

HP DeskJet Printer User's Guide for Windows

930C Series

English



Expanding Possibilities

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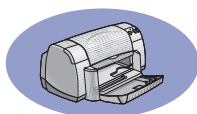
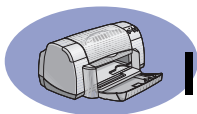


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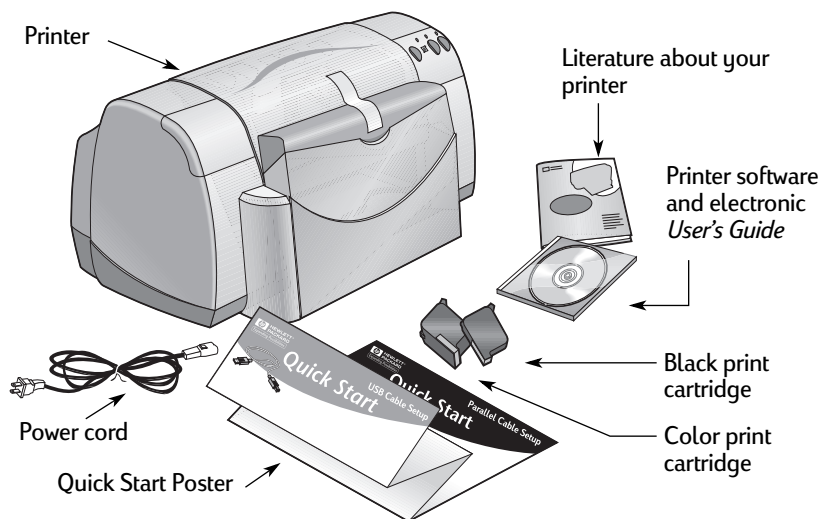




Introduction

Thank You For Buying an HP DeskJet Printer!

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



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

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

Special Features of Your HP DeskJet Printer

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

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



Finding More Information

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

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

For Windows 3.1x Users

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

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

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

1 Printing Basics

Buttons and Lights

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



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



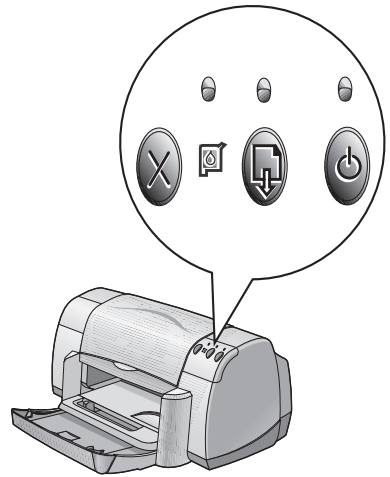
Print Cartridge Status Light – When lit, the light above this symbol indicates that you need to check the status of your print cartridges. See “Print Cartridge Status” on page 25 for more information.



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



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



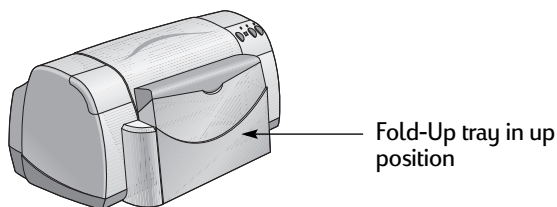
Warning

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

Paper Trays

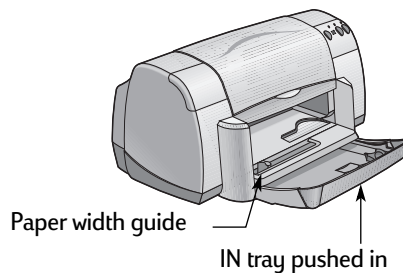
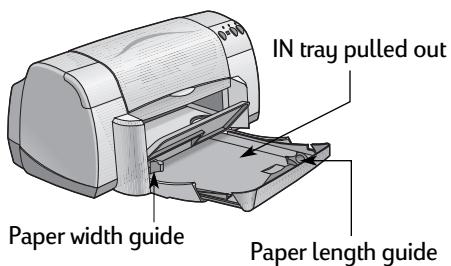
Fold-Up Tray

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

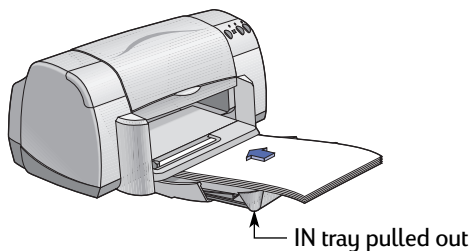


IN Tray

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



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

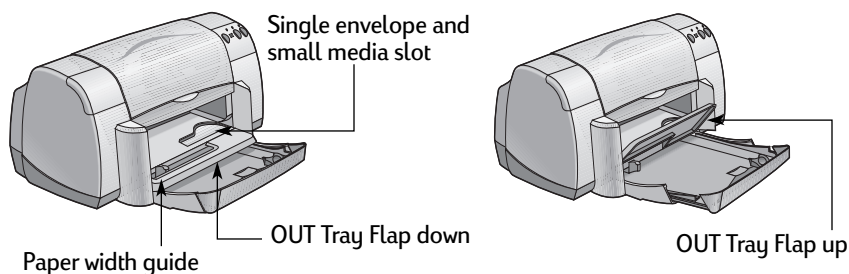


OUT Tray

The printer sends finished pages to the OUT tray.

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

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



Printer Maintenance Tips

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

When cleaning your printer, keep these tips in mind:

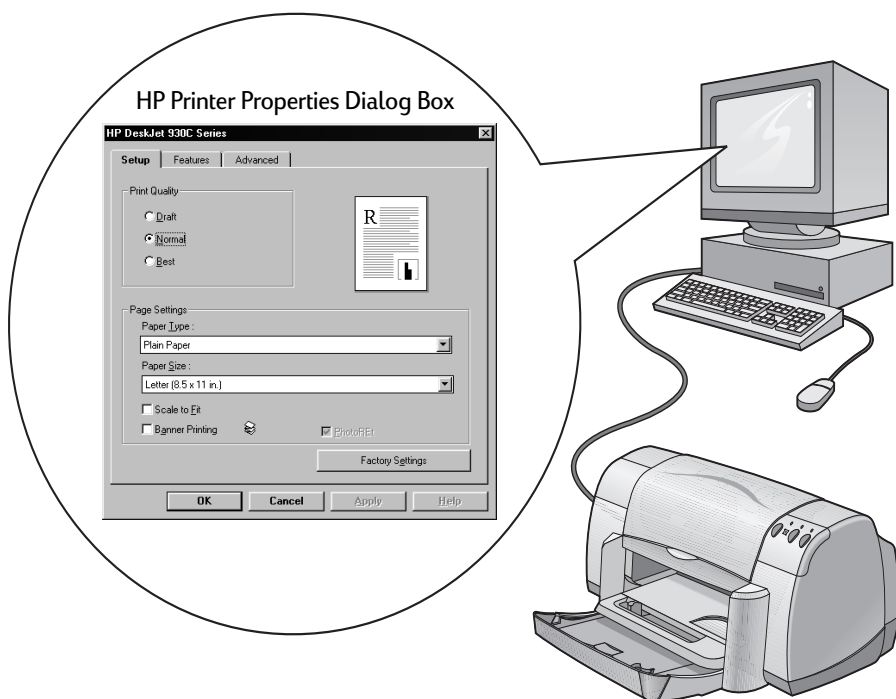
- **Do not** clean the interior of the printer. Keep all fluids away from the interior.
- **Do not** use household cleaners or detergent. In the event that a household cleaner or detergent is used on the printer, wipe the printer's exterior surfaces with a soft cloth moistened with water.
- **Do not**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

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

How to Print

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

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



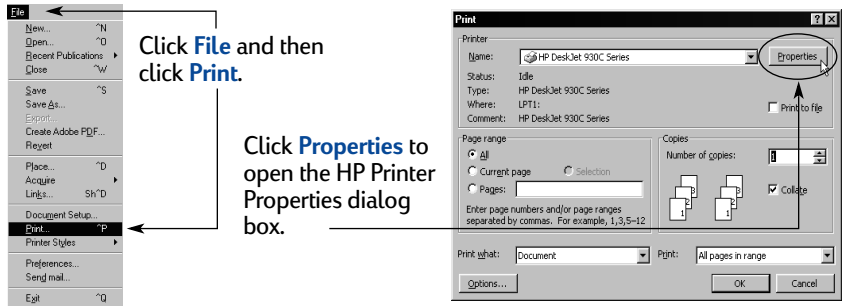
Finding the HP Printer Properties Dialog Box

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

From your software program, try this:

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

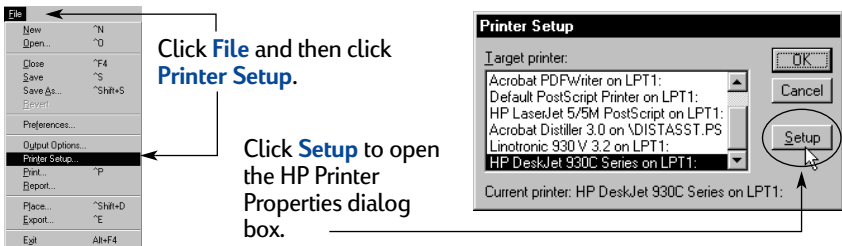
- 1 Click **File** ➔ **Print**.



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

Or try this:

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

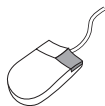


- 2 From the **Printer Setup** or **Print Setup** dialog box, click **Setup** or **Options**.

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

Printer Properties Dialog Box

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



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

Setup Tab

Choose the print quality.

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

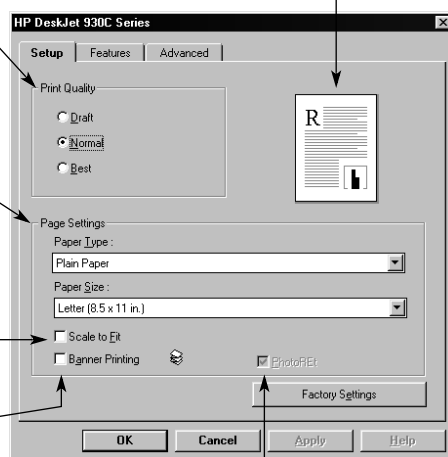
Select the appropriate page settings.

- Choose from a wide range of paper types.
- Choose a paper size or enter a paper size of your own.

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

Click here to print banners.

Look here to see your current settings.



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

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

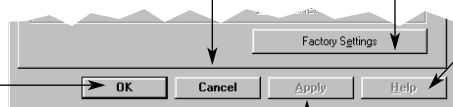
Cancel —Cancels your changes and closes the dialog box.

Factory Settings —Returns all of the tab settings to the factory defaults.

OK —Accepts your changes and closes the dialog box.



Apply —Applies your changes.

Help —Displays a message telling you to click your right mouse button for help.



Features Tab

Choose the best page orientation.

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

Check here to choose a Two-Sided printing method:

- **Book** — binding on the side.
- **Tablet** — binding on the top.

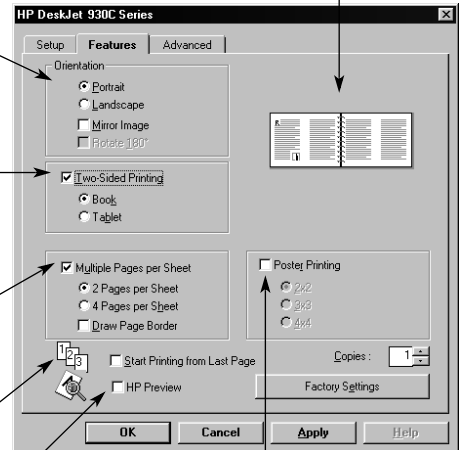
Check here to print multiple pages per sheet. Choose:

- Two or four pages per sheet
- Border around each page on the sheet.

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

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

Look here to see your current settings.



Check here and choose the size of your poster by selecting the number of pages across and down.

Advanced Tab

Choose appropriate color options.

