Help Me Fix My Printer

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

▢   A page came out of the printer.
▢   A page did not come out of the printer.

To take full advantage of your printer and the online help that accompanies it, use the HP 2000C Toolbox to view all printer information.

HEWLETT PACKARD

A page did not come out of the printer

Note: Most common printing problems can be solved using the instructions that follow. Carefully follow the steps listed in the order in which they are given to resolve your printing problem.

Click the phrase that describes what you are seeing with your printer.

No lights; the printer will not turn on

Power light on; Activity light blinking

Power light on; Attention light blinking; Activity light on

Power light is on; printer seems normal

Power light on; Attention light is blinking

All printer lights are blinking rapidly

HEWLETT
PACKARD

No Lights; the printer will not turn on

Check the power cable.

Make sure the power cable is firmly connected at both ends.

Check for power.

Make sure the outlet that the printer or power strip is plugged into is working properly.

Press the Power button.

Firmly press and hold the Power (⏻) button on the printer for one second.

If none of the instructions above solve the problem:

Click here ▢ for information about contacting HP.

Power light on; Activity light blinking

Printer processing print job?

The printer driver software may be processing a print job. When a document has a lot of pages or includes complex tables, charts or graphics, it may take a longer for the printer to begin to work.

Networked printer?

The Activity light may blink continuously when the printer is connected to a network. As long as normal printing operation occurs, the blinking light can be ignored. If the condition does not change and the printer on the network will not print, try the following:

- If the printer is locally shared, check to see if the printer is working correctly on the computer that the printer is connected to.
- Check to see if other users on the network are having a problem printing to this printer.
- If the problem is isolated to a single computer, use this troubleshooter to solve the problem on that computer.
- If the problem seems to occur for all network users, contact your network administrator. Explain what steps you have taken to solve the problem.

Print a test page.

Click here to print a test page.

Did the test page print?

 Yes
 No

 HEWLETT PACKARD

Build Tag Spacer for Win31

Power light on; Attention light blinking; Activity light on

Printer paused?

■ The printer is paused. To resume printing, press either the Pause/Cancel Print (
▐▐/■) button or the Resume (
▷) button on the printer.

Manual Feed option selected?

If this condition occurs frequently, check to see if the **Manual Feed** option is selected as a default setting in the HP print settings dialog box.

1 Click here to open the Control Panel.
2 Double-click the **Printers** icon.
3 Click the HP 2000C Series Printer from the **Installed Printers** list.
4 Click **Setup…**
5 Click the **Setup** tab.
6 Make sure **Manual Feed** is not selected in the **Paper Source** list, and click **OK**.

Build Tag Spacer

Power light on; printer seems normal

Correct printer selected?

Make sure the printer is selected as the default printer, or that you have selected the printer from the program in which you are printing.

Click here ▢ for instructions on selecting the default printer.

Networked printer?

If the printer condition does not change and the printer on the network still will not print, try the following:

■   If the printer is locally shared, check to see if the printer is working correctly on the computer that the printer is connected to.

■   Check to see if other users on the network are having a problem printing to this printer.

■   If the problem is isolated to a single computer, use this troubleshooter to solve the problem on that computer.

⏻   If the problem seems to occur for all network users, contact your network administrator. Explain what steps you have taken to solve the problem.

Print a test page.

Click here ⏻ to print a test page.

Did the test page print?

⏻ Yes
⏻ No
⏻

Test Page printed

If the test page printed:

If the test page printed, then the printer and its connection to your computer are working. The printing problem is either a general problem in Windows or a specific problem with a software package.

Print a document from another program.

Try printing another document from a different Windows program, such as Windows Notepad, to determine whether the problem only happens in a specific program.

Note: After trying to print again, check the lights on the printer to be sure the condition of the printer has not changed. If the printer lights have changed condition, click here to begin this troubleshooter again and follow the instructions for the new conditions.

Was printing from another program successful?

 Yes
 No

Printing from another program succussful

If printing from another program is successful:

The problem is in the software program or the individual document file. Try these things:

- When printing, check the Print dialog box to see if the document is being printed to a file instead of the printer.
- If available, try printing a backup copy of the document.
- If the document still will not print, you may need to get help from the manufacturer of the software program. Click here to view known software conflicts.

If none of the instructions above solve the problem:

Click here for information about contacting HP.

Printing from another program failed

If printing from another program fails:

The problem is a general problem in the Windows printing system. Try these steps:

1   Cancel the print job and close all programs.
2   Turn the printer off.
3   Restart Windows.
4   As Windows restarts, turn the printer on again.
5   Try printing the document again.
6   If the document still will not print, try reinstalling the printer driver software that came with your printer.

If none of the instructions above solve the problem:

Click here for information about contacting HP.

Test Page did not print

Note: After trying to print again, check the lights on the printer to be sure the condition of the printer has not changed. If the printer lights have changed condition, click here

to begin this troubleshooter again and follow the instructions for the new conditions.

If the test page did not print:

If the test page did not print, then the printer or its connection to your computer is causing the problem. Printing a printer sample page will determine whether the problem is in the printer or the connection. To do this, press and hold down the Power (

) button for five seconds or until a sample page begins printing.

Did a sample page print?

Yes

No

Sample Page printed

If the sample page printed:

The problem appears to be in the connection between the printer and the computer. Try these steps:

  1 Make sure the HP 2000C printer is selected as the default printer, or as the current printer in the Print dialog box from the program in which you are printing.
  Click here

  for instructions on selecting the default printer.
  2 Check the printer cable at both ends to ensure a proper connection.
  3 Click here

to print a test page. If the test page prints, try printing the original document again.

If none of the instructions above solve the problem:

Click here

for information about contacting HP.

