

Help Me Fix My Printer



Select the symptom that matches what you are seeing with your printer.

- No page came out of the printer.
- A blank page came out.
- Placement on the page is wrong.
- Print quality is poor.
- Something on the page is missing or incorrect.
- View known software conflicts.

To take full advantage of your printer and the online help that accompanies it, use the HP DeskJet Toolbox.



No page came out of the printer

Check the power

Is the printer turned on?

Yes

No



No page came out of the printer

Turn the printer on

Press and hold the bottom button on the printer for a few seconds. After a brief printer startup, you should see a steady green light above the button.

Click here  if the printer will not turn on.

Note If you tried to print when the printer was turned off, you should have seen an alert message on your screen. If an alert message did not appear on your screen, you may not have two-way communication set up between your computer and printer. To check this, you should perform a printer communication test.

Click here  to check this now.



Placement on the page is wrong



What's wrong?



Orientation of the printout is wrong.



Colors do not seem to line up properly with each other.



Entire printout is slanted or skewed.



Text or graphics are cut off at the edges of page.



Print quality is poor



What's wrong?



Printout is faded or colors are dull.



Colors are bleeding into each other.



Ink is streaking or smearing.



Ink is not filling the text or graphics completely.



Text is jagged at the edges (not smooth).



Something on the page is missing or incorrect



What's wrong?



Text or graphics are cut off at the edges of the page.



Meaningless characters printed.



The wrong fonts printed.



The colors are different than they should be.



Calling from the U.S. and Canada



During warranty

Call (208) 323-2551 Monday through Friday from 6 a.m. to 10 p.m. Mountain Standard Time (MST) and Saturdays from 9 a.m. to 4 p.m. MST. This service is free during the warranty of your printer; however, standard long-distance charges still apply.

Post warranty

Available in the U.S. only. Call (900) 555-1500 (\$2.50 per minute) from 7 a.m. to 6 p.m. MST and Saturdays from 9 a.m. to 3 p.m. MST. Charges begin only when you connect with a support technician. (Prices are subject to change without notice.)



Minimum margins



Your document margins must match (or exceed) these minimum margin settings:

Letter, Legal, and Executive size paper

Left: 0.25 in. (6.3 mm)
Right: 0.25 in. (6.3 mm)
Top: 0.04 in. (1.0 mm)
Bottom: 0.59 in. (14.9 mm)

A4 size paper

Left: 0.13 in. (3.4 mm)
Right: 0.13 in. (3.4 mm)
Top: 0.04 in. (1.0 mm)
Bottom: 0.59 in. (14.9 mm)

A5 size paper

Left: 0.125 in. (3.2 mm)
Right: 0.125 in. (3.2 mm)
Top: 0.04 in. (1.0 mm)
Bottom: 0.84 in. (21.2 mm)

B5 size paper

Left: 0.167 in. (4.2 mm)
Right: 0.167 in. (4.2 mm)
Top: 0.04 in. (1.0 mm)
Bottom: 0.84 in. (21.2 mm)

Cards (4x6, 5x8, and A6)

Left: 0.125 in. (3.2 mm)
Right: 0.125 in. (3.2 mm)
Top: 0.04 in. (1.0 mm)
Bottom: 0.84 in. (21.2 mm)

Hagaki postcards

Left: 0.167 in. (4.2 mm)
Right: 0.167 in. (4.2 mm)
Top: 0.04 in. (1.0 mm)
Bottom: 0.84 in. (21.2 mm)

Envelopes

Left: 0.84 in. (21.2 mm)
Right: 0.04 in. (1.0 mm)
Top: 0.125 in. (3.2 mm)
Bottom: 0.125 in. (3.2 mm)



Printer Not Responding



Make sure your printer is on and that the top cover is closed. Then try the following:

- The printer might be off line. Press the Resume button to start printing.
- If the Resume light is flashing, try turning the printer off and then on again.
- Check under the printer's top cover for a paper jam.

Click here  [HEWLETT PACKARD](#) for instructions on clearing paper jams.



Make sure the printer cable is firmly connected to both the printer and computer.

Note If this message appears often, you should perform a printer communication test. The test will help you determine if the connection with your computer is allowing two-way communication. When two-way communication isn't working, helpful status messages are not displayed; instead, the Printer Not Responding message is displayed.

