Dell™ AIO Printer A940 User's Guide

Click the links to the left for information on the features and operation of your printer. For information on other documentation included with your printer, see Finding information.

To order ink or supplies from Dell:

1. Double-click the icon on your desktop.

2. Visit Dell's cartridge ordering Web site:
    - www.dell.com/supplies
    - www.dell.euro.com/supplies

    You can also order Dell printer supplies by phone.

    For best service, have your Dell printer Service Tag available.

    For help, locating your Service Tag number, see Express Service Code and Service Tag number.

Notes, Notices, and Cautions

NOTE: A NOTE indicates important information that helps you make better use of your computer.

NOTICE: A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.

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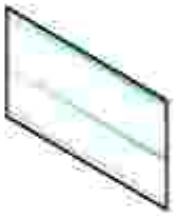
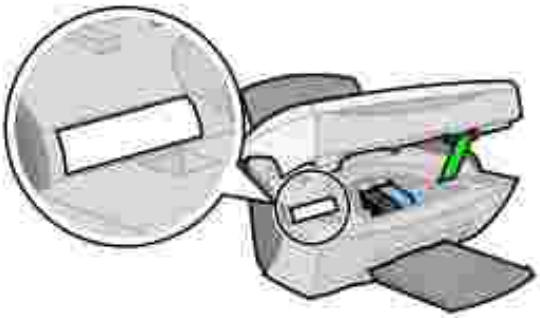
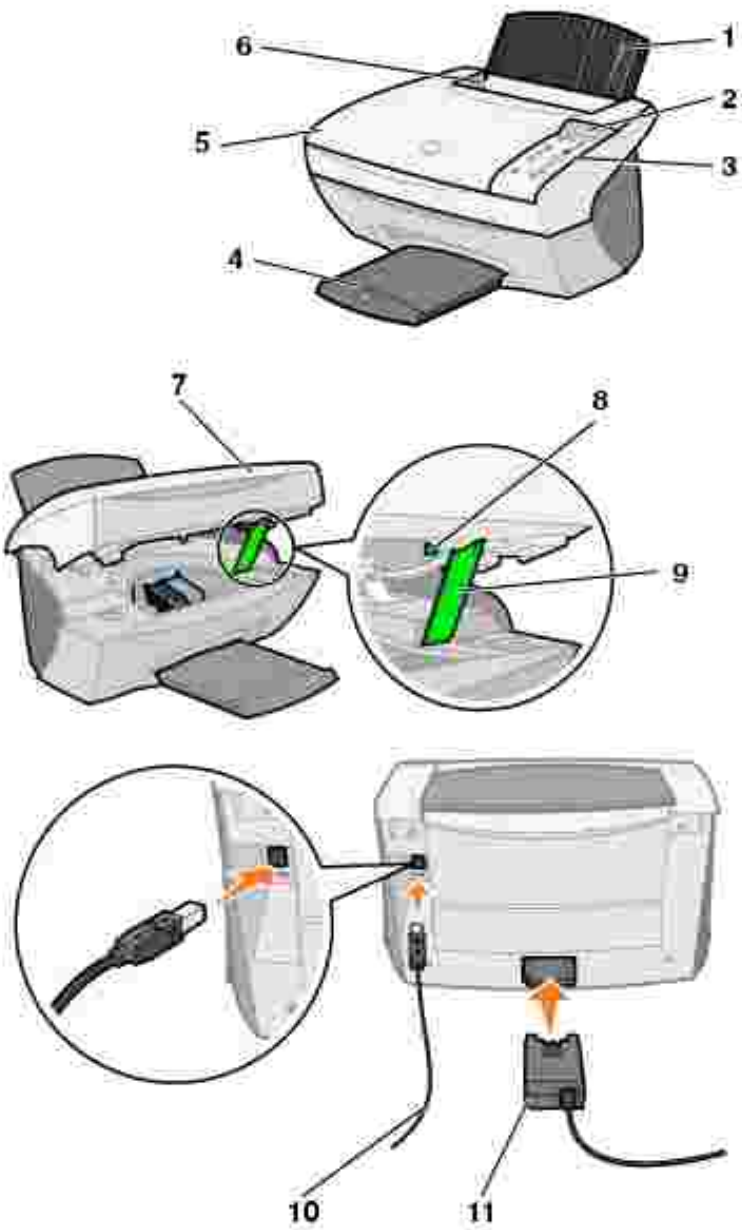
Finding information