Sample Page did not print

If the sample page did not print:

The problem appears to be in the Windows printing system. Try these steps:

1   Turn the printer off, then on again.
2   Try printing the document again.

If none of the instructions above solve the problem:

Click here

for information about contacting HP.

Power Light on; Attention Light is blinking

Printer paused?

To resume printing, press either the Pause/Cancel Print (

) button or the Resume (

) button on the printer.

Manual Feed option selected?

If this condition occurs frequently, check to see if the **Manual Feed** option is selected as a default setting in the HP print settings dialog box.

  1   Click here

to open the Control Panel, and then double-click **Printers**.
2   Select your printer in the **Installed Printers** list, and then click **Setup**.
3   Click the **Setup** tab.
4   Make sure **Manual Feed** is not selected in the **Paper Source** list, and click **OK**.

Check the following:

  1   Make sure there is paper in the printer and that it is loaded correctly.
         Click here

for instructions on loading paper.
2   If too much paper is loaded, the printer may be unable to pick up paper. Try removing some paper if the stack is full.
3   Check the OUT Tray to see if an attention page has printed. The page will look like one of the examples below:
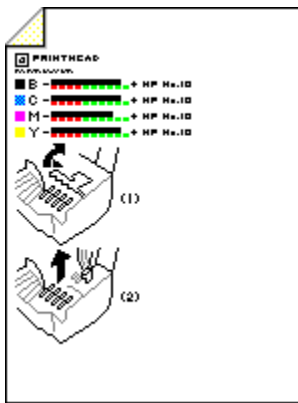
Note: When an ink cartridge or printhead needs to be replaced, and two-way communication is not working, the printer prints an attention page that identifies the ink cartridge or printhead that needs replacement.

Click here

for instructions on replacing ink cartridges.
    Click here

for information about replacing printheads.

Determine the attention mode.

If the above suggestions do not solve the problem, the cause for this attention mode can be determined in one of two ways:

Printer code diagnosis (recommended)
Allows you to determine the exact cause of the condition using the keypad and lights on the printer.

Step-by step diagnosis
Steps you through a checklist of possible causes when the printer stops working.

The printer code diagnosis is the quickest way to determine the problem, and is the recommended troubleshooting method.

Printer Code Diagnosis

To determine the printer attention code:

1   Prepare to write down a three digit code number.

2   Press the Resume (

) button on the printer once.

Note: If a page printed when you pressed the Resume button, examine the page. If the page illustrates the printer ink cartridges with ink level indicators, then one or more of the ink cartridges is empty or expired and needs replacement, as shown. If you are unsure how to read the page, follow the steps below at this point.

3   All of the lights on the printer will light up briefly.

4   Count the number of times the Power light blinks.

5   Count the number of times the Attention light blinks.

6   ← Count the number of times the Activity light blinks.

7   All of the lights will again light up briefly, then return to the original condition. Repeat the count, if needed, by pressing the Resume button again.

8   Combine the top/middle/bottom numbers to establish the printer code.
   (Example: if top=1, middle=3, bottom=4, then the printer code=134).

9   See list of printer codes below to resolve the problem.

LIST OF PRINTER CODES

Printhead codes

111 Black printhead is missing or improperly installed.
112 Error in black printhead. Replacement is required.
121 Cyan printhead is missing or improperly installed.
122 Error in cyan printhead. Replacement is required.
131 Magenta printhead is missing or improperly installed.
132 Error in magenta printhead. Replacement is required.
141 Yellow printhead is missing or improperly installed.
142 Error in yellow printhead. Replacement is required.
151 All four printheads are either missing, incorrectly installed, or have an ink buildup problem.
152 Either one printhead has an ink buildup problem or all four printheads need replacement.

Click here

for information about replacing printheads.

Click here

for instructions on cleaning the printheads and printhead contacts.

Ink cartridge codes

211 Black ink cartridge is missing or improperly installed.
212 Black ink cartridge is empty. Replacement is required.
213 Error in black ink cartridge. Replacement is required.
214 Black ink cartridge is expired. Replacement is required.
221 Cyan ink cartridge is missing or improperly installed.
222 Cyan ink cartridge is empty. Replacement is required.
223 Error in cyan ink cartridge. Replacement is required.
224 Cyan ink cartridge is expired. Replacement is required.
231 Magenta ink cartridge is missing or improperly installed.
232 Magenta ink cartridge is empty. Replacement is required.
233 Error in magenta ink cartridge. Replacement is required.
234 Magenta ink cartridge is expired. Replacement is required.
241 Yellow ink cartridge is missing or improperly installed.
242 Yellow ink cartridge is empty. Replacement is required.
243 Error in yellow ink cartridge. Replacement is required.
244 Yellow ink cartridge is expired. Replacement is required.

Click here

for instructions on replacing ink cartridges.

Paper Jam codes

410 Optional Accessory Paper Tray has a paper jam.

Click here

for instructions on clearing a paper jam in the Accessory Paper Tray.

420 Paper jam inside printer.

Click here

for instructions on clearing the paper jam inside the printer.

Miscellaneous codes

520 Printhead access cover is improperly closed.

Click here

for instructions on relatching the printhead access cover.

530 Printhead Carriage Block-printhead latch not latched correctly.

Click here

for instructions on relatching the printhead access cover.

540 Printhead Carriage Block-Foreign object detected.

Click here

for more information.

Step-by-step Diagnosis

Which statement best describes the problem?

The printer was printing with no problems before the current printing problem occured.

The printer has just been set up for the first time and has never been used to print.

The printer stopped printing after replacing one or more ink cartridges or printheads.

Step-by-step Diagnosis

Note: The amber light will stop blinking and the printer indicator lights return to normal when the cause of this condition is resolved. Be sure to check the indicator lights after each step to see if the problem is resolved.