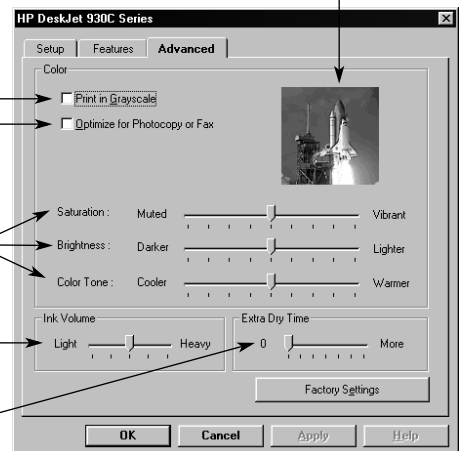
- Click here to print in shades of gray.
- Fax and photocopy optimization is only available when printing in grayscale.

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

Slide to adjust the amount of ink on the page.

Slide to provide extra drying time.

Look here to see your current settings.



HP DeskJet Toolbox

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

For Windows 95, 98, and Windows NT 4.0

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

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

Printer Services Tab

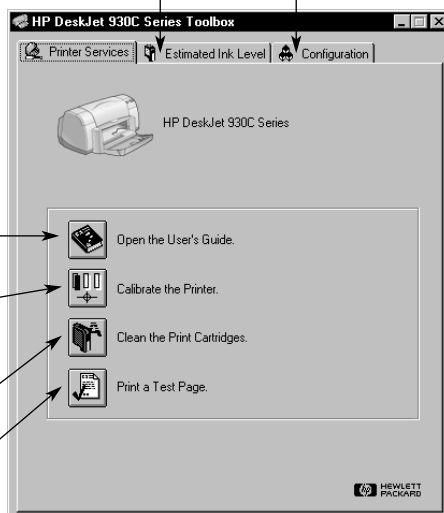
Enable Hardware ECP on the **Configuration** tab. When you check **Attempt to Use Hardware ECP**, photos may print more quickly.

Clicking on the **Estimated Ink Level** tab...

- Presents a visual display of the black and color cartridge ink level.
- Shows the print cartridge part numbers.

Click on an icon to...

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



2 Beyond the Basics

Getting the Right Paper

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

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

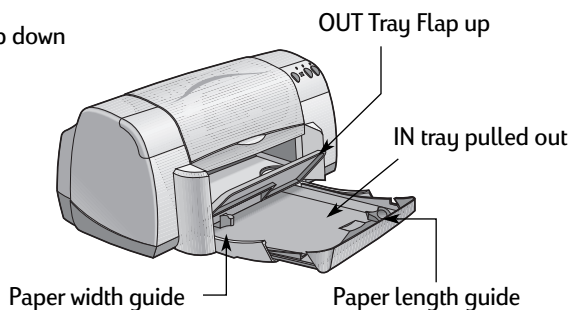
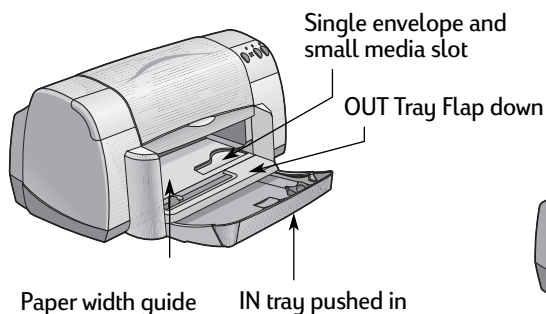
Weight. Paper comes in a multitude of different weights. For most of your printing needs use 75–90 g/m² (16–24-pound) plain paper.


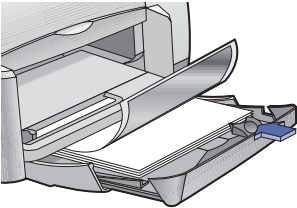

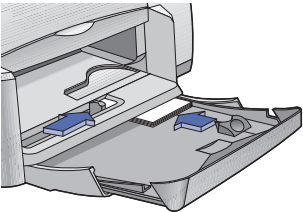
Brightness. Some papers are whiter than others and produce sharper, more vibrant colors. For photographs, you'll want to use HP Premium Plus Photo Paper or HP Premium Photo Paper for the best results. For projects that use other colored images, HP Bright White Inkjet or HP Premium Inkjet paper work well.

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

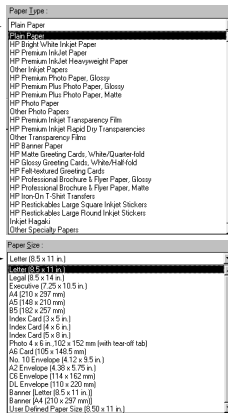
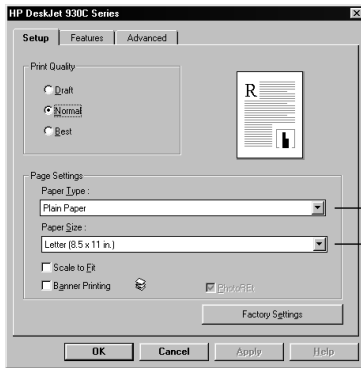
Printing on Different Types of Paper and Media

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



I want to print...	I should...
 <p>8.5 x 11 in. or A4 Photo Paper</p> 	<ol style="list-style-type: none"> 1 Remove all paper from the IN tray. 2 Insert up to 30 sheets of photo paper (printable side down) into the IN tray. 3 Slide the paper guides snugly against the edges of the paper. 4 Choose the print settings that match the type and size of the photo paper. 5 Print the photos. <p style="text-align: right;">➔</p>
 <p>Small Media (larger than 100 x 148 mm (4 x 5 5/8 in.))</p> 	<ol style="list-style-type: none"> 1 Make sure the IN tray is pushed in. 2 Raise the OUT Tray Flap to the up position. 3 Insert small media into the IN tray as far as they will go. 4 Slide the paper guides snugly against the edges of the media. 5 Lower the OUT Tray Flap. 6 Choose the print settings that match the type and size of the media. 7 Print. <p style="text-align: right;">➔</p>

Setup Tab



Features Tab



HP print settings to choose

Setup Tab

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

Features Tab

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

Guidelines to remember

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

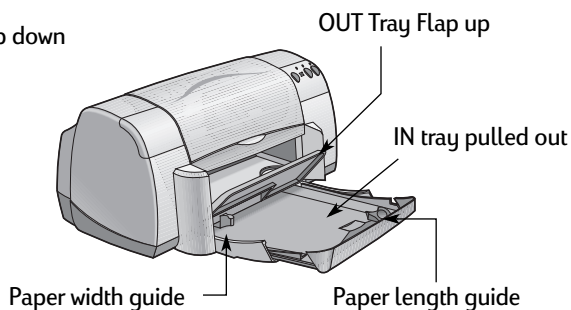
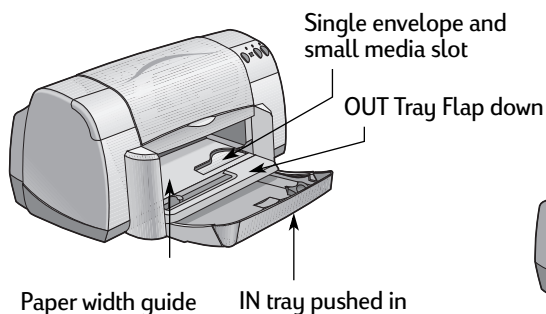
Setup Tab


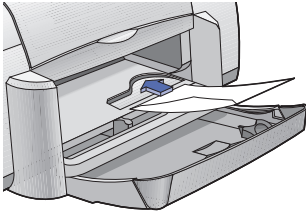

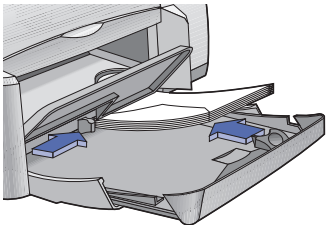
- *Paper Type:* Choose appropriate paper type
- *Print Quality:* Choose **Normal** or **Best**
- *Paper Size:* Choose appropriate card size

Features Tab

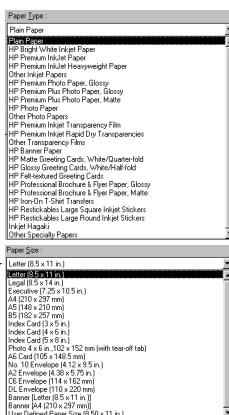
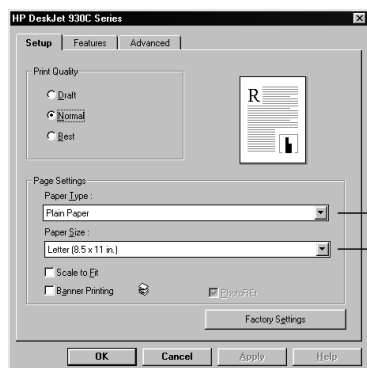
- *Orientation:* Choose appropriate orientation
- *Two-Sided Printing:* Unchecked

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

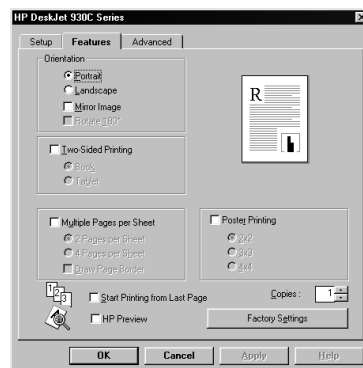


I want to print...	I should...
 <p>Single envelope and small media [sized between 77 x 127 mm (3 x 5 in.) and 100 x 148 mm (4 x 5 5/8 in.)]</p> 	<ol style="list-style-type: none"> 1 Slide the envelope, with its flap side on the left and flap facing up, or other small media into the single envelope slot. Push the media in until it stops. 2 Choose the print settings that match the type and size of the envelope. 3 Print the media. <p style="text-align: right;">➔</p>
 <p>Stack of envelopes</p> 	<ol style="list-style-type: none"> 1 Slide out both of the paper guides, and remove all paper from the IN tray. 2 Slide up to 15 envelopes, with their flap side on the left and flap facing up, into the IN tray as far as they will go. 3 Slide the paper guides snugly against the edges of the envelopes. 4 Choose the print settings that match the type and size of the envelopes. 5 Print the envelopes. <p style="text-align: right;">➔</p>

Setup Tab



Features Tab



HP print settings to choose

Guidelines to remember

Setup Tab

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

Features Tab

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

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

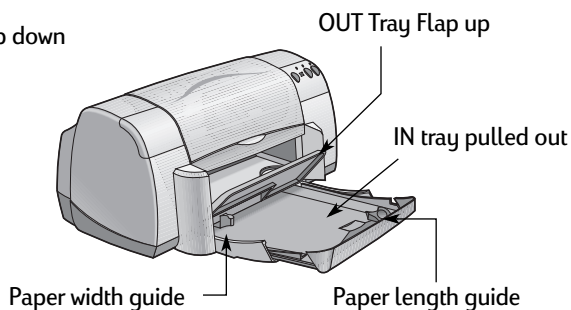
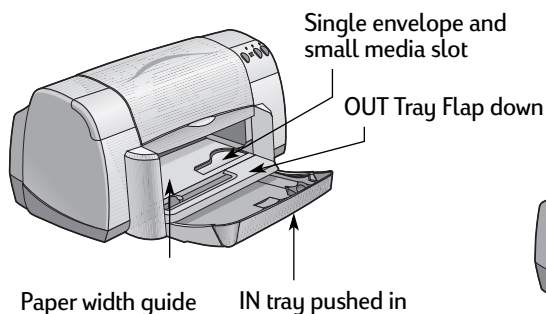
Setup Tab

