

Help Index

Information on the topics listed below is provided in this help file. Use the scroll bar to see index entries not currently visible in the Help window. Some driver options shown here may not apply to your printer model. See the documentation that came with your printer for more information.

To print this or any other help topic, choose Print Topic from the Help File menu.

Help Topics

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Fonts

To install printer fonts, create screen fonts, or edit font options, click the Fonts button in the printer setup dialog box, and select Printer Fonts or Screen Fonts. Click the Help button for more information.

Media

Select the Media type you will use from the following:

Type	Description
Plain Paper	Used for US letter, A4 European letter, US legal, or No. 10 envelope Media Size .

The following media types are not available with the HP DeskJet 500, HP DeskJet PLUS, or HP DeskJet printer models:

Transparency	Used for transparencies. If you are printing more than one at a time, the printer automatically allows several minutes between transparencies for them to dry.
Transparency with Pause	Stops printing between transparencies when you are printing more than one at a time. You must manually reactivate the printing process between transparencies by clicking OK in the dialog box. This is necessary in high humidity environments, where transparencies may smudge if not allowed time to dry.
HP Glossy Paper	Allows the use of glossy paper to enhance color output. If you are printing more than one page at a time, the printer automatically allows several minutes between sheets for them to dry.
HP Glossy Paper with Pause	Stops printing between pages when you are printing more than one at a time. You must manually reactivate the printing process between pages by clicking OK in the dialog box. This is necessary in high humidity environments, where pages may smudge if not allowed time to dry.
HP Special Paper	Allows the use of recommended special paper to enhance color output. This media is not recommended for use with the black print cartridge.

Media Size

Select the appropriate Media Size for the Media you have selected:

Type	Size
Letter	8 1/2 in. x 11 in. (US letter)
Legal	8 1/2 in. x 14 in. (US legal)
A4	210 mm x 297 mm (European letter)
No. 10 Envelope	4 1/8 in. x 9 1/2 in. (US No. 10)

When selecting No. 10 Envelope or DL Envelope, also select Landscape as the Orientation for the printer driver. You may need to select Landscape printing in your software application also. See the documentation that came with your printer for more information on printing envelopes.

Options

To select Intensity settings, Dithering methods, and to use Color Match (HP DeskJet 500C), click the Options button in the printer setup dialog box. Click the Help button for more information.

Orientation

Select the appropriate print Orientation for your document(s):

Orientation	Description
Portrait (vertical)	Refers to printing across the width of the page (letter-style).
Landscape (horizontal)	Refers to printing across the length of the page (spreadsheet-style).

Print Mode

The options described here are available for color printing only. The Print Modes available with your printer may include: Black/Grayscale and Color/Composite Black.

Print Mode	Description
Black/Grayscale	<p>Prints color images in grayscale.</p> <p>Color printing is not available in this print mode.</p> <p>Documents will be printed using only the black print cartridge.</p> <p>Prints grayscale images best when either the Pattern, Cluster, or Scatter <u>Dithering</u> method is selected.</p>
Color/Composite Black (HP DeskJet 500C)	<p>Choose this print mode when you want to print with the color print cartridge only.</p>

Print Quality

The Print Quality settings available for your printer may include: Normal, Draft, and Presentation.

Print Quality	Description
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Normal	Letter quality, 300 dpi printing. Normal is the default setting for most <u>Media</u> .
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Draft	Fastest print speed, 150 dpi printing.
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Trades print quality for speed and uses less ink.

For printing drafts of color documents (on color printer models), you may wish to select Black/Grayscale Print Mode, which prints using the black print cartridge. This will usually print faster, using grayscale instead of color with the Pattern, Cluster, or Scatter Dithering method.

Presentation	Highest quality, 300 dpi printing for all media. Presentation is (HP DeskJet 500C) the default setting for the Transparency media type.
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Prints slower than Normal mode.

Eliminates the banding effect sometimes seen in solid areas.

Printing Status

The Printing Status window displays information about the document currently printing.

Print Mode The Print Mode for the document that is currently printing (HP DeskJet 500C).

Page Number The page that is currently printing.

% Complete Percentage complete of the page that is currently printing.

A rotating activity symbol indicates that the computer is processing information.

Reset

To reset all printer settings to the factory default settings, click the Reset button. The factory default settings are listed below:

Printer Setup Dialog

Setting

Print Mode:

Orientation:

Print Quality:

Media:

Media Size:

Default Setting

Black/Grayscale (HP DeskJet 500C). Not available with black-only printer models.

Portrait.

Normal.

Plain Paper.

Letter (in US), A4 (in Europe).

Options Dialog

Setting

Intensity:

Dithering:

Default Setting

Darkest.

Standard (HP DeskJet 500C), Standard Black (black-only printer models).

Color Match: Complex Color Printing **off** (HP DeskJet 500C).

Troubleshooting

This topic covers common problems and suggests solutions. If your printer is not operating properly, follow the suggestions below. If your printer's problem is not covered here or you need additional help, see the documentation that came with your printer.

o "Banding" Appears in the Printout

Cause

The printer is waiting on information from the computer.

Solution

See the documentation that came with your printer for more information.

o Black Areas Appear Green in Color Printout (HP DeskJet 500C)

Cause

Dithering setting in Options dialog box is set to Standard.

