HP Customer Care

Thank you for buying an HP DeskJet printer. Because HP wants owning your printer to be a trouble-free experience, we back your purchase with HP Customer Care—award-winning service and support that includes:

HP Customer Care Online

Click your way to a quick solution!
http://www.hp.com/support/home_products is a great place to start for answers to questions about your HP DeskJet printer—24 hours a day, seven days a week.

HP Customer Care User Forums

Go online, anytime, and you will also find helpful user forums—a great source of ideas and suggestions for using your HP DeskJet printer. You can access the user forums directly from **http://www.hp.com/support/home_products**.

HP Customer Care by Phone

Call us direct and connect with a service technician who specializes in your product and who can typically answer your questions in one phone call. See page 46 in this *User's Guide* for phone numbers.

HP DeskJet Printer
User's Guide for Macintosh

970C Series

English

HEWLETT®
PACKARD

Expanding Possibilities

Table of Contents

Table of Contents

Introduction

Thank You For Buying an HP DeskJet Printer!

Here's what comes in the box. If something is missing, talk to your HP dealer or call HP Customer Care. (See "HP Customer Care by Phone" on page 46 for the appropriate telephone number.)

Printer

Documents about your printer

Automatic Two-Sided Printing Module

Printer software

Black print cartridge

MacOS Quick Start

Color print cartridge

Quick Start poster

Power cord
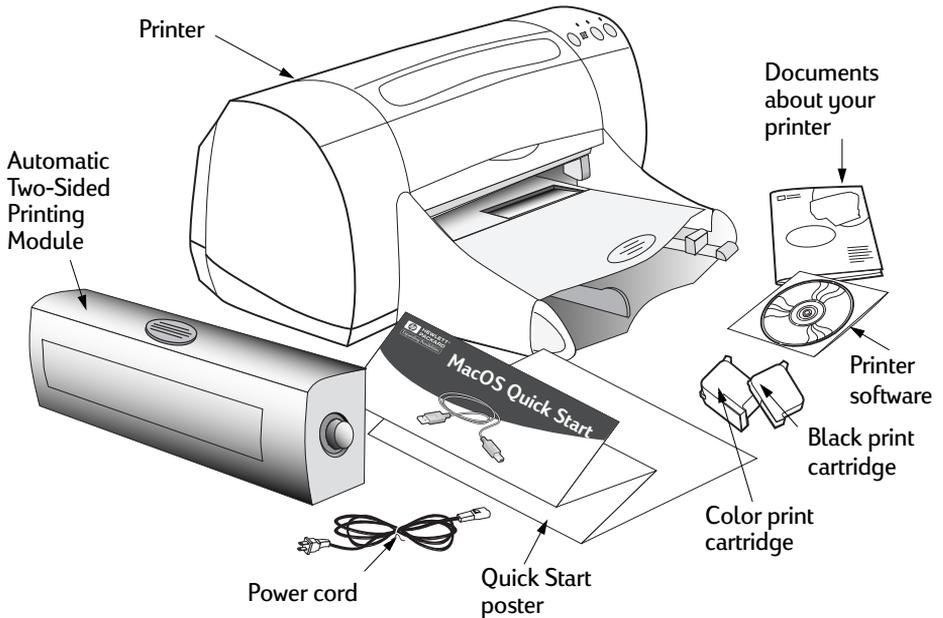
Note: You will need to buy a USB-to-USB printer cable, or an HP JetDirect 300X External Print Server, to connect your HP DeskJet printer to your computer. See page 47 for ordering information.

Special Features of Your HP DeskJet Printer

Your new HP DeskJet printer is equipped with special features that improve print quality, giving you a competitive edge:

Exceptional print quality

- Stunning photo quality through HP's Color Layering Technology
- Laser-quality black text
- Excellent print quality on plain paper

Uncompromising performance

- Print speeds of up to 12 pages per minute for black text and 10 pages per minute for text with color graphics
- Efficient, fast photo image printing

Features that expand your printing possibilities

- Innovative, easy-to-use Automatic Two-Sided Printing
- Large capacity paper tray that holds up to 150 sheets
- Network-capable (supports HP JetDirect 300X External Print Server)

Finding More Information

This *User's Guide* shows you how to operate your printer. For more information:

- Use the *Quick Start Poster* for installation.
- Turn on balloon help in the **Help** menu. Move your cursor over any print setting to view an explanation.
- Visit the HP web site on the Internet at **http://www.hp.com/support/home_products** or **http://www.hp.com** for the latest product information, troubleshooting, and printer software updates.

1 Using Your Printer

Buttons and Lights

The buttons on the front of your HP DeskJet printer enable you to turn the printer on and off, cancel a print job, or resume printing. The lights provide you with visual cues about the state of your printer. The buttons and lights from left to right are:

Cancel Button – Press this button to cancel the current print job in the printer.

Print Cartridge Status Light – When lit, the light above this symbol indicates that you need to check the status of your print cartridges. See "Print Cartridge Status" on page 29.

Resume Button and Light – Whenever the light above the Resume Button flashes, press the Resume Button to continue printing.

Power Button and Light – Use the Power Button to turn the printer on and off. The green light above the Power Button flashes when the printer is processing information.
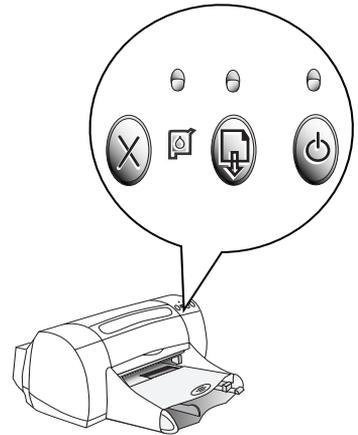
Warning Use only the Power Button on the front of the printer to turn the printer on and off. Using a power strip, surge protector, or a wall-mounted switch to turn the printer on and off may cause premature printer failure.

Paper Trays

IN Tray

IN tray pushed in

You place paper and other media types for printing in the IN tray. Pull out this tray for easy loading. Once you insert the media you want to use, slide the paper guides so they rest snugly against the media. Be sure to slide all media as far as it will go into the IN tray.

Width paper guide
Length paper guides

IN tray pulled out

Width paper guide
Length paper guides
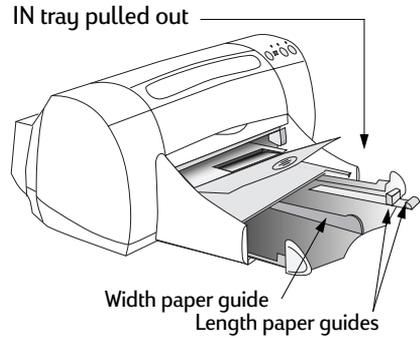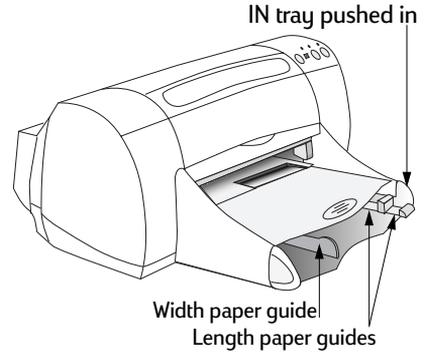
OUT Tray

The printer sends its completed pages to the OUT tray. The OUT tray has two different positions.

Down – For most types of printing (except banners). The down position also allows single envelope printing.

Up – For ease of loading media in the IN tray and for banner printing.

Single envelope slot

OUT tray down

OUT tray up
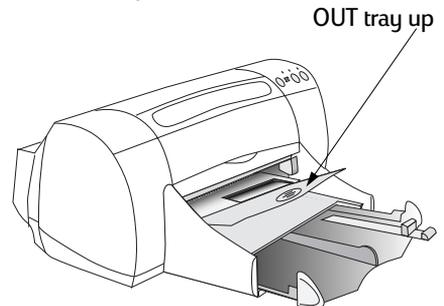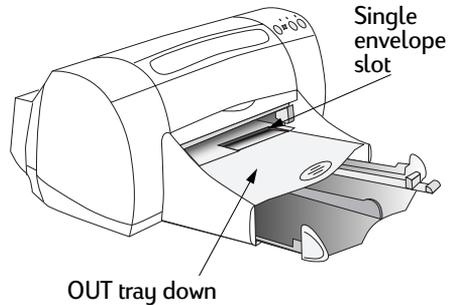
Automatic Two-Sided Printing

The Automatic Two-Sided Printing Module is a special hardware and software feature that enables your printer to automatically print on both sides of the page.
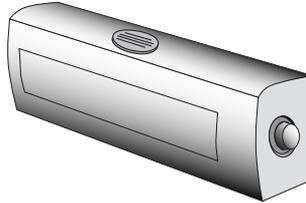
Installing the Automatic Two-Sided Printing Module

1 Turn the knob on the printer's Rear Access Door counter-clockwise, and remove the door.
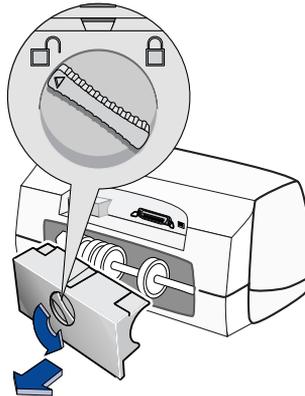
2 Press the button on each side of the Automatic Two-Sided Printing Module, and insert the module into the back of the printer.
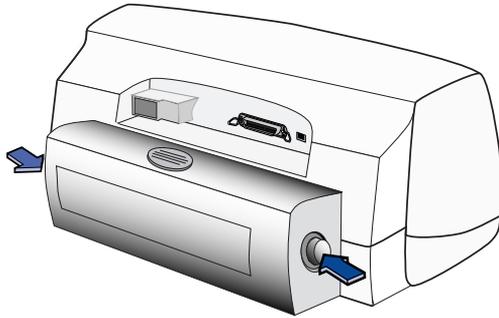
3 Release the buttons.

Printing with the Automatic Two-Sided Printing Module

1 Load appropriate paper.

> **Note:** Not all paper types or sizes work with the Automatic Two-Sided Printing Module. You can print on plain paper, HP Bright White Inkjet Paper, and HP Premium Inkjet Heavyweight Paper.

2 From the **File** menu, select **Page Setup**.

3 Check the **Two Sided Safe Margins** box, then click **OK.**

4 From the **File** menu, select **Print.**

5 Choose **Layout** from the **General** pop-up menu. See "Print Dialog Box" on page 12 for instructions.

6 In the **Layout** dialog box, check the **Print Both Sides** box, and select **Automatic**.

7 Click on either the **Book** or **Tablet** icon to choose the correct page orientation.

8 Make any other formatting selections from other **Print** dialog boxes, then click **Print**.

> **Note:** After one side of the page is printed on, the paper is held while the ink dries. Once the ink is dry, the paper is pulled back in, and the reverse side is printed. As each page is finished, the page will drop into the OUT tray.

> **Note:** If you have problems with Two-Sided Printing, see "Basic Troubleshooting" beginning on page 39.

Basic Printer Maintenance

Because the printer ejects ink onto the paper in a fine mist, ink smudges will eventually appear on the printer case. Follow the cleaning instructions provided below.

- **Do not** clean the interior of the printer. Keep all fluids away from the interior.
- To remove stains, smudges and/or dried ink from the exterior of the printer, use a soft cloth moistened with water. **Do not** use household cleaners or detergent. In the event that a household cleaner or detergent is used on the printer, wipe the printer's exterior surfaces with a soft cloth moistened with water.
- **Do not** lubricate the rod on which the print cartridge cradle moves. Noise is normal when the cradles move back and forth.

For information on cleaning print cartridges and the print cartridge cradle, see "Cleaning Print Cartridges" on page 34.

NOTES:

2 Using Your Printer Software

Choosing Your Printer

If you haven't already selected your **HP DeskJet** as the default printer in the **Chooser**, you should do so now. How you select the HP DeskJet in the Chooser depends on whether your computer is connected to the printer via USB or AppleTalk.

USB Connection

1 Make sure the computer and printer are turned on, and your printer is connected to your computer with a USB cable.

2 From the **Apple** menu, select **Chooser**.

3 In the left side of the Chooser window, click the **DeskJet 900 Series** icon.

4 In the right side of the Chooser window, click **DeskJet 970C**.

5 Close the **Chooser**.

AppleTalk Network Connection

1 Make sure the computer and printer are both turned on and connected to your AppleTalk network. You will need an HP JetDirect 300X External Print Server to connect the printer to your AppleTalk network.

2 From the **Apple** menu, select **Chooser**.

3 Click the **Active** button next to AppleTalk.

4 In the left side of the Chooser window, click the **DeskJet 900 Series** icon.

5 Select the **printer zone**, if necessary.

6 In the right side of the Chooser, click **DeskJet 970C**.

7 Close the **Chooser**.

Other Ways to Select a Default Printer

Besides using the Chooser, you can also select a default printer in the following ways:

- Select the desired printer by clicking on the menu bar **printer icon** at the top of the screen, and choosing the **DeskJet 970C**.