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

Features Tab

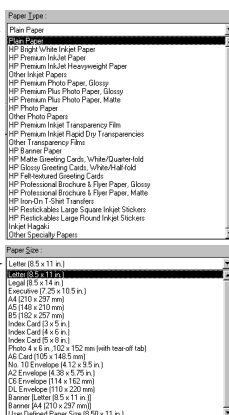
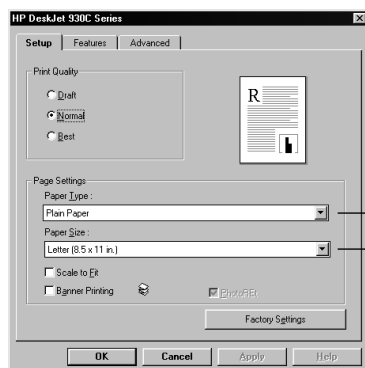
- *Orientation:* Choose appropriate orientation
- *Two-Sided Printing:* Unchecked

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

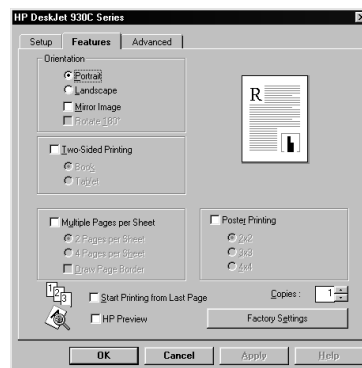


I want to print...	I should...
<div data-bbox="110 708 161 782" data-label="Image"> </div> <p data-bbox="170 725 343 760">Greeting Cards</p> <div data-bbox="182 795 492 1008" data-label="Image"> </div>	<ol style="list-style-type: none"> 1 Slide out both of the paper guides, and remove all paper from the IN tray. 2 Insert up to 5 cards into the IN tray as far as they will go. 3 Slide the paper guides snugly against the edges of the cards. 4 Choose the print settings that match the type and size of the cards. 5 Print the cards. <div data-bbox="1144 996 1179 1022" data-label="Image"> </div>
<div data-bbox="110 1050 177 1102" data-label="Image"> </div> <p data-bbox="182 1067 262 1102">Labels</p> <div data-bbox="186 1137 483 1343" data-label="Image"> </div>	<ol style="list-style-type: none"> 1 Slide out both of the paper guides, and remove all paper from the IN tray. 2 Fan the edges of the label sheets to separate them, then align the label edges. Insert up to 20 label sheets (label side down). 3 Slide the paper guides snugly against the sheets. 4 Choose the print settings that match the type and size of labels. 5 Print the labels. <div data-bbox="1144 1338 1179 1364" data-label="Image"> </div>

Setup Tab



Features Tab



HP print settings to choose

Guidelines to remember

Setup Tab

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

Features Tab

- *Orientation:* Choose appropriate orientation

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

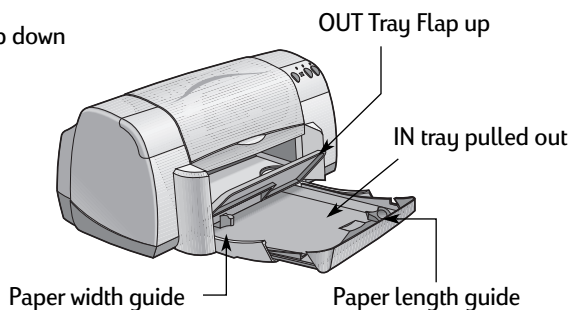
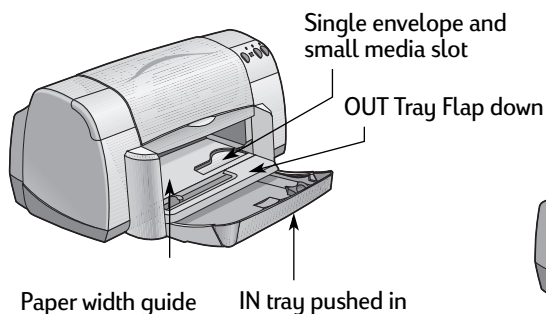
Setup Tab


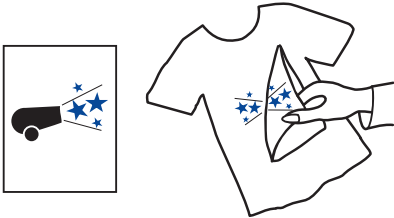
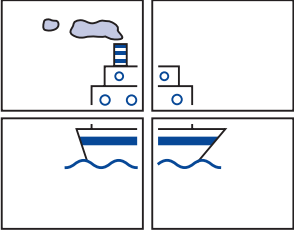
- *Paper Type:* Choose **Plain Paper**
- *Print Quality:* Choose **Normal**
- *Paper Size:* Choose **A4** or **Letter (8.5x11 in.)**

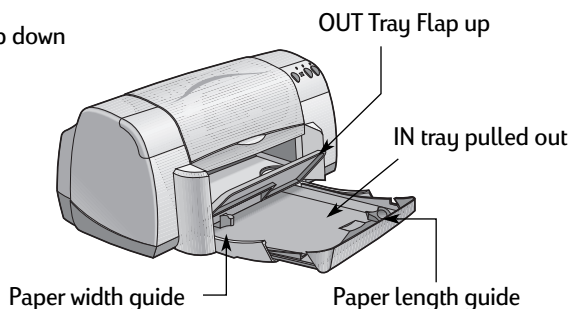
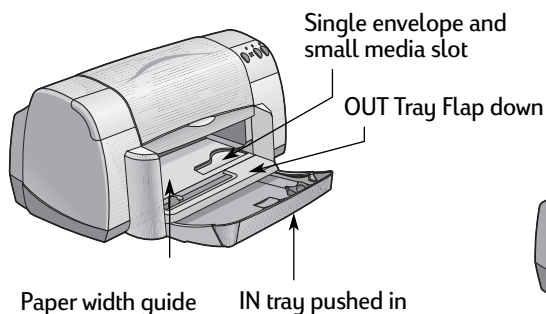
Features Tab


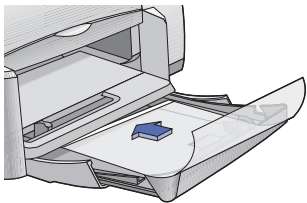

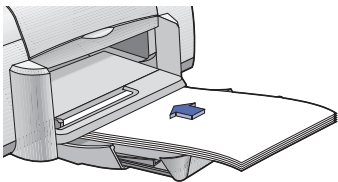
- *Orientation:* Choose appropriate orientation
- *Two-Sided Printing:* Unchecked

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

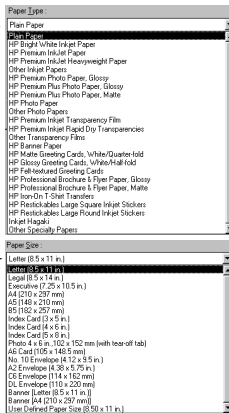
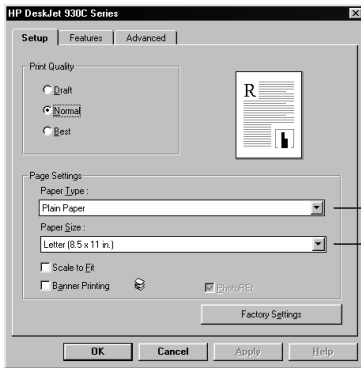


I want to print...	I should...
<p> Iron-on Transfers</p> 	<ol style="list-style-type: none"> 1 Slide out both of the paper guides, and remove all paper from the IN tray. 2 Load the transfer paper transparent (or glossy) side down. 3 Slide the paper guides snugly against the sheets. 4 Choose the print settings that match the type and size of your iron-on transfers. 5 Print your transfer. <p style="text-align: right;">➔</p>
<p>Posters</p> 	<ol style="list-style-type: none"> 1 Load paper in the IN tray. 2 Slide the paper guides snugly against the sheets. 3 Choose the print settings that match the type and size of your poster. 4 Print your poster. <p style="text-align: right;">➔</p>



I want to print...	I should...
 <p>Transparencies</p> 	<ol style="list-style-type: none"> 1 Slide out both of the paper guides, and remove all paper from the IN tray. 2 Fan the edges of the transparency sheets to separate them, then align the edges. 3 Insert a stack of up to 25 transparency sheets, rough side down and the adhesive strip towards the printer. 4 Slide the paper guides snugly against the transparencies. 5 Choose the print settings that match the type and size of the transparencies. 6 Print the transparencies. 7 The printer waits for transparencies to dry before releasing them automatically. Press the Resume Button  to continue printing. <p style="text-align: right;">➔</p>
<p>Legal (8.5 x 14 in.) Paper</p> 	<ol style="list-style-type: none"> 1 Raise the OUT Tray Flap and pull out the IN tray. 2 Slide out both of the paper guides. 3 Insert a stack of legal-sized paper into the IN tray, printable side down. Make sure you slide the paper as far as it will go into the IN tray, leaving the remainder of the paper resting over the edge of the IN tray. 4 Slide the paper width guide snugly against the stack. 5 Lower the OUT Tray Flap. 6 Choose the appropriate print settings. 7 Print your document.

Setup Tab



Features Tab



HP print settings to choose

Setup Tab

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

Features Tab

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

Guidelines to remember

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

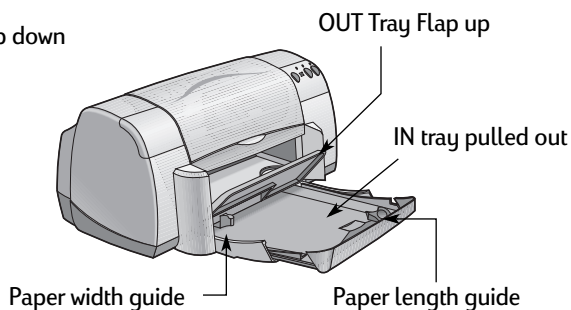
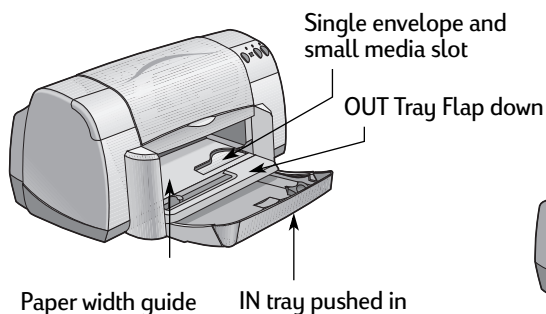
Setup Tab

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

Features Tab

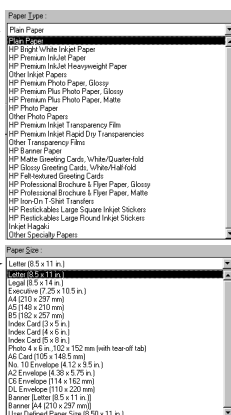
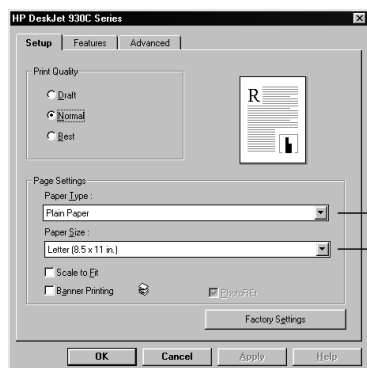
- *Orientation*: Choose appropriate orientation
- *Two-Sided Printing*: Unchecked

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

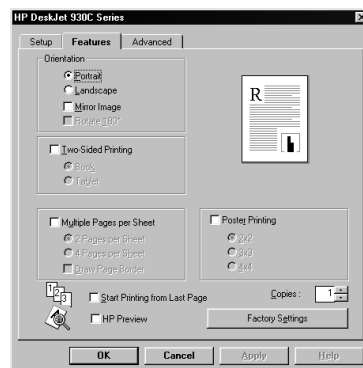


I want to print...	I should...
<div data-bbox="114 708 246 765" data-label="Image"> </div> <div data-bbox="255 725 355 756" data-label="Section-Header"> <h3>Banners</h3> </div> <div data-bbox="183 795 492 986" data-label="Image"> </div>	<ol style="list-style-type: none"> 1 Tear off the number of sheets (up to 20) you need. 2 Tear off and discard the perforated strips, if any. 3 Slide out the paper guides, and remove all paper from the IN tray. 4 Raise the OUT Tray Flap and leave it in the up position to print your banners. 5 Put the banner paper in the IN tray so that the unattached edge of the banner paper stack is toward the printer. 6 Slide the paper guides snugly against the sheets. 7 Check Banner Printing in the Setup tab and choose the appropriate paper type and size. 8 Print the banner. <div data-bbox="1144 1124 1175 1150" data-label="Image"> </div>

