

Help Index

This help file provides information on the topics listed below. Use the scroll bar to see index entries not currently visible in the Help window. Some print options shown here may not apply to your printer model.

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

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

Help Topics

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Automatic (Available only with color printer models)

Use the Automatic Printout mode to get the best quality printout. This is the recommended setting for all documents. Automatic uses HP's ColorSmart technology to automatically select the best printout mode settings for your documents. Use Automatic mode for both graphics and text.

In Automatic mode, ColorSmart analyzes the document you are printing and automatically selects the Halftoning, Intensity, and Color Control Options settings to provide the best quality printout of your document. Automatic is the default mode for color printer models and provides the best results for most documents.

The Options button is disabled in Automatic mode. All Option settings are selected by the printer driver.

Cancel

Click the Cancel button in the Printer Setup dialog box to cancel any changes you have made to settings and close the dialog box.

Default

Click the Default button to reset all printer settings to the factory default settings. The factory default settings are listed below:

Printer Setup Dialog

Setting	Default Setting
<u>Printout:</u>	Automatic (color printer models), Black Text (black-only printer models)
<u>Orientation:</u>	Portrait
<u>Print Quality:</u>	Normal
<u>Media:</u>	Plain Paper
<u>Media Size:</u>	Letter (in US), A4 (in Europe)

Options Dialog

The default settings for Options dialog box settings (Intensity, Halftoning, and Color Control) are dependent on the Printout mode you have selected. See the [Default](#) topic in the Options dialog help for more information on options defaults.

EconoMode

The HP DeskJet 520 and 560C printers have an ink saving mode for black printing. To print using less black ink with the HP DeskJet 520 and 560C printers, select Fast Print Quality mode and then press the EconoMode button on the printer control panel.

Media

Select the Media type you will use from the following:

Type	Description
Plain Paper	Use for bond or photocopy paper and envelopes. This is the only media type available with the HP DeskJet 500, HP DeskJet Plus, and HP DeskJet printer models.
Note: The following media types are not available with the HP DeskJet 500, HP DeskJet PLUS, and HP DeskJet printer models:	
Transparency	Use for color and black printing on HP LX JetSeries Transparency Film. If you are printing more than one transparency at a time, the printer automatically allows several minutes between transparencies for them to dry.
Transparency (Extra Dry Time)	Use to stop printing after each transparency when you are printing more than one transparency 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	Use for color and black printing on HP LX JetSeries 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 (Extra Dry Time)	Use to stop printing after each page when you are printing more than one page 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 glossy pages may smudge if not allowed time to dry.
HP Special Paper	Use for HP CX JetSeries CutSheet Paper to enhance color output. (Setting available only with color printer models)

See the documentation that came with your printer for information on selecting media for your printer.

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)
Executive	7 1/4 in. x 10 1/2 in. (US executive letter)
A4	210 mm x 297 mm (European letter)
No. 10 Envelope	4 1/8 in. x 9 1/2 in. (US No. 10 envelope)
DL Envelope	220 mm x 110 mm (European DL envelope)

Note: Executive letter size and DL envelopes are available for use with the HP DeskJet 510, 520, 550C, and 560C printers only.

Envelope Orientation

The HP DeskJet 500 Series Printer Driver automatically selects the correct Orientation when you select an envelope media size. The Orientation controls in the Printer Setup dialog box are disabled. You may need to select printing orientation in your software application.

Some applications use a print setup dialog provided by Windows to select common printer settings. This dialog will not automatically default to the correct orientation for envelopes. If the Orientation settings are not disabled (grayed out) when you select envelopes, you must manually select the correct orientation in the Print Setup dialog box.

Select Landscape orientation for the HP DeskJet 510, 520, 550C, and 560C printer models. Select Portrait orientation for other HP DeskJet 500 Series printer models.

See the documentation that came with your printer for information on loading envelopes into your printer.

Options

Click the Options button in the Printer Setup dialog box to select Intensity settings, Halftoning methods, and Color Options (HP DeskJet 500C, 550C and 560C printers). Click the Help button in the options dialog box for more information on Options settings.

Note: When Automatic or Black Text Printout mode is selected, the Options dialog box is disabled.

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).

Envelope Orientation

The HP DeskJet 500 Series Printer Driver automatically selects the correct Orientation when you select an envelope media size. The Orientation controls in the Printer Setup dialog box are disabled. You may need to select printing orientation in your software application.

Some applications use a print setup dialog provided by Windows to select common printer settings. This dialog will not automatically default to the correct orientation for envelopes. If the Orientation settings are not disabled (grayed out) when you select envelopes, you must manually select the correct orientation in the Print Setup dialog box.