- If your control strip is on, then select the desired printer by clicking the **printer icon** at the bottom of the screen, and choosing the **DeskJet 970C**.

- Drag the document you want to print to the desktop icon of the printer you want to use.

- Double-click the icon of the **HP DeskJet printer** you want to use, and choose **Set Default Printer** from the **Print** menu.

  The Print command will send your documents to this printer until you select a new default printer. If you switch printers, check your document before you print it to see whether the formatting or pagination changed.

Desktop Printing

Desktop printing is useful when you have a number of documents to print at once, or when you have a document that is already formatted for printing on a particular printer. There are two methods to print documents from the desktop. To perform desktop printing, either:

- Drag the icons of the documents you want to print to the desktop icon of the printer you want to use.

or

- Select the icons of the documents you want to print, then choose **Print** from the **File** menu. When the **Print** dialog box appears, select your print options, then click the **Print** button.

Checking Printer Status

You can tell the status of a printer by looking at its desktop icon:

Icon	Description	Icon	Description
DESKJET 970C	Idle printer (default)	DESKJET 970C	Printing stopped on default printer
DESKJET 970C	Idle printer (not default)	DESKJET 970C	Error on default printer
DESKJET 970C	Printing on default printer	DESKJET 970C	Printer not available or connected

Page Setup - Controlling Page Layout

You control settings such as paper size, scaling, page orientation, and watermarks from the **HP DeskJet 900 Series Page Setup** dialog box. To get to this dialog box:

1 Open the software program used to create your document.

2 From the **File** menu, select **Page Setup**.

Paper Size, Scaling, and Page Orientation

Check to automatically adjust margins for Two-Sided Printing.

Make sure you correctly choose the size of paper, envelopes, or other media you have in the IN tray.

DeskJet 900 Series Page Setup   2.0

General

Paper Size: US Letter

Two Sided Safe Margins

Scaling (%): 100

Orientation:

Dimensions : 8.5 by 11

Cancel   OK

Enter a number from 5 to 999. Numbers smaller than 100 reduce the image size, and numbers greater than 100 enlarge it. Changing size may change pagination.

Click the appropriate icon to choose page orientation.

Watermarks

Traditionally, a watermark is an indelible image impressed on a piece of paper that is visible by holding the paper up to the light. Your HP DeskJet printer can't do that, but can create the illusion of a watermark by putting an image on each page of your document. Your HP DeskJet 970C comes with a number of watermarks, and you can create more.

Choose **Watermark** to display this window.

DeskJet 900 Series Page Setup   2.0

Watermark

Choose the name of the watermark file you want to print.

Watermark: Confidential

Density:

Slide to adjust darkness of the watermark.

CONFIDENTIAL

Scaling: Centered

Choose watermark position on the page.

Cancel   OK
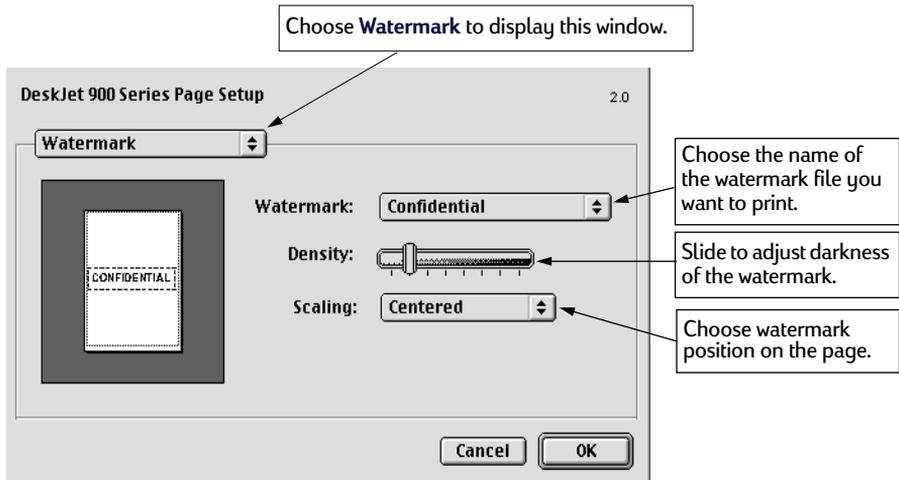
Creating Your Own Watermark File

Use any drawing or other program that can save PICT files to create your own custom watermarks, such as your company logo.

1   Create the image and save it as a **PICT** file.

2   Save the **PICT** file inside the **Printing Prefs** folder.

To find the **Printing Prefs** folder, open the **System Folder**, then open the **Preferences** folder. The name you use when saving the file is the name that will appear in the **Watermark** dialog box.

Note: Make the watermark with solid colors. When you print the document, you can use the Density control to make the watermark lighter.

Print Dialog Box

You control settings such as number of copies, all or specific pages to print, paper type, print quality, page layout, color, and background printing from the **HP DeskJet 900 Series Print** dialog box. To get to this dialog box, select **Print** from your software program's **File** menu.
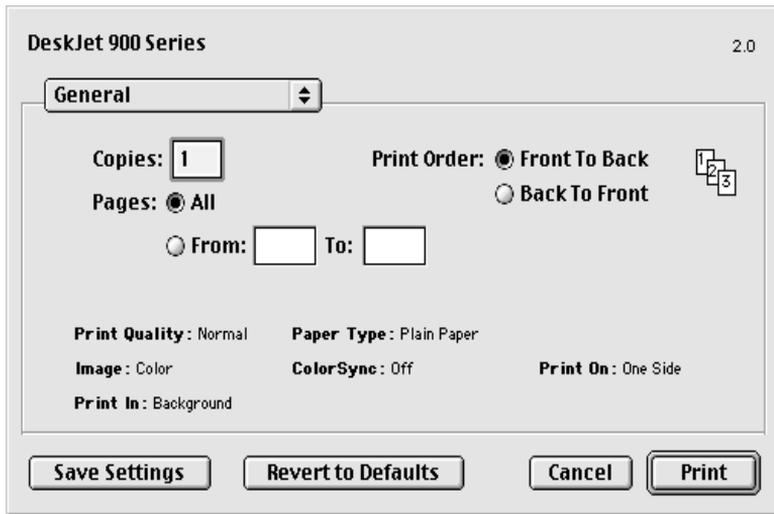
Buttons

There are four buttons at the bottom of every Print dialog box:

- **Save Settings**, which saves any print settings you select
- **Revert to Defaults**, which returns your print settings to the original HP-defined settings
- **Cancel**, which cancels settings you have entered and closes the Print dialog box
- **Print**, which starts printing

General

General is the default panel selected in the Print dialog box menu. This panel lets you select the number of copies you want to print, whether you want to print the entire document or select pages, and whether you want to print from the front of your document or begin printing from the end forward.

Indicate whether you want to start printing from the first page or from the last page.

Click to display a list of other print-control panels.

Enter the number of copies you want to print.

DeskJet 900 Series 2.0

General

Copies: 1   Print Order: ● Front To Back

Pages: ● All   ○ Back To Front

○ From: To:

Print Quality: Normal   Paper Type: Plain Paper

Image: Color   ColorSync: Off   Print On: One Side

Print In: Background

[Save Settings]   [Revert to Defaults]   [Cancel]   [Print]

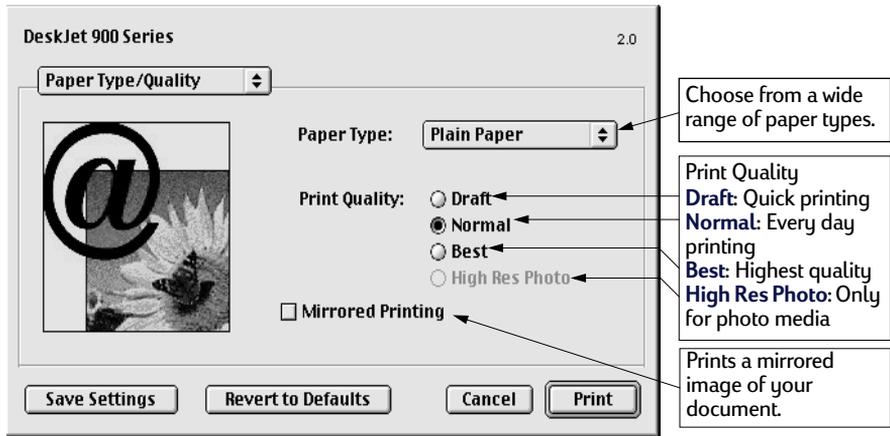If you don't want to print the entire document, enter the beginning and ending page numbers you want to print.

This area displays options set in other Print panels.

You may also choose the following options from the **General** menu:
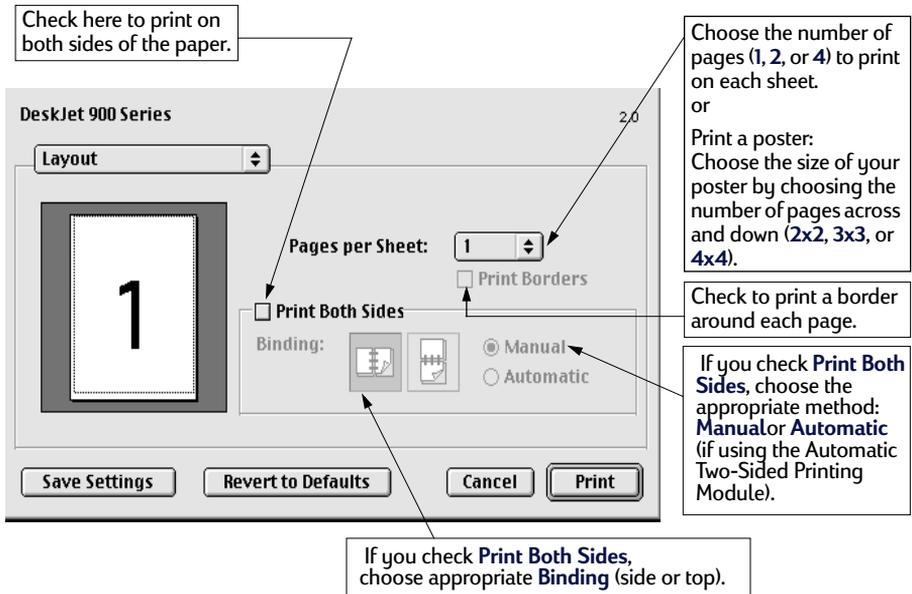
- **Paper Type/Quality** (see "Paper Type/Quality" on page 14)
- **Layout** (see "Layout" on page 14)
- **Color** (see "Color" on page 15)
- **Background Printing** (see "Background Printing" on page 16)
- **Ink Controls** (see "Basic Troubleshooting" beginning on page 39)

Paper Type/Quality

DeskJet 900 Series   2.0

Paper Type/Quality

Paper Type: Plain Paper → Choose from a wide range of paper types.

Print Quality:
- ○ Draft
- ● Normal
- ○ Best
- ○ High Res Photo

Print Quality
Draft: Quick printing
Normal: Every day printing
Best: Highest quality
High Res Photo: Only for photo media

☐ Mirrored Printing → Prints a mirrored image of your document.

Save Settings | Revert to Defaults | Cancel | Print

Layout

This dialog box allows you to specify the number of pages printed on each sheet of paper, or to print a poster by specifying the number of pages printed across and down. You also set **Two-Sided Printing** options from this dialog box.

Check here to print on both sides of the paper.

Choose the number of pages (**1**, **2**, or **4**) to print on each sheet.
or
Print a poster:
Choose the size of your poster by choosing the number of pages across and down (**2x2**, **3x3**, or **4x4**).

DeskJet 900 Series   2.0

Layout

Pages per Sheet: 1

☐ Print Borders → Check to print a border around each page.

☐ Print Both Sides

Binding: ● Manual ○ Automatic

If you check **Print Both Sides**, choose the appropriate method: **Manual** or **Automatic** (if using the Automatic Two-Sided Printing Module).

Save Settings | Revert to Defaults | Cancel | Print

If you check **Print Both Sides**, choose appropriate **Binding** (side or top).