Solution

Change the Dithering setting in the Options dialog box to Pattern.

o Print Control Panel Lights Blinking/Missing Dots or Lines on the Printout (HP DeskJet 500C)

When the print cartridge is not seated properly in the print cartridge cradle, missing dots or lines may occur in the printout. This may be caused by one of two problems:

Symptom

Control panel lights blinking or dots or lines missing from the printout.

Cause

Print cartridge needs to be reinstalled.

Solution

Remove the print cartridge. Wipe the contacts on both the print cartridge and the print cartridge cradle with a cotton swab. **DO NOT wipe the ink nozzles.**

Print cartridge needs to be cleaned.

Press the Clean button on printer control panel.

If you are still having problems, see your printer user's guide for more information.

o Difficulty Loading Envelopes

If you are having difficulty loading envelopes, follow the instructions for "Printing on Envelopes" in your printer documentation. In Windows, you must first select Envelope and Print through your software application.

printer driver

Files that control the printer and allow your software applications to access the printer's features. Your printer driver gives Windows important information about your printer, including details about printer features, the printer interface, and descriptions of the fonts.

optimizing

Customizing your computer system so that it permits the printer driver to work at maximum efficiency, producing your output as quickly as possible.

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Help Topics

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[Composite Black](#)

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Color Match

The topic described here applies to color printing only. Color Match uses color maps and algorithms to adjust printed colors to provide the best match in appearance to complex graphics on your screen. In a true match to screen color, however, printed results may not be what you anticipate. For example, yellow, in a true color match, prints out as yellow-green. Review your printed results to determine whether using this feature is appropriate for your desired output.

Complex Color Printing

Recommended for:

- o Complex color graphics such as scanned images, photographs, and complex computer generated artwork.
- o Use with the Pattern, Cluster, and Scatter Dithering methods.

May produce undesirable results with:

- o Simple, solid color graphics such as charts and graphs that require bright colors.
- o 8 color applications.

Composite Black

The topic described here applies to color printing only. Composite black is created from a blend of the three primary colors (cyan, yellow, and magenta) in the color print cartridge. When these colors are blended, they appear almost black on the page.

- o With the Standard Dithering method, Composite Black may not be optimal. Switching to the Pattern, Cluster, or Scatter dithering method will alleviate this problem.
- o Composite black may improve when either the Presentation Print Quality setting or HP Special Paper Media type is selected with either the Pattern, Cluster, or Scatter dithering method.

Dithering

The Dithering method you choose determines how the dots are arranged to create a printed page using one of the following imaging methods.

For color printing, either 3-bit or 24-bit imaging is used. 3-bit imaging is faster and uses less memory. 24-bit imaging, although it is slower and uses more memory, provides higher quality output, more dithering methods, and better Composite Black. With 24-bit imaging, each pixel can represent a virtually unlimited range of different colors and saturation levels of color.

For black or grayscale printing of color images, either black or grayscale imaging is used. Black imaging is faster and uses less memory. Grayscale imaging, although it is slower and uses more memory, provides higher quality output and more dithering methods. With grayscale imaging, each pixel can represent different colors and saturation levels of color as different shades of gray.

The Standard dithering method uses the 3-bit imaging method for color pages and the black imaging method for black pages. The Pattern, Cluster, and Scatter dithering methods use the 24-bit imaging method for color pages and the grayscale imaging method for black pages.

Experiment with the settings to achieve the results you desire. The table below summarizes the dithering methods available:

Method	Definition	Recommended Use	Speed
Standard <i>Color Printing</i> (HP DeskJet 500C)	Uniform distribution of ink. Sometimes produces noticeable geometric patterns.	Color text. Line graphic images.	Fast.
<i>Black Printing</i> (All printer models)	Solid black ink. Fast. No grayscale.	Line graphic images.	Black text.
Pattern <i>Color Printing</i> (HP DeskJet 500C)	Uniform distribution of ink. Sometimes produces noticeable geometric patterns.	Free-hand images. "Clip art" images. Some complex graphics. Desktop publishing images. Color text.	Medium.
<i>Grayscale Printing</i> (All printer models)	Same as above. Grayscale.	Same as above without color text.	Medium.
Cluster <i>Color Printing</i> (HP DeskJet 500C)	Clusters dots of ink. Sometimes gives lower contrast than other dithering methods.	Complex graphic images. Desktop publishing images. Photographic images. Documents to be	Medium.

photocopied.

<i>Grayscale Printing</i> (All printer models)	Same as above. Grayscale.	Same as above.	Medium
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Scatter

<i>Color Printing</i> graphic images. (HP Deskjet 500C)	Uses an algorithm to produce Slow. the appearance of a random "Photographic" images. distribution of ink.	Scanned images. Color text.	Complex
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<i>Grayscale Printing</i> (All printer models)	Same as above. Grayscale.	Same as above without color text.	Slow.
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Note: When using Standard and printing color pages, composite black may not be optimal. Switching to either Pattern, Cluster, or Scatter will alleviate this problem.

Intensity

Intensity selections control the amount of ink that is printed on the page.

- o More ink results in more intense (darker) color or grayscale images.
- o For color printing, changing Intensity settings may produce hue changes in some colors.
- o For black printing with the Standard (HP DeskJet 500C) or Standard Black (black-only printer models) Dithering method, the Intensity setting will default to Darkest (maximum intensity) and is not adjustable.
- o For grayscale printing with the Pattern, Cluster, and Scatter dithering methods, any Intensity setting may be selected.

hue

The gradation of color, or range of related colors. For example, pink is a hue of red.