1   Turn the printer off, then on again.
2   Make sure that the printhead access cover is properly closed.
     Click here

for instructions.
3   Press the Resume (

) button once. If an attention page prints when you press the Resume button, check the page to identify an ink cartridge or printhead that needs to be replaced.
         Click here

for instructions on replacing ink cartridges.
         Click here

for information about replacing printheads.
4   Check for a paper jam inside the printer.
         Click here

for instructions on clearing paper jams inside the printer.
5   Check for a paper jam in the optional Accessory Paper Tray (if installed).
     Click here

     for instructions on clearing a paper jam in the Accessory Paper Tray.
6   If the problem still exists after following these steps, you should determine the cause of the problem using the printer code diagnosis method. This is the recommended troubleshooting method.
         Click here

for instructions on determining the printer code.

Step-by-step Diagnosis

Note: The amber light will stop blinking and the printer indicator lights return to normal when the cause of this condition is resolved. Be sure to check the indicator lights after each step to see if the problem is resolved.

1   Open the ink cartridge door. Make sure that the four ink cartridges are properly installed and firmly seated in their slots. The arrow on top of each ink cartridge should point toward the arrow on the label of each ink cartridge slot.
   Click here

for instructions on replacing ink cartridges.

2   Every new printhead comes with a transparent protective tape that covers the sensitive copper-colored areas of the printhead. This tape must be completely removed for the printhead to work properly. Remove and examine each of the printheads to see if:

The protective tape has been completely removed.

The printhead is the correct type for your printer. HP No.10 Printheads are the correct replacement type for this printer.

The printheads are installed into their corresponding socket. Check the label on top of each printhead to match the color of the printhead to the color of the socket. Be sure the arrow on the printhead points toward the arrow on the printhead socket.
   Click here

for instructions on replacing printheads.

3   Make sure that the printhead access cover is properly closed.
   Click here

for instructions.

4   If the problem still exists after following these steps, you should determine the cause of the problem using the printer code diagnosis method. This is the recommended troubleshooting method.
   Click here

for instructions on determining the printer code.

All Printer Lights are blinking rapidly

Ink buildup on printhead?

The cause for this attention mode is likely to be associated with ink buildup on one or more of the printhead contact areas.

Click here

for instructions on cleaning the printhead contact areas.

If none of the instructions above solve the problem:

Click here

for information about contacting HP.

A page came out of the printer

Select the phrase that describes what you are seeing with your printer.

A blank page came out of the printer

A Printer Status page printed - Attention light is blinking

Meaningless characters are all that printed

Printed areas are not correctly placed on the page

Something is wrong with the text or fonts

Something is wrong with colors or print quality

A blank page came out of the printer

Print a test page.

Click here

to print a test page now.

Did the test page print successfully?

Yes

No

Test Page printed

Examine the test page and determine if all colors are printing correctly on the page.

All colors printing on the test page?

Check the program from which you are printing to make sure that there is not an extra page break or anything else causing the extra page to be printed.

All colors not printing on the test page?

An ink cartridge may be empty and needs to be replaced. Replace the ink cartridge that matches the color that is not printing on the test page.

Click here

for instructions on replacing ink cartridges.

A printhead may need to be replaced. Replace the printhead that matches the color that is not printing on the test page.

Click here

for instructions on replacing printheads.

If none of the instructions above solve the problem:

Click here

for information about contacting HP.

Test Page did not print

Printer selected as default or current printer?

Make sure that the HP 2000C printer is selected as the default printer, or is selected as the current printer in the Print dialog box of the program from which you are printing.

Click here

for instructions on selecting the default printer.

Restart your computer and printer.
1 Cancel any print jobs and close all programs.
2 Turn the printer off.
3 Restart Windows.
4 As Windows restarts, turn the printer on again.
5 Try printing the document again.

If none of the instructions above solve the problem:

Click here

for information about contacting HP.

A Printer Status page printed - Attention light is blinking

Ink cartridge needs replaced?

Look on the Printer Status page for information about an expired or empty ink cartridge, and replace the appropriate ink cartridge.

Click here

for instructions on replacing ink cartridges.

Printhead needs replaced?

Look on the Printer Status page for information about a printhead that needs to be replaced, and replace the appropriate printhead.

Click here

for instructions on replacing printheads.

If none of the instructions above solve the problem:

Click here

for information about contacting HP.

Meaningless characters are all that printed

Cancel the print job.

If the printer continuously feeds these pages, quickly tap the Pause/Cancel Print (

) button twice to cancel the print job. This will only cancel the current print job. It may take several moments for the printer to cancel the print job. The Activity light will stop flashing when the current print job is cancelled.

Correct printer driver installed?

Make sure that you have the correct printer driver installed for the HP 2000C Series printer.

If none of the instructions above solve the problem:

Click here

for information about contacting HP.

Printed areas are not correctly placed on the page

Click the printing problem you are experiencing:

Orientation of the printout is wrong.

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

Entire printout is slanted or skewed.

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

Text or graphics are reversed on the page.

Orientation of the printout is wrong

Wrong page-orientation setting?

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

Click here ▫ for instructions on changing print settings.

Wrong paper size selected?

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

Click here ▫ for more information.

If none of the instructions above solve the problem:

Click here ▫ to check the Release Notes for known conflicts.

Click here ▫ for information about contacting HP.

More information

■

Incorrect orientation or print settings?

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

Click here ■ for instructions on changing print settings.

Tip   Most Windows programs provide a shortcut or button for printing envelopes. Check your software documentation for information about printing envelopes.

■

Colors do not seem to line up properly with each other

■

Printheads need to be aligned?