Select Landscape orientation for the HP DeskJet 510, 520, 550C, and 560C printer models. Select Portrait orientation for other HP DeskJet 500 Series printer models.

See the documentation that came with your printer for information on loading envelopes into your printer.

Print Quality

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

Normal	Letter quality printing. Normal is the default setting for most Media.
Presentation	Highest quality printing. This mode prints slower than Normal mode for most documents.
Fast	Fast printing. This mode provides quicker return-to-application time for the HP DeskJet 520 and 560C printers. For printing drafts of color documents (on color printer models), you may wish to select Fast with a Printout mode which prints using the black print cartridge. This will usually print faster, using <u>grayscale</u> instead of color. For fastest printing, you can print with Black Text which prints images in black and white.

Printer Resolution

The following table lists the printer resolution in dpi for the different print quality modes.

Printer Model	Printer Resolution (dpi)		
	Normal	Presentation	Fast
HP DeskJet 560C	600x300 black 300x300 color	600x300 black 300x300 color	300x300 black 300x300 dpi color 150x300 <u>EconoMode</u>
HP DeskJet 550C	300x300 black	300x300 black	150x300 black
HP DeskJet 500C	300x300 color	300x300 color	300x300 color
HP DeskJet 520	600x300 black	600x300 black	300x300 black 150x300 <u>EconoMode</u>
HP DeskJet 510	300x300	300x300	150x300
HP DeskJet 500 HP DeskJet Plus HP DeskJet	300x300	300x300	150x300

Printing Status

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

Printout The Printout mode for the document that is currently printing.

Page Number The page that is currently printing.

% Complete Percentage complete of the page that is currently being processed.

An animated activity symbol indicates that the computer is processing information.

Printout

Select the Printout mode you will use from the following:

- Automatic** Use the Automatic Printout mode to get the best quality printout. This is the recommended setting for all documents. Automatic uses HP's ColorSmart technology to automatically select the best printout mode settings for your documents. Use Automatic mode for both graphics and text. **(Available only with color printer models)**
- In Automatic mode, ColorSmart analyzes the document you are printing and automatically selects the Halftoning, Intensity, and Color Control Options settings to provide the best quality printout of your document. Automatic is the default mode for color printer models and provides the best results for most documents.
- The Options button is disabled in Automatic mode. All Option settings are selected by the printer driver.
- Black Text** Use for documents that contain only black text, such as letters. Black Text is the default mode for black-only printer models.
- In Black Text mode, the Options button is disabled and the printer driver optimizes the Option settings for black text.
- Color Graphics** Use for documents that contain solid graphics to be printed in color, such as business graphs and charts. **(Available only with color printer models)**
- Color Photo** Use for documents that contain complex graphics to be printed in color, such as scanned images and photographs. **(Available only with color printer models)**
- Grayscale** Use for documents that contain solid graphics, such as business graphs and charts, to be printed in gray tones.
- For grayscale printing of color images, use grayscale mode. With grayscale imaging, different colors and saturation levels of color are represented as different shades of gray.

Problem Solving

This topic covers common printer problems and suggests solutions. If your printer is not operating properly, select the topic from the following list that describes your printer's problem and follow the suggestions.

Note: If your printer's problem is not covered here or you need additional help, see the problem solving sections of the documentation that came with your printer for more detailed troubleshooting information. See the README.TXT file on your HP DeskJet 500 Series Printer Software Disk for information on known problems with software applications. Also see the documentation that came with your software application.

Print Quality Problems

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Color Print Quality Problems (HP DeskJet 500C, 550C, and 560C printers)

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Other Problems

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Bands of light and dark color appear in the printout

Cause

Sometimes the printer can print information faster than the computer can send it. When the printer is waiting for information, the print cartridge pauses and a banding effect may occur.

Solution

Select Presentation in the Print Quality option, and print your document. If the results are unsatisfactory, print your document to a file in Windows, and copy the file to the printer in DOS.

- 1.** Open the **Main** group window, the **Control Panel**, and the **Printers** icon.
- 2.** Click **Connect**.
- 3.** Click **FILE** in the Ports list box to direct printing to a print file, then click **OK**.
- 4.** Close the Printers dialog box, then close the Control Panel.
- 5.** Choose Print in your application
- 6.** Click OK in the Print dialog box, type your file name and location in the Print to File dialog box (C:\REPORTS\QUARTER1 for example).
- 7.** Exit Windows and return to the DOS prompt (C:\ for example).
- 8.** Change to the directory where your file is located (C:\REPORTS for example).
- 9.** Type COPY \B QUARTER1 *port*: "Port" is the port to which you connected your printer (LPT1 or COM1 for example).

