A

Network interface

HP Jetdirect 175X external print server (USB) J6035C

HP Jetdirect 310X external print server (USB) J6038A

HP Jetdirect 300X external print server (Parallel) J3263A

HP Jetdirect 500x external print server (Parallel) J3265A

Supplies

Following is a list of printer supplies and part numbers.



NOTE The availability of printer supplies varies by country/region.

Print cartridges

Use only the replacement cartridges that have the same cartridge number as the print cartridge you are replacing. See [Supported print cartridges](#).

Inkjet papers

Media	Size	Quantity	Availability	Part number
HP Bright White Paper	A4 210 x 297 mm (8.27 x 11.69 inches)	500 sheets	Europe	C1825A
HP Bright White Paper	A4 210 x 297 mm (8.27 x 11.69 inches)	250 sheets	Europe	C5977B
HP Bright White Paper	A3 297 x 420 mm (11.7 x 16.5 inches)	250 sheets	Europe	C1858
HP Bright White Paper	A3 297 x 420 mm (11.7 x 16.5 inches)	500 sheets	Europe	Q2399A
HP Bright White Paper	A 215.9 x 279.4 mm (8.5 x 11 inches)	500 sheets	Europe	HPB1124
HP Bright White Paper	A 215.9 x 279.4 mm (8.5 x 11 inches)	250 sheets	Europe	HPB250
HP Bright White Paper	B 279.4 x 431.8 mm (11 x 17 inches)	250 sheets	Europe	HPB1724
HP Premium Paper	A4 210 x 297 mm (8.27 x 11.69 inches)	200 sheets	Europe	51634Z
HP Premium Paper	A3 297 x 420 mm (11.7 x 16.5 inches)	100 sheets	Europe	C1856
HP Premium Presentation Paper	A	150 sheets	North America	Q5449A

Media	Size	Quantity	Availability	Part number
	215.9 x 279.4 mm (8.5 x 11 inches)			
HP Premium Presentation Paper	B 279.4 x 431.8 mm (11 x 17 inches)	100 sheets	North America	Q6595A
HP Photo and Project Paper, Matte	A 215.9 x 279.4 mm (8.5 x 11 inches)	50 sheets	North America	Q5499A

Photo papers

Media	Size	Quantity	Availability	Part number
HP Premium Photo Paper	10 x 15 cm (4 x 6 inches) borderless	20 sheets	Europe	Q5479A
HP Premium Photo Paper	10 x 15 cm (4 x 6 inches) borderless	60 sheets	Europe	Q6601A
HP Premium Photo Paper	210 x 297 mm (8.27 x 11.69 inches) A4, satin matte	20 sheets	Europe	Q5433A
HP Premium Photo Paper	210 x 297 mm (8.27 x 11.69 inches) A4, satin matte	50 sheets	Europe	Q5434A
HP Premium Photo Paper	210 x 297 mm (8.27 x 11.69 inches) A4, glossy	50 sheets	Europe	C7040A
HP Premium Photo Paper	210 x 297 mm (8.27 x 11.69 inches) A4, glossy	20 sheets	Europe	Q2519A
HP Premium Photo Paper	10 x 15 cm (4 x 6 inches) with tab, satin matte	20 sheets	Europe	Q5436A
HP Premium Photo Paper	10 x 15 cm (4 x 6 inches) with tab	20 sheets	Europe	Q1991A
HP Premium Photo Paper	10 x 15 cm (4 x 6 inches) with tab	60 sheets	Europe	Q1992A

Media	Size	Quantity	Availability	Part number
HP Premium Photo Paper	A3 297 x 420 mm (11.7 x 16.54 inches)	20 sheets	Europe	Q6059A
HP Premium Photo Paper	10 x 15 cm (4 x 6 inches) with tab	20 sheets	China	Q1988AC
HP Premium Photo Paper	10 x 15 cm (4 x 6 inches) with tab	60 sheets	China	Q1989AC
HP Premium Photo Paper	10 x 15 cm (4 x 6 inches) with tab	100 sheets	China	A1990AC
HP Premium Photo Paper	A 215.9 x 279.4 mm (8.5 x 11 inches)	20 sheets	China	C6039AC
HP Photo Paper, Glossy	A4 210 x 297 mm (8.27 x 11.69 inches)	20 sheets	Asia Pacific	C6765A
HP Photo Paper, Glossy	A 215.9 x 279.4 mm (8.5 x 11 inches)	25 sheets	China	C1846AC
HP Photo Paper, Glossy	10 x 15 cm (4 x 6 inches) with tab	20 sheets	Europe	C7891A
HP Photo Paper, Glossy	10 x 15 cm (4 x 6 inches) with tab	60 sheets	Europe	C7894A
HP Photo Paper, Glossy	A4 210 x 297 mm (8.27 x 11.69 inches)	50 sheets	Europe	C7897A
HP Photo Paper, Glossy	A4 210 x 297 mm (8.27 x 11.69 inches)	25 sheets	Europe	Q5437A
HP Everyday Photo Paper, Semi-Gloss	10 x 15 cm (4 x 6 inches) with tab	100 sheets	China	Q5440A
HP Everyday Photo Paper, Semi-Gloss	A 215.9 x 279.4 mm (8.5 x 11 inches)	100 sheets	China	Q2509AC