Make sure that the printer cable is firmly fastened at both ends. Then click here  [HEWLETT PACKARD](#) to perform a printer communication test.



A blank page came out



Possible causes

Protective tape still on the print cartridge?

Each new print cartridge is packaged with protective plastic tape covering the ink nozzles. Check each print cartridge and remove tape if necessary.

Print cartridge out of ink?

If you are printing black text and a blank page prints, your black print cartridge may be empty. Replace the black print cartridge.

Click here  [HEWLETT PACKARD](#) for instructions on replacing print cartridges.

Wrong printer selected?

Make sure your HP DeskJet printer is selected as the current or default printer.

Click here  [HEWLETT PACKARD](#) to check and set this now.

None of the above solutions worked?

Click here  [HEWLETT PACKARD](#) if none of these suggestions worked.



Build tag spacer `11

What's wrong?



Possible causes

System needs to be restarted?

Turn off the printer and computer for a few seconds, turn them both back on, and then try printing again.

Cable connection is poor?

A common cause for nonsense characters is a poor cable connection between the printer and computer.

Click here  [HEWLETT PACKARD](#) to perform a printer communication test.

Wrong printer selected?

Check to make sure your HP DeskJet printer is selected as the current or default printer.

Click here  [HEWLETT PACKARD](#) to check and set this now.

Document file is damaged?

This happens occasionally. If you can print other documents from the same software package, try to print using a backup copy of your document.

None of the above solutions worked?

Click here  [HEWLETT PACKARD](#) if none of these suggestions worked.



Build tag spacer 12

Printer Communication Problem



The computer is unable to establish two-way communication with your printer.

First, make sure that the printer is turned on, and then try the following:

- Make sure the printer cable is firmly connected to the printer and computer.
Click here  to perform a printer communication test.



Cleaning instructions



To clean ink and debris from around the print cartridge nozzle plate, take the following steps:

- 1 Turn on the printer, and open the top cover.
The print cartridge cradle moves to the center of the printer.
- 2 With the cradle in the center position, unplug the power cord, and remove both print cartridges from the printer.
- 3 Inspect each print cartridge for ink and debris buildup.

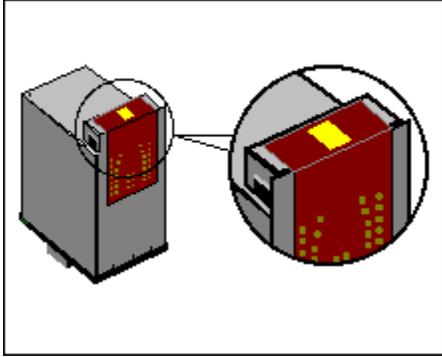
If there is a noticeable buildup, clear it away from around the nozzle plate of each print cartridge with a moistened foam rubber swab. Do not wipe across or towards the nozzle plate.

Note Use a clean foam rubber swab (or a clean, lint-free cloth) for each print cartridge. Distilled water is recommended. Tap water may contain contaminants that could react with the ink.

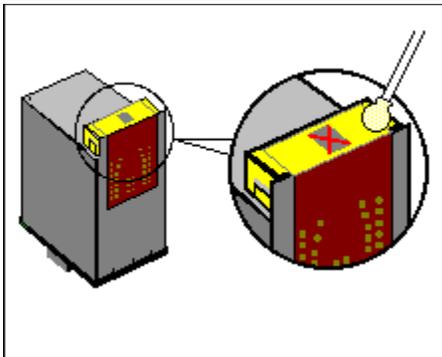
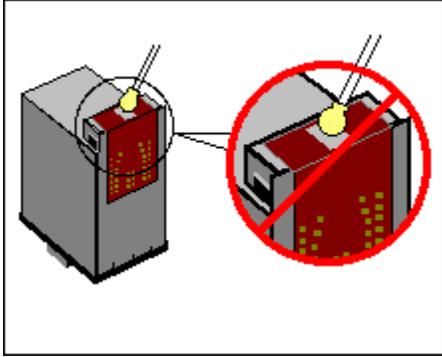
- 4 Inspect the underside of the print cartridge cradle for buildup.
If there is noticeable buildup, wipe each black hook-shaped arm with a clean, moistened foam rubber swab.
- 5 Reinstall the print cartridges and plug the power cord back into the printer.
- 6 Print a self-test page to ensure that the print smear problem has been eliminated.