Refer to:	When you need help with:
Setup diagram 	This document contains complete setup information.
Drivers and Utilities CD 	The *Drivers and Utilities CD* contains drivers for your AIO printer. Documentation and drivers are already installed on your printer when shipped from Dell. You can use the CD to uninstall/reinstall drivers or access your documentation. Readme files may be included on your CD to provide last-minute updates about technical changes to your printer or advanced technical reference material for experienced users or technicians.
Owner's Manual 	This document contains information about: • Basic usage • Scanning, printing, copying, and faxing • Creative projects • Ink cartridge ordering information • Setup troubleshooting • General troubleshooting
Express Service Code and Service Tag number 	Express Service Code and Service Tag number This label is located on your printer.

	
Dell Support Website	The Dell Support Website provides several online tools, including: • Solutions - Troubleshooting hints and tips, articles from technicians, and online courses • Upgrades - Upgrade information for components, such as memory • Customer Care - Contact information, order status, warranty, and repair information • Downloads - Drivers • Reference - Printer documentation and product specifications You can access Dell Support at support.dell.com. Select your region on the WELCOME TO DELL SUPPORT page, and fill in the requested details to access help tools and information.

Understanding your printer



	Use the:	When you want to:
1	Paper support	Load paper in the All-In-One.
2	Display	Check the status of the All-In-One.
3	Operator panel	Operate your All-In-One (attached to a computer or unattached). Your operator panel has a FAX button. In order for the FAX button to function properly: • Your computer must be connected to a data/fax modem. • The data fax modem must be connected to an active analog phone line. • The printer must be connected to the computer with a USB cable. NOTE: You cannot fax with a DSL (digital subscriber line) or cable modem.
4	Paper exit tray	Stack paper as it exits the All-In-One.
5	Top cover	Place an item on or remove an item from the scanner glass.
6	Paper guide	Make sure paper feeds correctly into the All-In-One.
7	Printer (scanner unit)	• Change cartridges. • Unlock the scanner. • Lock the scanner. NOTE: Lift the scanner unit to do these things.
8	Scanner lock	Lock or unlock the scanner. NOTE: Unlock the scanner before use. Lock the scanner if you are moving your All-In-One.
9	Scanner support	Keep the scanner unit open to change cartridges, unlock the scanner, or lock the scanner.
10	USB cable	Connect your All-In-One to a computer.
11	Power supply	Supply power to the All-In-One.

Printer specifications

- Overview
- Physical specifications
- Environmental specifications
- Power consumption and requirements
- Fax mode capabilities
- Print and scan mode capabilities
- Operating system support
- Memory specifications and requirements
- Paper
- Cables

Overview

Base memory	8 MB
Maximum memory	8 MB
Emulation	Host based data stream printing
Connectivity	USB
Duty cycle (average)	3000 pages/month
Duty cycle (maximum)	5000 pages/month
Printer life	36,000 pages or one year (Letter size 5% coverage)

Physical specifications

Physical dimension	240mm (H) x 469mm (W) x 395mm (D) 9.4 in. (H) x 18.5 in. (W) x 15.5 in. (D)
Weight	8.2 kg 18 lb

Environmental specifications

Temperature/Relative Humidity

The recommended temperature and relative humitiy for all conditions	61° to 90° F	40 to 70%