Setup Tab



Features Tab



HP print settings to choose

Guidelines to remember

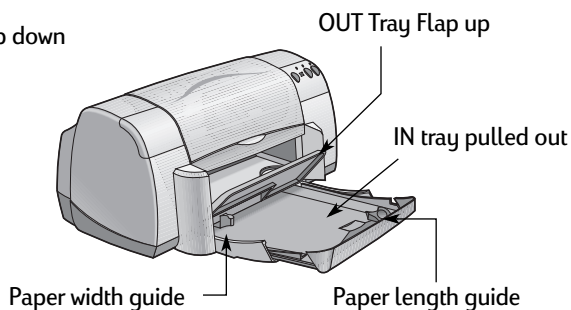
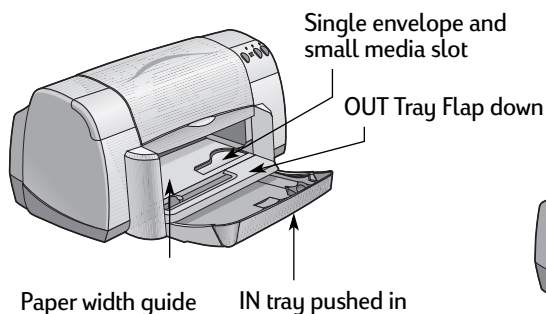
Setup Tab

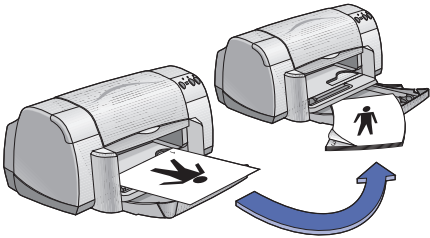
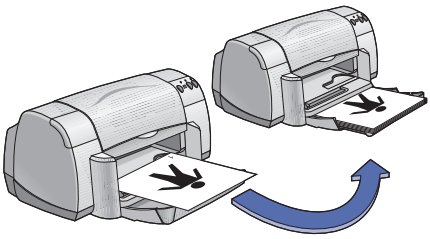
- **Banner Printing:** Check this box
- **Paper Type:** Choose **HP Banner Paper** or **Plain Paper**
- **Print Quality:** Choose **Normal**
- **Paper Size:** Choose **A4** or **Letter (8.5x11 in.)**

Features Tab

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

- When printing banners, be sure that the OUT Tray Flap is placed in the up position.
- For best results, use HP Banner Paper.
- If you are having problems printing a banner, see “Banners aren’t printing correctly.” on page 43.



I want to print...	I should...
<p>Manual Two-Sided Printing</p> <p>Book Binding</p>  <p>Tablet Binding</p> 	<ol style="list-style-type: none"> 1 Load paper into the IN tray. Make sure there's no paper in the OUT Tray Flap. 2 Slide the paper guides snugly against the sheets. 3 Choose the print settings that match the type and size of your paper. 4 In the Features tab, click Two-Sided Printing, then select Book or Tablet. 5 Begin printing. 6 Carefully follow the reloading instructions displayed on your computer screen. 7 When the paper is properly reloaded, click Continue in the message box on your computer screen.



NOTES

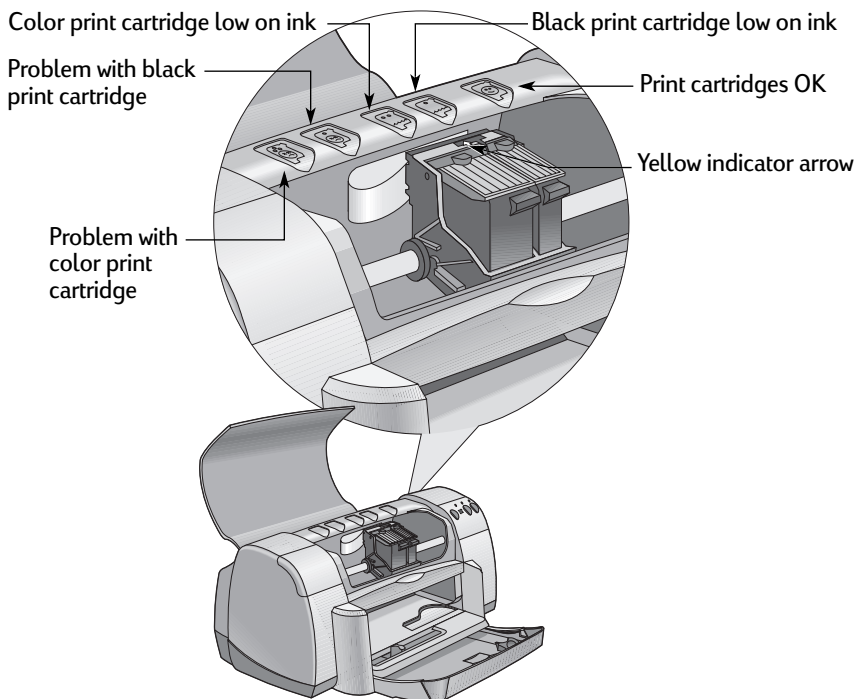
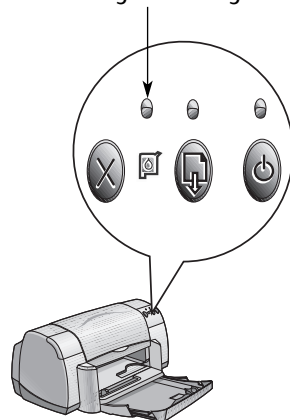
3 Using and Caring for Your Print Cartridges

Print Cartridge Status






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

To check the status of your print cartridges, open the printer's top cover. The yellow arrow on the print cartridge cradle aligns with one of five Print Cartridge Status icons.

Print Cartridge Status Light



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

If the arrow points to...	It means...	To solve the problem...
Problem with color print cartridge 	The print cartridge is either: <ul style="list-style-type: none"> • missing • improperly installed • the wrong print cartridge for the printer • defective 	<ol style="list-style-type: none"> 1 Insert a print cartridge if it is missing. 2 Remove and reinsert the existing print cartridge. 3 If there is still a problem, verify that the cartridge is an HP C6578 Series cartridge. 4 If the problem persists, replace the cartridge.
Problem with black print cartridge 	The print cartridge is either: <ul style="list-style-type: none"> • missing • improperly installed • the wrong print cartridge for the printer • defective 	<ol style="list-style-type: none"> 1 Insert a print cartridge if it is missing. 2 Remove and reinsert the existing print cartridge. 3 If there is still a problem, verify that the cartridge is an HP 51645 Series cartridge. 4 If the problem persists, replace the cartridge.
Color print cartridge low on ink 	Color print cartridge is running low on ink.	Consider replacing the color cartridge with an HP C6578 Series cartridge.
Black print cartridge low on ink 	Black print cartridge is running low on ink.	Consider replacing the black cartridge with an HP 51645 Series cartridge.
Print cartridges OK 	Print cartridges are operational.	No problems.


Replacing Print Cartridges

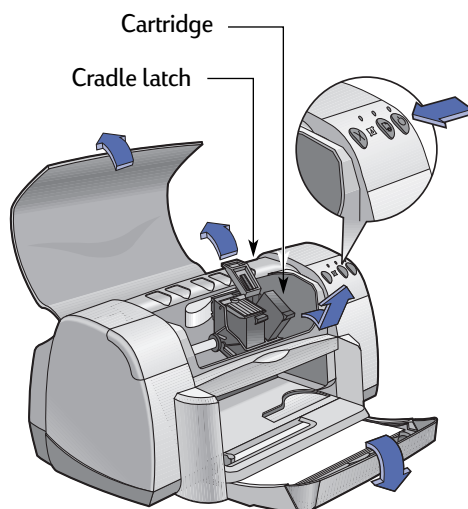
Note: When buying replacement print cartridges, check the part numbers carefully. The print cartridge numbers for your printer are:

- Black HP 516**45** Series
- Tri-Color HP C65**78** Series

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

To replace a print cartridge:

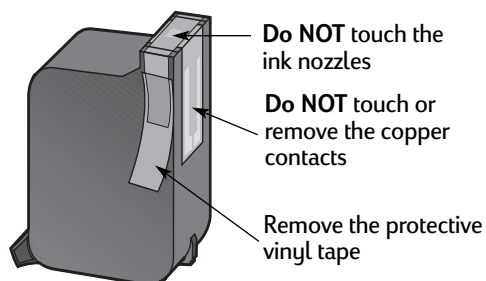
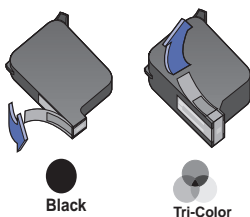
- 1 To access the print cartridge cradle, lower the Fold-Up tray, and then press the Power Button  to turn on the printer.
- 2 Open the top cover. The cradle moves to an accessible position.
- 3 Raise the cradle latch.
- 4 Lift the print cartridge out and discard it.



Warning

Keep print cartridges out of the reach of children.

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




Warning

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

- 6 Push the print cartridge firmly, straight down into the print cartridge cradle.
- 7 Close the cradle latch. When the latch is fully closed, you will hear a click.
- 8 Load plain white paper in the IN tray.
- 9 Close the top cover, then a calibration page will print.

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


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

Storing Print Cartridges

To maintain excellent print quality from your print cartridges:

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

Warning

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

Cleaning Print Cartridges

When Do You Need to Clean?

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



If You See Missing Lines or Dots...

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

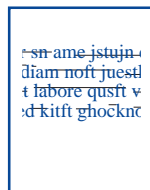
- 1 Open the **HP DeskJet Toolbox**. See page 8 for instructions on how to find it.
- 2 Click **Clean the Print Cartridges** and follow the on-screen directions.

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

If You See Ink Streaks...

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

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




Caution

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

Manually Cleaning the Print Cartridges and Print Cartridge Cradle

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

Manually Cleaning the Print Cartridges

- 1 Lower the Fold-Up tray and press the Power Button  to turn the printer on. Then lift the top cover.
- 2 After the print cartridges move into an accessible position, unplug the power cord from the back of the printer.

Warning

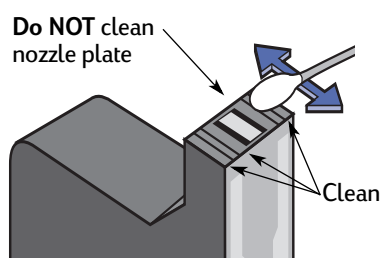
Keep new and used print cartridges out of the reach of children.

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

Caution

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

- 4 Dip a clean cotton swab into distilled water and squeeze any excess water from the swab.
- 5 Clean the **face** and **edges** of the print cartridge as shown. **Do NOT** wipe the nozzle plate.
- 6 Inspect the cartridge for fibers on the face and edges. If fibers are still present, repeat the cleaning process.



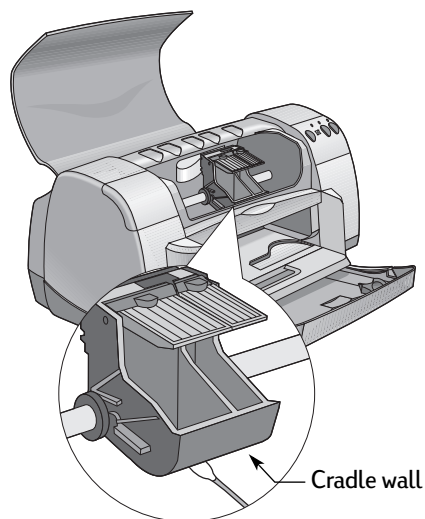
- 7 Repeat the cleaning process for the other print cartridge.