Color

Your HP DeskJet 970C uses HP's Color Matching technology to intelligently analyze each element on a page—text, graphics, and photographs—and provide the best color output.
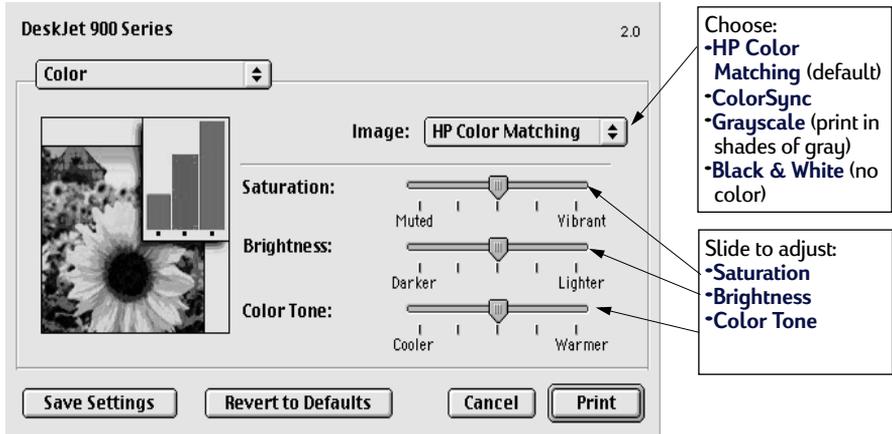
HP Color Matching is the default **Image** setting on the Color panel. While you can adjust saturation, brightness, and color tone with the sliders that appear when you choose this option, the center position of the sliders is optimized for most printing uses and types of media.
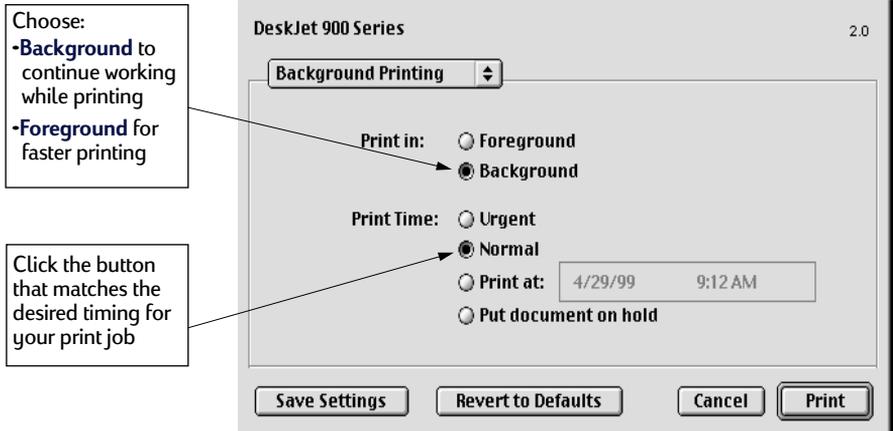
The **ColorSync** setting can be used for color matching with other computers using the ColorSync matching system.

Grayscale prints in shades of gray. With this setting, you also have the option to optimize printing for fax and photocopy.

Black & White prints only in black and white (no color, no gray).
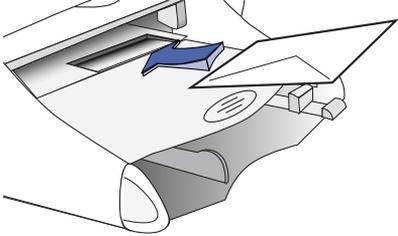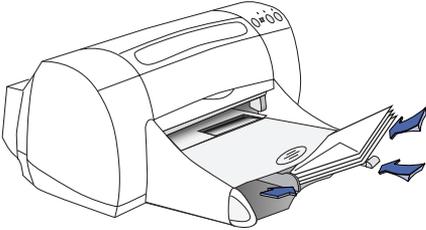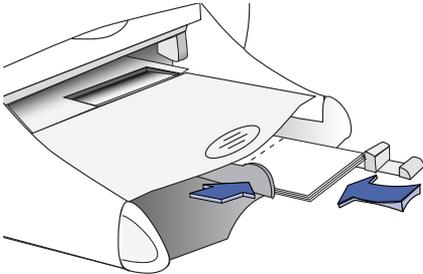
Background Printing

Choose **Background** if you want to continue working while printing takes place. If you choose **Foreground** printing, you won't be able to work on other tasks until the printing is complete, but printing will be faster.

Choose:
- **Background** to continue working while printing
- **Foreground** for faster printing

Click the button that matches the desired timing for your print job

DeskJet 900 Series   2.0

Background Printing

Print in: ○ Foreground
             ● Background

Print Time: ○ Urgent
             ● Normal
             ○ Print at: 4/29/99   9:12 AM
             ○ Put document on hold

[Save Settings]   [Revert to Defaults]   [Cancel]   [Print]

The following table describes additional features available when using background printing. To access these features from the desktop, double-click the HP DeskJet 970C printer icon.
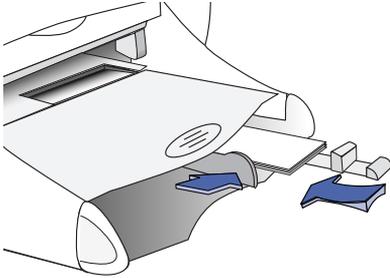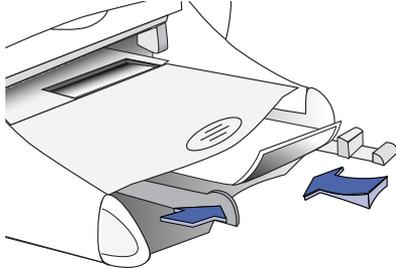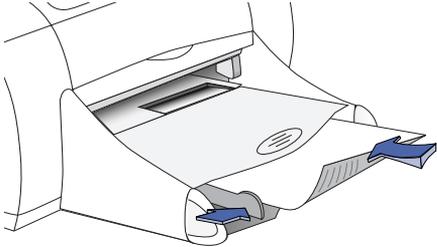
Background Printing Options	Instructions
Delete a print job	• Select the **job title** or icon, then click the **Trash** icon. or • Drag the document's icon to the Trash on your desktop. These methods delete only the print job, not the document itself.
Hold/pause a print job	• Select the **job title** or icon, then click the **Pause** button. The print request will pause until you select its title again and click the **Resume** Button. or • Drag the document icon to the **Waiting to Print** list of documents.
Mark a print request "Urgent"	• Select the **job title** or icon, then click the **small clock**. • In the dialog box that appears, click **Urgent**. This moves the print request to the top of your list.
Print at a specific time	• Select the **job title** or icon, then click the **small clock**. • In the dialog box that appears, click **At Time**, then set the **time** and **date** to print.
Sort/change the order of print jobs	• From the **View** menu, choose the **title of the column** by which you want to sort or choose. • To see and change the print order, sort by **Print Time.** • Drag and drop the print job **title** to the desired place in the list.
Stop and restart printing	• Choose **Stop Print Queue** from the **Printing** menu. • To resume printing, choose **Start Print Queue.** This is a good way to save print requests when using a PowerBook while away from your printer.
Change printers	To move a print job from one printer to another printer of the same type: • Drag the **icon** for the print request to the icon of the **desired printer**. If you're not sure whether the two printers are of the same type, try moving the print request anyway; the printer software won't let you move a print request to an incompatible printer.

Printing on Different Types of Paper and Media

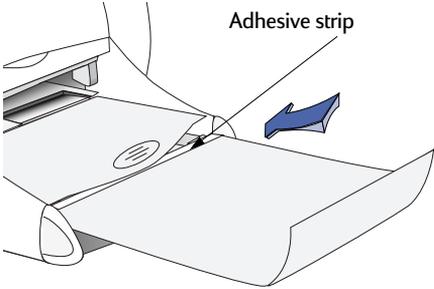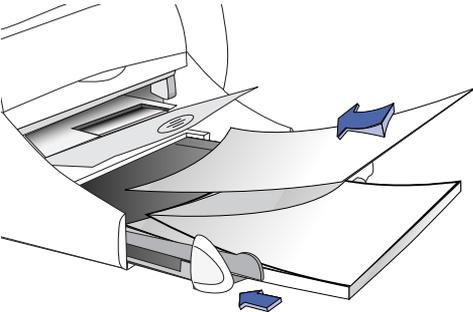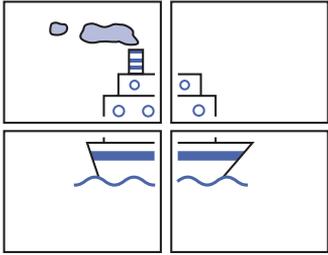| What do you want to print	What you need to do
Single envelope	**1** Slide the envelope, with its flap side on the left and flap facing up, into the OUT tray's single envelope slot. Continue sliding until the envelope stops. **2** Choose the print settings that match the type and size of the envelope. **3** Print the envelope.
Stack of up to 15 envelopes	**1** Slide out both of the paper guides, and remove all paper from the IN tray. **2** Slide the envelopes, with their flap side on the left and flap facing up, into the IN tray as far as they will go. **3** Slide the paper guides snugly against the edges of the envelopes. **4** Choose the print settings that match the type and size of the envelopes. **5** Print the envelopes.
Greeting Cards	**1** Slide out both of the paper guides, and remove all paper from the IN tray. **2** Insert up to 45 cards into the IN tray as far as they will go. **3** Slide the paper guides snugly against the edges of the cards. **4** Choose the print settings that match the type and size of the cards. **5** Print the cards.

HP print settings to choose	Guidelines to remember
Page Setup - *Paper Size:* Choose appropriate envelope size - *Orientation:* Choose **Portrait** icon **Paper Type/Quality** - *Paper Type:* Choose **Plain Paper** - *Print Quality:* Choose **Normal** **Layout** - *Pages per Sheet:* **1** - *Print Both Sides:* Unchecked	• Make sure paper is loaded in the IN tray. • Make sure the OUT tray is in the down position. • Avoid envelopes that have clasps or windows. • Avoid envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged. • If your software program includes an envelope-printing feature, follow those instructions instead of the procedure here.
Page Setup - *Paper Size:* Choose appropriate envelope size - *Orientation:* Choose **Portrait** icon **Paper Type/Quality** - *Paper Type:* Choose **Plain Paper** - *Print Quality:* Choose **Normal** **Layout** - *Pages per Sheet:* **1** - *Print Both Sides:* Unchecked	• Never load more than 15 envelopes at one time. • Align the envelope edges before inserting them. • Avoid envelopes that have clasps or windows. • Avoid envelopes that are shiny or embossed, envelopes with thick, irregular, or curled edges, or envelopes that are wrinkled, torn, or otherwise damaged. • If your software program includes an envelope-printing feature, follow those instructions instead of the procedure here.
Page Setup - *Paper Size:* Choose appropriate card size - *Orientation:* Choose **Portrait** icon **Paper Type/Quality** - *Paper Type:* Choose greeting card type - *Print Quality:* Choose **Normal** **Layout** - *Pages per Sheet:* **1** - *Print Both Sides:* Unchecked	• For ease of loading small cards, raise the OUT tray. After you have inserted the cards, lower the OUT tray. • Align the card edges before inserting the cards. • If you have pre-folded greeting cards, unfold the cards, then load the cards into the IN tray.

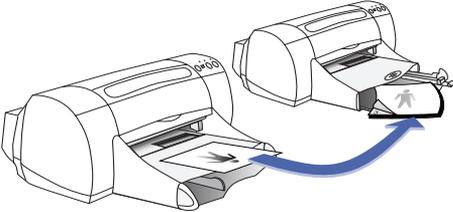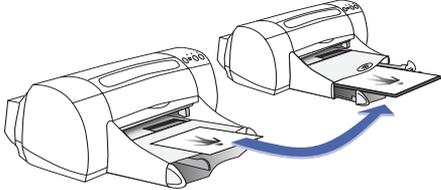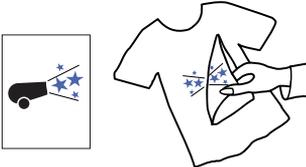| What do you want to print	What you need to do
Cards (index, business, and other small media) 	**1** Pull out the IN tray. **2** Slide out both of the paper guides, and remove all paper from the IN tray. **3** Insert up to 45 cards into the IN tray as far as they will go. **4** Slide the paper guides snugly against the edges of the cards. **5** Push in the IN tray. **6** Choose the print settings that match the type and size of the cards. **7** Print the cards.
Photos 	**1** Pull out the IN tray. **2** Slide out both of the paper guides, and remove all paper from the IN tray. **3** Insert photo paper in the IN tray (HP logo side up or glossy side down). **4** Slide the paper guides snugly against the sheets. **5** Push in the IN tray. **6** Choose the print settings that match the type and size of the photo paper. **7** Print the photos.
Labels 	**1** Slide out both of the paper guides, and remove all paper from the IN tray. **2** Fan the edges of the label sheets to separate them, then align the label edges. **3** Insert up to 20 label sheets (label side down). **4** Slide the paper guides snugly against the sheets. **5** Choose the print settings that match the type and size of the labels. **6** Print the labels.

