HP DeskJet 820C Series Release Notes, version 8.2

This document contains the latest information about your new HP DeskJet 820C Series printer.

Contents

Printer Software Installation

Installing Through the Control Panel

Windows 95
HP DeskJet printer software can be installed through the Control Panel. From the Printers folder, choose Add Printer, then Have Disk. When prompted, insert disk 1 and follow the installation instructions.

Windows 3.1
HP DeskJet printer software cannot be installed through the Control Panel. Use the SETUP.EXE program on disk 1 that came with your printer (from the Program Manager, select File, Run..., then type a:\setup).

Installing the HP DeskJet Printer Software While Installing Windows 95

Windows 95 only

Do not attempt to install the HP DeskJet printer software while installing Windows 95 on a system for the first time. This may result in an incorrect printer software installation or system problems. Install the printer software after the Windows 95 installation is complete using the Add Printer option.

Installing on Computer Systems with FaxWorks 3.0

Windows 3.1 only

Before installing the HP DeskJet printer software, edit the SYSTEM.INI file as follows:

1.) Change the line "comm.drv=fx-comm.drv" to "comm.drv=comm.drv".
2.) Change the line device=c:\cardview\ssvcd311.386 to device=*vcd.

To edit the SYSTEM.INI file, select File, Run... from the Program Manager, then type "sysedit" and click OK. Click on the window that says "C:\WINDOWS\SYSTEM.INI", edit the file, then select File, Save.

Reinstalling the HP DeskJet printer software after reinstalling Windows 3.1

If you re-install Microsoft Windows after installing the HP DeskJet printer software, you must also re-install the printer software to ensure correct printer operation.

Gateway ATI Mach 32 Driver 3.10 (ATIKey)

Windows 3.1 only

ATIKey is a program that comes with ATI ultra cards installed on Gateway P5-60 Pentium machines. A General Protection fault will occur in ATIKey during installation. Press the Continue key after the GP fault to continue install. Restart Windows when installation is complete. The driver will be installed correctly.

Conflicts With Specific Software Programs

At the time this printer software was released:

☐   Information on Windows 95 conflicts was very limited. If you use Windows 95, upgrading your software programs to Windows 95 versions is the best way to avoid system conflicts.

☐   The following known software program limitations existed.

(*Click on a software program for information on known conflicts.*)

Ami Pro
ATM (Adobe Type Manager)
Corel Draw
Excel
Family Tree Maker
Harvard Graphics
HP Explorer
Improv
Managing Your Money
PageMaker
Paintbrush
Print Shop Deluxe
Print Shop Deluxe Companion
Publisher
RAM Doubler
SuperQueue
Word For Windows
WordPerfect
WordPro
Works
Write

Ami Pro 3.0, 3.1 (Lotus)
WordPro (Formerly Ami Pro)

Windows 95 and Windows 3.1

▢ Background colors and fill patterns may not print correctly.

▢ If you can only print one print job per reboot, disable the background spooler.

Ami Pro
1. Select User Setup from the Tools menu.
2. Click the Options button.
3. Uncheck   the Print in Background checkbox under Speed Options.
4. Click OK.

WordPro
1. Select User Setup from the File menu.
2. Click the General tab.
3. Uncheck the Print Docs in Background checkbox.
4. Click Ok.

▢   Ami Pro/WordPro Technical Support

ATM 2.5 and earlier (Adobe)

Windows 95 and Windows 3.1

☐ If ATM fonts are selected in your document, they will not print. To fix this, check the "Print ATM Fonts as Graphics" checkbox in the ATM control panel.

☐   Adobe Technical Support

Corel Draw 4.0 and 5.0 (Corel)

Corel Draw 4.0
Windows 3.1 only

The problem with Fractal fills not printing correctly has been fixed. If you added the line "Rasterize=1" to the [Config] section of the CORELPRN.INI file in the directory COREL4\CONFIG to enable printing of fractal fills with versions 4.0 and 4.1 of this driver, delete the line after installing the version 8.0 driver. Otherwise, fractal fills printing will be slow.

Portions of printed output may be rotated 180 degrees and enlarged. Exit Windows and then restart Windows. Try printing again.