Media	Size	Quantity	Availability	Part number
HP Everyday Photo Paper, Semi-Gloss	10 x 15 cm (4 x 6 inches) with tab	100 sheets	Asia Pacific	Q5442A
HP Everyday Photo Paper, Semi-Gloss	10 x 15 cm (4 x 6 inches) with tab	40 sheets	Asia Pacific	Y2144A
HP Everyday Photo Paper, Semi-Gloss	A4 210 x 297 mm (8.27 x 11.69 inches)	100 sheets	Asia Pacific	Q2511A
HP Everyday Photo Paper, Semi-Gloss	A4 210 x 297 mm (8.27 x 11.69 inches)	40 sheets	Asia Pacific	Y2143A
HP Everyday Photo Paper, Matte	A 215.9 x 279.4 mm (8.5 x 11 inches)	100 sheets	China	C7007AC
HP Premium High-Gloss Film	A 215.9 x 279.4 mm (8.5 x 11 inches)	50 sheets	China	C3836AC
HP Premium High-Gloss Film	A4 210 x 297 mm (8.27 x 11.69 inches)	20 sheets	Europe	Q1981A
HP Premium High-Gloss Film	A4 210 x 297 mm (8.27 x 11.69 inches)	50 sheets	Europe	C3837A
HP Premium Plus Photo	10 x 15 cm (4 x 6 inches) borderless	20 sheets	Asia Pacific	Q2504A
HP Premium Plus Photo	A4 210 x 297 mm (8.27 x 11.69 inches)	20 sheets	Asia Pacific	Q1951A
HP Premium Plus Photo	10 x 15 cm (4 x 6 inches) with tab	20 sheets	Asia Pacific	Q1952A
HP Premium Plus Photo	10 x 30 cm (4 x 12 inches) panorama	20 sheets	Asia Pacific	Q6602A
HP Premium Plus Photo	A3 297 x 420 mm (11.7 x 16.5 inches)	25 sheets	Asia Pacific	Q5497A

Media	Size	Quantity	Availability	Part number
HP Premium Plus Photo	10 x 15 cm (4 x 6 inches) borderless	60 sheets	China	Q2502AC
HP Premium Plus Photo	A 215.9 x 279.4 mm (8.5 x 11 inches)	20 sheets	China	Q6950AC
HP Premium Plus Photo	A 215.9 x 279.4 mm (8.5 x 11 inches)	25 sheets	China	Q6569AC
HP Premium Plus Photo	A 215.9 x 279.4 mm (8.5 x 11 inches)	50 sheets	China	Q1785AC
HP Premium Plus Photo	10 x 15 cm (4 x 6 inches) with tab	20 sheets	China	Q1977AC
HP Premium Plus Photo	10 x 15 cm (4 x 6 inches) with tab	60 sheets	China	Q1978AC
HP Premium Plus Photo	A 215.9 x 279.4 mm (8.5 x 11 inches)	20 sheets	China	C6831AC
HP Premium Plus Photo	A 215.9 x 279.4 mm (8.5 x 11 inches)	20 sheets	China	Q6568AC
HP Premium Plus Photo	10 x 15 cm (4 x 6 inches) with tab	100 sheets	China	Q5431AC
HP Premium Plus Photo	10 x 15 cm (4 x 6 inches) borderless	20 sheets	Europe	Q2503A
HP Premium Plus Photo	A4 210 x 297 mm (8.27 x 11.69 inches)	20 sheets	Europe	C6832A
HP Premium Plus Photo	A4 210 x 297 mm (8.27 x 11.69 inches)	20 sheets	Europe	C6951A
HP Premium Plus Photo	A4 210 x 297 mm (8.27 x 11.69 inches)	50 sheets	Europe	Q1786A

Media	Size	Quantity	Availability	Part number
HP Premium Plus Photo	10 x 15 cm (4 x 6 inches) with tab	20 sheets	Europe	Q1979A
HP Premium Plus Photo	10 x 15 cm (4 x 6 inches) with tab	60 sheets	Europe	Q1980A
HP Premium Plus Photo	10 x 15 cm (4 x 6 inches) with tab	20 sheets	Europe	Q2507A
HP Premium Plus Photo	10 x 15 cm (4 x 6 inches) with tab	60 sheets	Europe	Q2508A
HP Premium Plus Photo	13 x 18 cm (5 x 7 inches) borderless	20 sheets	Europe	Q6572A
HP Premium Plus Photo	A3 297 x 420 mm (11.7 x 16.5 inches)	20 sheets	Europe	Q5496A
HP Colorfast Photo Paper, Glossy	A 215.9 x 279.4 mm (8.5 x 11 inches)	20 sheets	North America	C7013A
HP Colorfast Photo Paper, Glossy	A4 210 x 297 mm (8.27 x 11.69 inches)	20 sheets	Europe and Asia Pacific	C7014A
HP Advanced Photo Paper, Glossy	A 215.9 x 279.4 mm (8.5 x 11 inches)	25 sheets		C1846A
HP Advanced Photo Paper, Glossy	210 x 297 mm (8.27 x 11.69 inches)	20 sheets		C6765A

Transparency films

Media	Size	Quantity	Availability	Part number
HP Premium Inkjet Transparency Film	A4 210 x 297 mm (8.27 x 11.69 inches)	20 sheets	Europe	C3832A
HP Premium Inkjet Transparency Film	A4 210 x 297 mm (8.27 x 11.69 inches)	50 sheets	Europe	C3835A

Media	Size	Quantity	Availability	Part number
HP Premium Plus Inkjet Transparency Film	A4 210 x 297 mm (8.27 x 11.69 inches)	50 sheets	Europe	C7029A
HP Premium Plus Inkjet Transparency Film	A4 210 x 297 mm (8.27 x 11.69 inches)	20 sheets	Europe	C7031A