HP print settings to choose	Guidelines to remember
Page Setup - *Paper Size:* Choose appropriate card size - *Orientation:* Choose **Portrait** icon **Paper Type/Quality** - *Paper Type:* Choose **Plain Paper** - *Print Quality:* Choose **Normal** **Layout** - *Pages per Sheet:* **1** - *Print Both Sides:* Unchecked	• For ease of loading small cards, raise the OUT tray. After you have inserted the cards, lower the OUT tray. • Align the card edges before inserting the cards.
Page Setup - *Paper Size:* Choose appropriate paper size - *Orientation:* Choose appropriate orientation **Paper Type/Quality** - *Paper Type:* Choose photo paper type - *Print Quality:* Choose **Best** **Layout** - *Pages per Sheet:* **1** - *Print Both Sides:* Unchecked	• For best results, use HP Premium Photo Paper, Glossy, or HP Plus Premium Photo Paper, Matte or Glossy.
Page Setup - *Paper Size:* Choose **A4** or **Letter (8.5x11 in)** - *Orientation:* Choose appropriate orientation **Paper Type/Quality** - *Paper Type:* Choose **Plain Paper** - *Print Quality:* Choose **Normal** **Layout** - *Pages per Sheet:* **1** - *Print Both Sides:* Unchecked	• Use only paper labels that are designed specifically for use with inkjet printers. • Never load more than 20 sheets at one time. • Use only full sheets of labels. • Make sure the sheets are not sticky, wrinkled, or pulling away from their protective backing. • Do not use plastic or clear labels. The ink will not dry when used with plastic or clear labels.

What do you want to print	What you need to do
Transparencies Adhesive strip	1 Slide out both of the paper guides, and remove all paper from the IN tray. 2 Fan the edges of the transparency sheets to separate them, then align the edges. 3 Insert a stack of up to 30 transparency sheets, rough side down and the adhesive strip towards the printer. 4 Slide the paper guides snugly against the transparencies. 5 Choose the print settings that match the type and size of the transparencies. 6 Print the transparencies. 7 The printer waits for transparencies to dry before releasing them automatically. Press the **Resume Button** to continue printing.
Banners	1 Tear off the number of sheets (up to 20) you need. 2 Tear off and discard the perforated strips, if any. 3 Slide out the paper guides, and remove all paper from the IN tray. 4 Raise the OUT tray and leave it in the Up position. 5 Put the paper in the IN tray so that the unattached edge is at the top of the stack. Insert the first edge into the IN tray until it stops. Make sure the IN tray is pushed in. 6 Slide paper guides snugly against the sheets. 7 Choose the appropriate paper type, size, and orientation. 8 Print the banner.
Posters	1 Load paper in the IN tray. 2 Slide the paper guides snugly against the sheets. 3 Choose the print settings that match the type and size of your poster. 4 Print your poster.

HP print settings to choose	Guidelines to remember
Page Setup - *Paper Size:* Choose appropriate size - *Orientation:* Choose appropriate orientation **Paper Type/Quality** - *Paper Type:* Choose transparency type - *Print Quality:* Choose **Normal** or **Best** **Layout** - *Pages per Sheet:* **1** - *Print Both Sides:* Unchecked	• For best results, use HP Premium Inkjet Transparency Film or HP Premium Inkjet Rapid-dry Transparencies.
Page Setup - *Paper Size:* Choose **U.S. Letter Banner** or **A4 Banner** - *Orientation:* Choose appropriate orientation **Paper Type/Quality** - *Paper Type:* Choose **Plain Paper** or **HP Banner Paper** - *Print Quality:* Choose **Normal** **Layout** - *Pages per Sheet:* **1** - *Print Both Sides:* Unchecked	• When printing banners, be sure that the OUT tray is raised into the up position and the IN tray is pushed in. • For best results, use HP Banner Paper.
Page Setup - *Paper Size:* Choose appropriate size - *Orientation:* Choose appropriate orientation **Paper Type/Quality** - *Paper Type:* Choose **Plain Paper** - *Print Quality:* Choose **Normal** **Layout** - *Pages per Sheet:* Choose **2x2 Poster, 3x3 Poster, or 4x4 Poster** - *Print Both Sides:* Unchecked	• Trim the edges on each sheet and tape the sheets together.

What do you want to print	What you need to do
Manual Two-Sided Printing **Book Binding** **Tablet Binding**	1 Remove all paper from the OUT tray. 2 Load paper into the IN tray. 3 Slide the paper guides snugly against the sheets. 4 In the **Layout** dialog box, click **Print Both Sides**, then select either the **Book** or **Tablet** icon, and uncheck **Automatic**. 5 Choose the print settings that match the type and size of your paper. 6 Begin printing. 7 Carefully follow the reloading instructions displayed on your computer screen. 8 When the paper is properly reloaded, click **Continue** in the message box on your computer screen.
Iron-on transfers	1 Slide out both of the paper guides, and remove all paper from the IN tray. 2 Load the transfer paper, one sheet at a time on top of other paper in the IN tray, transparent side (or the side on which you wish to print) down. 3 Slide the paper guides snugly against the sheets. 4 Choose the print settings that match the type and size of your iron-on transfers. 5 Print your transfers.

HP print settings to choose	Guidelines to remember
Page Setup - *Paper Size:* Choose appropriate size - *Orientation:* Choose appropriate orientation **Paper Type/Quality** - *Paper Type:* Choose appropriate type - *Print Quality:* Choose **Normal** **Layout** - *Pages per Sheet:* 1 - *Print Both Sides:* Check this box, then choose the **Book** icon (for binding on the side) or **Tablet** icon (for binding at the top). Uncheck **Automatic**.	• You can do manual Two-Sided Printing with either the Rear Access Door or Automatic Two-Sided Printing Module attached. • The printer automatically prints the odd-numbered pages first. The printer then displays a message on your computer screen, telling you how to reload the paper for printing the even-numbered pages.
Page Setup - *Paper Size:* Choose appropriate size - *Orientation:* Choose appropriate orientation **Paper Type/Quality** - *Paper Type:* Choose **HP Premium Inkjet Paper** - *Print Quality:* Choose **Best**, then check **Mirrored Printing** **Layout** - *Pages per Sheet:* 1 - *Print Both Sides:* Unchecked	• When you print a mirrored-image document, the text and pictures are flipped horizontally from what you see on your computer screen. • For best results, use HP Iron-On T-Shirt Transfers.

HP DeskJet 900 Series Utility Window

The HP DeskJet 900 Series Utility is located in the Utilities folder on your hard drive's main directory. The HP DeskJet 900 Series Utility window has six panels, as shown below:

- **Select**, which allows you to select the **HP DeskJet 970C** from the list of printers connected to your computer (see "Select Panel" on page 27)
- **WOW!**, which demonstrates the HP DeskJet 970C's print quality
- **Ink Level**, which displays the approximate amount of ink remaining in each print cartridge
- **Test**, which allows you to print a test document
- **Clean**, which allows you to automatically clean your print cartridges
- **Calibrate**, which allows you to automatically align the Color and Black print cartridges

Simply click a panel, then choose your option(s).

Select Panel

Use this panel when any of the functions on the Utility window prompt you to select a printer. For example, if you want to calibrate your printer by choosing the **Calibrate** panel, you will be prompted to first select your printer if it is not already selected.

To select your printer from within the **HP DeskJet 900 Series Utility** window:

1 Click the **Select** panel on the **Utility** window.

2 Select the type of connection between your printer and computer (either **USB** or **AppleTalk**).

3 If you are on a large AppleTalk network, choose the printer **Zone**.

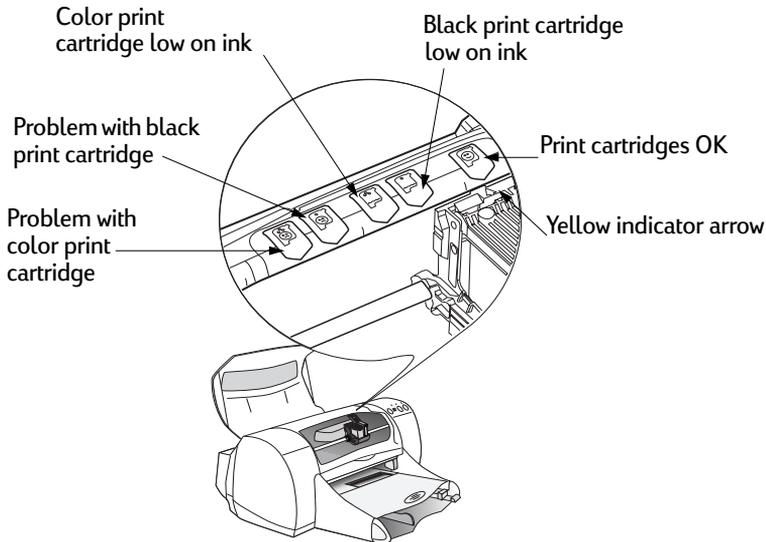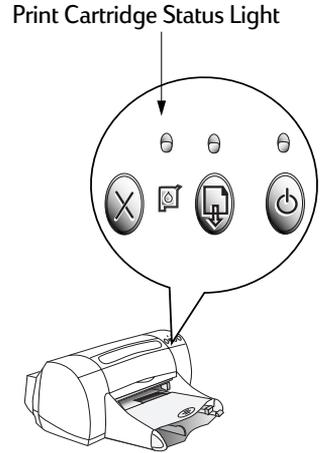4 In the **Connect To:** list, choose the **DeskJet 970C**.
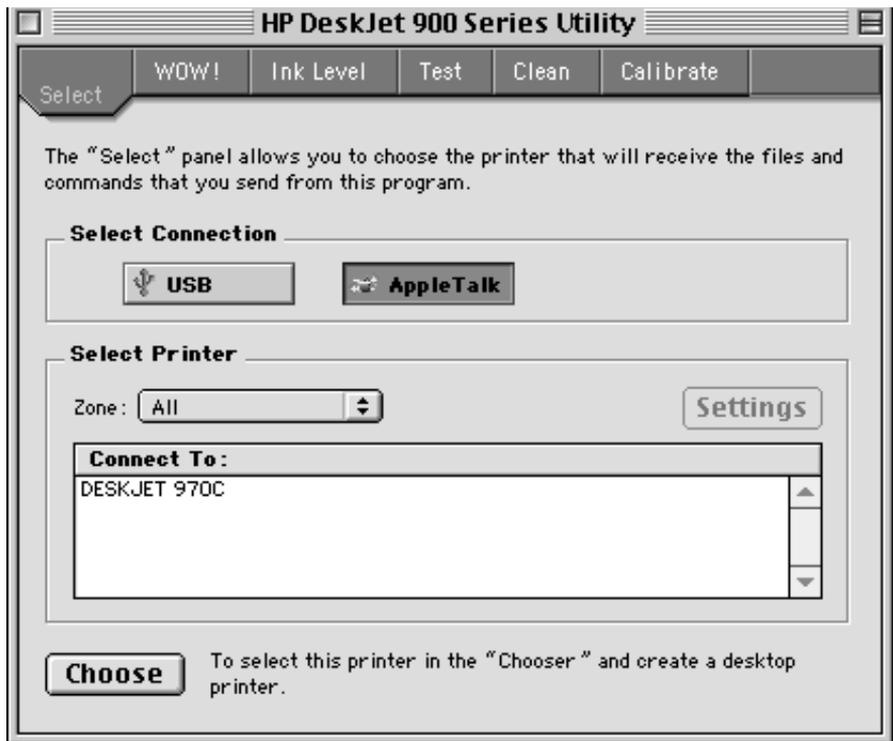
NOTES:

3 Using and Caring for Your Print Cartridges

Print Cartridge Status

Print Cartridge Status Light

The Print Cartridge Status Light flashes when one or both of your print cartridges are low on ink, improperly installed, or malfunctioning. It will also flash if you are trying to use the wrong print cartridge type. If the problem is low ink, the light will stop flashing when you open the top cover. For any other print cartridge related problem, the Print Cartridge Status Light will continue to flash.

To check the status of your print cartridges, open the printer's top cover. The yellow arrow on the print cartridge cradle aligns with one of five Print Cartridge Status icons.

Color print cartridge low on ink

Black print cartridge low on ink

Problem with black print cartridge

Print cartridges OK

Problem with color print cartridge

Yellow indicator arrow

When the Print Cartridge Status Light flashes, open the printer's top cover and follow the instructions below.

| If the arrow points to...	It means...	To solve the problem...
Problem with color print cartridge	The print cartridge is either: • missing • improperly installed • the wrong print cartridge for the printer • defective	**1** Insert print cartridge if there is none. **2** Reinsert print cartridge if there is one. **3** If the above do not solve the problem, verify the cartridge is an HP C6578 Series cartridge. **4** If the problem persists, replace the cartridge.
Problem with black print cartridge	The print cartridge is either: • missing • improperly installed • the wrong print cartridge for the printer • defective	**1** Insert print cartridge if there is none. **2** Reinsert print cartridge if there is one. **3** If the above do not solve the problem, verify the cartridge is an HP 51645 Series cartridge. **4** If the problem persists, replace the cartridge.
Color print cartridge low on ink	Color print cartridge is running low on ink.	Consider replacing the color cartridge with an HP C6578 Series cartridge.
Black print cartridge low on ink	Black print cartridge is running low on ink.	Consider replacing the black cartridge with an HP 51645 Series cartridge.
Print cartridges OK	Print cartridges are operational.	No problems.