Corel Draw 5.0
Windows 95 and Windows 3.1

Bitmaps print at low resolutions and colors may be very dark. This problem was fixed in version 5.0.F2

Corel Draw Technical Support

Excel 4.0 (Microsoft)

Windows 3.1 only

⬜ After a print job is canceled, an error message may be displayed. Click OK to return to the software program. This is fixed in version 5.0.

⬜ Some paths to the driver dialogs do not work correctly and settings are not retained. Use the following path to reach a printer setup that works:

    For version 4.0: File, Page Setup, Printer Setup, Setup
    For version 5.0: File, Page Setup, Options

⬜ Documents formatted for printers other than HP DeskJet printers may shrink when printed. Changing print settings has no effect. This is fixed in version 5.0.

⬜   Excel Technical Support

Family Tree Maker (Banner Blue Software)
Deluxe Edition, version 2.01

Windows 3.1 and Windows 95

The HP Printer Setup Properties dialog box will cause the application to stop responding when accessed from within Family Tree Maker (File, Print Setup, Options **or** File, Print Family Page, Setup, Options). To change print settings, access the HP Printer Setup Properties from the Control Panel in Windows 3.1 or the Printers folder in Windows 95.

Family Tree Maker Technical Support

Harvard Graphics 2.0 (SPC)

Windows 3.1 only

◻ If you are using Harvard Graphics with SuperQueue version 3.01/3.02 and you get the error message "SuperQueue cannot continue-disk may be full" when printing TIF graphics, turn off SuperQueue and reprint the document. It is recommended that SuperQueue not be used with HP DeskJet printers.

◻ When the HP Setup Properties are called from inside Harvard Graphics, orientation and paper size setting changes are ignored by Harvard Graphics.

◻   Harvard Graphics Technical Support

HP Explorer (Hewlett-Packard)

Windows 3.1 only

If you have the HP Explorer software for the HP LaserJet 4L running in background and you attempt to print with an HP DeskJet printer driver, you may get an error message "Not Enough Memory To Print". To print with the HP DeskJet printer driver, either turn off the HP Explorer Software or add the "/x" switch to the STAT4L.EXE command in your AUTOEXEC.BAT file. The command should then read:

"STAT4L.EXE /x".

Using the /x switch may increase the time it takes for HP Explorer to "Pop Up."

HP Technical Support

Improv 2.0 (Lotus)

Windows 3.1 only

🔲 Images with scaling factors greater than 100% will be clipped.

🔲   Lotus Technical Support

Managing Your Money (Meca)

Windows 3.1 only

Changes in the HP Printer Setup Properties will not take affect. Some settings may work if selected through the Control Panel.

Managing Your Money Technical Support

PageMaker 5.0 (Adobe)

Windows 3.1 only

⬜ If Print Manager is turned off, a PM5APP error may be displayed during printing on the second print job. To fix this, turn Print Manager on.

⬜ Color pattern fills do not always print with the correct pattern.

⬜ Some documents created in version 4.0 may not print correctly in version 5.0.

⬜   PageMaker Technical Support

Paintbrush (Microsoft)

Windows 3.1 only

◻ When printing from Paintbrush with the video driver set to 32K or more, the error message "Not enough memory" will appear.

◻   Microsoft Technical Support

PowerPoint (Microsoft)

Windows 3.1 only

▢ If you are printing gradient fills or graphics, they may contain black horizontal lines. To fix this, uncheck the Rectangles checkbox in the HP Configuration program.

Click here ▢ to change this now.

▢ PowerPoint Technical Support

Printshop Deluxe 1.0 (Broderbund)

Windows 3.1 only

▢ Objects that go outside of the print region are clipped. The program does not provide a means of adjusting the bottom margin of the document to fit within the limits of the printer driver's margin settings. This problem is fixed in version 2.0.

▢ If a paper size other than Letter is selected in the printer driver when a document is sent to print, a message may display asking the user to select either Portrait or Landscape orientation. The selection has no effect on how the document is printed.