The printheads on your HP 2000C Series Printer are automatically aligned when a printhead is replaced. However, you may notice print quality improvement by performing the alignment procedure.

Click here ■ to align printheads now.

Are graphics in the document placed properly?

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

If none of the instructions above solve the problem:

Click here ■ for information about contacting HP.

■

Entire printout is slanted or skewed

Is paper loaded correctly?

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

Click here ▭ for instructions on loading paper.

Incorrect paper type?

Some paper types are not suitable for use with your HP 2000C printer.

Click here ▭ for more information about paper.

Two or more paper types loaded?

Only one type of paper at a time should be loaded into the IN tray.

If none of the instructions above solve the problem:

Click here ▭ for information about contacting HP.

More information

▢

Paper recommendations

Your HP 2000C printer is designed to work well on most common office paper types and with quality 25% cotton bond paper. Because your printer uses ink to produce an image, paper that accepts ink well produces the best results.

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

▢ Paper that is too thin, has a slick texture, or "stretches" easily can feed improperly through the printer.
▢ Paper that is heavily textured or does not accept ink well can cause poorly filled graphics or text.
▢ To ensure that paper feeds properly, use only one type of paper at a time in the IN tray.
▢ Try printing the same document on a type of paper that has previously worked well with your printer.
Tip In addition to paper type, printhead conditions are also an important factor in getting great printouts. Click here ▢ to learn more.

▢

More information

▣

Printheads

The printheads for your printer have microscopic nozzles that can clog when exposed to the air for more than a few minutes. The printer is designed to prevent nozzles from drying out when the printer is idle and when it is turned off using the Power (▢) button on the printer.

A printhead that is not used for long periods of time can also clog, resulting in a noticeable decrease in print quality. To unclog the nozzles, clean the printheads.
Click here ▢ to clean the printheads now.
▣

Text or graphics are cut off at the edges of page

Wrong margin settings?

Make sure margin settings for the document do not exceed the printable area of your HP 2000C printer. Click here for information about minimum margin settings.

Content does not fit on page?

The content that is cut off might be outside the printable area, or the size of the document you are printing is larger than the paper size in the IN tray.

Click here for more information.

Wrong page orientation setting?

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

Click here for instructions on changing print settings.

Paper loaded incorrectly?

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

Click here for instructions on loading paper.

If none of the instructions above solve the problem:

Click here to check the Release Notes for known conflicts.

Click here for information about contacting HP.

Minimum Margins and Paper Sizes

Minimum Margins

Top   0.04 inches / 1.0 mm
　　The top of the page or envelope is the edge that comes out of the printer first.

Right/Left   margin varies by paper size (as shown below)
　　The right and left edges of the page or envelope are the sides of the page as it comes out of the printer.

　　U.S. Letter, U.S. Legal and Executive - 0.25 inches / 6.35 mm

　　A4 size - 3.4 mm / 0.14 inches

　　A5 size - 3.2 mm / 0.13 inches

Bottom   0.46 inches / 11.7 mm
　　The bottom of the page or envelope is the edge that comes out of the printer last.

Standard Paper Sizes-Paper

U.S. Letter	8.5 x 11 in. / 216 x 279 mm
U.S. Legal	8.5 x 14 in. / 216 x 356 mm
Executive	7.25 x 10.5 in. / 184 x 267 mm
A4 size	210 x 297 mm / 8.27 x 11.7 in.
A5 size	148 x 210 mm / 5.8 x 8.3 in.

Standard Paper Sizes-Cards

U.S. Card	3 x 5 in. / 76.2 x 127 mm
U.S. Card	4 x 6 in. / 102 x 152 mm
U.S. Card	5 x 8 in / 127 x 203 mm
A6 Card	105 x 148 mm / 4.13 x 5.83 in.

Standard Paper Sizes-Envelopes

#10 Envelope	4.125 x 9.5 in. / 104.8 x 241.3 mm
U.S. Monarch	3.87 x 7.50 in. / 98.4 x 190.5 mm
DL Envelope	110 x 220 mm / 4.33 x 8.66 in.
A2 or 5.5 Baronial	111.1 x 146 mm / 4.37 x 5.75 in.
C5 Envelope	162 x 229 mm / 6.38 x 9.02 in.
C6 Envelope	114 x 162 mm / 4.49 x 6.38 in.

Custom Paper Size Ranges
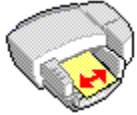
Width   3 in. to 8.5 in.
76.2 mm to 216 mm

Length   5 in. to 14 in.
127mm to 356 mm

More information

Getting everything to fit on the page

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

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

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

The paper width must be between 3.0 inches and 8.5 inches (76.2 mm and 216 mm); the paper length must be between 5.0 inches and 14 inches (127 mm and 356 mm).

build tag spacer

Text or graphics are reversed on the page

Flip Horizontal selected in the HP print settings dialog box?

The **Flip Horizontal** option prints the entire page backwards so that the image projects correctly when it is placed face down on an overhead projector. Make sure that **Flip Horizontal** is not selected when printing other types of documents.

1   Click here ▣ to open the Control Panel.
2   Double-click the **Printers** icon.
3   Click the HP 2000C Series Printer from the **Installed Printers** list.
4   Click **Setup…**
5   Click the **Features** tab.
6   Make sure **Flip Horizontal** is not selected in the **Orientation** options, and click **OK**.

Buildtag spacer

Something is wrong with the text or fonts

▢

Select the phrase that best describes what is happening:

▢

The wrong fonts printed.

▢

Text is jagged (not smooth) at the edges.

▢

Text or graphics are reversed on the page.

▢

The wrong fonts printed

▢

Fonts used incorrectly in the document?

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

Font available on your computer?