Specialty papers

Media	Size	Quantity	Availability	Part number
HP Banner Paper	A4 210 x 297 mm (8.27 x 11.69 inches)	100 sheets	Europe	C1821A
HP Iron-on Transfers (for light and white color fabrics)	A4 210 x 297 mm (8.27 x 11.69 inches)	12 sheets	Asia Pacific	C6065A
HP Iron-on Transfers (for light colored fabrics)	A4 210 x 297 mm (8.27 x 11.69 inches)	12 sheets	Europe	C6050A
HP Full-Sheet Labels	A 215.9 x 279.4 mm (8.5 x 11 inches)	25 sheets	Europe	Q2550A
HP Full-Sheet Labels	A 215.9 x 279.4 mm (8.5 x 11 inches)	100 sheets	Europe	Q2551A
HP Address Labels, 33.86 x 101.6 mm (1 1/3 x 4 inches)	A 215.9 x 279.4 mm (8.5 x 11 inches)	25 sheets	Europe	Q2589A
HP Address Labels, 33.86 x 101.6 mm (1 1/3 x 4 inches)	A 215.9 x 279.4 mm (8.5 x 11 inches)	100 sheets	Europe	Q2590A
HP Address Labels, 25.4 x 66.67 mm (1 x 2 5/8 inches)	A 215.9 x 279.4 mm (8.5 x 11 inches)	25 sheets	Europe	Q2587A
HP Address Labels, 25.4 x 66.67 mm (1 x 2 5/8 inches)	A 215.9 x 279.4 mm (8.5 x 11 inches)	100 sheets	Europe	Q2588A
HP Shipping Labels,	A	25 sheets	Europe	Q2591A

Media	Size	Quantity	Availability	Part number
50.8 x 101.6 mm (2 x 4 inches)	215.9 x 279.4 mm (8.5 x 11 inches)			
HP Shipping Labels,	A	100 sheets	Europe	Q2592A
50.8 x 101.6 mm (2 x 4 inches)	215.9 x 279.4 mm (8.5 x 11 inches)			
HP Shipping Labels,	A	100 sheets	Europe	Q2594A
84.66 x 101.6 mm (3 1/3 x 4 inches)	215.9 x 279.4 mm (8.5 x 11 inches)			
HP Note Cards	152.4 x 203.2 mm (6 x 8 inches)	50 sets	North America	Q5505A
HP Note Cards (with content CD)	152.4 x 203.2 mm (6 x 8 inches)	30 sets	North America	Q5504A
HP Note Cards (with Disney friends)	152.4 x 203.2 mm (6 x 8 inches)	30 sets	North America	Q5521A
HP Holiday Photo Cards	101.6 x 203.2 mm (4 x 8 inches)	40 sets	North America	C6597A

Greeting cards

Media	Size	Quantity	Availability	Part number
HP Photo Greeting Cards, 1/2 fold	A 215.9 x 279.4 mm (8.5 x 11 inches)	10 sets	North America	C6044A
HP Photo Greeting Cards, Glossy, 1/2 fold	A4 210 x 297 mm (8.27 x 11.69 inches)	10 sets	Europe	C6045A
HP Textured Greeting Cards, White, 1/2 fold	A 215.9 x 279.4 mm (8.5 x 11 inches)	20 sets	North America	C7019A
HP Textured Greeting Cards, Ivory, 1/2 fold	A 215.9 x 279.4 mm (8.5 x 11 inches)	20 sets	North America	C6828A
HP Textured Greeting Cards, Cream, 1/2 fold	A4 210 x 297 mm (8.27 x 11.69 inches)	20 sets	Europe	C6829A
HP Linen Greeting Cards, White, 1/2 fold	A 215.9 x 279.4 mm (8.5 x 11 inches)	20 sets	North America	Q1788A
HP Linen Greeting Cards, Ivory, 1/2 fold	A	20 sets	North America	Q1787A

Media	Size	Quantity	Availability	Part number
	215.9 x 279.4 mm (8.5 x 11 inches)			
HP Matte Greeting Cards, White, 1/4 fold	A 215.9 x 279.4 mm (8.5 x 11 inches)	20 sets		C1812A
HP Matte Greeting Cards, White, 1/4 fold	A4 210 x 297 mm (8.27 x 11.69 inches)	20 sets		C6042A
HP Matte Greeting Cards, White, 1/2 fold	A4 210 x 297 mm (8.27 x 11.69 inches)	20 sets	North America	C7018A
HP Matte Greeting Cards, White, 1/2 fold (with Disney friends)	A4 210 x 297 mm (8.27 x 11.69 inches)	15 sets	North America	Q5522A

Brochure papers

Media	Size	Quantity	Availability	Part number
HP Brochure & Flyer Paper, Gloss	A 215.9 x 279.4 mm (8.5 x 11 inches)	150 sheets	China	Q1987AC
HP Brochure & Flyer Paper, two-sided, glossy	A 215.9 x 279.4 mm (8.5 x 11 inches)	50 sheets		C6817A
HP Brochure & Flyer Paper, two-sided, glossy	A4 210 x 297 mm (8.27 x 11.69 inches)	50 sheets		C6818A
HP Brochure & Flyer Paper, Matte	A 215.9 x 279.4 mm (8.5 x 11 inches)	50 sheets		C6955A
HP Glossy Brochure & Flyer Paper	A3 297 x 420 mm (11.7 x 16.5 inches)	50 sheets	Europe	Q6821A
HP Matte Tri-fold Brochure Paper	A 215.9 x 279.4 mm (8.5 x 11 inches)	100 sheets	North America	Q5443A
HP Matte Tri-fold Brochure Paper, two-sided, glossy	A 215.9 x 279.4 mm (8.5 x 11 inches)	100 sheets		C7020A

9 Customer support and warranty

The information in this section suggests solutions to common problems. If your printer is not operating properly and the suggestions in this guide do not solve your problem, try using one of the following support services to obtain assistance.

- [Obtaining electronic support](#)
- [HP Instant Support](#)
- [HP Telephone Support](#)
- [Hewlett-Packard Limited Warranty Statement](#)

Obtaining electronic support

You can obtain support from HP from the following electronic sources:

- **Web**

Visit the printer website on [hp.com](http://www.hp.com) for the latest software, product, operating system, and support information: <http://www.hp.com/support/dj9800>.

- **Toolbox (Windows)**

The Toolbox provides easy, step-by-step solutions to common printing problems. See [Using the Toolbox](#).