Condition	Temperature	Relative humidity (non-condensing)
Operation	16° to 32° C 61° to 90° F	15 to 85%
Storage	-40° to 60° C -40° to 140° F	10 to 90%
Shipping	-40° to 60° C -40° to 140° F	

Power consumption and requirements

Rated AC Input	100V–240V
Rated Frequency	50/60 Hz
Minimum AC input	100V AC
Maximum AC input	240V AC
Maximum input current	1.5A
Average power consumption • Standby mode Operational mode	15W 35W

Fax mode capabilities

When you scan to fax, your document will scan in at 100 dpi (dots per inch). You can fax both color and black and white documents. You can also fax multiple pages. For help, refer to the *Owner's Manual*.

In order for the FAX button to function properly:

- Your computer must be connected to a data/fax modem.
- The data fax modem must be connected to an active analog phone line.
- The printer must be connected to the computer with a USB cable.

NOTE: You cannot fax with a DSL (digital subscriber line) or cable modem.

Printer and scan mode capabilities

Your Dell AIO Printer A940 can scan from 50 to 19,200 dpi. Even though your All-In-One has this capability, we recommend using the preset resolutions.

Print and scan resolution	dpi	Equivalent print resolution
Quick	150 x 150	600 x 300 dpi
Normal	300 x 300	600 x 600 dpi
Better	600 x 600	1200 x 1200 dpi
Best	600 x 600	4800 x 1200 dpi

Operating system support

The Dell AIO Printer A940 supports:

- Windows XP
- Windows 2000

Memory specifications and requirements

Your operating system must meet the minimum system requirements.

Operating system	Processor speed (Mhz)	RAM (MB)	Hard disk (MB)	Virtual memory (MB)
Windows XP	Pentium 300	128	500	286
Windows 2000	Pentium 200	128	286	286

Paper

Refer to your *Owner's Manual* for information on what paper sizes and types are supported with your Dell AIO Printer A940.

Cables

Your Dell Personal AIO Printer A940 uses a Universal Serial Bus (USB) cable (sold separately).

Troubleshooting

- Transparencies or glossy photo papers stick together
- Transparencies or photo papers contain white lines
- Document prints slowly
- Document prints poorly
- Auto-cropping of scanned image is unsatisfactory
- Edges of copied documents are cut off
- Copied objects appear in a different location on the page
- Fit to Page function is not working properly
- Auto detect is set but not working properly
- Fax function does not work

If your All-In-One has a problem, make sure:

- Your All-In-One is on.
- The scanner is unlocked.
- You removed the stickers and tape from the bottom of the ink cartridges. For help, refer to the Placemat.
- The paper is loaded correctly.
- You installed both of the ink cartridges. The Dell AIO Printer A940 will only work if you have both cartridges installed.

If you experience other problems, refer to your *Owner's Manual.*

Transparencies or glossy photo papers stick together

- Remove each page as it exits the printer and let it dry completely before stacking.
- Use a transparency or photo paper designed for inkjet printers.

Transparencies or photo papers contain white lines

Clean the nozzles. For help, refer to the *Owner's Manual*.

Document prints slowly

- Close applications not in use.
- Select Quick Copy or Normal on the Document/Quality tab of Print Properties, Preferences, or from the All-In-One Center:
    a. Open the Dell All-In-One Center. For help, refer to your *Owner's Manual*.
    b. From the Copy... section, click See More Copy Settings.
    c. From the Copy quality area, select Quick Copy.
- Consider purchasing more RAM (Random Access Memory) for your computer.

NOTE: Photos or documents containing graphics may take longer to print than regular text.

Document prints poorly

If your documents have any of the following problems, see the following instructions to solve the problem.

Vertical, straight lines are not smooth

To improve the print quality of vertical, straight lines in tables, borders, and graphs:

- Select a higher quality from the Document/Quality tab of Print Properties, Preferences, or from the All-In-One Center:
    a. Open the Dell All-In-One Center. For help, refer to your *Owner's Manual*.
    b. From the Copy... section, click See More Copy Settings.
    c. From the Copy quality area, select a higher print quality than what you are currently using.
- Test the cartridge alignment. For help, refer to your *Owner's Manual*.
- Clean the nozzles. For help, refer to your *Owner's Manual*.

