

Help Index

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HP DeskJet Series Printer Driver for Microsoft Windows 3.0
Ver. 2.1

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Black

To select Intensity or Black Blending techniques, click the Black button in the printer setup (HP Deskjet Series v2.1 on . . .) dialog box and click the Help button for more information.

Color

To select Color Intensity, Color Palette, Color Blending, Color Match, or print a Color Sample, click the Color button in the printer setup (HP Deskjet Series v2.1 on . . .) dialog box and click the Help button for more information.

Fonts

To install printer fonts or create screen fonts, click the Fonts button in the printer setup (HP DeskJet Series v2.1 on . . .) dialog box, and select Printer Fonts or Screen Fonts. Click the Help button for more information.

Media

The following Media types may be used with your printer. Select the Media you will use from the following:

Type	Description
Plain Paper	Used for US letter, US legal, or A4 European paper types. letter plain
Transparency	Used for color and black and white transparencies. If you are printing more than one at a time, the printer automatically allows at least four 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 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)
Envelope	4 1/8 in. x 9 1/2 in. (US No. 10) 221 mm x 110 mm (European DL) See <i>Printing on Envelopes</i> in your <i>Software</i> <i>Information Guide</i> for more information on printing envelopes.

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 Cartridge Interconnect Problems

When the print cartridge is not seated properly in the print cartridge cradle, dots or lines may appear in the printout. This is referred to as a print cartridge interconnect problem.

Symptom	Cause	Solution
Control panel lights cartridge. blinking or dots or contacts on both the lines missing from the print cartridge and the print printout. cartridge cradle with the brush provided.	Print cartridge needs to be reinstalled.	Remove the print Brush the

DO NOT brush the ink

nozzles.

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

Print Mode

Two Print Modes are available with your printer: Black Only and Color/Composite Black.

Print Mode	Description
Black Only	<p>Prints documents using the black print cartridge.</p> <p>If you have selected Black Only and have the color print cartridge installed, the Change Cartridge light on the printer control panel will blink and the printer will allow you to install the black print cartridge.</p> <p>Use Black Only for documents composed primarily of text.</p> <p>Color Printing is not available with Black Only.</p>
Color/Composite Black	<p>Prints documents using the color print cartridge.</p> <p>In Color/Composite Black mode, all black text will be printed using <u>Composite Black</u>.</p> <p>If you have selected Color/Composite Black and have the black print cartridge installed, the Change Cartridge light on the printer control panel will blink and the printer will allow you to install the color print cartridge.</p> <p>Use Color/Composite Black for graphics output and documents with small amounts of text.</p>

Print Quality

Three Print Quality settings are available for your printer: Normal, Draft, and Presentation.

Print Quality	Description
Normal	Letter quality, 300 dpi printing. Normal is the default setting for print quality.
Draft	Fastest print speed, 150 dpi color and black printing. Trades print quality for speed and uses less ink. For printing drafts of color documents, you may wish to install the black print cartridge and print using Normal mode. This will usually print faster, using grayscale instead of color with the Grayscale Pattern or Grayscale Scatter <u>Black Blending</u> method.
Presentation	Highest quality, 300 dpi color printing, for all media. Prints slower than Normal mode. Eliminates the banding effect sometimes seen in solid areas.

Printer

To use your printer in Windows 3.0, select your printer model from the list. You will only be able to access color options if the printer you have selected is HP DeskJet 500C.

Reset

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

Printer Setup Dialog

Setting	Default Setting
<u>Printer:</u>	Deskjet 500C.
<u>Print Mode:</u>	Black Only.
<u>Orientation:</u>	Portrait.
<u>Print Quality:</u>	Normal.
<u>Media:</u>	Plain Paper.
<u>Media Size:</u>	Letter (in US), A4 (in Europe).

Black Options Dialog

Setting	Default Setting
<u>Intensity:</u>	Middle setting for Grayscale Pattern or Grayscale Scatter. Darkest setting for Standard Black.
<u>Black Blending:</u>	Standard Black.

Color Options Dialog

Setting	Default Setting
<u>Color Intensity:</u>	Middle setting.
<u>Color Palette:</u>	Unlimited Colors.
<u>Color Blending:</u>	Standard Pattern.
<u>Color Match:</u>	Complex Color Printing off .

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 "Problem Solving" in your printer *Software Information Guide*.

Black Areas Appear Green in Color Printout

Cause	Solution
<u>Color Blending</u> setting in dialog Color Options dialog box is set to Standard Pattern.	Change the Color Blending setting in the Color Options box to Advanced Pattern.

"Banding" Appears in the Printout

Cause	Solution
The printer is waiting on Printer information from the computer.	Refer to "Problem Solving for the HP DeskJet Series Driver for Microsoft Windows 3.0" in your <i>Software Information Guide</i> to resolve this problem.