HP Instant Support

HP Instant Support is a web-based tool that provides product-specific services, troubleshooting tips, and information about your printer's ink and media usage. You must have an Internet connection to use HP Instant Support.

To access HP Instant Support, open the Toolbox and click **HP Instant Support** on the **Information** tab.



NOTE HP Instant Support web pages are dynamically created. Do not bookmark this site; always access it from the Toolbox.

HP Telephone Support

During the warranty period, you may obtain assistance from the HP Customer Care Center.

- Before you call
- Telephone support numbers

Before you call

To assist our Customer Care Center representatives to serve you better, prepare the following information before calling.

- 1 Print the printer diagnostics page. See [Printing a diagnostics page](#). If the printer does not print, get the following information ready:
 - model number and serial number (Check the back of the printer.)
 - printer model
- 2 Check the operating system that you are using, such as Windows 98 Me.
- 3 If the printer is connected to the network, check the network operating system, such as Windows NT Server 4.0.
- 4 Note how the printer is connected to your system, such as parallel, USB, or network.
- 5 Obtain the printer driver and version number of the printer software, such as HP Deskjet 9800 Version: 2.325.0.0.

To find the printer driver version number in the printer driver, right-click the printer icon. Select **Properties** and click **About**. The version number displays in the **Driver files** list.

- 6 If you have a problem printing from a particular application, note the application and version number.

Telephone support numbers

In many locations, HP provides toll free telephone support during the warranty period. However, some of the support numbers listed below may not be toll free.

For the most current list of telephone support numbers, see <http://www.hp.com/support>.

Country/Region	Telephone number
Albania	*
Algeria	213 17 63 80
Anguila	1-800-8722881
Argentina	0-810-555-5520
Aruba	800-8000
Australia	(03) 8877 8000
Austria	08 1000 1000

Country/Region	Telephone number
Bahamas	1-800-711-2884
Bahrain	800 171
Barbados	001-800-8722881
Belgium	078 600 600
Belize	811
Bermuda	1-800-711-2884
Bolivia	0-800-1110
Bosnia-Hercogovina	*
Brazil	Outside São Paulo: 0800-157751 Greater Sao Paulo: (11) 4689-2012
Brit. Virgin Islands	001-800-8722881
Bulgaria	*
Canada	(905) 206-4663 (877) 621-4722
Cayman Islands	1-800-711-2884
Chile	800-3600999
China	021-38814518
Colombia	01-8000-114726
Costa Rica	0-800-011-0524
Croatia	*
Cyprus	800 9 2649
Czech Republic	2 61 307 310
Denmark	70 11 77 00
Dominican Republic	1-800-711-2884
Ecuador	Andinatel 999119 Pacifictel 1-800-225528
Egypt	202 532 5222
El Salvador	800-1-785
Finland	0203 53232
France	0826 10 4949
Germany	01805 258 143
<p>HP bietet während der Gewährleistungsfrist vielerorts gebührenfreien telefonischen Support an. Die nachfolgend aufgelisteten Rufnummern sind jedoch unter Umständen nicht gebührenfrei.</p>	

Country/Region	Telephone number
Zur weiteren Klärung oder um zusätzliche Information zu erhalten, können Sie Kontakt mit der Online-Kundenbetreuung von HP (http://www.hp.com/cpso-support/guide/psd/cscemea.html) aufnehmen.	
Gibraltar	0870 842 2339
Greece	801 11 22 55 47
Guatemala	1-800-999-5105
Guyana	165
Haiti	183
Honduras	800-0-123
Hong Kong SAR	85 (2) 2802 4098
Hungary	1 382 1111
Iceland	507 10 00
India	+91-80-8526900 or 1 600 447-737 Support in Hindi and English
Indonesia	+62 (21) 350 3408
Ireland	1890 946 500
Israel	9 830 4848
Italy	02 3859 1212
Jamaica	0-800-711-2884
Japan	0570-000-511(Navi Dial, Japan Domestic Only) 81-3-3335-9800
Jordan	+971 4 366 2020
Kazakhstan	*
Korea, Republic of	1588 3003
Kuwait	+971 4 366 2020
Lebanon	+971 4 366 2020
Liechtenstein	0848 802 020
Luxembourg	27 303 303
Macedonia	*
Malaysia	+1800 805 405
Malta	*
Mexico	Mexico City: 52-58-9922 Outside Mexico City: 01-800-472 6684
Moldova	*

Country/Region	Telephone number
Monaco	0826 104949
Morocco	22 40 47 47
Netherlands	0900 117 0000
New Zealand	+64 (9) 356 6640
Nicaragua	174
Nigeria	*
Norway	800 62 800
Oman	+971 4 366 2020
Panama	001-800-711-2884
Peru	0-800-10111
Philippines	(2) 867 3551
Poland	22 5666 000
Portugal	213 164 164
Puerto Rico	1 877 232 0589
Qatar	+971 4 366 2020
Romania	+40 (21) 315 4442
Russia	Moscow: 095 797 3520 St. Petersburg: 812 346 7997
San Marino	02 3859 1212
Saudi Arabia	800 897 1444
Serbia and Montenegro	+359 (2) 960-1963
Singapore	6272 5300
Slovakia	2 5752 5752
Slovenia	*
South Africa (RSA), Republic of	086 000 1030
Spain	902 010 333
Suriname	156
Sweden	077 130 3000
Switzerland	0848 80 20 20
Syria	+971 4 366 2020
Taiwan	886-2-8722-8000 886-800-010-055
Thailand	(2) 353 9000
Trinidad and Tobago	1-800-711-2884

Country/Region	Telephone number
Tunisia	71 89 12 22
Turkey	212 444 71 71
United Kingdom	0870 842 2339
Ukraine	Kiev: 44 4903520
United Arab Emirates (UAE)	800 4520 04 366 2020
United States	1-800 HP INVENT
Vatican City	02 3859 1212
Vietnam	(8) 823 4530
West Africa (English-speaking countries/regions)	*
West Africa (French-speaking countries/regions)	+351 213 17 63 80
Yemen	+971 4 366 2020

* For support information, call your HP service provider.