Caution

Once you've removed the print cartridges, make sure that they are not outside of the print cartridge cradle longer than 30 minutes.

Manually Cleaning the Print Cartridge Cradle

- 1 Using clean, moistened swabs, wipe the underside of each wall of the cradle.
- 2 Repeat until no ink residue is seen on a clean swab.
- 3 Reinsert the print cartridges, then close the printer's top cover.
- 4 Load paper into the IN tray.
- 5 Reinsert the electrical power cord into the back of the printer.
- 6 Print a test page. From the **HP Toolbox**, click **Print a Test Page**.



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

Damage Resulting from Refilling the Print Cartridges

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

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

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

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

4 Getting Help When Things Go Wrong

Troubleshooting Tips

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

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



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



Why won't it print? See pages 36–39.



What do the flashing lights mean? See page 40.



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



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

What is the problem?	Possible cause	To solve the problem...
I inserted a CD, but the computer couldn't read it.	<ul style="list-style-type: none">• The CD wasn't properly inserted. <i>OR</i> <ul style="list-style-type: none">• The CD player may be damaged. <i>OR</i> <ul style="list-style-type: none">• The CD may be damaged.	<ol style="list-style-type: none">1 Reinsert the CD and try again. If this doesn't solve your problem...2 Try inserting a CD that you know works. If that CD doesn't work, you may need to replace your CD player.3 If other CD's work but the printer software CD doesn't, you may have a damaged CD. You can download the printer software from an HP web site (see page 45 for web site addresses).4 If you don't have Web access, contact HP Customer Care. See page 47, to locate the phone number nearest you.





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

What is the problem?	Possible cause	To solve the problem...
The software did not install correctly.	<ul style="list-style-type: none"> • There may be a conflict with your virus protection program. <i>OR</i> • There may be a conflict with another software program. <i>OR</i> • Your printer software didn't install properly. 	<p>1 Uninstall your printer software. <i>For Windows 95, 98, or NT 4.0</i></p> <ul style="list-style-type: none"> a Make sure the printer software CD is inserted into the CD-ROM drive. b Select Start ➔ Run. c Click Browse, then go to the CD icon. d Click Open, then click OK. e When the opening screen for the software installation appears, select Remove HP DeskJet 930C Series software. <p><i>If you are running Windows 3.1x:</i></p> <ul style="list-style-type: none"> a In the Program Manager, select File ➔ Run. b Type the letter of the computer's CD-ROM drive, followed by setup.exe (for example, if the install CD is in drive D, type D:\setup.exe), then click OK. c When the opening screen for the printer software installation screen appears, select Remove HP DeskJet 930C Series software. <p>2 Close any virus protection programs that are active. To close (exit) the program, choose either Step a or b:</p> <ul style="list-style-type: none"> a Right-click on the virus protection program icon and select Disable. b Click the X in the upper right corner of the program's operating window. <p>3 Exit all of your software programs. (See 2b above.)</p> <p>4 Reinstall the printer software. See the "Install Printer Software" step on the <i>Quick Start Poster</i> or see page 49 in this <i>User's Guide</i>.</p> <p>If you are still having problems with the software installation, call an HP authorized dealer or HP Customer Care. For the phone number of the HP Customer Care Center nearest you, see page 47.</p>








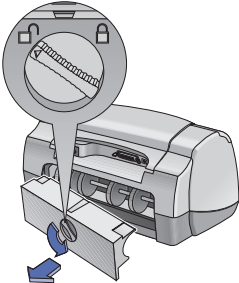



The printer software won't install, what's wrong? *continued*

What is the problem?	Possible cause	To solve the problem...
When I connect a USB cable between the printer and my computer, an "Unknown device" message appears.	<ul style="list-style-type: none"> Static electricity has built up in the cable between your computer and printer. <i>OR</i> <ul style="list-style-type: none"> You may have a defective USB cable. 	<ol style="list-style-type: none"> 1 Disconnect the USB cable from your printer. 2 Unplug the printer from its power cable. 3 Wait approximately 30 seconds. 4 Plug the power back into the printer. 5 Plug the USB cable back into the printer. 6 If "Unknown device" continues to appear in the "New hardware found" dialog, replace the USB cable or use a parallel cable.
When I connect a USB cable between the printer and my computer, the "New Hardware Wizard" message did not appear.	You may not be using Windows 98.	Make sure Windows 98 is running and your computer is connected using a USB cable. If you do not have Windows 98, you need to use a parallel cable.
	You may not have USB enabled.	<ol style="list-style-type: none"> 1 In Windows 98, click Start ➔ Settings ➔ Control Panel. 2 Double-click the System icon. 3 Click the Device Manager tab. 4 Click the plus (+) icon next to the Universal Serial Bus Controller option. If you see a USB host controller and a USB root hub listed, USB is probably enabled. If you do not see these devices listed, refer to your computer's documentation or contact the manufacturer for more information on enabling and setting up USB. 5 If you cannot enable USB, you can always use a parallel cable to connect your printer to your computer.
	Your USB cable may not be connected properly.	<ol style="list-style-type: none"> 1 Disconnect and then reconnect the USB cable from your printer. 2 Make sure that it is securely attached.




Why won't it print?

What is the problem?	Possible cause	To solve the problem...
 No page came out of the printer.	Power may be off or there may be a loose connection.	<ol style="list-style-type: none"> 1 Make sure the power is on. 2 Make sure that all cable connections are secure.
	You may not have any paper in the IN tray.	Double-check that the media is placed in the IN tray correctly.
	The printer's top cover may be open.	Close the printer's top cover.
	A problem may exist with one of the print cartridges.	If the Print Cartridge Status Light  is blinking, lift the printer's cover, check the Print Cartridge Status. Verify that the print cartridges are installed properly. See page 27.
	The printer may be slow.	If the Power Light  is blinking, the printer is in the process of printing. Be patient.
	The printer is waiting for you to press the Resume Button  .	If the Resume Light is flashing, press the Resume Button  .
	There may be a paper jam. 	<ol style="list-style-type: none"> 1 Pull the paper out of either the IN tray or the OUT tray. 2 Press the Resume Button  on the front of the printer. 3 If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer. 4 If the paper jam has cleared, print your document again. 5 If the paper jam hasn't cleared, open the Rear Access Door by turning the knob (counter-clockwise) and removing the door. 6 Pull the jammed paper out of the printer, then replace the Rear Access Door.
	The Fold-Up tray may not be down.	<ol style="list-style-type: none"> 1 Lower the Fold-Up tray. 2 Slide out both of the paper guides and pull out the IN tray. 3 Load paper and print your document again.
	The Rear Access Door may be missing.	<ol style="list-style-type: none"> 1 Insert the Rear Access Door. 2 Print your document again.







Why won't it print? *continued*

What is the problem?	Possible cause	To solve the problem...
 A blank page came out of the printer.	You may be out of ink.	<ol style="list-style-type: none"> 1 Lift the printer cover and check the Print Cartridge status icons to make sure you are not out of ink. See "Print Cartridge Status" on page 25. 2 If you are out of ink, replace the print cartridge. See "Replacing Print Cartridges" on page 27. 3 Print your document again.
	You may have forgotten to remove the vinyl tape from the print cartridge.	Make sure you have removed the protective piece of vinyl tape on each of the print cartridges. See "Replacing Print Cartridges" on page 27.
	You may be trying to print a fax.	<ol style="list-style-type: none"> 1 Save the fax in a graphic format, such as TIFF. 2 Place it in a word processing document and print it from there.






Why won't it print? *continued*

What is the problem?	Possible cause	To solve the problem...
 I have a USB cable, and when I try to print I get a message saying "There was an error writing to LPT1."	You may not have plugged your USB cable in before installing the software.	<ol style="list-style-type: none"> 1 Disconnect the USB cable from your printer. 2 Insert the printer software CD (or Disk 1 if you have diskettes) into your computer. 3 Click Start ➔ Run. 4 Browse the CD, select Setup, then click Open. 5 The setup.exe file will appear in the dialog box. Click OK. 6 Select the Remove HP DeskJet 930C Series software option to remove the software. 7 Connect the USB cable to your printer again. The USB installation screen should appear again. 8 Repeat the "Install USB software" step. See your <i>Quick Start Poster</i> or page 50 in this <i>User's Guide</i>.
 My printer is connected with a USB cable through another USB device or a hub and when I try to print I get a message saying "There was an error writing to <name of USB port>."	Your printer may not be getting good data from the other device or hub.	Connect the printer directly to the USB port on the computer.






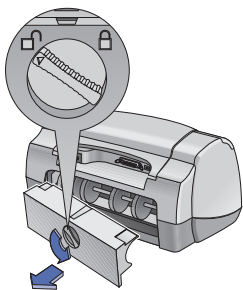








Why won't it print? *continued*

What is the problem?	Possible cause	To solve the problem...
The printer is really slow.	Your computer may have less than minimum system requirements.	<ol style="list-style-type: none"> 1 Check the amount of RAM and processor speed in your computer. See "System Requirements" on page 5. 2 Free up some space on your hard drive. Having less than 100MB of free space on your computer's hard drive can mean longer processing times.
	Too many software programs may be running at the same time.	Close all unnecessary software programs.
	You may be using outdated printer software.	Check the printer driver you are using. Be sure to check HP's web site for the most recent software updates (see page 45 for web site addresses).
	You may be printing a complex document containing graphics or photographs.	Be patient.
	You may have chosen 2400 dpi by disabling PhotoREt.	<ol style="list-style-type: none"> 1 If you meant to disable PhotoREt, be patient. 2 If you didn't mean to disable PhotoREt, go to the Setup tab and click PhotoREt. See "Setup Tab" on page 6.
	 You may be using a USB cable and other USB devices are in use.	<ol style="list-style-type: none"> 1 Attach the printer's USB cable directly to the computer, rather than at the end of a daisy chain. 2 Avoid using other devices in the daisy chain while printing.
	You may be trying to print a photo.	Enable Hardware ECP to speed photo printing. <ol style="list-style-type: none"> 1 Open the HP DeskJet Toolbox (see page 8). 2 Click on the Configuration tab. 3 Check Attempt to Use Hardware ECP. 4 Apply your changes and try printing your photo again.




What do the flashing lights mean?

What is the problem?	Possible cause	To solve the problem...
The Power Light  is flashing.	Your printer may be receiving data.	Be patient.
The Resume Light  is flashing.	You may be out of paper.	<ol style="list-style-type: none"> 1 Insert paper. 2 Press the Resume Button .
	You may have a paper jam. 	<ol style="list-style-type: none"> 1 Pull the paper out of either the IN tray or the OUT tray. 2 Press the Resume Button  on the front of the printer. 3 If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer. 4 If the paper jam has cleared, print your document again. 5 If the paper jam hasn't cleared, open the Rear Access Door by turning the knob (counter clockwise) and removing the door. 6 Pull the jammed paper out of the printer, then replace the Rear Access Door.
	You may be printing a two-sided document by hand and the first side has finished printing.	<ol style="list-style-type: none"> 1 Follow the on-screen directions for how to insert the paper. 2 Press the Resume Button .
The Print Cartridge Status Light  is flashing.	The top cover may be open.	Close the top cover.
	There may be a problem with one of the print cartridges.	See "Print Cartridge Status" on page 25.
All of the lights are flashing.	The printer may need to be reset.	<ol style="list-style-type: none"> 1 Press the Power Button  to turn the printer off. Then press the Power Button  again to turn the printer back on. 2 If that doesn't solve the problem, press the Power button to turn the printer off. 3 Unplug the printer. 4 Plug the printer back in. 5 Press the Power Button  to turn the printer on.




Is there a problem with your printout?