Click here  [HEWLETT
PACKARD](#) to print a self-test page now.

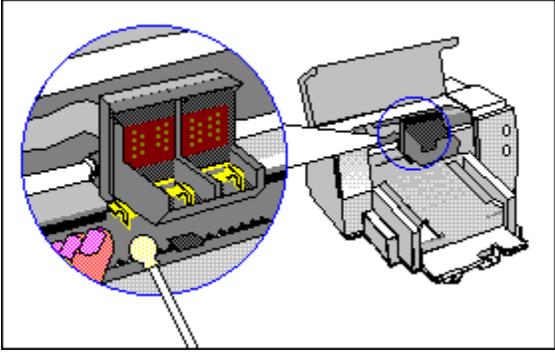




The yellow-shaded area above is the nozzle plate.



Clean the yellow-shaded areas.



No page came out of the printer



Check the power connections

- 1 Make sure the printer's power cord is firmly plugged into the printer and into a grounded power outlet, surge protector, or power strip.
- 2 If you are using a power strip, make sure the power strip itself is on. Or, try plugging the printer directly into the power outlet.
- 3 Test the power outlet to make sure it is working.

Warning If the printer still doesn't turn on, the printer might have a mechanical failure. Unplug the printer from the power outlet and call HP's Customer Support Center.

Click here  [HEWLETT
PACKARD](#) for information on calling HP.



Check the cable connection



A good cable connection is important. Your printer software uses a two-way communication connection to allow the computer to monitor the printer's status and to provide quick recovery from printing problems. To check the two-way connection, follow these steps:

- 1 Make sure the printer cable is firmly connected to the printer and computer.
- 2 Click here  [HEWLETT PACKARD](#) to run a printer communication test.



No page came out



What's wrong?

Printout taking longer than usual?

You might not have allowed enough time to print. When a document has many fonts or graphics or uses complex color like a color photo, it takes longer to begin printing.

Are other documents printing?

Perform a test to see if the problem only happens from the software program you are using.

Click here  [HEWLETT
PACKARD](#) to print a self-test page.

Was the printer able to print the self-test?

-  [HEWLETT
PACKARD](#) Yes
-  [HEWLETT
PACKARD](#) No
-  [HEWLETT
PACKARD](#)

Next steps



This problem is likely caused by a failure in the printer or computer system. The troubleshooter can't solve this type of problem. Call the HP Customer Support Center for help.

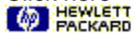
Before calling, have your serial number and printer model handy, along with any information about your computer system that might be available.

Click here  [HEWLETT
PACKARD](#) for support information in the U.S. or Canada.

Click here  [HEWLETT
PACKARD](#) for support information in Europe.

Click here  [HEWLETT
PACKARD](#) for support information in Australia and New Zealand.

Click here  [HEWLETT
PACKARD](#) for support information elsewhere in the world.



Next steps



This problem is likely caused by your software program's inability to properly interpret print settings. Check your software program manual, or call the software manufacturer to get more specific help for this problem. Some software conflicts are documented in the [Release Notes](#) file that was installed with the printer software.

Click here  to check the Release Notes for known conflicts.



What's wrong?



Possible causes

Wrong page orientation setting?

The page orientation selected in the software program might not match the page orientation setting in HP's print settings dialog box.

Click here  [HEWLETT
PACKARD](#) for instructions on changing print settings.

Wrong paper size selected?

The Paper Size setting in HP's print settings dialog box might not match the size of paper you are using.

Click here  [HEWLETT
PACKARD](#) for more information.

None of the above solutions worked?

Click here  [HEWLETT
PACKARD](#) if none of these suggestions worked.



What's wrong?



Possible causes

Print cartridges need aligning?

Remember to align the print cartridges whenever you remove or replace one.

Click here  to align print cartridges.

Are graphics in the document placed properly?

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

None of the above solutions worked?

Click here  if none of these suggestions worked.



What's wrong?



Possible causes

Is paper loaded correctly?

Make sure the paper is in the lower (IN) tray and that the width and length adjusters fit snugly against the left and bottom edges of the paper stack.

Click here  [HEWLETT PACKARD](#) for instructions on loading paper.

Incorrect paper type?

Some paper types are not suitable for use with your HP DeskJet printer.

Click here  [HEWLETT PACKARD](#) for information about paper.