Black areas appear green in color printout (HP DeskJet 500C only)

Cause

The wrong Halftoning mode is being used.

Solution

Select Automatic Printout mode.

Select Color Photo Printout mode with any Halftoning mode,

Select Presentation print quality.

Use HP Special Paper.

Black ink is mixing with color ink (HP DeskJet 550C and 560C printers only)

Cause

Printer settings need adjustment.

Solution

Try making the following changes in the sequence in which they are listed. Try each one before adding the next:

- 1.** Use Presentation Print Quality mode.
- 2.** Use Color Photo Printout mode.
- 3.** Try printing on a higher quality media.

Colors appear washed out

Cause

The Intensity slider in the Options dialog box is set too low.

Empty or clogged print cartridge.

Solution

Select Automatic Printout in the Printer Setup dialog box or move the Intensity slider to the right to increase the amount of ink used.

Clean or replace the print cartridge. See the documentation that came with your printer for more information.

Colors in printed output are not what you expect

Cause

Intensity settings may cause changes in color hue.

Wrong Color Control setting is selected.

Solution

Select Automatic Printout in the Printer Setup dialog box or readjust the Intensity slider in the Option dialog box.

Select a different Color Control Setting.

Misaligned text or white spaces in graphics (HP DeskJet 550C and 560C printers only)

Cause

Print cartridges are out of alignment.

Solution

See the instructions for aligning the print cartridges in the documentation that came with your printer.

Printed colors don't match screen colors

Cause

Color settings need adjustment.

In Match Screen mode, printed results may not be what you anticipate. For example, what may be a greenish-yellow color on your screen may print out as yellow with specks of green.

Solution

Select Automatic Printout in the Printer Setup dialog box or select Match Screen in the Options dialog box.

Review your printed results to determine whether using this feature is appropriate for your desired output. Try using different color settings.

Documents print with differences in line length and character spacing from screen

Cause

Printer font and screen font do not match.

Solution

Reformat your document with scalable fonts in your application.

Documents print in incorrect orientation

Cause

Printer Setup settings differ from your software application settings.

Solution

Select the Orientation in your software application that matches the Orientation selection in the Printer Setup dialog box. Software application settings override Printer Setup settings.

Print is faint

Cause

The Intensity slider in the Options dialog box is set too low.

Fast Print Quality mode is selected.

Empty or clogged print cartridge.

Solution

Select Automatic Printout in the Printer Setup dialog box. (color printer models only)

Move the slider to the right to increase the amount of ink used.

Select Normal Print Quality mode in the Printer Setup dialog box.

Clean or replace the print cartridge. See the documentation that came with your printer for more information.

Print is fuzzy

Cause

The Intensity slider in the Options dialog box may be set too high.

Media may be affecting print quality

The print side of the media is not being used.

Solution

Select Automatic Printout in the Printer Setup dialog box. (color printer models only)

Move the slider to the left to decrease the amount of ink used.

Change the type of media you are using. See the documentation that came with your printer for media information.

Turn over the media in the IN tray.

Envelopes do not advance into the printer

Cause

Media Size settings are incorrect.

Envelopes are incorrectly loaded

Solution

Select an Envelope size from the Media Size selections in the Printer Setup dialog box and then select Print through your software application.

See the documentation that came with your printer for information on loading envelopes into the printer.

**Printer ejects envelope before printing
(HP DeskJet 500, 500C, and earlier model printers)**

Cause

Microsoft Windows sends a page eject command to the printer before printing.

Solution

Enter the Print command before loading an envelope. When the Ready indicator starts blinking, load the envelope and press the Envelope button. Then press the Status (Ready) button.

Ink is smearing or paper is wrinkling

Cause

Too much ink is on the page.

Media selection is inappropriate.

Solution

Select Automatic Printout in the Printer Setup dialog box. (color printer models only)

Move the Intensity slider in the Options dialog box to the left to decrease the amount of ink used.

Try another type of media. See the documentation that came with your printer for information on selecting media.

Alert messages such as "Not enough memory to print" are displayed

Cause

System memory problems.

Solution

Close all other applications.

Exit all applications and Windows. Restart Windows, then restart only the application you need.

Purchase more RAM for your computer.

Printing is slow

Cause

System memory problems.

Presentation Print Quality mode is selected.

Transparency or HP Glossy Paper Media Type is selected.

Solution

Close all other applications.

Exit all applications and Windows. Restart Windows, then restart only the application you need.

Purchase more RAM for your computer.