Hewlett-Packard Limited Warranty Statement

HP product	Duration of Limited Warranty
Software	90 days
Accessories	90 days
Print cartridges*	Until the HP print cartridge has been depleted of HP ink, or until the "end of warranty" date printed on the HP print cartridge, whichever occurs first.
Printer peripheral hardware (see below for details)	1 year

*For more detailed warranty information, see http://www.hp.com/support/inkjet_warranty.

Extent of Limited Warranty

- 1 Hewlett-Packard 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.
- 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 that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
 - a Improper maintenance or modification;
 - b Software, media, parts, or supplies not provided or supported by HP;
 - c Operation outside the product's specifications;
 - d Unauthorized modification or misuse.
- 4 For HP printer products, the use of a non-HP print cartridge or a refilled print 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 print cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage. This warranty does not extend to empty HP print cartridges, refilled HP print cartridges, or HP print cartridges which have been tampered with.
- 5 If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the 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 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 products may contain remanufactured parts, components, or materials equivalent to new in performance.
- 10 HP's Limited Warranty Statement is valid in any country/region where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries/regions where the product is distributed by HP or by an authorized importer.

Limitations of Warranty

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

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.

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/region to country/region 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 customer (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 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 THE HP PRODUCTS TO SUCH CUSTOMERS.

10 Printer specifications and Declaration of Conformity

This section contains the following information:

- [Printer specifications](#)
- [Declaration of Conformity](#)

Printer specifications

Print Method	Drop-on-demand thermal inkjet printing				
Print Speed* Plain Paper (Letter/A4)		Fast Draft	Fast Normal	Normal	Best
	Black Text	30 ppm	8.7 ppm	8.0 ppm	0.6 ppm
	Color Text	20 ppm	7.5 ppm	6.0 ppm	1.5 ppm
	Full Page Color	8.0 ppm	2.5 ppm	1.9 ppm	0.5 ppm
Photo Paper, bordered, 4 ink 10 x 15 cm (4 x 6 inches)	Color Photo	0.4 ppm	0.6 ppm	0.9 ppm	1.5 ppm
Photo Paper, borderless, 6 ink 10 x 15 cm (4 x 6 inches)	Color Photo	0.5 ppm	0.8 ppm	1.1 ppm	2.0 ppm
*Approximate figures. Exact speed depends on the system configuration, software program, and document complexity.					
Color Resolution	Maximum of 4800 x 1200 dpi*				
	*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.				
Printer Command Languages	HP PCL Level 3e				
Software Compatibility	Microsoft Windows (98, NT 4.0, Me, 2000, Windows Server 2003, XP); Mac OS X (10.2 and above); MS-DOS applications				
Fonts	8 built-in fonts, 4 each in portrait and landscape orientations: CG Times, CG Times Italic; Courier, Courier Italic; Letter Gothic, Letter Gothic Italic; Univers, Univers Italic (Euro Symbol supported)				
Smart Software Features	In-box printer driver features: Borderless Printing, Minimize Margins*, HP Digital Photography, Customizing paper size, Print on Both Sides, Booklet printing, Pages per Sheet, Tiling*, Resizing Options, Color Management, Watermarks*, Mirror Image*, Print preview*, Print All Text as Black, Print in Grayscale, Print in Sepia*, Printing with Quick Sets*, ColorSync** Note: *Windows only; **Macintosh only				
Media Types and Sizes	Paper: Plain, inkjet, photo, glossy, banner Standard US: Letter (8.5 x 11 inches), Legal (8.5 x 14 inches), Tabloid (11 x 17 inches), Super B (13 x 9 inches), Executive (7.25 x 10.5 inches), Statement (5.5 x 8.5 inches), Photo (4 x 6 inches)				

Standard International: A6 (105 x 148.5 mm), A5 (148.5 x 210 mm), A4 (210 x 297 mm), A3 (297 x 420 mm), A3+ (330 x 482 mm), JIS-B4 (257 x 364 mm), JIS-B5 (182 x 257 mm)

Transparencies: US Letter (8.5 x 11 inches), A4 (210 x 297 mm)

Envelopes: US No. 10 (4.12 x 9.5 inches), US A2 Invitation (4.37 x 5.57 inches), US Monarch (3.87 x 7.5 inches), European DL (110 x 220 mm), C5 (162 x 229 mm), C6 (114 x 162 mm)

Index Cards: US Index card (4 x 6 inches), US Index card (5 x 8 inches), A6 card (105 x 148.5 mm)

Labels: US Labels (8.5 x 11 inches), A4 Labels (210 x 297 mm)

Custom size: 89.9 x 146.05 mm (3.54 x 5.75 inches) to 330.2 x 1,270 mm (13 x 50 inches)