Two or more paper types loaded?

Only one type of paper at a time should be loaded into the IN tray (unless you are printing on labels).

None of the above solutions worked?

Click here  [HEWLETT PACKARD](#) if none of these suggestions worked.



What's wrong?



Possible causes

Wrong margin settings?

Make sure margin settings for the document do not exceed the printable area of your HP DeskJet printer.

Click here  [HEWLETT PACKARD](#) for information on minimum margin settings.

Content doesn't fit on page?

The content that is cut off might be outside the printable area.

-Or-

The size of the document you are printing is larger than the paper size in the IN tray.

Click here  [HEWLETT PACKARD](#) for more information.

Wrong page orientation setting?

The page orientation selected might not be correct for the document you are printing.

Click here  [HEWLETT PACKARD](#) for instructions on changing print settings.

Paper loaded incorrectly?

Make sure the paper width and length adjusters fit snugly against the left and bottom edges of the paper stack.

Click here  [HEWLETT PACKARD](#) for instructions on loading paper.

None of the above solutions worked?

Click here  [HEWLETT PACKARD](#) if none of these suggestions worked.



More information



Possible solution

Custom-sized paper and envelopes require special print settings for paper size and page orientation. Check these settings if you are trying to print on these paper types.

Click here  for instructions on changing print settings.

Tip Most Windows programs provide a short-cut or button for printing envelopes. Check your software program's documentation for information on printing envelopes.



More information



Paper recommendations

Your HP DeskJet printer is designed to work well on most common office paper types and with quality 25% cotton bond paper. Because your printer uses ink to produce an image, paper that accepts ink well produces the best results.

It is best to test a variety of paper types before buying large quantities. Find a paper type that works well and is easy to purchase. HP Premium Papers are designed for the best quality results.



Paper that is too thin, has a slick texture, or "stretches" easily can feed improperly through the printer's paper path.



Paper that is heavily textured or does not accept ink well can cause poorly filled graphics or text.



To ensure that paper feeds properly, always use only one type of paper at a time in the IN tray.



Try printing the same document on a type of paper that has previously worked well with your printer.

Tip In addition to paper type, print cartridge condition is also an important factor in getting great printouts.

Click here  [HEWLETT
PACKARD](#) to learn more.



More information



Getting everything to fit on the page

If your software package has a print preview feature, you can check the document from there. Check the graphics in the document to make sure that their current size (scale) fits within the printable area of the printer.

If the layout of the document you are trying to print will fit on a paper size supported by the printer, then load the correct paper size. Make sure to select the correct page orientation.

Sometimes software packages allow you to select a print mode that scales the document to fit the paper size currently selected.



Out of Disk Space



The printer software uses an area of disk space to temporarily store information while it is processing a document for printing. If your hard disk is nearly full, the printer does not have enough disk space to work on the print job. To solve this problem, try the following:



The Copies option, the Two-sided Printing option, and the Ordered Printing option require extra disk space. Try printing only one copy, or turn Ordered Printing or Two-sided Printing off.

Click here  for instructions on changing print settings.



Turn off Print Manager by clearing the Use Print Manager checkbox in the Printers Control Panel.

Click here  to turn off Print Manager now.



If you have set up a RAM disk as your temporary directory, you probably only have 1 to 4 megabytes on your RAM disk. Turn off the RAM disk and try printing again.



If none of the above work, try removing unnecessary files or programs from your hard disk. Do not remove files if you are unsure of their purpose, or you might eliminate files that a software program needs.



What's wrong?



Possible causes

EconoFast print quality selected?

Select Normal or Best Quality in the printer driver.

Click here  [HEWLETT
PACKARD](#) for instructions on changing print settings.

Incorrect Paper Type print setting?

When printing on transparencies or other special paper types, select the corresponding paper type in [HP's print settings dialog box](#).

Click here  [HEWLETT
PACKARD](#) for instructions on changing print settings.

Incorrect type of paper?

Some paper types are not suitable for use with your HP DeskJet printer.

Click here  [HEWLETT
PACKARD](#) for information about paper.

Print cartridge low on ink or clogged?

Whenever print quality noticeably decreases, it is a good idea to perform the cleaning procedure.

Click here  [HEWLETT
PACKARD](#) to clean the print cartridges.

None of the above solutions worked?

Click here  [HEWLETT
PACKARD](#) if none of these suggestions worked.