▢   PrintShop Deluxe Technical Support

Print Shop Deluxe Companion (Broderbund)

Windows 3.1 only

When printing envelopes, make sure to set the position to Right and Top in the Print Shop Deluxe Companion Print dialog box. Also, make sure to insert envelopes with the top edge of the envelope facing left (180 degrees from the icon on the printers IN tray).

Print Shop Deluxe Technical Support

Publisher 1.0 and 2.0 (Microsoft)

Publisher 1.0
Windows 3.1 only

▢ You cannot change the HP Setup Properties from Microsoft Publisher 1.0. You must change them through the Control Panel.

▢ If you are printing cards and images are missing after you've printed, check the 'MS Publisher Printing' checkbox in the HP Configuration program.

Click here ▢ to change this now.

Publisher 2.0
Windows 95 and Windows 3.1

▢ Information at the bottom of a page may be clipped. Increase the bottom margin of your page. See the user's guide for print region specifications.

▢ Printing Index Cards results in a Not Enough Memory error message.

▢   Publisher Technical Support

RAM Doubler (Connectix)

Windows 3.1 only

□ Printing bitmap graphics while RAM Doubler is running will cause a general protection fault (GPF). This is fixed in version 1.02.

□ RAM Doubler Technical Support

SuperQueue 3.01, 3.02 (Zenographics)

Windows 95 and Windows 3.1

⬜ SuperQueue is not recommended for use with HP DeskJet printers.

⬜ When printing PageMaker 4.0 documents in PageMaker 5.0, If the message "Fail to print" is displayed, turn off SuperQueue and reprint the document.

⬜ If Print Manager is turned on while SuperQueue is running, documents will print incorrectly (meaningless characters will print).

⬜　　　SuperQueue Technical Support

Word For Windows, Versions 6.0 and earlier (Microsoft)

Windows 3.1 only

🔲 Edges of italic characters may be clipped in version 2.0. This problem is fixed in version 6.0.

🔲 If the 'copies' setting   for a document is changed in the HP Setup Properties, the change will not happen for that print job, however, the change will happen when the next document is sent to print.

🔲 When printing to a file, the path and filename must be shorter than 30 characters. Otherwise, the file that is created will be empty.

🔲   Word for Windows Technical Support

WordPerfect 6.0 (Novell Corporation)

Windows 3.1 only

☐ WordPerfect reads the minimum print margins only when it is first started. These margins are determined by the paper size and orientation settings in the driver. If you are unable to set the margins to the minimum values for the printer, exit WordPerfect and   make sure that the correct paper size and orientation settings are set in the driver through the Windows Control Panel. Then restart WordPerfect. This problem has been fixed in version 6.0a. Contact WordPerfect for upgrade information.

☐ HPs duplex printing feature is not available through WordPerfect.

☐   WordPerfect Technical Support

Works 2.0A, 3.0, 3.1 (Microsoft)

Windows 3.1 only

◻ Charts print incorrectly when the Automatic ColorSmart setting is selected in the HP Setup Properties.

◻   Works Technical Support

Write 3.1 (Microsoft)

Windows 3.1 only

⬜ When printing envelopes, the left and right margins are switched with each other. If clipping occurs when printing envelopes, switch the left and right margin settings.

⬜   Microsoft Technical Support

Problems with DOS Printing

If you are having problems printing from DOS programs in Windows 95, print the document to a file, then copy the file to LPT1.

If you use MSCDEX with the "/s" option, you will not be able to print files from DOS larger than 128K (the "/s" option allows sharing of the CD rom over a network). To fix this, remove the "/s" option from the MSCDEX line in your AUTOEXEC.BAT file.

Other Known Problems

▣   [The driver will not install to an HP Omnibook (Models 300 and 425)](#)

▣   [Problems with the Printer Spooler](#)

▣   ["Incompatible Print Manager" error message](#)

▣   [Long delay displaying or printing a document in Windows 95](#)

▣   ["Printer Port Problem" error message](#)

▣   [Conflicts with other printer drivers](#)

▣   [Jerky or sluggish keyboard or mouse](#)

▣   [Occasional General Protection Fault](#)

The driver will not install to an HP Omnibook (Models 300 and 425)

HP Omnibooks have a subset of Microsoft Windows. Windows on HP Omnibooks do not have the file LZEXPAND.DLL in the WINDOWS\SYSTEM directory. This file is required in order to install the HP DeskJet printer software and is included in the WINDOWS\SYSTEM directory on most desktop and laptop systems using Microsoft Windows 3.1 or later. Obtain a copy of the file and put it in the WINDOWS\SYSTEM directory of your HP Omnibook before installing the printer driver. The LZEXPAND.DLL file is shipped with HP Omnibook models 430 and later.