Media Handling	Input tray:	Up to 19 mm (0.75 inches) or up to 150 sheets plain paper; up to 15 envelopes; up to 60 cards; up to 30 transparencies or labels; photo media
	Front manual feed slot:	Up to 10 sheets plain paper; up to 5 envelopes or cards; up to 8 transparencies; photo media
	Rear manual feed slot:	Single sheet; thick media (up to 0.3 mm); envelopes; cards; transparencies; labels
	Automatic two-sided printing accessory (duplex unit):	13 x 19 inches, 11 x 17 inches, Legal, Letter, Executive, A3+, A3, A4, and B5 (JIS). Does not support banners, index cards, envelopes, or custom sizes smaller than B5 (JIS) or larger than 13 x 19 inches/A3+.
	Output tray capacity:	Up to 75 sheets
Recommended Media Weight	Paper:	60 to 135 g/m ² (16 to 36 lb bond) using input tray or front manual feed slot, and up to 280 g/m ² (74 lb bond) using rear manual feed slot
	Envelopes:	75 to 90 g/m ² (20 to 24 lb bond)
	Cards:	110 to 200 g/m ² (110 lb index) using rear manual feed slot
I/O Interface	IEEE 1284-Centronics parallel compatible; Universal serial bus (Windows 98 and USB-connect Macintosh)	
Printer Memory	16 MB of built-in RAM	
Dimensions	HP Deskjet 9800, 9803, and 9808:	574.5 mm (22.62 inches) (width) by 186.3 mm (7.33 inches) (height) by 409.5 mm (16.12 inches) (depth) With input tray fully extended: 631.0 mm (24.84 inches) (depth)
	HP Deskjet 9800d, 9803d, and 9808d:	With automatic two-sided printing accessory: 500.0 mm (19.68 inches) (depth)

		With automatic two-sided printing accessory and input tray fully extended: 721.5 mm (28.4 inches) (depth)
Weight	HP Deskjet 9800, 9803, 9808:	11 kg (24.25 lb)
	HP Deskjet 9800d, 9803d, and 9808d:	12 kg (26.45 lb)
Duty Cycle	Up to 5,000 pages/month	
Power Supply	Built-in Universal Power Supply	
Power Requirements	Input 100-240V AC, 1300 mA 50/60Hz	
	Output 32V DC, 1500mA	
Power Consumption	60 watts maximum	
Operating Environment	Operating temperature: 5° to 40°C (41° to 104°F)	
	Recommended operating conditions: 15° to 30°C (59° to 95°F)	
	Storage temperature: -40° to 60°C (-40° to 140°F)	
	Relative humidity: 20 to 80% RH non-condensing	
	Noise levels per ISO 9296: Sound power LwAD: 6.1 B(A)	
System Requirements	Minimum	
	Windows 98: Pentium® 90 MHz, 16 MB RAM, 145 MB hard disk space	
	Windows NT 4.0 (Service Pack 6 or later): Pentium 100 MHz, 32 MB RAM, 145 MB hard disk space	
	Windows Me: Pentium 150 MHz, 32 MB RAM, 145 MB hard disk space	
	Windows 2000: Pentium 300 MHz, 64 MB RAM, 145 MB hard disk space	
	Windows XP 32 bit edition: Pentium 300 MHz, 64 MB RAM, 145 MB hard disk space	
	Windows Server 2003 32 bit edition: Pentium 300 MHz, 128 MB RAM, 145 MB hard disk space	
	Mac OS X: G3 (except original PowerBook G3), 128 MB RAM	
	Internet Explorer 4.0	
	Recommended	
	Windows 98: Pentium 266 MHz, 32 MB RAM, 175 MB hard disk space	
	Windows NT 4.0 (Service Pack 6 or later): Pentium 266 MHz, 64 MB RAM, 175 MB hard disk space	
	Windows Me: Pentium 266 MHz, 32 MB RAM, 175 MB hard disk space	

Windows 2000: Pentium 300 MHz, 64 MB RAM, 175 MB hard disk space

Windows Server 2003 32 bit edition: Pentium 550 MHz, 256 MB RAM, 190 MB hard disk space

Windows XP 32 bit edition: Pentium 300 MHz, 128 MB RAM, 190 MB hard disk space

Mac OS X: G4 800 MHz, 256 MB RAM

Internet Explorer 5.0 or later

Warranty 1-year limited warranty

Product Certifications **Safety Certifications:** CCC S&E (China), CSA (Canada), PSB (Singapore), UL (USA), TUV-GS (Germany), K Mark (Korea), CE (European Union), B Mark (Poland)

EMC Certifications: FCC Title 47 CFR Part 15 Class B (USA), CTICK (Australia and New Zealand), MIC Mark (Korea), CE (European Union), BSMI (Taiwan), GOST (Russia), ICES (Canada), VCCI (Japan)

Declaration of Conformity

Declaration of Conformity

According to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Singapore (Pte) Ltd
Manufacturer's Address: Imaging and Printing Manufacturing Operation Singapore,
60 Alexandra Terrace, #07-01, The Comtech, Singapore, 118502

declares, that the product

Product Name: HP Deskjet 9800, HP Deskjet 9800d
HP Deskjet 9803, HP Deskjet 9803d
HP Deskjet 9808, HP Deskjet 9808d

Regulatory Model Number ⁽¹⁾: SNPRC-0405

Product Number: C8165A/B, C8166A/B
C8165C, C8166C
C8165D, C8166D

Product Accessory Number: C8258A/HP Automatic Two-Sided Printing Accessory
Product Options: All

Conforms to the following Product Specifications:

Safety: IEC 60950-1: 2001 / EN 60950-1:2001

EN 60825-1:1994 + A1:2002 Class 1 for LEDs

EMC: CISPR 22: 1997 / EN 55022:1998 Class B ⁽²⁾

CISPR 24:1997 + A1 + A2 / EN 55024: 1998 + A1 + A2

IEC 61000-3-2:2000 / EN 61000-3-2:2000

IEC 61000-3-3:1994 + A1:2001 / EN 61000-3-3:1995 + A1:2001

FCC Title 47 CFR, Part 15 Class B / VCCI-2 ⁽²⁾

ICES-003 Issue 4

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC, and carries the CE marking accordingly.

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

(2) The product was tested in a typical configuration with Hewlett Packard personal computer systems.

Chan Kum Yew
Director, Quality

Declaration of Conformity

Local contact for regulatory topics only:

European Contact: Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 140, D-71034 Böblingen, Germany

USA Contact: Hewlett-Packard Company, HPCC, 20555 S.H. 249 Houston, Texas, 77070

Australia Contact: Hewlett Packard Australia Ltd, Product Regulations Manager, 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

Singapore, 6 October 2004

11 Regulatory information

- [FCC statement](#)
- [Miscellaneous regulatory information](#)

FCC statement

The U.S. Federal Communications Commission (in 47 cfr 15.105) has specified that the following notices be brought to the attention of users of this product.