Tip Print cartridge condition and the type of paper you use are important factors in print quality.

Click here  [HEWLETT
PACKARD](#) to learn more.



More information



Print cartridges

The print cartridges for your printer have microscopic nozzles that can clog when exposed to the air for more than a few minutes. The printer is designed to prevent nozzles from drying out whenever it is idle and when it is turned off using the printer's Power  button.

A print cartridge that is not used for long periods of time can also clog, resulting in a noticeable decrease in print quality. To unclog the nozzles, clean the print cartridges.

Click here  to clean the print cartridges now.



What's wrong?



Possible causes

Print setting uses too much ink?

Some Paper Type settings (such as Transparency) and Print Quality settings (such as Best) require more ink than others. Choose different print settings in [HP's print settings dialog box](#).

Click here  [HEWLETT PACKARD](#) for instructions on changing print settings.

Incorrect paper type?

Some paper types are not suitable for use with your HP DeskJet printer.

Click here  [HEWLETT PACKARD](#) for more information about paper.

None of the above solutions worked?

Click here  [HEWLETT PACKARD](#) if none of these suggestions worked.



What's wrong



Possible causes

Excess ink and debris built up *around* the nozzle plate?

If there is a noticeable buildup of ink and debris (dust, carpet fibers, and so forth) around the nozzle plate, the area around the print cartridge nozzles needs to be cleaned.

Click here  [HEWLETT
PACKARD](#) for cleaning instructions.

Excess ink and debris built up *on* the nozzle plate?

If there is a noticeable buildup of ink and debris (dust, carpet fibers, and so forth) on the nozzle plate, the print cartridge nozzles need to be cleaned.

Click here  [HEWLETT
PACKARD](#) to clean the print cartridges now.

Paper type causing smearing?

Some types of paper don't accept ink well, which causes the ink to dry more slowly and results in smearing.

Click here  [HEWLETT
PACKARD](#) for more information about paper.

Page is wrinkling with too much ink?

Color documents can use excess ink, which wrinkles the page and causes smearing. Try the Normal or EconoFast print quality setting, or use HP Premium Papers.

Click here  [HEWLETT
PACKARD](#) for instructions on changing print settings.

Printout didn't have time to dry?

Allow the document more time to dry before handling it. This is especially true for transparencies.

None of the above solutions worked?

Click here  [HEWLETT
PACKARD](#) if none of these suggestions worked.



What's wrong



Possible causes

Incorrect Paper Type print setting?

When printing on transparencies or other special paper types, select the corresponding paper type in [HP's print settings dialog box](#).

Click here  [HEWLETT PACKARD](#) for instructions on changing print settings.

Print cartridges need cleaning?

Whenever print quality noticeably decreases, it is a good idea to perform the cleaning procedure.

Click here  [HEWLETT PACKARD](#) to clean the print cartridges.

Print cartridge out of ink?

If cleaning the print cartridges doesn't help, your print cartridge may be out of ink. Replace the empty print cartridge.

Click here  [HEWLETT PACKARD](#) for instructions on replacing print cartridges.

Print cartridges have poor contact?

Try removing and then reinstalling the print cartridges, making sure to snap them firmly into place. If ink deposits have formed near the contacts, use a foam rubber swab to clean them.

Click here  [HEWLETT PACKARD](#) for instructions on replacing print cartridges.

Incorrect paper type?

Some paper types are not suitable for use with your HP DeskJet printer.

Click here  [HEWLETT PACKARD](#) for more information about paper.

None of the above solutions worked?

Click here  [HEWLETT PACKARD](#) if none of these suggestions worked.



What's wrong?



Possible causes

Wrong type of font chosen?

Some software programs offer custom fonts that have jagged edges when enlarged or printed. By using TrueType fonts, you can ensure that the printer is able to print smooth fonts. When selecting a font, look for the TrueType  icon.

Printing bitmapped text?

If you are trying to print a bitmap image of text, it may have jagged edges when enlarged or printed. By using TrueType fonts, you can ensure that the printer is able to print smooth fonts. When selecting a font, look for the TrueType  icon.

Incorrect paper type?

Paper that is heavily textured or does not accept ink well can cause graphics and text to print poorly.

Click here  [HEWLETT PACKARD](#) for information about paper.

None of the above solutions worked?