Presentation mode prints slower than normal mode. Slower printing is normal for this mode.

The printer driver has drying times built-in for Transparency and HP Glossy Paper media types. Slower printing is normal for these modes.

printer driver

The software program that controls the printer and allows 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.

Orientation

Orientation refers to the direction of print on the media. Printing across the width of the media is known as portrait orientation. Printing across the length of the media is known as landscape orientation

Grayscale

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

dpi

Dots per inch. DPI describes the number of ink dots printed within one inch (horizontal x vertical). For example, 600x300 dpi is 600 dots across x 300 dots down.

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Help Topics

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Color Control

The topics described here apply to color printing only.

Match Screen

Match Screen adjusts printed colors to provide the best match in appearance to your screen using clear and vivid colors.

Recommended for:

- o Complex color graphics such as scanned images, photographs, and complex computer generated artwork.

Vivid Color

Use this setting to print clear and vivid colors for simple colored graphics such as graphs and business charts.

Recommended for::

- o Simple, solid color graphics such as charts and graphs that require bright colors.
- o Applications supporting basic 8 colors (black, white, red, green, blue, cyan, yellow, and magenta.).

Halftoning

The halftoning method you choose determines how the dots are arranged to create a printed page using one of the following imaging methods. The HP DeskJet 500 Series Printer Driver for Microsoft Windows provides three halftoning methods; pattern, scatter, and cluster.

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

Method	Definition	Recommended Use	Speed
Pattern			
<i>Color Printing</i> (Color printer models only)	Uniform distribution of ink. Sometimes produces noticeable geometric patterns in area fills.	Color text. Line graphic images Free-hand images. "Clip art" images. Business graphics.	Fast/Medium.
<i>Grayscale Printing</i> without (All printer models)	Medium.	Same as above. Grayscale.	Same as above color text.
Scatter			
<i>Color Printing</i> (Color printer models only)	Uses an algorithm to produce the appearance of a random distribution of ink.	Scanned images.	Complex graphic "Photographic"
<i>Grayscale Printing</i> (All printer models)	Medium.	Same as above. Grayscale.	Same as above.
Cluster			
<i>Color Printing</i> (Color printer models only)	Clusters dots of ink.	Photographic images. Documents to be photocopied.	Medium.
<i>Grayscale Printing</i> (All printer models)	Medium	Same as above. Grayscale.	Same as above.

Note: When using Pattern halftoning and printing color pages, composite black or some colors may not always be optimal. Switching to either Cluster or Scatter halftoning may alleviate this problem.

Composite black may improve when either the Presentation Print Quality setting or HP Special Paper Media type is selected.

Intensity

Intensity selections control the amount of ink that is printed on the page. To produce lighter images, move the slider to the left. To produce darker images, move the slider to the right.

- 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.

Default

Default resets all controls of the Options dialog to the default values of the Printout mode selected in the Printer Setup dialog. The defaults for the different printout modes are listed in the following table:

Printout Mode	Halftoning	Intensity	Color Control
Automatic Automatically selected	Automatically selected		Automatically selected
Black Text	Option not available	Option not available	Option not available
Grayscale	Scatter	Medium	Option not available
Color Graphics	Pattern	Medium	Vivid Color
Color Photo	Scatter	Medium	Match Screen

Note: In Automatic mode, the printer driver analyzes the document you are printing and automatically selects the Halftoning, Intensity, and Color Control Options settings to provide the best quality printout based on the contents of your document. The Options button is disabled in Automatic mode because all Option settings are selected by the printer driver.

In Black Text mode, the Options button is disabled and the printer driver optimizes the Option settings for black text.

The Color Control Option button is not available with black-only printer models..

hue

Color or the gradation of color. Colors are named by hue: red, blue, green, etc.

pattern

A halftoning method used by the HP DeskJet 500 Series Printer Driver for Microsoft Windows where dots of ink are blended (dithered) into geometric patterns, then printed on the page to produce grayscale shades or millions of colors.

scatter

A halftoning method used by the HP DeskJet 500 Series Printer Driver for Microsoft Windows where dots of ink are blended (dithered) in random manner, then printed on a page to produce grayscale shades or millions of colors.

cluster

A halftoning method used by the HP DeskJet 500 Series Printer Driver for Microsoft Windows where clustered dots of ink are blended (dithered) to produce grayscale shades or millions of colors.

halftoning (also called dithering)

The method by which dots from the print cartridge are combined on the page to produce millions of colors or grayscale shades. The HP Deskjet 500 Series Printer Driver for Microsoft Windows uses Pattern, Cluster, or Scatter halftoning methods.

composite black

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.