What is the problem?	Possible cause	To solve the problem...
 <p>Parts of the document are missing or are in the wrong place.</p>	Paper may not be loaded correctly.	<ol style="list-style-type: none"> 1 Make sure the media is correctly oriented in the IN tray. 2 Make sure the paper guides fit snugly against the media.
	You may have selected the wrong paper orientation.	Make sure you have selected the correct orientation (portrait or landscape) on the Features tab. See “Features Tab” on page 7
	You may have selected the wrong paper size.	Make sure you have selected the correct paper size in the Setup tab. See “Setup Tab” on page 6.
	You may have selected the wrong margins.	Make sure the margins are within the printable area. See “Minimum Printing Margins” on page 5.
	You may have accidentally left Poster Printing on.	Uncheck Poster Printing in the Features tab. See “Features Tab” on page 7.







Is there a problem with your printout? *continued*

What is the problem?	Possible cause	To solve the problem...
 Print quality is poor.	You may not be using the best media.	<ul style="list-style-type: none"> • Make sure that you are using media intended for HP DeskJet printers. • Print quality is dramatically improved if you print on paper specifically designed for a certain output (photographs, for example), rather than using plain paper.
	You may be printing on the wrong side of the media.	Make sure that the media is loaded print side down.
	You may not have selected the correct paper type in the printer software.	Make sure that you have selected the correct paper type in the Setup tab. See “Setup Tab” on page 6.
	You may be printing in Draft mode.	Click Normal or Best instead of Draft on the Setup tab. See “Setup Tab” on page 6.
	If you have smearing, you may be using too much ink.	<ol style="list-style-type: none"> 1 Click Normal or Draft instead of Best on the Setup tab. See “Setup Tab” on page 6. 2 Reduce the amount of ink by going to the Advanced tab and using the Ink Volume slider. See “Advanced Tab” on page 7. 3 Increase the dry time by going to the Advanced tab and using the Dry Time slider. See “Advanced Tab” on page 7.
	You may be printing in grayscale.	Uncheck Print in Grayscale on the Advanced tab. See “Advanced Tab” on page 7.
	You may be running out of ink.	<ol style="list-style-type: none"> 1 Check the print cartridges status. See “Print Cartridge Status” on page 25. 2 If you are running out of ink, replace the print cartridge. See “Replacing Print Cartridges” on page 27.
	You may need to clean the print cartridges.	See “Cleaning Print Cartridges” on page 30.




Is there a problem with your printout? *continued*

What is the problem?	Possible cause	To solve the problem...
 Print quality is poor. (continued)	You may have forgotten to remove the vinyl tape from the print cartridge.	Make sure that you have removed the protective piece of vinyl tape on each of the print cartridges. See “Replacing Print Cartridges” on page 27.
	Your print cartridges may be out of alignment.	If the color and black ink aren’t lining up on the printed page, go to the HP Toolbox and click Calibrate the Printer . See “Printer Services Tab” on page 8.
 Banners aren’t printing correctly.	You may have forgotten to raise the OUT Tray Flap.	Make sure that the OUT Tray Flap is up.
	You may have forgotten to select Banner in the printer software.	Make sure that you have selected Banner on the Setup tab. See “Setup Tab” on page 6.
	You may have problems with the paper.	<ul style="list-style-type: none"> • If several sheets feed into the printer together, unfold and refold the paper. • If paper doesn’t feed into the printer correctly, be sure that the unattached edge of the banner paper stack is toward the printer (see page 20). • If the paper creases going through the printer, the paper might be unsuitable for banner printing.
	You may have problems with your banner software.	<p><i>For Windows 95, 98, and NT 4.0</i></p> <ul style="list-style-type: none"> • If gaps in the printing appear at the ends of the sheets, the problem might be with your software program. See <i>Release Notes</i> by clicking Start ➔ Programs ➔ HP DeskJet 930C Series. <p><i>For Windows 3.1x</i></p> <ul style="list-style-type: none"> • If gaps in the printing appear at the ends of the sheets, the problem might be with your software program. See the <i>Release Notes</i> in the HP DeskJet 930C Series Program Group.



Is there a problem with your printout? *continued*

What is the problem?	Possible cause	To solve the problem...
 Photos aren't printing correctly.	You may not have inserted the photo paper correctly.	Insert the photo media <i>glossy side down</i> .
	The photo paper may not be fully engaged.	<ol style="list-style-type: none"> 1 Review the printing instructions on page 10. 2 Make sure that the paper length guides are snug up against the photo paper.
	You may not have selected the appropriate Paper Type or Paper Size .	<ol style="list-style-type: none"> 1 Go to the Setup tab in the printer software. See "Setup Tab" on page 6. 2 Select an HP Photo Paper as the Paper Type. 3 Select the appropriate sized photo paper as the Paper Size. 4 Click Apply, and then OK. 5 Print your document.
	You may not have selected Best print quality.	<ol style="list-style-type: none"> 1 Go to the Setup tab in the printer software. See "Setup Tab" on page 6. 2 Select Best print quality.



HP Customer Care

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



HP Customer Care Online

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

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

English:

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

French:

<http://www.hp.com/cposupport/fr>

German:

<http://www.hp.com/cposupport/de>

Japanese:

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

Korean:

<http://www.hp.co.kr/go/support>

Portuguese:

<http://www.hp.com/cposupport/pt>

Spanish:

<http://www.hp.com/cposupport/es>

Simplified Chinese:

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

Traditional Chinese:

<http://support.hp.com.tw/psd>

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

HP Customer Care User Forums

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

HP Customer Care by Email

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

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

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

Printer Software

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

- Download the printer software by accessing the **HP Customer Care Online** web site. See “HP Customer Care Online” on page 45 for the addresses of the HP web sites.
- If you need diskettes rather than a CD, you can copy the printer software to diskettes by taking your printer software CD to your HP dealer or a friend that has a CD-ROM drive. Be sure to take along at least 6 blank diskettes. To create the diskettes, begin the printer software installation. When the opening screen appears, select **Make diskettes of your printer software** and follow the on-screen instructions.
- If you are in the U.S., setting up your printer for the first time, and do not have a CD-ROM drive or access to **HP Customer Care Online**, you can order the printer software on 3.5-inch diskettes by calling (661) 257-5565 (nominal shipping and handling charge may apply). Diskettes are delivered to you at no extra charge. Bonus software that may be provided on the CD will not be provided on disks.
- If you are in the U. S. and need a software update, you can download the printer software from http://www.hp.com/support/home_products. If you do not have access to the web site, call (661) 257-5565. Software updates are available for the cost of the CDs or diskettes plus shipping.

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



HP Customer Care Repair

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



HP Customer Care by Phone

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

- 1 You have checked your *Quick Start Poster* and this *User's Guide* for installation and troubleshooting tips.
- 2 You have checked **HP Customer Care Online** (see page 45) for product help.
- 3 If you are in the U.S., call **HP Customer Care Audio Tips**, our toll-free automated support line at (877) 283-4684 for fast and simple solutions to commonly asked HP DeskJet printer questions.
- 4 If you cannot solve your problem using the above, then call an HP service technician while you're in front of your computer and printer. Before you call, be sure you have the following information:
 - Your printer's serial number (the label is on the printer's bottom).

 - Your printer's model number (the label is on the front of the printer).

 - The model of the computer.

 - The version of the printer software and software program (if applicable). To find your printer software version, go to the HP DeskJet toolbox, click on the printer icon in the title bar, then select **About** from the drop-down menu.

Then we can help you with your questions immediately!

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

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

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

Extended Warranty Options

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

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

After the Free Phone Support Period

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

- For quick questions in the United States only, call (900) 555-1500. The charges are \$2.50 per minute and begin when you connect with a service technician.
- For calls from Canada, or for calls in the U.S. that you anticipate might be longer than ten minutes in length, call (800) 999-1148. The fee is US \$25 per call, charged to your Visa or MasterCard.
- If, during your phone call, it is determined that your printer requires repair and you are within your printer's Limited Warranty period (see page 54, Printer), you will not be charged for the phone support service. However, for countries where the above toll-free phone numbers are not available, the regular long-distance charges may apply.

5 More About Your Printer

Setup Instructions



Using a Parallel Cable

- 1 Connect the parallel cable.

A parallel cable, such as the HP IEEE 1284-Compliant Parallel Interface Cable (part number C2950A), must be purchased separately.

- 2 Plug in electrical power cord.

- 3 Load white paper, printable side down.

- 4 Insert print cartridges.

a Press Power Button  to turn on printer.

b Remove vinyl tape from print cartridges.
Do NOT touch or remove copper strip on print cartridges.

c Open top cover, then insert print cartridges.

d Close cartridge cradle latches, then close the printer's top cover. Printer will print a calibration page.

- 5 Install printer software.


Windows 95, 98, and NT 4.0:

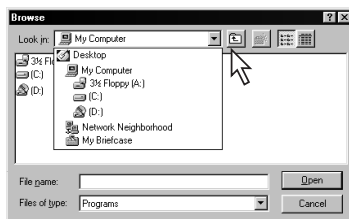
a Turn on your computer and wait for Windows to start.

b Insert the HP Printer Software CD into your CD-ROM drive.
If a New Hardware Found dialog box appears, click **Cancel**.

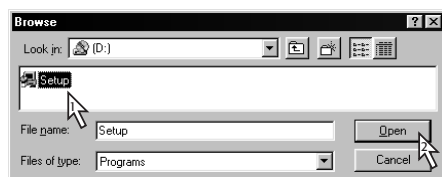
c Select **Start** → **Run**.

d Click **Browse**.

- e** **Browse** to the CD icon .

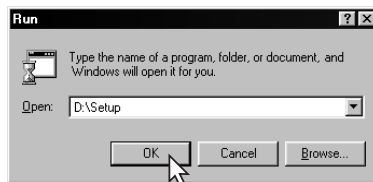


- f** Click on **Setup**.



- g** Click on **Open**.

- h** **Setup** file appears in the **Run** dialog box. Click **OK**.



- i** Follow on-screen instructions to install your printer software.

Windows 3.1x:

a Turn on your computer and wait for Windows to start.


b In **Program Manager**, select **File** → **Run**.

c Type the letter of the computer's CD-ROM drive, followed by **setup.exe** (for example, if you are installing from your CD in drive D, type **D:\setup.exe**) then click **OK**.

d Follow on-screen instructions to install your printer software.



Using a USB Cable (Requires Windows 98)

- 1 Plug in electrical power cord.
Do NOT plug in the USB cable yet.
- 2 Load white paper, printable side down.
- 3 Insert print cartridges.
 - a Press Power Button  to turn on printer.
 - b Remove vinyl tape from print cartridges.
Do NOT touch or remove copper strip on print cartridges.
 - c Open the printer's top cover, then insert print cartridges.
 - d Close cartridge cradle latches, then close the printer's top cover. Printer will print a calibration page.

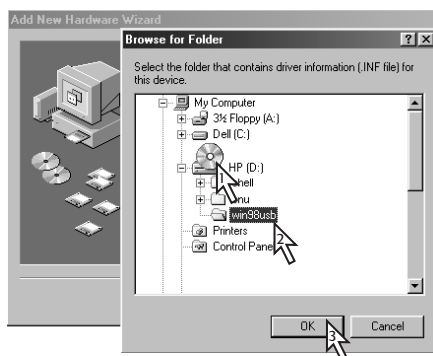
- 4 Insert printer software CD.
 - a Turn on your computer and wait for Windows 98 to start.
 - b Insert the HP Printer Software CD into your CD-ROM drive.

Note: Your printer software will not start until after you have connected the USB cable.

- 5 Connect USB cable.
 - You can connect to any USB port.
 - If the New Hardware Found Wizard dialog box does not appear after you plug in the USB cable, see page 35 for more information.
 - A USB cable, such as an HP USB-Compliant Interface Cable (part number C6518A), should be purchased separately.

- 6 Install USB software.

- a Click **Next**.
- b Click **Next**.
- c Check **Specify a Location**, then click **Browse**.
- d Double-click on the CD icon, then click on the **win98usb** folder, then click **OK**.



- e Click **Next**.

Note: The drive letter may be different on your system.

- f Click **Next**.
- g Click **Finish**.

- 7 Install printer software.

- a Click **Next**.
- b Follow on-screen instructions to install your printer software.