Click here  [HEWLETT PACKARD](#) if none of these suggestions worked.



What's wrong?



Possible causes

Colors are completely different?

When colors are completely wrong (for example, when green prints as blue or yellow), the color cartridge might have run out of one or more colors of ink. The best way to check this is to perform a cleaning procedure.

Click here  [HEWLETT
PACKARD](#) to clean the print cartridges.

Colors are gray or are the correct color but the wrong shade?

If colors are printing in shades of gray:

The Print In Grayscale checkbox is probably selected in [HP's print settings dialog box](#). For color printing, clear the Print In Grayscale checkbox on the Setup tab.

If hue or tone of color is shifted:

The wrong ColorSmart setting might be selected in HP's print settings dialog box. Select the Automatic option on the Setup tab for best results.

Click here  [HEWLETT
PACKARD](#) for instructions on changing print settings.

None of the above solutions worked?

Click here  [HEWLETT
PACKARD](#) if none of these suggestions worked.



Improper Power Off



The last time the printer was used, it was improperly turned off.

Always use the Power  button on the front of the printer to turn the printer off.

If the printer was turned off from a power strip switch, or if the power cord was pulled from the outlet while the printer was printing or while the top cover was open, the print cartridge cradle will not return to the home position. This will cause the print cartridges to dry out and possibly become damaged.

To avoid this message, make sure the printer has completely stopped printing and is quiet before shutting off power to the printer, and never turn off the printer from any source other than the Power  button on the front of the printer. If your print quality has deteriorated since the last time you used the printer, you might need to clean the print cartridges.

Click here  [HEWLETT
PACKARD](#) to clean the print cartridges.



Mechanism Error



Open the printer's top cover and check the following:



Make sure all tape is removed from the print cartridge cradle.



Remove any packing materials from the printer.



Check for paper that has crumpled and jammed in the printer. Remove the excess paper and then clear the paper jam from the rollers.

Click here  [HEWLETT PACKARD](#) for instructions on clearing a paper jam.

When there are no obstructions, turn the printer off and then on again.

None of the above solutions worked?

Click here  [HEWLETT PACKARD](#) if none of these suggestions worked.



Calling from Europe



Contact the HP European Customer Support Center. This phone service is available at no charge during the printer warranty period. Phone numbers are given in a document shipped with the printer. For more information, call your dealer or nearest HP Sales and Support Office.

Customer support representatives can answer your questions regarding the setup, configuration, installation, and operation of your printer. They can also help troubleshoot and diagnose printer problems and give instructions for service and repair.



Calling from Australia and New Zealand



To speak with someone for technical assistance, call (03) 272-8000 in Australia, or (09) 356 6640 in New Zealand.

This service is free for 12 months from the date of original purchase; however, your standard long distance phone charges still apply. For technical assistance after the free period, a \$25 flat fee per single incident will apply.



Calling from elsewhere in the world



Contact your local dealer or nearest HP Sales and Support Office for information on obtaining technical assistance or hardware repair services.



Call the software manufacturer



The problem is likely a conflict related to the software program you are using. Contact the manufacturer of your software for help.

Click here  to see a list of known conflicts for many popular software packages and information on contacting the software manufacturer.



Incorrect Installation



There is a problem with the installation of the print cartridges. To solve this problem, try the following:



Make sure the print cartridge is installed correctly.



Click here  for instructions on replacing print cartridges.



Check for tape on the cartridge contacts or in the printer.

None of the above solutions worked?

Click here  if none of these suggestions worked.



Print Cartridge Error



Your print cartridge is defective and can damage your printer. If this is a new cartridge, return your print cartridge in its packaging to the store from which you purchased it.

Replacing the print cartridge is the *only* solution to this problem. Do *not* continue to use the defective cartridge.

Click here  for instructions on replacing print cartridges.



Get help from HP



You have a printing problem that can't be diagnosed by this troubleshooting program. It seems to be related to the printer setup. Try the following before calling HP:



Turn your computer and printer off and then on again.



If the problem continues or is accompanied by several error messages on your screen, check the cable connection between the computer and printer, and then reinstall the software that came with the printer.

If these suggestions don't work, call the HP Customer Support Center.

Before calling, have your serial number and printer model handy, along with any information about your computer system that might be available.

Click here  [HEWLETT PACKARD](#) for support information in the U.S. or Canada.