The fonts used in the document might not match the fonts currently available in your Windows system, or the type of font used is not designed to be printed. See if the font that is printing incorrectly is available in the font selection box in your software, and see if the TrueType **T** symbol is next to the font.

If none of the instructions above solve the problem:

Click here ▢ for information about contacting HP.

▢

Text is jagged (not smooth) at the edges

[ ]

Wrong type of font chosen?

Some software programs offer custom <u>fonts</u> that have jagged edges when enlarged or printed. By using <u>TrueType fonts,</u> you can ensure that the printer is able to print smooth fonts. When selecting a font, look for the TrueType **T** icon next to the font in the font selection box of your application.

Printing bitmapped text?

If you are trying to print a bitmap image of text, the image might have jagged edges when enlarged or printed. By using <u>TrueType fonts,</u> you can ensure that the printer is able to print smooth fonts. When selecting a font, look for the TrueType **T** icon next to the font in the font selection box of your application.

Incorrect paper type?

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

Click here [ ] for more information about paper.

If none of the instructions above solve the problem:

Click here [ ] for information about contacting HP.

[ ]

Something is wrong with colors or print quality

Select the phrase that best describes what is happening:

Printout is faded or colors are dull.

Color documents printing as black and white.

Wrong colors are printing.

Colors are bleeding into each other.

Ink is streaking or smearing.

Ink is not filling the text or graphics completely.

Text is jagged (not smooth) at the edges.

Printout is faded or colors are dull

■

EconoFast print quality selected?

Select **Normal** or **Best** in the HP print settings dialog box.

Click here ■ for instructions on changing print settings.

Incorrect Paper Type print setting?

When printing on transparencies or other special paper types, select the corresponding paper type in the HP print settings dialog box.

Click here ■ for instructions on changing print settings.

Incorrect type of paper?

Some paper types are not suitable for use with your HP 2000C printer.

Click here ■ for more information about paper.

Printhead clogged or needs cleaning?

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

Click here ■ to clean the printheads.

Tip Printhead condition and paper type are important factors in print quality. Click here ■ to learn more.

Color Calibration required?

Color calibration may be required.

Click here ■ to perform the color calibration procedure.

If none of the instructions above solve the problem:

Click here ■ for information about contacting HP.

■

build tag spacer

Color documents are printing black and white

▢

Print in Grayscale selected in the printer driver?

The **Print In Grayscale** checkbox is probably selected in the <u>HP print settings dialog box</u>.

1	Click here ▢ to open the Control Panel.
2	Double-click the **Printers** icon.
3	Click the HP 2000C Series Printer from the **Installed Printers** list.
4	Click **Setup…**
5	Click the **Color** tab.
6	Make sure **Print In Grayscale** is not selected and click **OK**.

▢

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Wrong colors are printing

■

Print in Grayscale selected in the printer driver?

The **Print In Grayscale** checkbox is probably selected in the HP print settings dialog box.

1   Click here ■ to open the Control Panel.
2   Double-click the **Printers** icon.
3   Click the HP 2000C Series Printer from the **Installed Printers** list.
4   Click **Setup…**
5   Click the **Color** tab.
6   Make sure **Print In Grayscale** is not selected and click **OK**.

Color Calibration required?

When colors are completely wrong, the printer might have run out of one or more colors of ink. Color calibration may be required.

Click here ■ to perform the color calibration procedure.

Printheads clogged or need cleaning?

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

Click here ■ to clean the printheads.

Tip   Printhead condition and paper type are important factors in print quality. Click here ■ to learn more.

If none of the instructions above solve the problem:

Click here ■ for information about contacting HP.

■

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Colors are bleeding into each other

Print setting uses too much ink?

Some Paper Type settings (such as Transparency) and Print Quality settings (such as **Best**) use more ink than others. Choose different print settings in the HP print settings dialog box.

Click here for instructions on changing print settings. Using **Normal** or **EconoFast** color print settings is recommended for printing on plain paper.

Incorrect paper type?

Some paper types are not suitable for use with your HP 2000C printer.

Click here for more information about paper.

If none of the instructions above solve the problem:

Click here for information about contacting HP.

Ink is streaking or smearing

☐

Paper type causing smearing?

Some types of paper do not accept ink well, which causes the ink to dry more slowly and results in smearing. Try using the **EconoFast** print quality setting if this condition occurs frequently on a particular paper type.

Click here ☐ for instructions on changing print settings.

Click here ☐ for more information about paper.

Page is wrinkling with too much ink?

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

Click here ☐ for instructions on changing print settings.

Printout did not have time to dry?

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

Printhead clogged or needs cleaning?

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

Click here ☐ to clean the printheads.

Tip   Printhead condition and paper type are important factors in print quality. Click here ☐ to learn more.

If none of the instructions above solve the problem:

Click here ☐ for information about contacting HP.

☐

Ink is not filling the text or graphics completely

Incorrect Paper Type print setting?

When printing on transparencies or other special paper types, select the corresponding paper type in the HP print settings dialog box.

Click here ▣ for instructions on changing print settings.

Incorrect paper type?

Some paper types are not suitable for use with your HP 2000C printer.

Click here ▣ for more information about paper.

Printhead clogged or needs cleaning?

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

Click here ▣ to clean the printheads.

Tip   Printhead condition and paper type are important factors in print quality. Click here ▣ to learn more.

Ink cartridge out of ink?

If cleaning the printheads does not help, your ink cartridge might be out of ink. Replace the empty ink cartridge.

Click here ▣ for instructions on replacing ink cartridges.

If none of the instructions above solve the problem:

Click here ▣ for information about contacting HP.

Topics accessed from Error Messages (in numerical order by context ID)

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Printer Port Problem

Another program using the printer port?