Printer Control Panel Lights Blinking/Missing Dots or Lines on the Printout

Cause	Solution
Print cartridge needs to be reinstalled. cartridge the brush provided.	Remove the print cartridge. Brush the contacts on both the print and the print cartridge cradle with DO NOT brush the ink nozzles.

Inability to Access Additional HP MasterType Library Typefaces

If you are unable to access HP MasterType Library typefaces that you have already installed on your system with Type Director or some other font management program, you will need to "reinstall" these typefaces from your hard disk drive through the HP DeskJet Series Printer Driver for Microsoft Windows 3.0. Follow the steps in "Problem Solving for the HP DeskJet Series Printer Driver for Microsoft Windows 3.0" in your *Software Information Guide*.

Difficulty Loading Envelopes

If you are having difficulty loading envelopes, follow the instructions in "Printing on Envelopes" in your *Software Information Guide*. In Windows 3.0, you must first select Envelope and Print through your software application, wait for the printer Ready light to blink, load the envelope, and then press the Status button.

Missing Characters/Printer Won't Print

If larger point size characters are missing from your documents or your documents will not print at all, it may mean your system is out of memory. Try the following:

- o Close all open applications that you are not using and try printing again.
- o Delete large screen font sizes and try printing again.

Print Orientation

If your document is not printing in the correct orientation (portrait or landscape), make sure that the Orientation selection in the printer setup (HP DeskJet Series v2.1 on . . .) dialog box matches the Orientation selection in your software application package.

Printing Existing Documents

If you are printing documents that you created with fonts other than the scalable printer fonts, you may notice differences in line length and character spacing. This is because the printer driver is using the scalable printer fonts on your document. Documents created with fonts other than the scalable printer fonts will need to be reformatted through your software application with the scalable printer fonts to correct any line length or spacing problems.

If you would prefer to continue using the internal printer fonts, font cartridges, or soft fonts you originally used in your document, you must select the HP DeskJet Family printer driver from the List of Printers in the Printers dialog box and set it up for use following the instructions in your *Microsoft® Windows User's Guide*.

Screen Fonts do not Match Printed Fonts

If the fonts on your screen do not match the fonts on your printed document, you may wish to create screen fonts. See [Fonts](#) for more information.

Selecting Your Printer Driver for Use

To use your scalable printer fonts, HP DeskJet Series v2.1 on . . . must be selected (highlighted) in the Printers dialog box and it must be active. Follow the instructions in "Changing Printer Drivers" in your *Software Information Guide* to select your printer driver and make it active.

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printer drivers
applications to

Series Printer

Windows 3.0

including

interface, and

Files that control the printer and allow your software

access the printer's features. Your HP DeskJet

Driver for Microsoft Windows 3.0 gives

important information about your printer,

details about printer features, the printer

descriptions of the fonts.

optimizing
HP DeskJet

3.0 to work at
as quickly as possible.

Customizing your computer system so that it permits the
Series Printer Driver for Microsoft Windows
maximum efficiency, producing your output

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Color Blending

The Color Blending method you choose determines how the dots are blended and arranged on the page. Refer to [Color Imaging](#) for a detailed description of how ink is blended to achieve specific results. Experiment with the Color Blending methods to achieve the results you desire. The following Color Blending methods are available:

Method	Recommended Use	Print Speed
Standard Pattern Fast.	Color text. Line graphic images.	
Advanced Pattern	Free-hand images. "Clip art" images. Some complex graphics. Desktop publishing images.	Medium.
Advanced Scatter	Complex color graphic images. "Photographic" images. Scanned images.	Slow.

Note: When using Standard Pattern, [Composite Black](#) may not be optimal. Switching to either Advanced Pattern or Advanced Scatter will alleviate this problem.

Color Imaging

The printer driver has the ability to create a color printed page using one of two imaging methods: either 3 bit or 24 bit imaging. 3 bit imaging uses 3 bits per pixel. This means that each pixel can be one of 8 colors: black, red, green, blue, cyan, magenta, yellow, or white. 24 bit imaging uses 24 bits per pixel. This means that each pixel can represent a virtually unlimited range of different colors and saturation levels of color.

The 3 bit imaging method is used by the Standard Pattern Color Blending method. The 3 bit imaging method is faster than the 24 bit imaging method.

The 24 bit imaging method is used by the Advanced Pattern and Advanced Scatter blending methods. The Advanced Pattern blending method, although slower than the Standard Pattern blending method, is faster than the Advanced Scatter blending method. The Advanced Scatter blending method is the slowest of the three blending methods.

Composite black appears "truer black" using the 24 bit imaging method rather than the 3 bit imaging method. Print quality in general is better using the 24 bit imaging method rather than the 3 bit imaging method.

Note: 24 bit imaging requires more memory than 3 bit imaging.

Refer to *A Guide to Using Color* (that came with your HP DeskJet 500C printer) for more information on pattern, scatter, and how printed pages are created by the printer driver.