Click here  [HEWLETT PACKARD](#) for support information in Europe.

Click here  [HEWLETT PACKARD](#) for support information in Australia and New Zealand.

Click here  [HEWLETT PACKARD](#) for support information elsewhere in the world.



Build Tags Start Here

Two-way Communication Lost



Network Users Note This problem is related to the current document. If you are printing to a DeskJet printer connected to a network, you may want to check the list of documents waiting to print to see if your document is the current document. If it is, follow the steps below.

Click here  [HEWLETT
PACKARD](#) to check this now.

This error message appears when a communication error occurs during printing. Take the following steps to clear this error:

- 1 Turn the printer off.
- 2 Close all software programs and restart Windows.
- 3 As Windows restarts, turn the printer on.
- 4 Try printing again.

If the message occurs after you've completed the above steps twice, contact HP's Customer Support Center.

Click here  [HEWLETT
PACKARD](#) for information on calling HP.



Build tag spacer

Build tag spacer

Printer Port Problem



To solve this problem, try the following:



Another software program might be printing to the same printer port. Click Cancel and wait for the other software program to complete printing. Then try printing your document again.



If you have another device (such as a tape backup unit or another computer system) attached to the same port, it might be using the port. Click Cancel and wait until the other device has finished using the port. Then try printing your document again.



Make sure your printer is connected to the correct port.

Click here  to check and set this now.



Close all software programs, turn your computer off and then on again, and restart Windows.

If none of the above suggestions fix the problem and if the error message still occurs, you might have a hardware failure. Call the HP Customer Support Center.

Click here  for information on getting help from HP.



Build tag spacer 9

Build tag spacer 2

No page came out of the printer



Check the printer setup

Wrong printer selected?

Check to make sure your HP DeskJet printer is selected as the current or default printer.

Click here  [HEWLETT
PACKARD](#) to check and set this now.

Click here  [HEWLETT
PACKARD](#) if the default printer setting is correct.

Paper loaded in the wrong tray?

The paper might be in the wrong tray. Make sure the paper is in the bottom (IN) tray.



Build_Tag_Spacer_10

Build tag spacer

What's wrong?



Possible causes

Fonts used incorrectly in the document?

Make sure you correctly apply the font you've chosen. (For example, in a paint program place the words in the desired size; don't enlarge by dragging and sizing.)

Is the font available on your computer?

The fonts used in the document might not match the fonts currently available in your Windows system. Or the type of font used is not designed to be printed. See if the font that is printing incorrectly is available in your software program's font selection box, and see if it is a TrueType  font.

Wrong printer selected?

Check to make sure the HP DeskJet printer is selected as the current or default printer.

Click here  [HEWLETT PACKARD](#) to check and set this now.

None of the above solutions worked?

Click here  [HEWLETT PACKARD](#) if none of these suggestions worked.

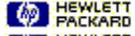


Build tag spacer

Incorrect Printer



To solve this problem, try the following:



If you have a printer switch box, select the HP DeskJet printer.



Make sure the HP DeskJet printer is selected as the current or default printer.

Click here  to check and set this now.



Reinstall the software that came with your printer.



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Not Enough or Low Memory



The printer driver uses system memory (RAM) to process information while printing. Your system currently does not have enough memory available to print this document.

To free up memory, try the following:



Close programs that are currently running. (This includes programs that run in the background, such as screen savers.)

All software programs must share your computer's memory while running. While holding down the ALT key, repeatedly press the TAB key to page through the currently running programs. Release the ALT key to bring a program to the front in order to close it.



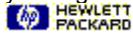
Try printing your document using the EconoFast and Print In Grayscale settings.



Click here  for instructions on changing print settings.



If this error occurs frequently and if you encounter memory problems while using other programs, you might need to add more memory to your computer.



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Unable to detect two-way communication



The printer communication test was unable to detect a two-way communication with your printer. This means that the connection between your printer and computer does not allow the printer to report important information back to the computer.

When full communication is not available, some of the printer's features are no longer automatic and a number of specific popup messages are not able to be displayed. The messages that cannot display offer valuable help when printing is interrupted for a reason the printer detects.

To correct this problem, do the following:



Make sure the printer cable you are using is designed for two-way communication.

Use a printer cable that supports bi-directional communication (IEEE-1284 compliant) and that you know for sure is working correctly.



Make sure the printer cable is firmly connected to the printer and computer.