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

Another device using the printer port?

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

Printer connected to correct printer port?

Make sure your printer is connected to the correct port.

1   Click here to open the Control Panel.
2   Double-click the **Printers** icon.
3   Click the HP 2000C Series Printer from the **Installed Printers** list.
4   Click **Connect…**
5   Select the correct port from the **Ports** list, and then click **OK**.

Restart your computer and printer.

1   Cancel any print jobs and close all programs.
2   Turn the printer off.
3   Restart Windows.
4   As Windows restarts, turn the printer on again.
5   Try printing the document again.
6   If the document still will not print, try reinstalling the printer driver software that came with your printer.

If none of the instructions above solve the problem:

Click here for information about contacting HP.

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Two-Way Communication Not Established

[image]

The computer is unable to establish <u>two-way communication</u> with your printer.

Printer turned on and cables connected properly?

Make sure that the printer is turned on, and that the printer cable is firmly connected to the printer and computer.

Click here [image] to perform a printer communication test.

If none of the instructions above solve the problem:

Click here [image] for information about contacting HP.

[image]

Printer Not Responding

☐

Try the following:

☐   The printer might be paused. Press the Resume (

☐) button to resume printing.

☐   Check the printer for a paper jam.

Click here ☐ for instructions on clearing paper jams inside the printer.

Click here ☐ for instructions on clearing paper jams from the optional Accessory Paper Tray.

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

Click here ☐ to perform a printer communication test.

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

If none of the instructions above solve the problem:

Click here ☐ for information about contacting HP.

☐

Power Improperly Turned Off

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

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

If the printer was turned off from a power strip switch, or if the power cord was pulled from the outlet while the printer was printing or while the printhead access cover was open, the print cartridge cradle will not return to the home position. This will cause the print cartridges to dry out and possibly become damaged.
To prevent this problem, make sure the printer has completely stopped printing and is quiet before turning off power to the printer, and never turn off the printer from any source other than the Power ⬜ button on the front of the printer.
If your print quality has deteriorated since the last time you used the printer, you might need to clean the printheads.
Click here ⬜ to clean the printheads.

If none of the instructions above solve the problem:

Click here ⬜ for information about contacting HP.

Printer Memory is Full

◻

The printer memory is full and the current document cannot be printed.

◻ Click **Cancel Print**; then turn the printer off and then on again. This frees up memory by removing all <u>fonts</u> that have been downloaded to the printer. Try printing again.

◻ Use fewer typefaces in your document. (Too many downloaded fonts will fill the printer memory.)

◻ Print the document in <u>grayscale,</u> if possible.

◻ Clear the **Download TrueType Fonts** checkbox in the HP 2000C Configuration program, and then click OK. Click here ◻ to run the HP 2000C Configuration program and make changes.

If none of the instructions above solve the problem:

Click here ◻ for information about contacting HP.

◻

Mechanism Error

◻

Open the top cover on the printer and check the following:

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

◻   Remove any packing materials from the printer.

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

      Click here ◻ for instructions on clearing paper jams inside the printer.

      Click here ◻ for instructions on clearing paper jams from the optional Accessory Paper Tray.

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

If none of the instructions above solve the problem:

Click here ◻ for information about contacting HP.

◻

Incorrect Printer

■

To solve this problem, try the following:

■ If you have a printer switch box, select the HP 2000C printer.

■ Make sure the HP 2000C printer is selected as the current or <u>default printer</u>.

Click here ■ for instructions on selecting the default printer.

■ Reinstall the software that came with your printer.

If none of the instructions above solve the problem:

Click here ■ for information about contacting HP.

■

Not Enough Hard Disk Space to Print

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

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

Click here for instructions on changing print settings.

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

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

If none of the instructions above solve the problem:

Click here for information about contacting HP.

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Two-way Communication Interrupted

Note This problem is related to the current document. If you are printing to a HP 2000C printer connected to a network, you might want to check the list of documents waiting to print to see if your document is the current document. If it is, follow the steps below.

Click here to check the list of documents waiting to print.

The Two-way Communication Interrupted error message appears when a communication error occurs during printing. Take the following steps to clear this error:

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

If none of the instructions above solve the problem:

Click here for information about contacting HP.

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Not Enough or Low Memory

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

To free up memory, try the following:

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

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

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

Click here for instructions on changing print settings.

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

If none of the instructions above solve the problem:

Click here for information about contacting HP.

Ink Cartridge Not Detected

Ink cartridge missing?

Open the ink cartridge door. If one or more of the ink cartridges are missing, you will need to install a replacement ink cartridge.

Ink cartridge installed correctly?

If all four ink cartridges are installed, remove the ink cartridge that has been detected as missing or improperly installed. Be sure that the label color on the top of the ink cartridge matches the color of the label that identifies the ink cartridge slot. Align the arrow on the ink cartridge label with the arrow on the printer and re-insert the ink cartridge into the correct slot.

Correct ink cartridge type installed?

Make sure that the ink cartridge is the correct type to use with the printer. HP No.10 Ink Cartridges are the correct replacement type for this printer.

Ink cartridge defective?

If the problem still exists, the ink cartridge may be defective. Try replacing it with a new ink cartridge of the same color.

Click here for instructions on replacing ink cartridges.

If none of the instructions above solve the problem:

Click here for information about contacting HP.

Printhead Not Detected

■

The four printheads must all be properly installed in order for the printer to operate.

Printhead missing?

If one or more of the printheads are missing, you will need to install a replacement printhead.

Click here ■ for instructions on replacing printheads.

Protective tape removed from the printhead?