Characters are missing or unexpected

Make sure the scanner glass is clean:

1. Dampen a clean, lint-free cloth.
2. Gently wipe the scanner glass.

NOTE: Make sure all ink or corrective fluid on the document is dry before placing the document on the scanner glass.

Print is too dark or smudged

Make sure:

- You let the ink dry completely before handling the paper.
- You select the correct paper type and size in Print Properties, Preferences, or in the All-In-One Center.
- The paper is straight and unwrinkled.
- You select the appropriate quality for the paper type. If you are printing on regular paper, select the Quick Copy setting from the Document/Quality tab of Print Properties, Preferences, or from the All-In-One Center.
- The nozzles are clean. For help, refer to your *Owner's Manual*.

Print quality is poor at the edges of the page

Like other All-In-Ones, your All-In-One cannot print in the extreme left, right, top, or bottom edges of a page. Use these minimum settings:

- Left and right margins:
  - 6.35 mm (0.25 in.) each for all paper sizes except A4
  - 3.37 mm (0.133 in.) each for A4 size paper
- Top margin:
  - 1.7 mm (0.067 in.)
- Bottom margin:
  - 16.51 mm (0.65 in.)

Colors are faded or not printing completely

- Use a different color setting.
- Use a different brand of paper. Every paper brand accepts ink differently and prints with slight color variations.
- Clean the nozzles. For help, refer to your *Owner's Manual*.
- An ink cartridge may be out of or low on ink.

  To check the ink levels from the operator panel:

  a. Press Options until Cartridges displays.

  b. Press + until Ink Levels displays.

c. Press Select.

d. Press one of the arrow buttons:

- To check the ink level in the black cartridge, choose Black Ink.
- To check the ink level in the color cartridge, choose Color Ink.

e. Press Cancel to return to Normal quality.

To check the ink levels from the Dell Printer Solution Center, refer to your *Owner's Manual*.

Auto-cropping of scanned image is unsatisfactory

First, try cleaning the scanner glass. If that does not work, you can either turn the auto cropping feature off or adjust how the image is cropped.

To clean the scanner glass:

1. Dampen a clean, lint-free cloth.
2. Gently wipe the scanner glass.

NOTE: Make sure all ink or corrective fluid on the document is dry before placing the document on the scanner glass.

To turn the feature off for your next scan:

1. Open the Dell All-In-One Center. For help, refer to your *Owner's Manual*.

   The All-In-One Main Page appears.
2. From the Scan... section, click See More Scan Settings.
3. From the What is being scanned? option, select anything but Photo.

Or

1. Open the Dell All-In-One Center. For help, refer to your *Owner's Manual*.

   The All-In-One Main Page appears.
2. From the Scan... section, click See More Scan Settings.

3. Click Display Advanced Scan Settings.
4. Click the Scan tab.
5. Click Select area to be scanned, and then select a size from the drop-down menu.
6. Click OK.

To adjust the auto-cropping:

1. Open the Dell All-In-One Center. For help, refer to your *Owner's Manual*.

   The All-In-One Main Page appears.
2. From the Scan... section, click See More Scan Settings.
3. Click Display Advanced Scan Settings.
4. Click the Scan tab.
5. Select Auto-crop the scanned item.
6. Slide the bar to the left to crop less or to the right to crop more.
7. Click OK.

To adjust cropping manually:

1. Open the Dell All-In-One Center. For help, refer to your *Owner's Manual*.

   The All-In-One Main Page appears.
2. Click Preview Now to view your scanned image.
3. To resize and crop the image, drag the box around the image in the preview area until the size is satisfactory for your scan.