Problems with the Printer Spooler

If you cancel printing in the Printer Spooler while the status is "printing", the spooler will stop responding.

"Incompatible Print Manager" error message

If an HP LaserJet 4 printer driver is installed after the HP DeskJet printer software is installed, an "Incompatible Print Manager" error message will appear. The HP DeskJet printer software must be reinstalled.

Long delay displaying or printing a document from Windows 95

For a short time after printing a document, using a shortcut to bring up or print a document will cause a long delay (about 50 seconds) before the task is completed.   Either wait several seconds after printing to use a document shortcut, or open and print the document from within the software program.

"Printer Port Problem" error message

If the selected printer is connected to FILE (instead of an LPT port), the message "Printer Port Problem" will appear. When this happens, the HP DeskJet Toolbox is attempting to communicate with the selected printer and is unsuccessful when the output is being sent to a file. Do not attempt to monitor the status of a print job that is being sent to a file.

Conflicts with other printer drivers

The Print Manager allows only one queue processor on a port to be recognized. The HP DeskJet printer driver has its own unique queue processor identity in the [spooler] section of the WIN.INI file. This identity is 'qp.lpt1=hpfqpr04.dll'.

Other printers that use a queue processor have their own unique identities, denoted by a file 'xxxqp.dll'. If you are using a printer driver besides the HP DeskJet printer driver, either hook the other printer up to a separate LPT port, or modify the 'qp.lptx=' line in the WIN.INI file to reflect that printer's queue processor identity.

Jerky or sluggish keyboard or mouse

When printing jobs in the background, the keyboard or mouse response may be jerky or sluggish on some systems.

This problem will be addressed in the next version of the HP DeskJet 820C printer driver. Refer to Appendix A of the users guide for information on contacting HP customer support.

▢   HP Customer Support

Occasional General Protection Fault

When multiple jobs are queued for printing, occasionally, on some systems, a General Protection Fault (GPF) in Module HPFWIN04.DLL may occur.

This problem will be addressed in the next version of the HP DeskJet 820C printer driver. Refer to Appendix A of the users guide for information on contacting HP customer support.

    HP Customer Support

Lotus

Ami Pro/WordPro Technical Support
(404) 399-5505

Lotus Technical Support
(508) 988-6400

Adobe

Adobe Technical Support
(408) 986-6530

PageMaker Technical Support
(206) 628-4531

Connectix

RAM Doubler Technical Support
1-800-839-3627
FAX (415) 571-5195
e-mail: support@connectix.com

Corel

Corel Draw Technical Support
(716) 423-8200

Microsoft

Excel Technical Support
(206) 635-7070

Paintbrush Technical Support
Write Technical Support
(206) 454-2030

PowerPoint Technical Support
(206) 635-7145

Publisher Technical Support
(206) 635-7140

Word for Windows Technical Support
(206) 462-9673

Works Technical Support
(206) 635-7130

SPC (Software Publishing Corporation)

Harvard Graphics Technical Support
(608) 274-9715

HP (Hewlett-Packard)

HP Customer Support
(208) 323-2551

Broderbund

Print Shop Deluxe Technical Support
(415) 382-4700
(800) 521-6362 (U.S. only)

Novell Corporation

WordPerfect Technical Support
(801) 225-5000
(800) 451-5151 (U.S. and Canada only)
(801) 222-9010 (After hours, 6pm to 7am MST)

Zenographics

SuperQueue Technical Support
(714) 851-2191

Meca

Managing Your Money Technical Support
(203) 255-7562

Banner Blue Software

Family Tree Maker Technical Support
(510) 794-6850