This is the most common cause for this problem. If all four printheads are installed, remove the printhead that has been detected as missing or improperly installed. Check the copper contact areas on the printhead to see if there is protective transparent tape covering any part of the copper area. Remove any tape you find.

Printhead installed correctly?

If all four printheads are installed, remove the printhead that has been detected as missing or improperly installed. Be sure that the label color on the top of the printhead matches the color of the label that identifies the printhead socket. Re-insert the printhead into the correct socket.

Click here ■ for instructions on replacing printheads.

Correct Printhead type installed?

Make sure that the printhead is the correct type to use with the printer. HP No.10 Printheads are the correct replacement type for this printer.

If none of the instructions above solve the problem:

If the problem still exists, remove the defective printhead once again and clean its contacts with a soft, lint free cloth.

Click here ■ for instructions on cleaning the printhead.

Click here ■ for information about contacting HP.

■

Printhead Movement Obstructed

Something is preventing the printhead carriage from moving across the page. Check under the printhead access cover for a paper jam or other obstruction. Follow these directions:

Paper Jam inside printer?

Remove the printer top cover by opening the ink cartridge door and lifting up the printhead access cover. Visually check the inside of the printer for obstructions or paper jams. Remove any obstructions.

Click here for instructions on clearing paper jams inside the printer.

Click here for instructions on clearing paper jams from the optional Accessory Paper Tray.

Printhead latch and printhead access cover improperly closed?

The printhead latch and printhead access cover might be improperly closed.

Click here for instructions on closing the printhead latch and printhead access cover.

If none of the instructions above solve the problem:

Click here for information about contacting HP.

Unable to detect two-way communication

The printer communication test was unable to detect <u>two-way communication</u> with your printer. The connection between your printer and computer is not allowing the printer to report important information back to the computer.

To correct this problem, try the following:

Make sure the printer cable you are using is designed for two-way communication. Use a printer cable that supports bidirectional communication (IEEE-1284 compliant) and that you know is working correctly.

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

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

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

1   Click here to run the HP 2000C Configuration program.
2   Clear the **Bi-directional Communication** checkbox in the HP 2000C Configuration program, and then click OK.

If none of the instructions above solve the problem:

Click here for information about contacting HP.

Ink Buildup May Be Occurring

When all of the printer lights blink rapidly, the cause may be a buildup of ink on the printhead contacts. If this condition occurs, the printheads should all be checked for visible ink buildup and the ink deposits should be cleaned off.

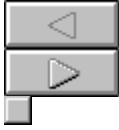Click here for instructions on cleaning the printhead contacts.

If none of the instructions above solve the problem:

Click here for information about contacting HP.
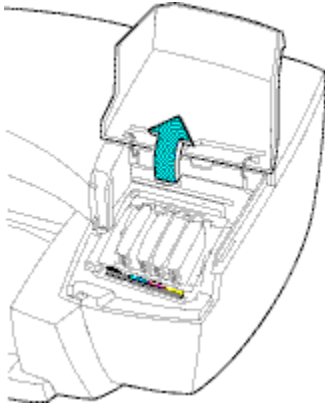
Clean the printheads and printhead contacts

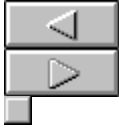**1** Make sure the power is on and then open the ink cartridge door.

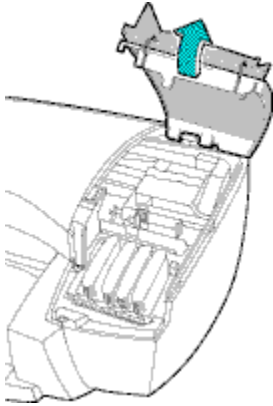**Note**:   The power must be on in order to access the printheads.
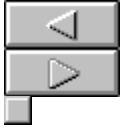
Clean the printheads and printhead contacts

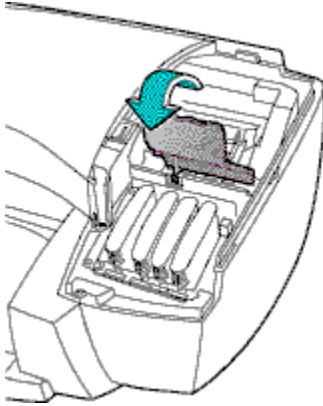**2** Lift and remove the printhead access cover from the printer and set it aside.
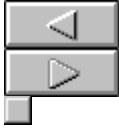
Clean the printheads and printhead contacts

**3** Pull the purple printhead latch toward you until it rests upside down on top of the ink cartridges.
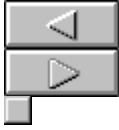
Clean the printheads and printhead contacts

4 Raise the purple printhead latch to reveal the printhead area.

Unplug the power cable from the rear of the printer or the power outlet. It is very important that the printer be unplugged to avoid electrical shock or damage to the printer.
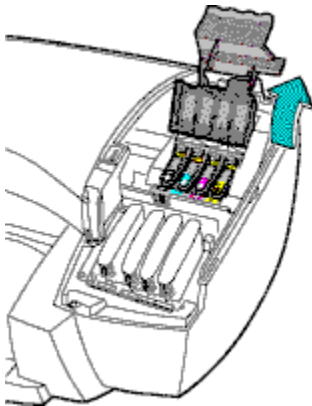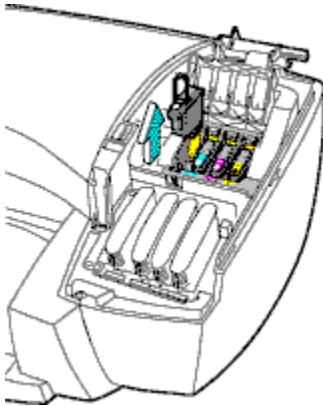
Clean the printheads and printhead contacts

5 Each printhead has a tab at the front which is connected to a handle. Using the tab, raise the handle to position it for use. Using the handle, pull the printhead out of its socket.