Replacing Print Cartridges

Note: When buying replacement print cartridges, check the part numbers carefully. The print cartridge numbers for your printer are:

- Black HP 516**45** Series
- Tri-Color HP C65**78** Series

Note: When a print cartridge runs out of ink, leave the empty cartridge in the cradle until you can replace it. The printer does not print with only one print cartridge in the cradle.

To replace a print cartridge:

1   Press the Power Button to turn on the printer. The print cartridges will move.

2   Open the top cover and raise the cradle latch.

3   Lift the print cartridge out of the cradle and discard it.

Black   Tri-Color
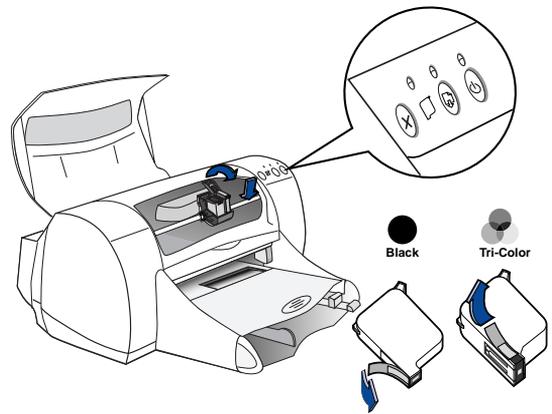
Warning Keep print cartridges out of the reach of children.

4   Remove the replacement print cartridge from its packaging and carefully remove the protective vinyl tape.

Do NOT touch the ink nozzles

Remove the protective vinyl tape

Do NOT touch or remove the copper contacts
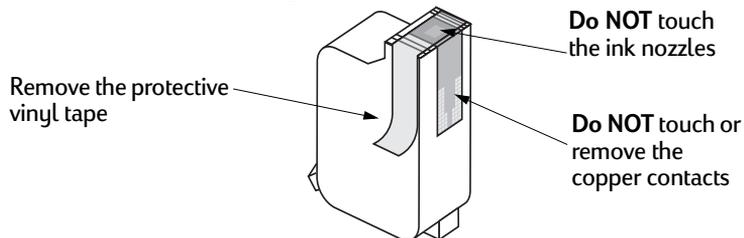
Warning   **Do NOT** touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connection. Also, **do NOT** remove the copper strips; these are required electrical contacts.

5   Push the print cartridge firmly, straight down into the print cartridge cradle.

6   Close the cradle latch. When the latch is fully closed, you will hear a click.

7   Load plain white paper in the IN tray.

8   Close the top cover, then a calibration page will print.

Note: Any time you install a valid print cartridge, the printer software prints a calibration page to ensure your print quality. If you are in the middle of printing and stop to change a print cartridge, the software will wait until your printing has completed before it executes the calibration test.

9   If the Print Cartridge Status 💧 Light continues to blink after you install the new print cartridge, check the part number on the print cartridge to ensure you installed the correct one.

Storing Print Cartridges

To maintain excellent print quality from your print cartridges:

- Keep all print cartridges in their sealed packages, at room temperature (60-78° F or 15.6-26.6° C), until you are ready to use them.

- Once installed, leave the print cartridges in their cradle at all times to keep them from drying out or becoming clogged.

- If you store an unsealed print cartridge, do so in an airtight plastic container.

- **Do not** unplug the printer until printing is complete and the print cartridge cradles have returned to their home position on the right side of the printer. The print cartridges will dry out if not stored in their home position.

Warning Use only the Power Button on the front of the printer to turn the printer on or off. Using a power strip, surge protector, or a wall-mounted outlet switch to turn the printer on or off may cause premature failure.

Cleaning Print Cartridges

When Do You Need to Clean?

Clean the print cartridges if your printed page is missing lines or dots, or if it contains ink streaks.

If You See Missing Lines or Dots...

Clean the print cartridges from the **HP DeskJet 900 Series Utility** window by doing the following:

1   Double-click the **HP DeskJet 900 Series Utility** icon in the Utilities folder on your hard drive's main directory.

2   Click the **Clean** panel, then click the **Clean** button and follow the instructions displayed on your screen.

> **Note:**Unnecessary cleaning wastes ink and shortens the life of the print cartridge.

If You See Ink Streaks...

Clean the print cartridges and the print cartridge cradle by following the instructions below.

1   Double-click the **HP DeskJet 900 Series Utility** icon in the Utilities folder on your hard drive's main directory.

2   Click the **Clean** tab, then click the **Clean** button. If this does not prevent streaks, follow the instructions for "Manually Cleaning the Print Cartridges" below.
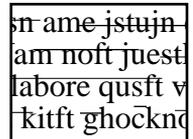
(Caution)   Be careful not to get ink on your hands or clothing.

Manually Cleaning the Print Cartridges and Print Cartridge Cradle

In order to properly clean the print cartridges and cradle, you will need distilled or bottled water and cotton swabs or a similar lint-free absorbent material that will not stick to the cartridges.

Manually Cleaning the Print Cartridges

1   Press the Power Button to turn the printer on, then lift the top cover.

2   After the print cartridges move to the center and stop, unplug the power cord from the back of the printer.

**Warning**   Keep new and used print cartridges out of the reach of children.

3   Remove the print cartridges and place them wide side down on a piece of paper.

Caution   **Do NOT** touch the print cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connection. Also, **do NOT** remove the copper strips; these are required electrical contacts.

4   Dip a clean cotton swab into distilled water and squeeze any excess water from the swab.

5   Clean the **face** and **edges** of the print cartridge as shown. **DO NOT** wipe the nozzle plate.

Do NOT clean nozzle plate
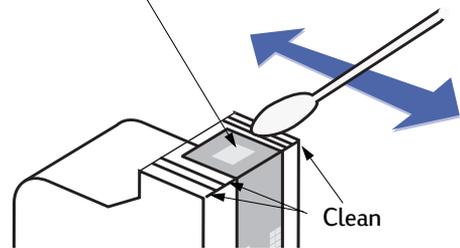
Clean

6   Inspect the cartridge for fibers on the face and edges. If fibers are still present, repeat the cleaning process.

7   Repeat the cleaning process for the other print cartridge.

Caution   Once you've removed the print cartridges, make sure that they are not outside of the printer longer than 30 minutes.

Manually Cleaning the Print Cartridge Cradle

1   Using clean, moistened swabs, wipe the underside of each wall of the cradle.

2   Repeat until no ink residue is seen on a clean swab.

3   Reinsert the print cartridges, then close the printer's top cover.

4   Load white paper into the IN tray.

5   Reinsert the electrical power cord into the back of the printer.

6   Print a test page. Double-click the **HP DeskJet 900 Series Utility** icon in the Utilities folder on your hard drive's main directory, click the **Test** tab, then click the **Test** button.
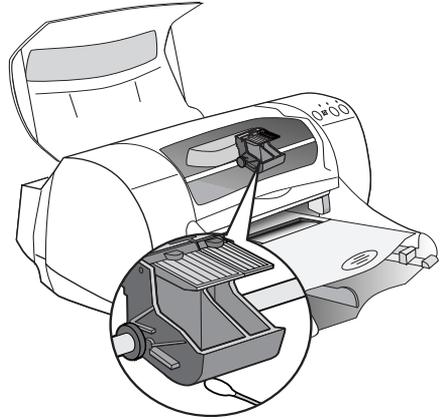
> **Note:** If streaking still appears, repeat the procedure until the test printout is clean. You will find additional maintenance tips at **http://www.hp.com/support/home_products**.

Damage Resulting from Refilling the Print Cartridges

To get the best performance from your printer, Hewlett-Packard recommends using only genuine HP supplies for HP DeskJet printers, including genuine factory-filled HP print cartridges.

Damage resulting from the modification or refilling of HP print cartridges is specifically excluded from the coverage of HP printer warranties.

> **Note:** When buying replacement print cartridges, check the part numbers carefully. The print cartridge numbers for your printer are:
> - Black HP 516**45** Series
> - Tri-Color HP C65**78** Series

NOTES:

4 Getting Help When Things Go Wrong

Basic Troubleshooting

The following table lists the most common printing problems and their solutions.

What if...	Check this...
You have problems with installation.	• Make sure your printer is on and all connections are secure. • Close any virus protection programs that are running on your computer. • Insert the printer software CD into your computer, select **Uninstall** from the Installer, then repeat the installation procedure. • If you have been using Apple's QuickDraw GX software, turn it off. Your HP DeskJet printer is not compatible with QuickDraw GX. • If you are still having problems with the installation, call an authorized HP dealer or HP Customer Care representative. For the phone number of the support center nearest you, see "HP Customer Care by Phone" on page 46.
Printer software isn't working from the CD.	• Make sure your CD-ROM drive is working by inserting a CD that you know works. • If you suspect the CD is flawed, see "HP Customer Care by Phone" on page 46.
Something unexpected happened during installation or you need to uninstall the printer driver for any reason.	**1** Insert the printer software CD into your computer. **2** Select **Uninstall** from the Installer, then repeat the installation procedure.
Text or graphics are in the wrong place.	• Make sure you have selected the correct orientation (portrait or landscape) on the **Page Setup** dialog box. See"Page Setup - Controlling Page Layout" on page 10. • Make sure the media is correctly oriented in the IN tray. • Make sure the paper guides fit snugly against the media.
The printer is really slow.	• Check the amount of RAM and processor speed in your computer (see page 57). • Having less than 100 MB of free space on your computer's hard drive can mean longer processing times. • Check the printer driver that you are using. Be sure to regularly check the HP web site at **http://www.hp.com/support/home_products** for the most recent software updates. • Large, complex documents containing graphics or photographs print slower than text-only documents. • When printing photographs, select **Best** or **Normal** print quality. • You may be running numerous software programs simultaneously. Exit one or more of the programs. • Third-party devices connected between your printer and your computer can slow the printer. • Printing over a network can cause the printer to print slower.

What if...	Check this...
No page came out of the printer.	• Make sure the power is on and all connections are secure. • Make sure the printer cover is closed. • Make sure the media is correctly loaded in the IN tray. • If the Power Light is blinking, the printer is processing information. Be patient. • If the Resume Light is blinking, press the Resume Button. • If the Print Cartridge Status Light is blinking, lift the printer cover, check the Print Cartridge Status, and verify that the print cartridge cradle contains properly installed print cartridges. • Determine whether paper is stuck in the printer. If it is, see "Clearing a Paper Jam" on page 43. • Make sure the Automatic Two-Sided Printing Module or Rear Access Door is in place.
A blank page came out of the printer.	• Make sure you have removed the protective piece of vinyl tape on each of the print cartridges. See "Replacing Print Cartridges" on page 31. • Lift the printer cover and check the Print Cartridge Status icons to make sure you are not out of ink. See "Print Cartridge Status" on page 29. • If you are trying to print a fax: **1** Save the fax in a graphic format (such as TIFF). **2** Place it in a word processing document, and print from there.
Something is missing from the page.	• Make sure you have set the correct margins. • Make sure the margins are within the printable area. See "Minimum Printing Margins" on page 59. • Make sure the text and graphics are scaled correctly in your document.
Text is printing off the edge of the page.	• Make sure the margins are set correctly in your software program. • Make sure the text and graphics in your document fit within the printable area of the page. See "Minimum Printing Margins" on page 59. • Make sure you have selected the right paper size from the **Page Setup** dialog box. See "Page Setup - Controlling Page Layout" on page 10.