Edges of copied documents are cut off

If you are using your All-In-One without it being attached to a computer and scanning a document that is getting cut off on the edges:

1. Move the document to a different place on the glass.
2. On the operator panel, press the Reduce/Enlarge button repeatedly until Fit to Page appears.
3. Press Select.

If you are using your All-In-One attached to a computer:

1. Move the document to a different place on the glass.
2. From the software, select a copy setting with autocrop on (Color Photo or Black and White Photo) to make sure that autocrop finds the object and prints it completely.

NOTE: When autocrop is on, the object (wherever it is placed on the glass) will be printed in the upper left corner of the page. This may make your copy look different from the original.

Copied objects appear in a different location on the page

This will only happen if your All-In-One is attached to a computer. When the default for auto crop (Color Photo) is on for copying, any object found on the scanner glass will be positioned at the top left corner of the page.

To fix this:

1. Open the Dell All-In-One Center. For help, refer to your *Owner's Manual*.
2. From the Copy... section, select Color Document or Black and White Document (these settings have auto crop turned off).

Fit to Page function is not working properly

1. On the operator panel, press Options until Original Size displays.
2. Make sure the default, Auto Detect, is selected.
3. Press Select.
4. On the operator panel, press Reduce/Enlarge repeatedly until Fit to Page appears.
5. Press Select.
6. On the operator panel, press Options until Blank Paper Size appears.
7. Press + until your blank paper size is displayed.
8. Press Select.

The scanner will pre-scan to determine the size of the original, and then fit it onto the specified Blank Paper Size and begin scanning to perform the copy.

Auto detect is set but not working properly

- Make sure the glass is clean.
- Turn off Auto Detect and specify the size of the original.

Fax function does not work

In order for the FAX button to function properly:

- Your computer must be connected to a data/fax modem.
- The data fax modem must be connected to an active analog phone line.
- The printer must be connected to the computer with a USB cable.
- The memory may be full. Wait until the faxes in memory have been sent, and then send the current fax again.

NOTE: You cannot fax with a DSL (digital subscriber line) or cable modem.
See "Faxing" in your *Owner's Manual* for more information.

Appendix

- Dell technical support policy
- Contacting Dell
- Warranty and return policy

Dell technical support policy

Technician-assisted technical support requires the cooperation and participation of the customer in the troubleshooting process and provides for restoration of the Operating System, application software and hardware drivers to the original default configuration as shipped from Dell, as well as the verification of appropriate functionality of the computer unit and all Dell-installed hardware. In addition to this technician assisted technical support, online technical support is available at Dell Support. Additional technical support options may be available for purchase.

Dell provides limited technical support for the printer and any Dell-installed software and peripherals. Support for third-party software and peripherals is provided by the original manufacturer, including those purchased and/or installed through Software & Peripherals (DellWare), ReadyWare, and Custom Factory Integration (CFI/DellPlus).

Contacting Dell

You can access Dell Support at support.dell.com. Select your region on the WELCOME TO DELL SUPPORT page, and fill in the requested details to access help tools and information.

You can contact Dell electronically using the following addresses:

- World Wide Web
  www.dell.com/
  www.dell.com/ap/ (for Asian/Pacific countries only)
  www.euro.dell.com (for Europe only)
  www.dell.com/la/ (for Latin American countries)

- Anonymous file transfer protocol (FTP)
  ftp.dell.com/
  Log in as user: anonymous, and use your e-mail address as your password.

- Electronic Support Service
  mobile_support@us.dell.com
  support@us.dell.com
  apsupport@dell.com (for Asian/Pacific countries only)
  support.euro.dell.com (for Europe only)

- Electronic Quote Service
  sales@dell.com
  apmarketing@dell.com (for Asian/Pacific countries only)

- Electronic Information Service
  info@dell.com

Warranty and return policy

Dell Computer corporation ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. For information about the Dell warranty for your printer, refer to your *Owner's Manual*.