Clean the printheads and printhead contacts

6 Inspect each printhead contact and the contacts inside the printhead socket for ink and debris buildup. Clean any visible ink deposits with a soft, lint-free cloth. See the graphics below for the areas of the printhead and printhead socket to clean. If necessary, moisten the cloth with one drop of tap water.

Warning: Using paper or a coarse cloth moistened with anything but tap water can damage the contacts and cause repair work to be necessary. Be careful to use very little moisture.

Warning: Do not touch any of the copper-colored areas with your fingers. Oil from your fingers can damage the printhead.

Warning: Only clean the red highlighted areas shown in the graphic below. Do not clean the copper-colored area underneath the printhead. The microscopic nozzles in this area can become damaged or clogged by cleaning this area.

Warning: Do not leave the printhead out of the printhead socket for too long. The microscopic nozzles can become damaged or clogged if left out of the printhead socket for too long.
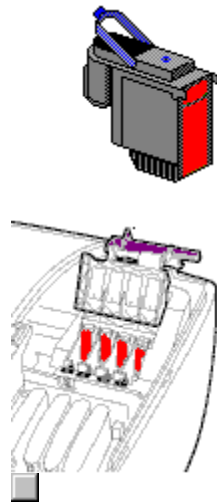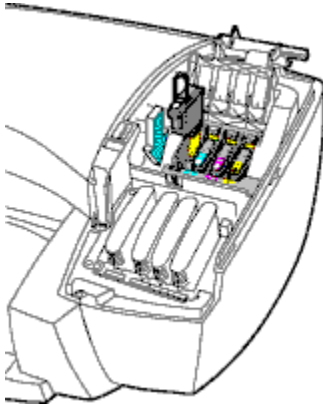
Clean the printheads and printhead contacts

7 Holding the printhead by the handle, align the arrow on the printhead with the arrow on the printer socket and lower the printhead into the socket.

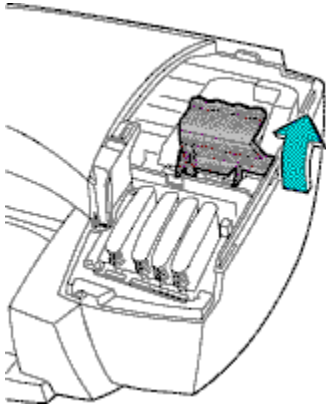## Clean the printheads and printhead contacts

8 Repeat steps 5 through 7 for the remaining printheads. When completed, lower the purple printhead latch down so it covers the printheads and the edges of the ink cartridges.
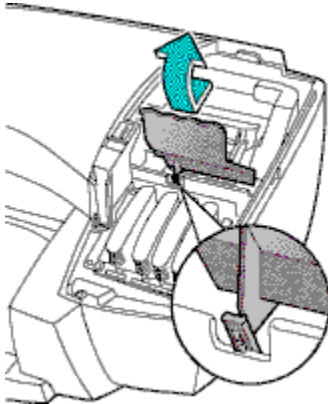
Clean the printheads and printhead contacts

9 Fold back the purple printhead latch until it lies flat. Make sure the hook on the latch is secured inside the purple carriage lock.

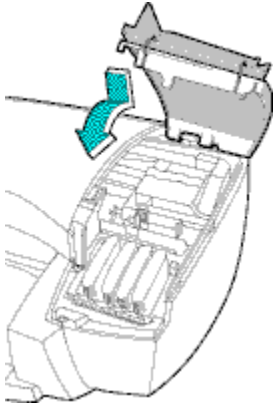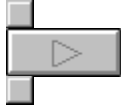# Clean the printheads and printhead contacts

10 Position the printhead access cover over the printer. Rest the two tabs on the back edge of the cover on either side of the tab on the back of the printer.
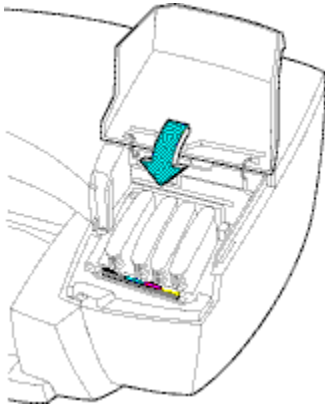
Clean the printheads and printhead contacts

11 Lower the printhead access cover until it snaps into place, and then close the ink cartridge door. Re-connect the power cable and turn the printer on.

When the printhead cleaning procedure does not correct a print quality problem, then the printhead is probably nearing the end of its useful life and should be replaced.

HP No.10 Printheads are the correct replacement type for this printer. These printheads are designed for long life and consistently great print quality through many ink cartridge replacements. Printhead replacement should not be needed frequently and should be avoided unless print quality noticeably decreases.

If, after replacing a printhead, another printhead replacement is needed prematurely, there is a problem in the printer ink delivery system. When this occurs, contact the HP Support Center.

Click here ⬜ for information about contacting HP.

Popup Topics (in alphabetical order)

Default printer

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

Font

A font is a collection of typefaces or styles used to give your text a particular look. See also <u>TrueType font.</u>

Grayscale

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

HP 2000C Toolbox

The HP 2000C Toolbox provides access to the information you need to use your printer, including procedures for basic printer tasks, step-by-step problem solving for common printing problems, printer status information, and printer functions, such as printing test pages and aligning print cartridges.

HP print settings dialog box

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

Orientation or page orientation

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

Release Notes

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

Test page

You can print a test page to verify that the printer is working properly and that the cable connection meets minimum standards. You print a test page from the **Printer Services** tab of the HP 2000C Toolbox.

TrueType font

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

Two-way communication

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