What if...	Check this...
The print quality is poor.	• Make sure you are using media intended for HP DeskJet printers, and that the media is loaded print side down. • Make sure you have selected the correct paper type on the **Paper Type/Quality** dialog box. See "Paper Type/Quality" on page 14. • If the printing appears faded or dull, click **Normal** or **Best** instead of Draft on the **Paper Type/Quality** dialog box. See "Paper Type/Quality" on page 14. • If the colors bleed or the ink smears, click **Normal** or **Draft** instead of Best on the **Paper Type/Quality** dialog box. See "Paper Type/Quality" on page 14. You may also want to decrease ink **Density** or increase **Dry Time**. **1** Choose **Print** from the **File** menu. **2** Choose **Ink Controls** from the **General** menu. **3** Use the sliders to adjust ink density and ink drying time. • Make sure you are not out of ink. See "Replacing Print Cartridges" on page 31. • You might need to clean the print cartridges. See "Cleaning Print Cartridges" on page 34. • If the color ink and black ink aren't lining up on the printed page, go to the **HP DeskJet 900 Series Utility** located in the Utilities folder in your hard drive's main directory, click the **Calibrate** tab, then click the **Align** button. See "HP DeskJet 900 Series Utility Window" on page 26.
Colors are wrong or missing.	• Verify that you removed the protective vinyl tape from the print cartridge. • Check the print cartridges status. See "Print Cartridge Status" on page 29. • You might need to clean your color print cartridge. See "Cleaning Print Cartridges" on page 34. • Click the **Revert to Defaults** button in the **Color** tab of the **Print** dialog box. See "Print Dialog Box" on page 12.
Banners aren't printing correctly.	• Make sure the OUT tray is up. • Make sure you selected the paper size **U.S. Letter Banner** or **A4 Banner** on the **Page Setup** dialog box. See "Page Setup - Controlling Page Layout" on page 10. • If several sheets feed into the printer together, unfold and refold the paper. • If the paper creases going through the printer, the paper might be unsuitable for banner printing.
Watermark is off-center.	• When you create the image, keep in mind how the watermark scaling options affect the placement of the image. The software determines placement of the watermark based on the location of the upper-left and lower-right corners of the image. In your drawing program, you can place a dot above and to the left of the image in the watermark to define the corner. If you don't want the dot to be visible in your printed document, make the dot white.
Print Both Sides was selected, but printing is only on one side of the paper.	• Re-attach the Automatic Two-Sided Printing Module. See "Installing the Automatic Two-Sided Printing Module" on page 3. • Make sure you selected **Automatic** on the **Layout** dialog box. See "Layout" on page 14. • Turn **Background Printing** on. See "Background Printing" on page 16.

| What if...	Check this...
In Two-Sided Printing, the binding margin appears in the wrong place.	• Check the **Page Setup** dialog box to ensure you have checked **Two Sided Safe Margins** and selected the correct paper orientation. See "Page Setup - Controlling Page Layout" on page 10. • Make sure you selected the right **Binding** option in the **Layout** dialog box. See "Layout" on page 14.
Print order (front to back, or back to front) isn't working.	• Turn **Background Printing** on. See "Background Printing" on page 16.
Print Cartridge Status Light won't stop blinking.	• See "Print Cartridge Status" on page 29. • Make sure the printer's top cover is closed.
The printer is jammed.	• See "Clearing a Paper Jam" on page 43.
You have printing problems on a networked printer.	• Make sure the printer has not been renamed. If the printer has been renamed, return the printer name to HP DeskJet 970C. • Do not rename the printer icon if you are using a JetDirect 300X External Print Server. • Do not rename the printer while it is printing.

Clearing a Paper Jam

If the paper jams in the printer:

1 Pull the paper out of either the IN tray or the OUT tray.

2 Press the Resume Button on the front of the printer to clear the paper jam.

3 If the paper jam has cleared, print your document again. If the paper jam was not cleared by pressing the Resume Button, and you can not remove the jammed paper from the front of the printer, follow the steps below.

If the Automatic Two-Sided Printing Module is attached and the paper jam is in the Module:

1 Press the button on top of the Two-Sided Printing Module and lower the access door.

2 Pull the jammed paper out of the Module, then close the access door.
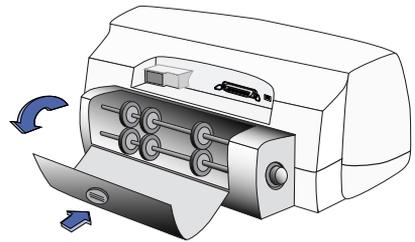
Press top button to access rollers

3 If the paper jam has cleared, print your document again.

If the Automatic Two-Sided Printing Module is attached and the paper jam is in the back of the printer:

1 Simultaneously press the release buttons, located on each side of the module, to remove the module.

2 Pull the jammed paper out of the printer, then replace the Module.
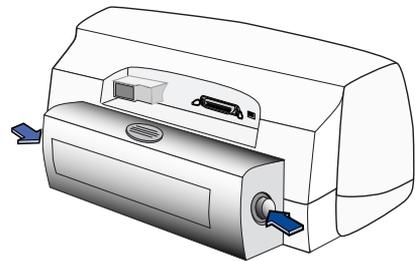
Press buttons to remove Module

If the Rear Access Door is attached and the paper jam is in the back of the printer:

1 Turn the knob on the Rear Access Door (counter-clockwise) and remove the door.

2 Pull the jammed paper out of the printer, then replace the Rear Access Door.

Note: If you were printing labels, see if a label has come unglued from a label sheet while going through the printer.
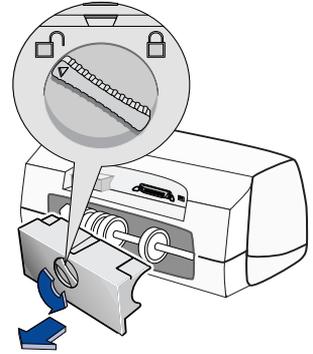
Note: If after clearing the paper jam the print cartridge cradle sticks, remove and reinstall the print cartridges. For instructions, see "Replacing Print Cartridges" on page 31.

HP Customer Care

HP DeskJet printers set the standard for quality and reliability, so you have made an excellent choice. Should you need help, however, HP Customer Care's award-winning service and support is nearby to provide expert advice on using your HP printer or to answer specific questions about a problem you are having. Whether online, by fax, or by phone, you'll find the support you need—and you'll find it fast.

Electronic Support Information

If you have a modem connected to your computer and subscribe to an online service or have direct access to the Internet, you can obtain a wide variety of information about your printer.

HP Customer Care Online

Click your way to a quick solution! A great place to go for answers to questions about HP products is HP Customer Care online at **http://www.hp.com/support/ home_products**. You'll get instant access to everything from helpful printing tips to the latest product and software updates—24 hours a day, seven days a week, all at no charge to you.

HP Customer Care User Forums

They're friendly. They're informative. Check out our online user forums. Simply review existing messages left by other HP users to find the answers you're looking for. You can also post your questions, then check back later for ideas and suggestions from knowledgeable users and system operators. You can access the user forums directly from **http://www.hp.com/support/home_products.**

Printer Software

Printer software (also referred to as a printer driver) allows your printer to talk with your computer. HP provides several options for getting printer software and updates:

- Download the printer software by accessing HP's web site:
  http://www.hp.com/support/home_products.

- If you are in the U. S. and need a software update, you can order by calling (661) 257-5565. Software updates are available for the cost of the CDs plus shipping.

- If you are outside the U.S. and cannot download the driver from HP's web site, call the HP Customer Care Center nearest you. See page 46.

HP Customer Care Repair

If your HP printer is ever in need of repair, simply call the HP Customer Care Center. A trained service technician will diagnose the problem and coordinate the repair process for you. This service is free during your printer's standard warranty. Beyond the warranty period, repairs are charged on a time and materials basis.

HP Customer Care by Phone

Within 90 days from the time of your purchase, telephone support is provided to you free of charge. However, if you are calling long distance, long-distance charges may apply. Before placing a call for help, please make sure that:

- You have checked your *Quick Start Poster* and this *User's Guide* for installation and troubleshooting tips.
- You have the following information available:
  - Your printer's serial number (the label is on the printer's bottom).
  - Your printer's model number (the label is on the front of the printer).
  - The model of the computer.
  - The version of the printer and software program (if applicable).

If you need help from a service technician, call us while you're in front of your computer and printer. That way we can help you with your questions immediately!

Africa/Middle East	41 22/780 41 11
Argentina	541781-4061/69
Australia	61 3 92728000
Austria	43 (0)660 6386
Belgium (Dutch)	32 (0)2 62688 06
Belgium (French)	32 (0)2 6268807
Brazil	55 11 829-6612
Canada	(905) 206-4663
China	86 10 6262 3888 610
Czech Republic	42 (2) 471 7321
Denmark	45 (0) 39 294099
Finland	358 (9)2034 7288
France	33 (0)143623434
Germany	49 (0) 180 5258 143
Greece	30 1 689 64 11
Hong Kong	(800) 96 7729
Hungary	36 (1) 252 4505
India	91 11 682 60 35
Indonesia	6221 350 3408
Ireland	353 (0) 1662 5525
Israel	972-9-9524848
Italy	39 (0)2 264 10350
Japan, Tokyo	81 3 3335-8333
Japan, Osaka	81 6 838 1155
Korea	82 2 3270 0700
Malaysia	03 2952566
Mexico D.F.	326 46 00
Mexico, Guadalajara	669 95 00
Mexico, Monterrey	378 42 40
Middle East/Africa	41 22/780 41 11
Netherlands	31 (0)20 606 8751
New Zealand	(09) 356-6640
Norway	47 (0)22 116299

Philippines	65 272 5300
Poland	(+48) 22 519 06 00
Portugal	351 (0) 144 17 199
Russia	7095 923 50 01
Singapore	65 272 5300
Spain	34 (9) 02321 123
Sweden	46 (0)8 6192170
Switzerland	41 (0)84 8801111
Taiwan	886 2-2717-0055
Thailand	(66-2) 661 4011
Turkey	90 1 224 59 25
United Kingdom	44 (0) 171 512 5202
U. S.	(208) 344-4131
Venezuela	58 2 239 5664

After the Warranty

You can still get help from HP for a fee. Prices are subject to change without notice. (Online help is still available for free!)

- For quick questions in the United States only, call (900) 555-1500. The charges are $2.50 per minute and begin when you connect with a service technician.
- For calls from Canada, or for calls in the U.S. that you anticipate might be longer than ten minutes in length, call (800) 999-1148. The fee is US $25 per call, charged to your Visa or MasterCard.
- If, during your phone call, it is determined that your printer requires repair and you are within your printer's hardware warranty period, your phone charges will be reversed.

Extended Warranty Options

If you would like to extend your printer coverage beyond the one year factory warranty, you have the following options:

- Consult your reseller to get extended coverage.
- If your reseller does not offer service contracts, please call HP directly and ask about our HP Service Agreements. In the U.S., call (800) 446-0522; in Canada, call (800) 268-1221. For HP Service Agreements outside the U.S. and Canada, contact your local HP Sales Office.

5 Supplies and Accessories

Part Names and Numbers

Part Name	Part Description	Part Number
Interface Cables		
HP IEEE 1284-Compliant Parallel Interface Cable	With one 1284-A connector for the computer port and one 1284-B connector for the printer port. - 2-meter length - 3-meter length	C2950A C2951A
HP USB-Compliant Interface Cable	2-meter length	C6518A
HP JetDirect Print Servers		
HP JetDirect 300X External Print Server	Ethernet/802.3 RJ-45 (10Base-T/100Base-Tx) Single Port	J3263
Print Cartridges		
Print Cartridge	● Black	HP 51645 Series
Print Cartridge	Tri-color	HP C6578 Series
Power Cords		
Power Cord	U.S., Canada, Brazil, Latin America, Saudi Arabia	8120-8330
Power Cord	Japan	8120-8336
Power Cord	U.K., Singapore, Malaysia, Middle East, Hong Kong	8120-8341
Power Cord	South Africa	8120-8347
Power Cord	India	8120-8345
Power Cord	Australia, Argentina	8120-8337
Power Cord	China, Taiwan, Philippines	8120-8346
Power Cord	Korea	8120-8339
Power Cord	Europe, Jordan, Lebanon, North Africa, Israel, Russia, Baltic countries, Thailand, Indonesia, Caribbean, Latin America	8120-8340
Other Replaceable Parts		
DJ970C Series Printer Top Cover	Access Door Assembly	C6426-60010
DJ970C Series Printer Cleanout	Access Door Assembly	C6426-60038
DJ970C Series Automatic Two-Sided Printing Module		C6426-60033

Printer Quick Start Posters and User's Guides for Macintosh

Most HP printer documentation is available for viewing and printing at **http://www.hp.com/support/home_products**.

Language	Quick Start Poster Part Numbers	User's Guide Part Numbers
Dutch	C6429-90115	C6429-90103
English	C6429-90107	C6429-90096
French	C6429-90108	C6429-90097
German	C6429-90109	C6429-90098
Greek	C6429-90116	
Italian	C6429-90110	C6429-90099
Japanese	C6429-90111	C6429-90100
Portuguese	C6429-90114	C6429-90104
Spanish	C6429-90112	C6429-90101
Swedish	C6429-90113	C6429-90102
Turkish	C6429-90117	

Paper and Other Media

Availability of special media varies by country.