Make sure that Fast Printing Direct To Port is selected in the Connect dialog box located in the Printers Control Panel.

Click here  to open the Printers dialog box, and then click Connect to check this now.



If you are using a switch box, your switch box might not support two-way communication, or another device might be using the status lines.

Try connecting your printer directly to the computer.

If this printer communication test still cannot establish two-way communication:

If none of the above solutions worked, your computer or switch box might not have the hardware required to support two-way communication. Follow the instructions below:



You can disable two-way communication between your printer and computer, preventing messages related to this problem from popping up:

Clear the Bi-directional Communication checkbox in the HP DeskJet Configuration program, and then click OK. Disabling this feature will limit the printer's ability to report problems and status, and might also cause some communication conflicts that interrupt print jobs.

Click here  to run the HP DeskJet Configuration program.



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Two-way communication

Two-way communication between your printer and your computer lets your printer send status and error information to your computer. To establish two-way communication (also known as bi-directional communication), a high-quality parallel cable, such as an IEEE-1284 compliant cable, is required.

Book

Prints using both sides of the page, with the binding along one side of the book. Selecting portrait or landscape page orientation determines the book's edge.

Two-sided printing requires that you manually reinsert the stack of paper into the IN tray. Follow the on-screen instructions for reinserting paper.

Collate

To print a multiple page document in order, from last page to first. When printing multiple copies, each copy is printed completely, in order, before printing the next copy.

ColorSmart technology

The HP ColorSmart technology within the HP print settings dialog box analyzes your documents and automatically adjusts the color settings to produce the best possible color output. Although ColorSmart will provide you with the best print quality, you can manually override the settings at any time by selecting the Manual option on the Setup tab of the HP print settings dialog box.

Continuous (banner) paper

Paper provided in continuous form, also called computer paper and Z-fold paper. It is usually perforated so that it can be separated into individual sheets.

Cut-sheet paper

Standard office, copy, or printer paper pre-cut into individual sheets.

Default printer

The printer that is used if you choose the Print command without first specifying which printer you want to use with an application. It should be the printer you use most often.

Even-numbered pages

Pages with even numbers, usually the left-hand pages in a book.

Font

A font is a collection of typefaces or styles used to give your text a particular look. See also [TrueType font](#).

Grayscale

A grayscale consists of shades of gray, from white to black. When a color document is printed on a black-and-white printer, colors are converted to and represented by their grayscale equivalents.

HP DeskJet Toolbox

The HP DeskJet Toolbox provides access to the information you need to use your printer, including procedures for basic printer tasks, step-by-step problem solving for common printing problems, printer status information, and printer functions, such as printing test pages and aligning print cartridges.

HP print settings dialog box

The HP print settings dialog box allows you to access printer features from a software program, such as a word-processing or graphics program. You use the HP print settings dialog box to select print quality, page orientation, paper type, paper size, and ColorSmart options.

Media

The paper or other material on which you are printing. Paper, transparencies, labels, and envelopes are examples of media.

Odd-numbered pages

Pages with odd numbers, usually the right-hand pages in a book.

Orientation or page orientation

The direction in which information is printed on a page. Choose Portrait orientation to print across the width of the page, letter style. Choose Landscape orientation to print across the length of the page, spreadsheet style.

Printer Services

Printer Services provide print status information and access to printer functions, such as printing test pages, diagnostic testing, or aligning print cartridges.

Release Notes

This document contains information about known software conflicts and other information that is not included in the manuals or online help.

Self-test page

You can print a self-test page to verify that the printer is working properly and that the cable connection meets minimum standards. You print a self-test page from the Printer Services tab of the HP DeskJet Toolbox.

Tablet

Prints using both sides of the page, with the binding along the top of the pages. This option reverses the back side of the page so that the pages can be read calendar-style.

Two-sided printing requires that you manually reinsert the stack into the IN tray. Follow the on-screen instructions for reinserting paper.

TrueType font

TrueType is a technology that can create fonts of any size from a basic font outline. TrueType fonts are scaleable. They can be scaled at any time for use on the computer screen or the printer. This is the standard font-scaling technology in Windows.

Connected to a network

When your printer is shared by two or more computer systems through a network connection, it is connected to a network. When the printer is shared using a switchbox, the printer is *not* connected to a network, but is manually switched from one computer to another.