Note: If you have problems installing, see pages 33–35 in this *User's Guide*.

Specifications

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

Print Technology

Drop-on-demand thermal inkjet printing

Black Text Print Speed *

Draft: 9 pages per min.

Mixed Text with Color Graphics Print Speed *

Draft: 7.5 pages per min.

Black TrueType™ Text Resolution (depends on paper type)

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

Color Resolution (depends on paper type)

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

Software Compatibility

MS Windows compatible
 MS-DOS software programs

Duty Cycle

2,000 pages per month

Memory

4MB built-in RAM

Buttons/Lights

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

I/O Interface

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

Weight

5.72 kg (12.6 lb) without print cartridges

Dimensions

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

Operating Environment

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

Power Consumption

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

Power Requirements

Input Voltage: 100 to 240 VAC (±10%)
 Input Frequency: 50/60 Hz (+3 Hz)
 Automatically accommodates the world-wide range of AC
 line voltages and frequencies.

Declared noise emissions in accordance with ISO 9296

Sound power level, LWAd (1B=10dB):
 5.9 B in normal mode.
 Sound pressure level, LpAm (bystander positions):
 46 dB in normal mode.

Alignment

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

Media Weight

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

* Approximate figures. Exact speed will vary depending on the system configuration, software program, and document complexity.

** A High Resolution Mode of 2400 x 1200 dpi is also available by unchecking PhotoREt when a photo paper type is selected.

Media Handling

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

OUT tray capacity:	up to 50 sheets
--------------------	-----------------

Media Size

Paper:	
U.S. Letter	216 x 279 mm (8.5 x 11 in.)
Legal	216 x 356 mm (8.5 x 14 in.)
Executive	184 x 279 mm (7.25 x 10.5 in.)
A4	210 x 297 mm
A5	148 x 210 mm
B5-JIS	182 x 257 mm
User Defined:	
Width	77 to 216 mm (3.0 to 8.5 in.)
Length	127 to 356 mm (5.0 to 14 in.)
Banner:	
U.S. Letter	216 x 279 mm (8.5 x 11 in.)
A4	210 x 297 mm
Envelopes:	
U.S. No. 10	105 x 241 mm (4.3 x 9.5 in.)
Invitation A2	111 x 146 mm (4.37 x 5.75 in.)
DL	220x110 mm
C6	114x162 mm
Index/Greeting Cards:	76 x 127 mm (3 x 5 in.)
	102 x 152 mm (4 x 6 in.)
	127 x 203 mm (5 x 8 in.)
A6:	105 x 148.5 mm
Hagaki:	100 x 148 mm
Labels:	
U.S. Letter	216 x 279 mm (8.5 x 11 in.)
A4	210 x 297 mm
Transparencies:	
U.S. Letter	216 x 279 mm (8.5 x 11 in.)
A4	210 x 297 mm
Photo (with tear-off tab)	102 x 152 mm (4 x 6 in.)

Language codes

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

Language	Code
Chinese, Simplified	chs
Chinese, Traditional	cht
Czech	csy
Danish	dan
German	deu
English	enu
Spanish	esm
Finnish	fin
French	fra
Hungarian	hun
Italian	ita
Korean	kor
Dutch	nld
Norwegian	non
Polish	plk
Portuguese	ptb
Russian	rus
Swedish	svc
Thai	tha

Legal Information

Regulatory Notices

Hewlett-Packard Company

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

(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

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

For further information, contact:

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

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

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

LED Indicator Statement

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

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。

사용자 안내문 (A급 기기)

이 기기는 업무용으로 전자파장애감정을 받은 기기이오니, 만약 잘못 구입하셨을 때에는 구입한 곳에서 비업무용으로 교환하시기 바랍니다.

사용자 안내문 (B급 기기)

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

Limited Warranty Statement

HP Product	Duration of Limited Warranty
Software	90 Days
Ink cartridges	90 Days
Printer	1 Year

A. Extent of Limited Warranty

1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
3. HP's limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:
 - a. Improper or inadequate maintenance or modification;
 - b. Software, interfacing, media, parts, or supplies not provided or supported by HP; or
 - c. Operation outside the product's specifications.
4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any software, media, or ink cartridge product which is covered by HP's warranty, HP shall replace the defective product. If HP receives, during the applicable warranty period, notice of a defect in any hardware product which is covered by HP's warranty, HP shall either repair or replace the defective product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP's limited warranty is valid in any country where the covered HP product is distributed by HP except for the Middle-East, Africa, Argentina, Brazil, Mexico, Venezuela, and France's "Departements D'Outre-Mer"; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility where the product is distributed by HP or by an authorized importer.

B. Limitations of Warranty

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

C. Limitations of Liability

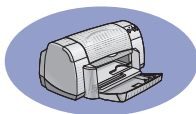
1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local Law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
 - a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
 - b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
 - c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.
3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF HP PRODUCTS TO SUCH CUSTOMERS.

HP Year 2000 Warranty

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



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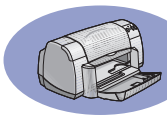
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Appendix

Printing in Windows 3.1x

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

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

Windows 3.1x HP DeskJet 930C Printer Properties Dialog Box

- 1 Click **File** → **Print** from the software program you are using. Your software program opens a Print dialog box.
- 2 From the **Print** dialog box, click whichever button you see—**Properties**, **Setup**, or **Printer**. The HP DeskJet 930C Series Printer Properties dialog box opens.

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

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

Simply click a tab, then choose your options.

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

- **Default** – Returns all of the tab settings to the factory defaults.
- **OK** – Accepts your changes and closes the dialog box.
- **Cancel** – Cancels your changes and closes the dialog box.
- **Help** – Displays help information.



Windows 3.1x Setup Tab

Print Quality

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

Choose a paper size from the menu

Paper Size: Letter (8.5 x 11 in.)

Paper Type: Plain Paper

Click **Select Paper Type** to select from a wide range of paper types.

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

Buttons: Default, Help, OK, Cancel

Windows 3.1x Features Tab

Check here and choose:

- **None** for single-sided printing (default)
- **Book** for binding on the side
- **Tablet** for binding on the top

Choose the best page orientation.

- Click **Portrait**
- Click **Landscape**
- Click **Flip Horizontal** to reverse the printed image.

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

Click here to choose:

- Number of pages printed per sheet.
- Border on each page on the sheet.

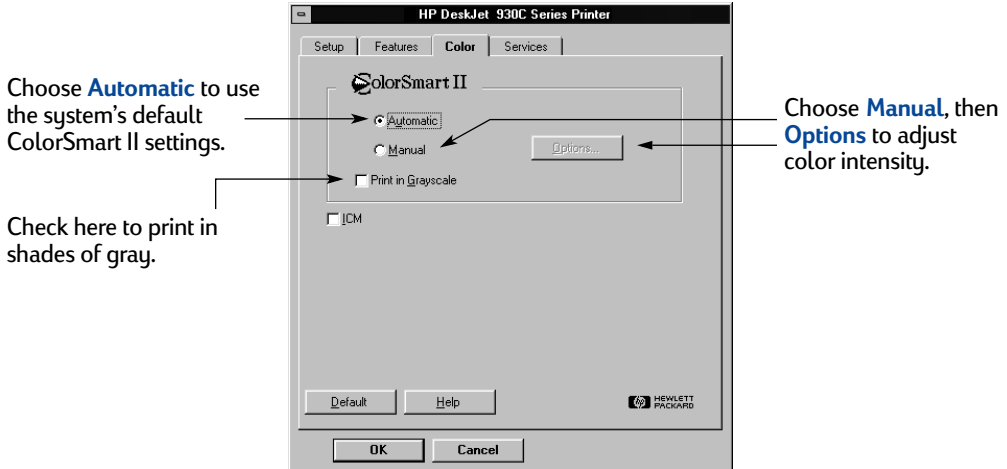
Choose the size of your poster by selecting the number of pages across and down.

Choose the number of copies to print.

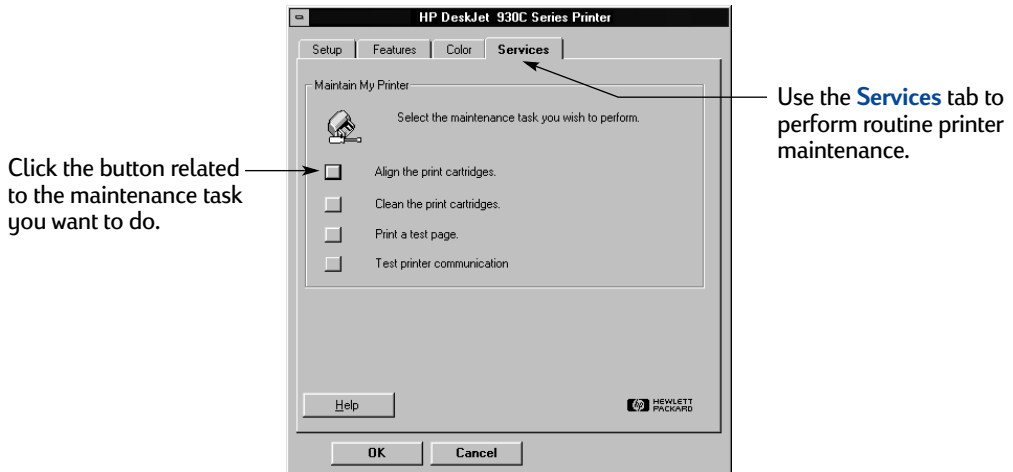
Buttons: Default, Help, OK, Cancel



Windows 3.1x Color Tab



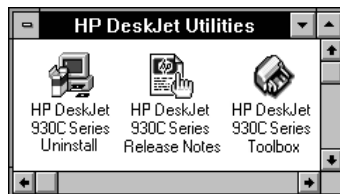
Windows 3.1x Services Tab





Windows 3.1x HP DeskJet 930C Toolbox

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

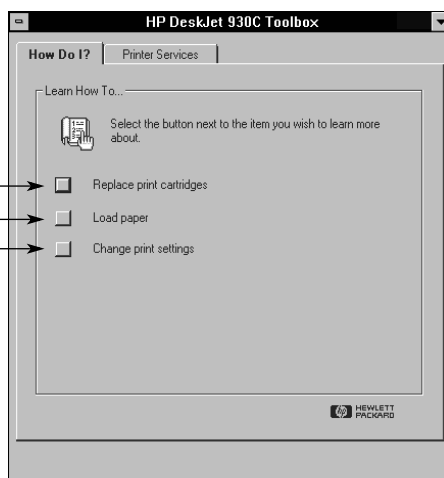


You can also access Printer Services from the HP DeskJet 930C Series Printer Properties dialog box (see page A-3). Simply click a tab, then choose an option.

How Do I?

Click a button to read instructions on:

- Replacing the print cartridges
- Loading paper
- Changing print settings





Minimum Printing Margins

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

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

Letter, Legal, and Executive Paper

Left:	6.4 mm (0.25 in.)
Right:	6.4 mm (0.25 in.)
Top:	1.8 mm (0.07 in.)
Bottom:	11.7 mm (0.46 in.)

A4 Paper

Left:	3.4 mm (0.134 in.)
Right:	3.4 mm (0.134 in.)
Top:	1.8 mm (0.07 in.)
Bottom:	11.7 mm (0.46 in.)

A5, B5, and User Defined Paper Size

Left:	3.2 mm (0.125 in.)
Right:	3.2 mm (0.125 in.)
Top:	1.8 mm (0.07 in.)
Bottom:	11.7 mm (0.46 in.)

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

Left:	3.2 mm (0.125 in.)
Right:	3.2 mm (0.125 in.)
Top:	1.8 mm (0.07 in.)
Bottom:	11.7 mm (0.46 in.)

Hagaki Postcards

Left:	3.2 mm (0.125 in.)
Right:	3.2 mm (0.125 in.)
Top:	1.8 mm (0.07 in.)
Bottom:	11.7 mm (0.46 in.)