Paper Type	Description	Part Number
HP Bright White Inkjet Paper	A4 (210 x 297 mm), 200 sheets A4 (210 x 297 mm), 500 sheets U.S. letter, 200 sheets U.S. letter, 500 sheets	C5977A C1825A C5976A C1824A
HP Premium Inkjet Paper	A4 (210 x 297 mm), 200 sheets U.S. letter, 200 sheets	51634Z 51634Y
HP Premium Inkjet Heavyweight Paper	A4 (210 x 297 mm), 100 sheets U.S. letter, 100 sheets	C1853A C1852A
HP Professional Brochure & Flyer Paper, Matte	U.S. letter, 50 sheets	C6955A
HP Photo Paper, Two-Sided, Satin/Glossy	Asian A4 (210 x 297 mm), 20 sheets European A4 (210 x 297 mm), 20 sheets U.S. letter, 20 sheets	C6765A C1847A C1846A
HP Premium Photo Paper, Glossy	Asian A4 (210 x 297 mm), 15 sheets European A4 (210 x 297 mm), 15 sheets U.S. letter, 15 sheets	C6043A C6040A C6039A
HP Premium Plus Photo Paper, Glossy	Asian A4 (210 x 297 mm), 20 sheets European A4 (210 x 297 mm), 20 sheets U.S. letter, 20 sheets	C6933A C6832A C6831A
HP Premium Plus Photo Paper, Matte	European A4 (210 x 297 mm), 20 sheets U.S. letter, 20 sheets	C6951A C6950A
HP Premium Plus Photo Paper, Glossy Snapshot	European (4 x 6 in finished size), 20 sheets U.S. (4 x 6 in finished size), 20 sheets	C6945A C6944A
HP Premium Inkjet Transparency Film	A4 (210 x 297 mm), 20 sheets A4 (210 x 297 mm), 50 sheets U.S. letter, 20 sheets U.S. letter, 50 sheets	C3832A C3835A C3828A C3834A
HP Premium Inkjet Rapid-dry Transparencies	A4, (210 x 297 mm), 50 sheets U.S. letter, 50 sheets	C6053A C6051A
HP Banner Paper	A4, (210 x 297 mm), 100 sheets U.S. letter, 100 sheets	C1821A C1820A
HP Matte Greeting Cards, White/Quarter-fold	A4, (210 x 297 mm), 20 sheets, 20 envelopes U.S. letter, 20 sheets, 20 envelopes	C6042A C1812A
HP Felt-textured Greeting Cards, Ivory/Half-fold	U.S. letter, 20 sheets, 20 envelopes	C6828A
HP Iron-on T-Shirt Transfers	European A4, (210 x 297 mm), 10 sheets Asian A4, (210 x 297 mm), 10 sheets U.S. letter, 10 sheets	C6050A C6065A C6049A
HP Restickables, Large Round Inkjet Stickers	U.S. letter, 10 sheets (90 stickers)	C6822A
HP Restickables, Large Square Inkjet Stickers	U.S. letter, 10 sheets (90 stickers)	C6823A

Note: To find out which recycled papers are recommended for your printer, contact your local HP Sales Office and ask for the HP Inkjet Printer Family Paper Specifications Guide, HP part number 5961-0920.

Ordering Information

To order printer supplies or accessories, call your nearest HP dealer or call HP DIRECT at the following numbers for fast shipping service.

In the U.S., you can buy supplies directly from HP at www.hp.com/go/shopping (the HP Shopping Village).

Country	Phone or Fax	Address
Argentina	• (54 1) 787-7100 • Fax: (54 1) 787-7213	Hewlett-Packard Argentina Montañeses 2150 1428 Buenos Aires, Argentina
Australia/New Zealand	• (03) 895-2895	China Resources Bldg. 26 Harbour Road Wanchai, Hong Kong
Austria - South-East Area	• (43-0222) 25 000, ext. 755 • Fax: (43-0222) 25 000, ext. 610	Hewlett-Packard Ges.m.b.H. Ersatzteilverkauf Lieblg. 1 A-1222 Wien
Brazil	Centro de Informações HP • Grande São Paulo: 822-5565 • Demais localidades: 0800-157751 • Fax: (011) 829-7116	Centro de Informações HP Hewlett-Packard Brasil S.A. Caixa postal 134, Rua Clodomiro Amazonas, 258 CEP 04534-011, São Paulo - SP
Canada	• Canada: (800) 387-3154, (905) 206-4725 • Fax: (905) 206-3485/-3739 • Toronto: (416) 671-8383	Hewlett-Packard (Canada) Ltd. 5150 Spectrum Way Mississauga, Ontario L4W 5G1
Chile	• (56 2) 203-3233 • Fax: (56 2) 203-3234	Hewlett-Packard de Chile SA Av. Andres Bello 2777, Oficina 1302 Las Condes, Santiago, Chile
Denmark	• 45 99 14 29 • Fax: 42 81 58 10	Hewlett-Packard A/S Kongevejen 25, 3460 BIRKEROD
Finland	• (90) 8872 2397 • Fax: (90) 8872 2620	Hewlett-Packard Oy Varaosamyynti, Piispankalliontie 17 02200 ESPOO
France	• (1) 40 85 71 12 • Fax: (1) 47 98 26 08	EuroParts 77 101 avenue du Vieux Chemin de Saint-Denis 92625 GENNEVILLIERS
Germany	• 07031-145444 • Fax: 07031-141395	Hewlett-Packard GmbH, HP Express Support Ersatzteil-Verkauf, Herrenberger Str. 130 71034 BÖBLINGEN
International Sales Branch	• (41) 22 780 4111 • Fax: (41) 22 780-4770	Hewlett-Packard S. A., ISB 39 rue de Veyrot 1217 MEYRIN 1 GENEVE - SUISSE
Italy	• 02/9212.2336/2475 • Fax: 02/92101757	Hewlett-Packard Italiana S. P. A. Ufficio Parti di ricambio Via G. Di Vittorio, 9 20063 Cernusco s/N (MI)

Country	Phone or Fax	Address
Japan	• (03) 3335-8333	Hewlett-Packard Japan Ltd. 29-21 Takaido-Higashi 3-chome, suginami-ku Tokyo 168-8585
Latin America	• (305) 267-4220 • Fax: (305) 267-4247	5200 Blue Lagoon Drive, Suite 950 Miami, FL 33126
Mexico	• (52 5) 258-4600 • Fax: (54 1) 258-4362	Hewlett-Packard de México, S.A. de C.V Prolongación Reforma #470 Colonia Lomas de Santa Fe, C.P. 01210 México, D.F.
Netherlands	• 0 33 450 1808 • Fax: 0 33 456 0891	Hewlett-Packard Nederland B. V. Parts Direct Service Basicweg 10 3821 BR AMERSFOORT
Norway	• 22735926 • Fax: 22735611	Hewlett-Packard Norge A/S, Express Support Drammensveien 169-171 0212 Oslo
Spain	• 1 6 31 14 81 • Fax: 1 6 31 12 74	Hewlett-Packard Espanola S.A. Departamento de Venta de Piezas Ctra N-VI, Km. 16,500 28230 LAS ROZAS, Madrid
Sweden	• 8-4442239 • Fax: 8-4442116	Hewlett-Packard Sverige AB Skalholtsgatan 9, Box 19 164 93 KISTA
Switzerland	• 056/279 286 • Fax: 056/279 280	Elbatex Datentechnik AG Schwimmbastrasse 45, 5430 WETTINGE
United Kingdom	• +44 1765 690061 • Fax: +44 1765 690731 • +44 181 568 7100 • Fax: +44 181 568 7044 • +44 1734 521587 • Fax: +44 1734 521712	• Express Terminals, 47 Allhallowgate Ripon, North Yorkshire • Parts First, Riverside Works Isleworth, Middlesex, TW7 7BY • Westcoast, 28-30 Richfield Ave. Reading, Berkshire, RG1 8BJ
United States	• (800) 227-8164	
Venezuela	• (58 2) 239-4244/4133 • Fax: (58 2) 207-8014	Hewlett-Packard de Venezuela C.A. Tercera Transversal de Los Ruices Norte Edificio Segre, Caracas 1071, Venezuela Apartado Postal 50933, Caracas 1050
Elsewhere in the world		Hewlett-Packard Company Intercontinental Headquarters 3495 Deer Creek Road, Palo Alto, CA 94304, U.S.A.

Supplies and Accessories

NOTES:

A Setup Instructions

Using a USB Connection

You can connect your HP DeskJet 900 Series directly to your computer using a USB cable if your computer supports USB (Universal Serial Bus). Before you connect your printer to your computer, make sure your configuration meets these requirements:

- Your computer must support USB
- You will need a USB-compliant interface cable, such as HP Part Number C6518A
- Your computer must be turned on and running MacOS 8.1 or higher

1 Attach Automatic Two-Sided Printing Module

   a Turn knob on printer's Rear Access Door counter-clockwise and remove door.
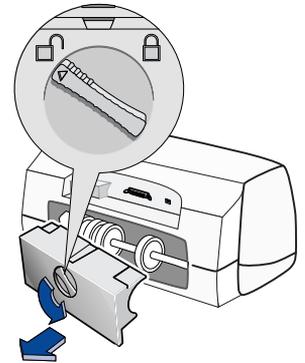
   b Insert module into back of printer.
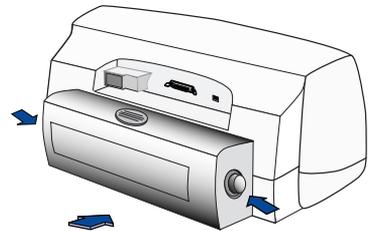
2 Plug in Electrical Power Cord

3 Load White Paper

Printable Side
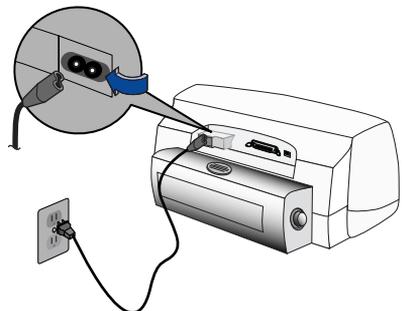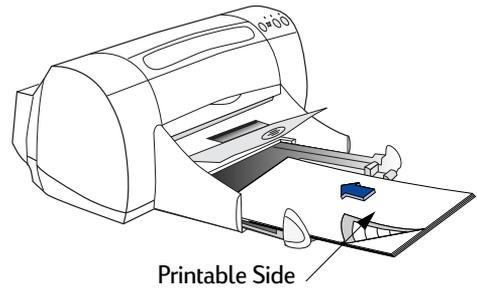
4 Insert Print Cartridge

a Press Power Button ⏻ to turn on printer.

b Remove vinyl tape from print cartridges.
   Do NOT touch or remove copper strip on print cartridges.

c Open top cover, then insert print cartridges.

d Close top cover.
   Printer will print a calibration page.

4a

4b

Black   **Tri-Color**

4c, d
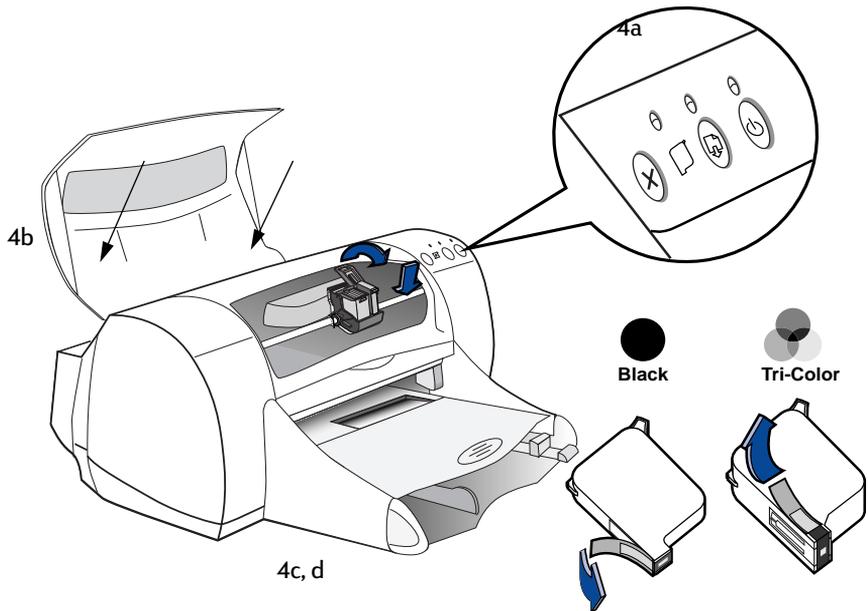
5 Connect USB Cable

- You can connect to any USB port.

- A USB cable, such as an HP USB-Compliant Interface Cable (part number C6518A), should be purchased separately.
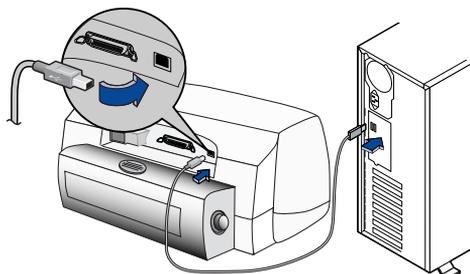
6 Install Printer Software

a Insert the HP Printer Software CD into your CD-ROM drive.

b Double-click the HP DeskJet 900 Series Installer icon.

HP DeskJet 900 Series Installer

c Follow the on-screen instructions to complete the installation.
Your computer will restart when the installation is complete.

d After your computer restarts, the DeskJet 900 Series Utility (Select Printer) dialog box opens.
Follow the instructions in this dialog box to select the HP DeskJet 900 Series printer.

DeskJet 900 Series Utility (Select Printer)

To use your new printer you will first need to go to the "Chooser" and select it from the list of available printers.

1. Click the "Chooser" button   **Chooser**

2. Select "DeskJet 900 Series"   AppleShare   DeskJet 900 Series

3. Select the printer from the "Connect To" list   Connect to: DESKJET 930C

4. Close the "Chooser"

Click the "Done" button after you have selected the printer, to start using the "DeskJet 900 Series Utility."