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.

Shielded cables

Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company, may cause harmful interference and void the FCC authorization to operate this equipment.

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, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

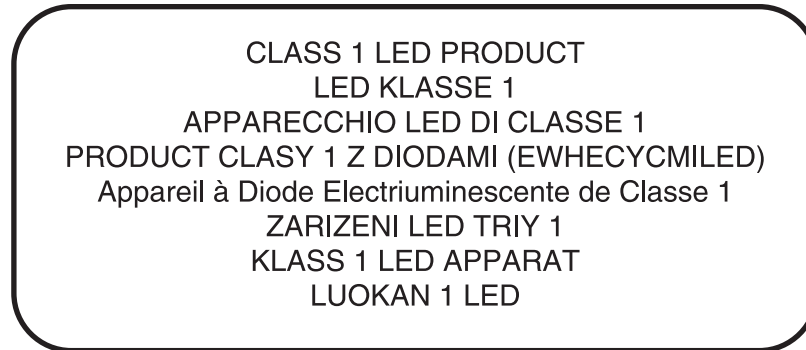
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Miscellaneous regulatory information

Power cord statement

The power cord cannot be repaired. If it is defective, it should be discarded or returned to the supplier.

LEDs classification



Environmental sustainability program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. HP continuously improves the design processes of its products to minimize the negative impact on the office environment and on the communities where products are manufactured, shipped, and used. HP has also developed processes to minimize the negative impact of the disposal of the product at the end of its printing life.

For more information about the HP environmental sustainability program, see <http://www.hp.com/hpinfo/globalcitizenship/environment/index.html>.

Reduction and elimination

Paper use

The two-sided (duplex) printing and N-up printing features of this product (which you can use to print multiple pages of a document on one sheet of paper) can reduce paper usage and the resulting demands on natural resources. See this guide for more information about using these features.

Ink use

The Fast mode of this product uses less ink, which might extend the life of the cartridges. See the printer driver onscreen Help for more information.

Ozone-depleting chemicals

Ozone-depleting chemicals, such as chlorofluorocarbons (CFCs), have been eliminated from HP manufacturing processes.

Power consumption

Power usage drops significantly while in PowerSave mode, which saves natural resources and saves money without affecting the high performance of this product. This product qualifies for ENERGY

STAR®, which is a voluntary program to encourage the development of energy-efficient office products.



ENERGY STAR® is a U.S. registered service mark owned by the U.S. government. As an ENERGY STAR® Partner, Hewlett-Packard Company has determined this product meets ENERGY STAR® guidelines for energy efficiency. For more information, see <http://www.energystar.gov>.

Hazardous materials

This HP product contains the following materials that might require special handling at end-of-life:

- Lead in the solder

Material safety data sheets

Material safety data sheets (MSDSs) can be obtained from the following HP website: <http://www.hp.com/go/msds>.

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 so that they can be reached quickly for efficient disassembly and repair.

Printer packaging

The packaging materials for this product 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 product assists in minimizing both packaging materials and damage rates.

HP products and supplies

HP's Planet Partners™ recycling service provides an easy way to recycle any brand of computer equipment or HP printing supplies. HP's state-of-the-art processes ensure that your unwanted hardware or HP printing supply is recycled in a way that conserves resources.

For more information, see <http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/>.

End-of-life returns

At the end of the product life, you can return the product to HP.

EMI statement (Korea)

사용자 안내문 (B 급기기)

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

EMI statement (Japan)

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

Declaration of Conformity statement/Normes de sécurité (Canada)

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Canadian ICES-003.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans la réglementation sur le brouillage radioélectrique édicté par le NMB-003 du Canada.

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0405. This regulatory number should not be confused with the marketing name (e.g., HP Deskjet 9800 series) or product numbers (e.g., C8165A or C8166A).

Index

Symbols/Numerics

4800 x 1200 optimized dpi 58, 59, 61

A

accessories
 ordering information 121
 warranty 141
automatic paper-type sensor 43
automatic two-sided printing
 accessory
 advantages of using 66
 installing 22
 troubleshooting 113
 using 66

B

banners, printing 72
black or photo print cartridge lights
 illustration 7
booklet printing 69
borderless printing
 description 45
 printing 61
 troubleshooting 111

C

Cancel button 77
cancelling print job 77
cards, printing 55
ColorSmart III 58
custom-sized paper, printing 52
customer support 133

D

declaration of conformity 148
demo page, printing 85, 90
diagnostic page, printing 91
diagnostics page 4
dimensions, printer 145

duplex unit
 illustration 8
 parts and description 9
duplexing. *See* printing

E

electronic support
 help 134
envelopes, printing 53
environmental specifications 146
error messages
 displaying via Toolbox 81
Exif Print 60
extendable input tray 6
extendable output tray 6

F

FCC statement 152
fonts, included 144
front manual feed paper guide
 illustration 6
front manual feed slot
 illustration 6
 printing 48

G

Getting started guide 4

H

help
 customer support 133
 electronic support 134
 HP Telephone Support 136
 Toolbox 80
HP Digital Photography 45
HP Inkjet Toolbox 86
HP Inkjet Toolbox (Mac OS) 4
HP Instant Support 4, 82
HP media, printing 51
HP PCL 3 144

HP photo imaging software 60
HP Telephone Support 136
HP telephone support 4
HP websites 4
hpshopping.com 121

I

IBM OS/2 driver 20
Information tab, Toolbox 82
input tray 41
input tray lock 7
input tray, extendable
 illustration 6
interfaces, I/O 145
iron-on transfers, printing 74
I/O interfaces 145