Envelopes

Left:	3.2 mm (0.125 in.)
Right:	3.2 mm (0.125 in.)
Top:	1.8 mm (0.07 in.)
Bottom:	11.7 mm (0.46 in.)

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

Left:	3.4 mm (0.134 in.)
Right:	3.4 mm (0.134 in.)
Top:	0.0 mm (0.00 in.)
Bottom:	0.0 mm (0.00 in.)

Banners, Letter (8.5 x 11 in.)

Left:	6.4 mm (0.25 in.)
Right:	6.4 mm (0.25 in.)
Top:	0.0 mm (0.00 in.)
Bottom:	0.0 mm (0.00 in.)

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

Left:	3.2 mm (0.125 in.)
Right:	3.2 mm (0.125 in.)
Top:	3.2 mm (0.125 in.)
Bottom:	3.2 mm (0.125 in.)

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

System Requirements

Be sure your computer meets the following system requirements:

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

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



Supplies and Accessories

For ordering information see page A-8.

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

Printer Quick Start Posters and User's Guides

Most HP printer documentation is available for viewing and printing at http://www.hp.com/support/home_products.

Language	Part Number	
	Quick Start Poster	User's Guide
Arabic	C6427-90004	C6427-90034
Croatian	C6427-90005	
Czech	C6427-90006	C6427-90035
Danish	C6427-90007	C6427-90036
Dutch	C6427-90008	C6427-90037
English	C6427-90009	C6427-90038
Estonian	C6427-90010	C6427-90039
Finnish	C6427-90011	C6427-90040
French	C6427-90012	C6427-90041
German	C6427-90013	C6427-90042
Greek	C6427-90014	C6427-90043
Hebrew	C6427-90015	C6427-90044
Hungarian	C6427-90016	C6427-90045
Italian	C6427-90017	C6427-90046
Japanese	C6427-90018	C6427-90047
Korean	C6427-90019	C6427-90048
Lithuanian	C6427-90020	C6427-90049
Norwegian	C6427-90021	C6427-90050
Polish	C6427-90022	C6427-90051
Portuguese	C6427-90023	C6427-90052
Romanian	C6427-90024	
Russian/Cyrillic	C6427-90025	C6427-90053
Simplified Chinese	C6427-90026	C6427-90054
Slovakian	C6427-90027	C6427-90055
Slovenian	C6427-90028	
Spanish	C6427-90029	C6427-90056
Swedish	C6427-90030	C6427-90057
Thai	C6427-90031	C6427-90058
Traditional Chinese	C6427-90032	C6427-90059
Turkish	C6427-90033	C6427-90060



Paper and Other Media

Availability of special media varies by country.

Paper Type/Description	Part Number
HP Bright White InkJet Paper	
A4 (210 x 297 mm), 200 sheets	C5977A
A4 (210 x 297 mm), 500 sheets	C1825A
U.S. letter, 200 sheets	C5976A
U.S. letter, 500 sheets	C1824A
HP Premium InkJet Paper	
A4 (210 x 297 mm), 200 sheets	C51634Z
U.S. letter, 200 sheets	C51634Y
HP Premium InkJet Heavyweight Paper	
A4 (210 x 297 mm), 100 sheets	C1853A
U.S. letter, 200 sheets	C1852A
HP Professional Brochure & Flyer Paper, Matte	
U.S. letter, 50 sheets	C6955A
HP Professional Brochure & Flyer Paper, Glossy	
Asian A4 (210 x 297 mm), 50 sheets	C6819A
European A4 (210 x 297 mm), 50 sheets	C6818A
U.S. letter, 50 sheets	C6817A
HP Photo Paper, Two-Sided, Satin/Glossy	
Asian A4 (210 x 297 mm), 20 sheets	C6765A
European A4 (210 x 297 mm), 20 sheets	C1847A
U.S. letter, 20 sheets	C1846A
HP Premium Photo Paper, Glossy	
Asian A4 (210 x 297 mm), 15 sheets	C6043A
European A4 (210 x 297 mm), 15 sheets	C6040A
U.S. letter, 15 sheets	C6039A
HP Premium Plus Photo Paper, Glossy	
European A4 (210 x 297 mm), 20 sheets	C6832A
U.S. letter, 20 sheets	C6831A
HP Premium Plus Photo Paper, Matte	
European A4 (210 x 297 mm), 20 sheets	C6951A
U.S. letter, 20 sheets	C6950A
HP Premium Plus Photo Paper, Glossy	
European A4 (102 x 152 mm finished size), 20 sheets	C6945A
U.S. (4 x 6 in. finished size), 20 sheets	C6944A

Paper Type/Description	Part Number
HP Premium Inkjet Transparency Film	
A4 (210 x 297 mm), 20 sheets	C3832A
A4 (210 x 297 mm), 50 sheets	C3835A
U.S. letter, 20 sheets	C3828A
U.S. letter, 50 sheets	C3834A
HP Premium InkJet Rapid-dry Transparencies	
A4 (210 x 297 mm), 50 sheets	C6053A
U.S. letter, 50 sheets	C6051A
HP Banner Paper	
A4 (210 x 297 mm), 100 sheets	C1821A
U.S. letter, 100 sheets	C1820A
HP Matte Greeting Cards, White/Quarter-fold	
A4 (210 x 297 mm), 20 sheets, 20 envelopes	C6042A
U.S. letter, 20 sheets, 20 envelopes	C1812A
HP Felt-textured Greeting Cards, Ivory/Half-fold	
U.S. letter, 20 sheets, 20 envelopes	C6828A
HP Glossy Greeting Cards, White/Half-fold	
A4 (210 x 297 mm), 10 sheets, 10 envelopes	C6045A
U.S. letter, 20 sheets, 20 envelopes	C6044A
HP Iron-on T-Shirt Transfers	
Asian A4, (210 x 297 mm), 10 sheets	C6065A
European A4 (210 x 297 mm), 10 sheets	C6050A
U.S. letter, 10 sheets	C6049A
HP Restickables, Large Round Inkjet Stickers	
U.S. letter, 10 sheets (90 stickers)	C6822A
HP Restickables, Large Square Inkjet Stickers	
U.S. letter, 10 sheets (90 stickers)	C6823A

Note: To find out which recycled papers are recommended for your printer, contact your local HP Sales Office and ask for the HP InkJet Printer Family Paper Specifications Guide, HP part number 5961-0920.



Ordering Information

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

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

- **Argentina:** (54 1) 787-7100
Fax: (54 1) 787-7213
Hewlett-Packard Argentina,
Montañeses 2150 1428
Buenos Aires, Argentina
- **Australia/New Zealand:** (03) 895-2895
China Resources Bldg.
26 Harbour Road
Wanchai, Hong Kong
- **Austria-South-East Area:** (43-0222) 25 000, ext. 755
Fax: (43-0222) 25 000, ext. 610
Hewlett-Packard Ges.m.b.H.
Ersatzteilverkauf Lieblg. 1
A-1222 Wien
- **Belgium:** 02/778 3092 (or 3090, 3091)
Fax: 02/778 3076
Hewlett-Packard Belgium SA/NV
100 bd. de la Woluwe/Woluwedal
1200 BRUXELLES
- **Brazil:** Centro de Informacoes HP
Grande São Paulo: 822-5565
Demais Localidades: 0800-157751
Fax: (011) 829-7116
Centro de Informacoes HP
Hewlett Packard Brasil S.A.
Caixa Postal 134, Rua Clodomiro Amazonas, 258
CEP 04534-011, São Paulo - SP
- **Canada:** (800) 387-3154, (905) 206-4725
Fax: (905) 206-3485/-3739
Hewlett-Packard (Canada) Ltd.
5150 Spectrum Way
Mississauga, Ontario L4W 5G1
Toronto: (416) 671-8383
- **Chile:** (56 2) 203-3233
Fax: (56 2) 203-3234
Hewlett-Packard de Chile SA
Av. Andres Bello 2777, Oficina 1302
Los Condes, Santiago, Chile
- **Denmark:** 45 99 14 29
Fax: 42 81 58 10
Hewlett-Packard A/S
Kongevejen 25, 3460 BIRKEROD
- **Finland:** (90) 8872 2397
Fax: (90) 8872 2620
Hewlett-Packard Oy
Varaosamyynti, Piispankalliontie 17
02200 ESPOO
- **France:** (1) 40 85 71 12
Fax: (1) 47 98 26 08
EuroParts
77 101 avenue du Vieux Chemin de Saint-Denis
92625 GENNEVILLIERS
- **Germany:** 07031-145444
Fax: 07031-141395
Hewlett-Packard GmbH, HP Express Support
Ersatzteil-Verkauf, Herrenberger Str. 130
71034 BÖBLINGEN
- **International Sales Branch:** (41) 22 780 4111
Fax: (41) 22 780-4770
Hewlett-Packard S. A., ISB
39, rue de Veyrot 1217 MEYRIN 1
GENEVE - SUISSE
- **Italy:** 02/9212.2336/2475
Fax: 02/92101757
Hewlett-Packard Italiana S. P. A.
Ufficio Parti di ricambio
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20063 Cernusco s/N (MI)
- **Japan:** (03) 3335-8333
Hewlett-Packard Japan Ltd.
29-21 Takaido-Higashi 3-chone, sugninami-ku
Tokyo 168-8585
- **Latin America Headquarters:** (305) 267-4220
Fax: (305) 267-4247
5200 Blue Lagoon Drive, Suite 930
Miami, FL 33126
- **Mexico:** (52 5) 258-4600
Fax: (54 1) 258-4362
Hewlett-Packard de México, S.A. de C.V.
Prolongación Reforma #470
Colonia Lomas de Santa Fe, C.P. 01210 México, D.F.



- **Netherlands:** 0 33 450 1808
Fax: 0 33 456 0891
Hewlett-Packard Nederland B. V.
Parts Direct Service
Basicweg 10
3821 BR AMERSFOORT
- **Norway:** 22735926
Fax: 22735611
Hewlett-Packard Norge A/S, Express Support
Drammensveien 169-171
0212 Oslo
- **Spain:** 1 6 31 14 81
Fax: 1 6 31 12 74
Hewlett-Packard Espanola S.A.
Departamento de Venta de Piezas
Ctra N-VI, Km. 16,500
28230 LAS ROZAS, Madrid
- **Sweden:** 8-4442239
Fax: 8-4442116
Hewlett-Packard Sverige AB
Skalholtsgatan 9, Box 19
164 93 KISTA
- **Switzerland:** 056/279 286
Fax: 056/279 280
Elbatex Datentechnik AG
Schwimmbadstrasse 45, 5430 WETTINGEN
- **United Kingdom:**
+44 1765 690061
Fax: +44 1765 690731
Express Terminals, 47 Allhallowgate
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- +44 181 568 7100
Fax: +44 181 568 7044
Parts First, Riverside Works
Isleworth, Middlesex, TW7 7BY
- +44 1734 521587
Fax: +44 1734 521712
Westcoast, 28-30 Richfield Avenue
Reading, Berkshire, RG1 8BJ
- **United States:** (800) 227-8164
- **Venezuela:** (58 2) 239-4244/4133
Fax: (58 2) 207-8014
Hewlett-Packard de Venezuela C.A.
Tercera Transversal de Los Ruices Norte
Edificio Segre, Caracas 1071, Venezuela
Apartado Postal 50933, Caracas 1050

Elsewhere in the world

- **Hewlett-Packard Company**
Intercontinental Headquarters,
3495 Deer Creek Road,
Palo Alto, CA 94304, U.S.A.

Environmental Statement

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

Reduction and Elimination

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

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

Recycling

Design for recycling has been incorporated into this printer. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair. Plastic parts have been primarily designed in no more than two colors to enhance recycling options. A few small parts are colored specifically to highlight customer access points.

Printer Packaging: The packaging materials for this printer have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the HP DeskJet printer assists in minimizing both packaging materials and damage rates.

Plastic parts: All major plastics and plastic parts are marked according to international standards. All plastic parts used in the printer housing and chassis are technically recyclable and all use a single polymer.

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

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

Energy Consumption

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



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