Color Intensity

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

- o More ink results in more intense (darker) colors.
- o Changing Color Intensity settings may produce hue changes in some colors.

Click the [Color Sample](#) button to print a standard sample showing three different color intensity settings.

Color Match

Adjusts 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, "screen white" in a true color match prints out as "blue gray." Review your printed results to determine whether using this feature is appropriate for your desired output.

Complex Color Printing

- o Recommended for complex color graphics such as scanned images, photographs, and complex computer generated artwork.
- o May produce undesirable results with simple, solid color graphics such as charts and graphs that require bright colors.
- o Not available for the Basic 8 Color Palette option.
- o Recommended for use with the Advanced Pattern and Advanced Scatter Color Blending methods.

Color Palette

You may select the appropriate Color Palette setting for your software applications and the documents you create.

Unlimited Colors Colors are virtually unlimited. The colors that can be created are dependent on the Color Blending method selected.

photographic or scanned
Use for complex color graphics such as
images.

Unlimited Colors.
All three Color Blending methods are available with

Color Match is available with Unlimited Colors.

Basic 8 Colors Colors available: cyan, yellow, magenta, black, white, red, green,
and
blue.

charts and graphs.
Use for simple, bright, solid color graphics such as

Basic 8 Colors.
All three Color Blending methods are available with

Color Match is not available with Basic 8 Colors.

Color Sample

The Color Sample button allows you to print a one page color sample that shows the effects of the Color Intensity settings. Media type and humidity affect printed output. It is recommended that you print a Color Sample to check the Color Intensity levels for different media and humidity conditions.

- o When you print a color sample, black will appear as Composite Black.
- o Only the lightest, middle, and darkest color intensities will appear.
- o The color sample will be printed using Unlimited Colors from the Color Palette settings and the Advanced Pattern Color Blending method.
- o The color sample will be printed with the Color Match feature turned off.

Composite Black

The process of creating black from the three primary colors (cyan, yellow, and magenta). When these three colors are printed on top of each other, they appear almost black on the page.

- o With the Standard Pattern Color Blending method, Composite Black may not be optimal. Switching to either Advanced Pattern or Advanced Scatter 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 Advanced Pattern or Advanced Scatter Color Blending method.

hue
of red.

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

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[Black Imaging](#)

[Intensity](#)

Black Blending

The Black Blending method you choose determines how the dots are arranged on the page to produce solid black or grayscale. Refer to Black Imaging for a detailed description of how ink is blended to achieve specific results. Experiment with the settings to achieve the results you desire. The following Black Blending methods are available:

Method	Recommended Use	Speed
Standard Black Fast.	Black text. Line graphic images. No <u>grayscale</u> .	
Grayscale Pattern	Free-hand images. "Clip art" images. Some complex graphics. Desktop publishing images. Grayscale.	Medium.
Grayscale Scatter	Complex graphics images. "Photographic" images. Scanned images. Grayscale.	Slow.

Black Imaging

The printer driver has the ability to create a printed page using one of two imaging methods: either black or grayscale imaging. Black imaging uses 1 bit per pixel. This means that each pixel is either "on" (black) or "off" (white). Grayscale imaging uses 24 bits per pixel. This means that each pixel can represent different colors and saturation levels of color as different shades of gray.

The black imaging method is faster than the grayscale imaging method.

The black imaging method is used by the Standard Black Black Blending method. Use Standard Black for printing black and white documents such as word processing documents and line graphic images.

The grayscale imaging method is used by the Grayscale Pattern and Grayscale Scatter blending methods. For the Grayscale Pattern blending method, 64 shades of gray are available. For the Grayscale Scatter blending method, unlimited shades of gray are available. Use Grayscale Pattern or Grayscale Scatter for printing color documents in grayscale, scanned images, and continuous tone or gradational images. The Grayscale Pattern blending method, although slower than the Standard Black blending method, is faster than the Grayscale Scatter blending method. The Grayscale Scatter blending method is the slowest of the three blending methods.

Note: Grayscale imaging requires more memory than black imaging.

Refer to *A Guide to Using Color* (that came with your HP DeskJet 500C printer) for more information on pattern, scatter, grayscale, and how printed pages are created by the printer driver.

Intensity

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

- o More ink results in more intense (darker) images on a page.
- o Changing Intensity settings affects how light or dark grayscale images appear.
- o For the Standard Black blending method, the Intensity setting will default to Darkest (maximum intensity) and is not adjustable.
- o For the Grayscale Pattern and Grayscale Scatter blending methods, any Intensity setting may be selected.

grayscale
saturation

Representing color in black and white. Different colors and
levels of color appear as different shades of gray.

of gray

For the Grayscale Pattern blending method, 64 shades
are available.

shades of

For the Grayscale Scatter blending method, unlimited
gray are available.