J

jammed paper, clearing 107

L

labels, printing 73
language, printer 144
limited warranty statement 141
Linux driver 20
loading media
 front manual feed slot 48
 input tray 41
 rear manual feed slot 48

M

Macintosh
 HP Inkjet Toolbox 86
 system requirements 146
manual feed slot, front
 illustration 6
 printing 48
manual feed slot, rear
 description 8
 printing 48

- margins, minimum 39
 - media
 - borderless printing 61
 - clearing jams 107
 - loading in input tray 41
 - loading transparencies 41
 - ordering supplies 121
 - printing on cards 55
 - printing on custom-sized paper 52
 - printing on envelopes 53
 - printing on HP media 51
 - printing on transparencies 51
 - printing on various types 51
 - supported sizes 32
 - supported types 38
 - supported weights and capacities 39
 - tips for selecting and using 32
 - memory, included 145
 - minimize margins 45
 - minimum margins 39
 - myPrintMileage
 - accessing via Toolbox 82
 - description 84
 - website 84
- N**
- network printing
 - connecting 15
- O**
- operating system requirements 146
 - output tray, extendable
 - illustration 6
- P**
- panoramic photos, printing 75
 - paper. *See* media
 - paper jams
 - clearing 107
 - tips for avoiding 109
 - paper width guide 7
 - parallel port 8
 - PCL 3 144
 - photographs
 - 4800 x 1200 optimized dpi 59
 - digital photography technologies 59
 - Exif Print 60
 - guidelines for printing 58
 - HP Digital Photography 45
 - HP photo imaging software 60
 - PhotoREt IV 58
 - PhotoREt printing 59
 - printing 58
 - printing borderless 61
 - six-ink color printing 58
 - PhotoREt IV 58
 - poor print quality 99
 - posters, printing 71
 - Power button 8
 - power input 8
 - Power light 8
 - power-saving mode 2
 - print cartridge cradle 6
 - print cartridge latch 6
 - print cartridges
 - aligning 26, 85
 - cleaning 27, 85
 - ink level display, Macintosh 86
 - ink level display, Windows 81
 - installing or replacing 23
 - maintaining and storing 28
 - Print Cartridge Protector 28
 - printing with a single print cartridge 29
 - warranty 141
 - print speeds 144
 - printer
 - display hardware information 82
 - language 144
 - memory 145
 - minimum margins 39
 - printer driver features 45
 - printer lights reference 115
 - registering via Toolbox 82
 - resolution 144
 - smart software features 45
 - special features 2
 - specifications 143
 - printer driver
 - changing current print settings 47
 - changing default print settings 44
 - customizing setup program 19
 - installing in Macintosh 13
 - installing other drivers 20
 - smart software features 45, 144
 - software 10
 - system requirements 146
 - uninstalling 17
 - warranty 141
 - Printer Services tab, Toolbox 85
 - Printer Status tab, Toolbox 81
 - printer-driver help 4
 - printing
 - banners 72
 - booklets 69
 - borderless printing 45, 61
 - cancelling print job 77
 - digital photographs 58
 - front manual feed slot 48
 - iron-on transfers 74
 - labels 73
 - minimize margins 45
 - minimum margins 39
 - multiple pages on single sheet 68
 - on both sides, automatic 66
 - on both sides, guidelines 64
 - on both sides, manual 65
 - on both sides, overview 64
 - on cards 55
 - on custom-sized paper 52
 - on envelopes 53
 - on HP media 51
 - on transparencies 51
 - on various media types 51
 - panoramic photos 75
 - panoramic printing 2
 - posters 71
 - power-saving mode 2
 - rear manual feed slot 48
 - using automatic paper-type sensor 43
 - with a single print cartridge 29
 - printing on both sides. *See* printing
 - printing problems 92
 - product certifications 147
- R**
- readme file 4
 - rear access panel
 - description 8
 - release buttons 8
 - rear manual feed slot

- description 8
- printing 48
- regulatory information 151
- release notes 4
- resolution, printer 144
- Resume button 8
- Resume light 8

S

- setup poster 4
- small media ejector 7
- small media guide
 - description 7
 - using 53, 55
- smart software features 45
- software
 - changing current print settings 47
 - changing default print settings 44
 - customizing setup program 19
 - HP photo imaging software 60
 - installing in Macintosh 13
 - other software, installing 20
 - printer driver 10
 - printer driver features 45
 - smart software features 45, 144
 - system requirements 146
 - uninstalling 17
 - warranty 141
- specifications
 - operating environment 146
 - power consumption 146
 - power requirements 146
 - printer 143
 - printer duty cycle 146
 - printer size 145
 - printer weight 146
 - system requirements 146
- Starter CD 4
- supplies and accessories
 - accessories 123
- supported print cartridges 23
- system requirements 146
- ordering printing supplies 122
- Printer Services tab 85
- Printer Status tab 81
- using 80
- top cover 6
- transparencies
 - loading 41
 - printing 51
- tri-color print cartridge lights
 - illustration 7
- troubleshooting
 - automatic two-sided printing 113
 - automatic two-sided printing accessory 113
 - banners not printing correctly 112
 - borderless printing problems 111
 - demo page, printing 90
 - diagnostic page, printing 91
 - jammed paper 107
 - network printing problem 114
 - photo printing problems 110
 - printer lights blink 115
 - tips and resources 88
- two-sided printing. See printing
- typefaces, included 144

U

- unexpected printouts 99
- uninstalling software 17
- USB port 8
- using print cartridges 23

W

- warranty 141
- website
 - IBM 20
 - Linux 20
 - myPrintMileage 84
 - ordering supplies and accessories 121
- Windows
 - system requirements 146

T

- Toolbox
 - description 4
 - Information tab 82

© 2005 Hewlett-Packard Development Company, L.P.

www.hp.com/support/dj9800