Done

Using an AppleTalk Connection

You can print to an HP DeskJet 900 Series printer using an AppleTalk network connection if your printer is turned on and connected to your AppleTalk network with an HP JetDirect 300X External Print Server. To set up an AppleTalk printer connection:

- Your HP DeskJet 900 Series printer must be turned on and connected to your AppleTalk network with an HP JetDirect 300X External Print Server
- Your computer must be turned on and connected to your AppleTalk network
- AppleTalk must be active on your computer
- Your computer must be running MacOS 7.6.1 or higher

If your configuration meets these requirements, see "AppleTalk Network Connection" on page 7 to set up an AppleTalk network connection.

Connecting Your Printer to an HP JetDirect 300X External Print Server

If you would like to print to an HP DeskJet 900 Series printer but your printer is not connected to an HP JetDirect 300X External Print Server, connect the printer to an HP JetDirect 300X External Print Server according to the instructions that came with the print server, then see "AppleTalk Network Connection" on page 7 to set up an AppleTalk network connection.

B Specifications

DeskJet 970Cxi model no. C6429A

DeskJet 970Cse model no. C6429B

Black Text Print Speed*

Draft: 12 pages per min.

Mixed Text with Color Graphics Print Speed*

Draft: 10 pages per min.

Duty Cycle

5,000 pages per month

**Black TrueType™ Text Resolution
 (depends on paper type)**

Draft: 300 x 600 dpi
Normal: 600 x 600 dpi
Best: 600 x 600 dpi

Color Resolution (depends on paper type)

Draft: 300 x 600 dpi
Normal: Color Layering
Best: Color Layering**

Print Technology

Drop-on-demand thermal inkjet printing

Software Compatibility

USB Connection: MacOS version 8.1 or later
AppleTalk Connection: MacOS version 7.6.1 or later

System Requirements

USB Connection:
  PowerPC MacOS-based computer with a USB port
  MacOS version 8.1 or later
  32 MB RAM
  8 MB (minimum) available hard-disk space
AppleTalk Connection:
  68030 or 68040 Mac or PowerPC MacOS-based
  computer
  MacOS version 7.6.1 or later
  16 MB RAM
  8 MB (minimum) available hard-disk space

Memory

2 MB built-in RAM, 4 KB buffer

Buttons/Lights

Cancel Button
Print Cartridge Status Light
Resume Button and Light
Power Button and Light

I/O Interface

Centronics Parallel, IEEE 1284-Compliant with
1284-B receptacle
Universal Serial Bus

Dimensions

With Automatic Two-Sided Printing Module:
440 mm wide x 196 mm high x 430 mm deep
17.32 in wide x 7.72 in high x 16.93 in deep

Without Automatic Two-Sided Printing Module:
440 mm wide x 196 mm high x 370 mm deep
17.32 in wide x 7.72 in high x 14.56 in deep

Weight

With Automatic Two-Sided Printing Module
6.8 kg (15 lb) without print cartridges

Without Automatic Two-Sided Printing Module
5.9 kg (15 lb) without print cartridges

Operating Environment

Maximum operating temperature:
41 to 104 ˚F, 5 to 40 ˚C

Humidity: 15 to 80% RH noncondensing

Recommended operating conditions for best print
quality:
59 to 95˚F or 15 to 35˚C
20 to 80% RH noncondensing

Storage temperature: -40 to 140˚F, -40 to 60˚C

Power Consumption

2 watts average maximum when off
4 watts average maximum non-printing
25 watts average maximum when printing

Power Requirements

Input Voltage: 100 to 240 VAC (±10%)
Input Frequency: 50/60 Hz (±3 Hz)

Automatically accommodates the world-wide range
of AC line voltages and frequencies.

* Approximate figures. Exact speed will vary depending on the system configuration, software program, and document complexity.
**A High Resolution Mode of 2400 x 1200 dpi is also available.

B Specifications

Declared noise emissions in accordance with ISO 9296

Sound power level, LWAd (1B=10dB): 5.9 B in Normal mode.

Sound pressure level, LpAm (bystander positions): 46 dB in Normal mode.

Media Weight

Paper:
U.S. Letter	60 to 90 gsm (16 to 24 lb)
Legal	75 to 90 gsm (20 to 24 lb)
Envelopes:	75 to 90 gsm (20 to 24 lb)
Cards:	110 to 200 gsm (110 lb index max)
Banner Paper:	60 to 90 gsm (16 to 24 lb)

Media Handling

Sheets:	up to 150
Banners:	up to 20 sheets
Envelopes:	up to 15
Cards:	up to 45
Transparencies:	up to 30
Labels:	up to 20 sheets of labels (use only U.S. letter-sized or A4-sized sheets)
OUT tray capacity:	up to 50 sheets

Alignment

Vertical:	+/- .058 mm (.002 in) in normal mode
Skew:	+/- .152 mm (.006 in) on plain paper +/- .254 mm (.010 in) on HP transparency films

Media Size

Paper:
U.S. Letter	216 x 279 mm (8.5 x 11 in)
Legal	216 x 356 mm (8.5 x 14 in)
Executive	184 x 279 mm (7.25 x 10.5 in)
A4	210 x 297 mm
A5	148 x 210 mm
B5-JIS	182 x 257 mm

Custom Size:
Width	77 to 216 mm (3.0 to 8.5 in)
Length	77 to 356 mm (3.0 to 14 in)

Banners:
U.S. Letter	216 x 279 mm (8.5 x 11 in)
A4	210 x 297 mm

Envelopes:
U.S. No. 10	105 x 241 mm (4.3 x 9.5 in)
Invitation A2	111 x 146 mm (4.37 x 5.75 in)
DL	220x110 mm
C6	114x162 mm

Index Cards:
	76 x 127 mm (3 x 5 in)
	102 x 152 mm (4 x 6 in)
	127 x 203 mm (5 x 8 in)
A6:	105 x 148.5 mm

Hagaki:
	100 x 148 mm

Labels:
U.S. Letter	216 x 279 mm (8.5 x 11 in)
A4	210 x 297 mm

Transparencies:
U.S. Letter	216 x 279 mm (8.5 x 11 in)
A4	210 x 297 mm

B Specifications

Minimum Printing Margins

The printer cannot print outside a certain area of the page, so you must make sure the contents of your document fall within the printable area.

When you use nonstandard paper sizes and select the **Custom Paper Size** setting from the **Page Setup** window, the paper width must be between 3 and 8.5 inches (77 and 215 mm) and the paper length must be between 3 and 14 inches (77 and 356 mm).

These margins do not apply when you are using the Automatic Two-Sided Printing Module.

Letter and Legal Paper

Left:	6.4 mm (0.25 in)
Right:	6.4 mm (0.25 in)
Top:	1.8 mm (0.07 in)
Bottom:	11.7 mm (0.46 in)

A4 Paper

Left:	3.4 mm (0.134 in)
Right:	3.4 mm (0.134 in)
Top:	1.8 mm (0.07 in)
Bottom:	11.7 mm (0.46 in)

Executive, A5, B5, and Custom Paper

Left:	3.2 mm (0.125 in)
Right:	3.2 mm (0.125 in)
Top:	1.8 mm (0.07 in)
Bottom:	11.7 mm (0.46 in)

Cards (3 x 5, 4 x 6, 5 x 8, and A6)

Left:	3.2 mm (0.125 in)
Right:	3.2 mm (0.125 in)
Top:	1.8 mm (0.07 in)
Bottom:	11.7 mm (0.46 in)

Hagaki Postcards

Left:	3.2 mm (0.125 in)
Right:	3.2 mm (0.125 in)
Top:	1.8 mm (0.07 in)
Bottom:	11.7 mm (0.46 in)

Envelopes

Left:	3.2 mm (0.125 in)
Right:	3.2 mm (0.125 in)
Top:	1.8 mm (0.07 in)
Bottom:	11.7 mm (0.46 in)

Banners, A4 (210 x 297 mm, 8.27 x 11.7 in)

Left:	3.4 mm (0.134 in)
Right:	3.4 mm (0.134 in)
Top:	0.0 mm (0.00 in)
Bottom:	0.0 mm (0.00 in)

Banners, Letter (8.5 x 11 in)

Left:	6.4 mm (0.25 in)
Right:	6.4 mm (0.25 in)
Top:	0.0 mm (0.00 in)
Bottom:	0.0 mm (0.00 in)

Photo with tear-off tab (112 x 152 mm, 4 x 6.5 in)

Left:	3.2 mm (0.125 in)
Right:	3.2 mm (0.125 in)
Top:	3.2 mm (0.125 in)
Bottom:	3.2 mm (0.125 in)

NOTES:

C Legal Information

Regulatory Notices

Hewlett-Packard Company
Models C6429A, C6429B

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Hewlett-Packard Company may cause harmful interference, and void your authority to operate this equipment. Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

For further information, contact:

Hewlett-Packard Company
Manager of Corporate Product Regulations
3000 Hanover Street
Palo Alto, Ca 94304
(415) 857-1501

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, can cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

LED Indicator Statement

The display LEDs meet the requirements of EN 60825-1.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。

사용시 안내문 (A급 기기)

이 기기는 업무용으로 전자파장해검정를 받은 기기이오니,만약 잘못 구입하셨을 때에는 구입한 곳에서 비업무용으로 교환하시기 바랍니다.

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은 기기로서, 주거지역에서는 물론 모든 시역에서 사용할 수 있습니다.

Limited Warranty Statement

HP Product	Duration of Limited Warranty
Software	90 Days
Ink cartridges	90 Days
Printer	1 Year

A. Extent of Limited Warranty

1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.

2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.

3. HP's limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:
   a. Improper or inadequate maintenance or modification;
   b. Software, interfacing, media, parts, or supplies not provided or supported by HP; or
   c. Operation outside the product's specifications.

4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.

5. If HP receives, during the applicable warranty period, notice of a defect in any software, media, or ink cartridge product which is covered by HP's warranty, HP shall replace the defective product. If HP receives, during the applicable warranty period, notice of a defect in any hardware product which is covered by HP's warranty, HP shall either repair or replace the defective product, at HP's option.

6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.

7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.

8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.

9. HP's limited warranty is valid in any country where the covered HP product is distributed by HP except for the Middle-East, Africa, Argentina, Brazil, Mexico, Venezuela, and France's "Departements D'Outre-Mer"; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility where the product is distributed by HP or by an authorized importer.

B. Limitations of Warranty

1. TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE HP PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of Liability

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.

2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local Law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
   a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
   b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
   c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF HP PRODUCTS TO SUCH CUSTOMERS.

HP Year 2000 Warranty

Subject to all of the terms and limitations of the HP Limited Warranty Statement stated above, HP warrants that this HP Product will be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000, including leap year calculations, when used in accordance with the Product documentation provided by HP (including any instructions for installing patches or upgrades), provided that all other products (e.g. hardware, software, firmware) used in combination with such HP Product(s) properly exchange date data with it. The duration of the Year 2000 warranty extends through January 31, 2001.

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NOTES:

Environmental Statement

Hewlett-Packard continuously improves the design processes of HP DeskJet printers to minimize the negative impact on the office environment and on the communities where printers are manufactured, shipped, and used. Hewlett-Packard has also developed processes to minimize the negative impact of the disposal of the printer at the end of printing life.

Reduction and Elimination

Paper Use: The printer's automatic/manual two-sided printing capability reduces paper usage and the resulting demands on natural resources. This printer is suited for the use of recycled papers according to DIN 19 309.

Ozone: Ozone-depleting chemicals such as CFCs have been eliminated from Hewlett-Packard manufacturing processes.

Recycling

Design for recycling has been incorporated into this printer. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair. Plastic parts have been primarily designed in no more than two colors to enhance recycling options. A few small parts are colored specifically to highlight customer access points.

Printer Packaging: The packaging materials for this printer have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the HP DeskJet printer assists in minimizing both packaging materials and damage rates.

Plastic parts: All major plastics and plastic parts are marked according to international standards. All plastic parts used in the printer housing and chassis are technically recyclable and all use a single polymer.

Product Longevity: To ensure the longevity of your DeskJet Printer, HP provides the following:

- Extended Warranty - HP SupportPack provides coverage for the HP hardware and product and all HP supplied internal components. HP SupportPack must be purchased by the customer within 30 days of purchase. Contact the nearest HP dealer about this service.
- Spare Parts and Consumables are available for five years after production has stopped.
- Product Take-back - To return this product and ink cartridges to HP at the end of its useful life, call your local HP Sales or Service Office for instructions.

Energy Consumption

This printer was designed with energy conservation in mind. This printer averages 4 watts in stand-by mode. Not only does this save natural resources, but it also saves money without affecting the high performance of this printer. This product qualifies for the ENERGY STAR Program (U.S. and Japan). ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products. ENERGY STAR is a US registered service mark of the US EPA. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.

Energy consumption in off-mode: When the printer is off, a minimal amount of energy is still being consumed. Energy consumption can be prevented by turning the printer power off, then disconnecting the end of the printer power cord from the electrical source.